

TOEIC® Test

공식실전서

5세트

RC



Preface

Dear test taker,

Here is a test preparation book created to help you succeed in using English as a tool for communication both in Korea and around the world.

This book will provide you with practical steps that you can take right now to improve your English proficiency and your TOEIC® test score. Now more than ever, your TOEIC score is a respected professional credential and an indicator of how well you can use English in a wide variety of situations to get the job done. As always, your TOEIC score is recognized globally as evidence of your English-language proficiency.

With the ETS® TOEIC® Test Official Prep Book, you can make sure you have the best and most thorough preparation for the TOEIC® test. This book contains key study points that will familiarize you with the test format and content, and you will be able to practice at your own pace. The test questions are developed by the same test specialists who develop the TOEIC® test and are carefully selected for inclusion in this book. They are reviewed as rigorously as the questions in the TOEIC® test itself.

The ETS® TOEIC Test Official Prep Book includes the following key features.

- Analyses of the new TOEIC question types and preparation strategies
- New TOEIC questions of the same quality and difficulty level as those in operational TOEIC® test forms
- Specific explanations for learners

Use the ETS® TOEIC Test Official Prep Book to help you prepare to use English in an ever-globalizing workplace. You will become familiar with the test, including the new test tasks, content, and format. These learning materials have been carefully crafted to help you advance in proficiency and gain a score report that will show the world what you know and what you can do.



대한민국 토익 응시자가 믿고 선택하는 이유!

국내 유일 _ '출제기관이 직접 개발한' 문항이 담긴 유일한 교재니까!

이 책에는 총 5세트의 신토익 실전 문제가 수록되어 있다. 모든 문제는 토익 출제기관인 ETS가 직접 개발한 것으로, 문제 퀄리티 및 난이도가 정기시험과 동일하다. 오래된 기출문제를 변형하여 구성한 교재로는 익힐 수 없는 '실전 감각'을 ETS® TOEIC® Test 공식실전서를 통해 얻어 보자!

국내 최초 _ '진짜 신토익'을 다룬 최초의 실전문제집이니까!

이 책에 수록된 5세트의 RC 문제는 모두 ETS가 새로 개발한 최신 신토익 문항들이다. 신토익 유형을 가장 정확하게 반영한 최신 개발 문항으로 신토익에 대비해 보자! ETS® TOEIC® Test 공식실전서와 함께라면 유형이 바뀌어도 문제될 것이 전혀 없다!

국내 최고 _ '출제기관이 검증한' 최고의 해설을 제공하니까!

이 책의 문제집과 함께 제공되는 해설집은 출제기관인 ETS의 검수를 거쳐 만들어진 정확한 해설을 수록하고 있다. 이 책의 해설은 체계적인 유형 분석으로 토익 시험을 준비하는 학습자들이 문제 해결 능력을 높이는 데 도움을 준다. '토익을 가장 잘 아는' YBM의 분석 노하우와 출제기관의 꼼꼼한 검수가 만들어 낸 ETS® TOEIC® Test 공식실전서의 해설을 통해 고득점의 지름길로 출발해 보자!

점수 환산표

■ 이 책에 수록된 각 Test를 풀고 난 후, 맞은 개수를 세어 점수를 환산해 보세요.

LISTENING Raw Score (맞은 개수)	LISTENING Scaled Score (환산 점수)	READING Raw Score (맞은 개수)	READING Scaled Score (환산 점수)
96-100	480-495	96-100	460-495
91-95	435-490	91-95	410-475
86-90	395-450	86-90	380-430
81-85	355-415	81-85	355-400
76-80	325-375	76-80	325-375
71-75	295-340	71-75	295-345
66-70	265-315	66-70	265-315
61-65	240-285	61-65	235-285
56-60	215-260	56-60	205-255
51-55	190-235	51-55	175-225
46-50	160-210	46-50	150-195
41-45	135-180	41-45	120-170
36-40	110-155	36-40	100-140
31-35	85-130	31-35	75-120
26-30	70-105	26-30	55-100
21-25	50-90	21-25	40-80
16-20	35-70	16-20	30-65
11-15	20-55	11-15	20-50
6-10	15-40	6-10	15-35
1-5	5-20	1-5	5-20
0	5	0	5

점수 산출 방법

아래의 방식으로 점수를 산출할 수 있다.

Step 1

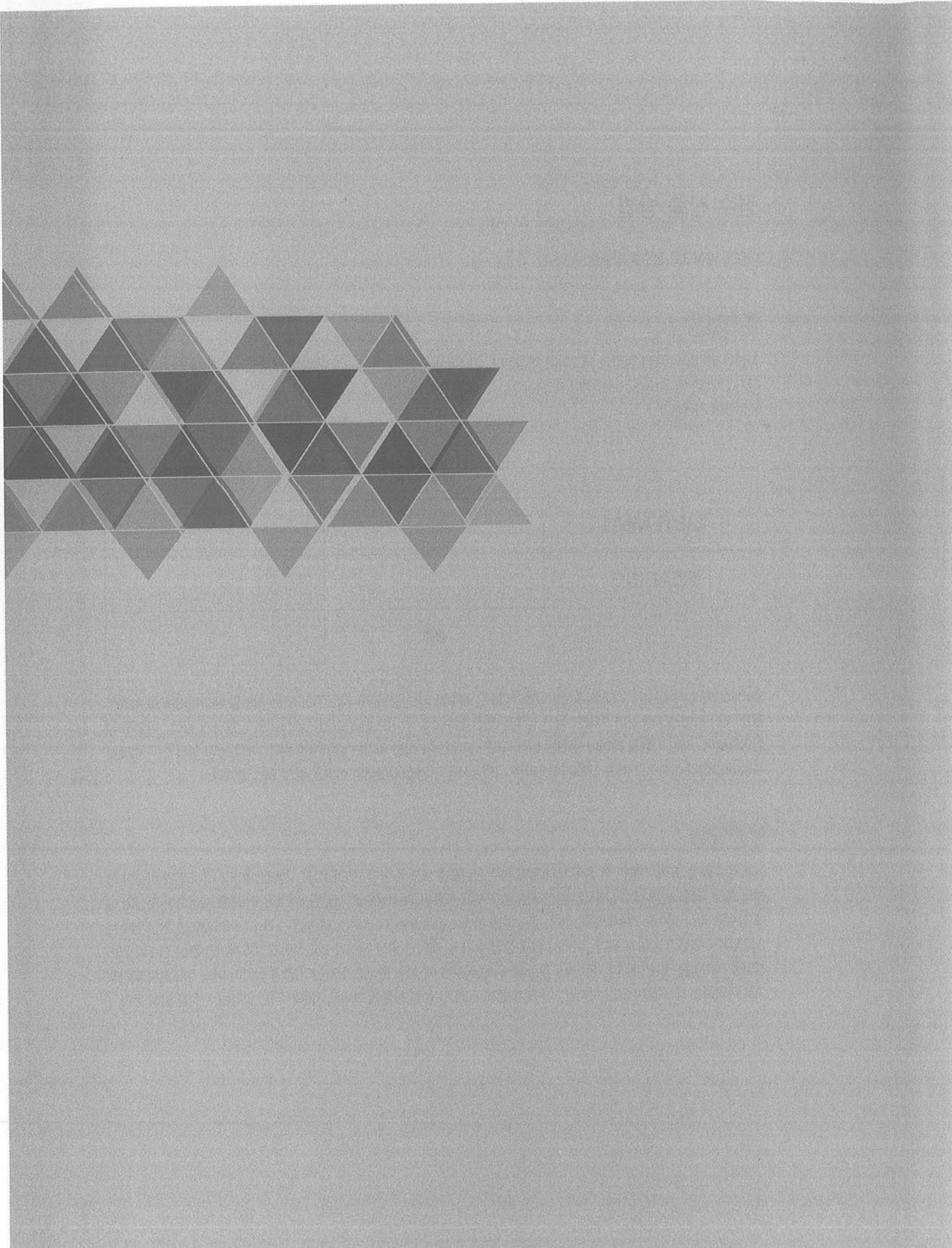
자신의 답안을 수록된 정답과 대조하여 채점한다. 각 Section의 맞은 개수가 본인의 Section별 '실제 점수(통계 처리하기 전의 점수, raw score)'이다. Listening Test와 Reading Test의 정답 수를 세어, 자신의 실제 점수를 아래의 해당란에 기록한다.

	정답 수	환산 점수대
LISTENING		
READING		
총점		

Section별 실제 점수가 그대로 Section별 TOEIC 점수가 되는 것은 아니다. TOEIC은 시행할 때마다 별도로 특정 통계 처리 방법을 사용하여 이러한 실제 점수를 환산 점수(converted[scaled] score)로 전환하게 된다. 이렇게 전환함으로써, 매번 시행될 때마다 문제는 달라지지만 그 점수가 갖는 의미는 같아지게 된다. 예를 들어 어느 한 시험에서 총점 550점의 성적으로 받는 실력이라면 다른 시험에서도 거의 550점대의 성적을 받게 되는 것이다.

Step 2

실제 점수를 위 표에 기록한 후 왼쪽 페이지의 점수 환산표를 보도록 한다. TOEIC이 시행될 때마다 대개 이와 비슷한 형태의 표가 작성되는데, 여기 제시된 환산표는 본 교재에 수록된 Test용으로 개발된 것이다. 이 표를 사용하여 자신의 실제 점수를 환산 점수로 전환하도록 한다. 즉, 예를 들어 Listening Test의 실제 정답 수가 61~65개이면 환산 점수는 240점에서 285점 사이가 된다. 여기서 실제 정답 수가 61개이면 환산 점수가 240점이고, 65개이면 환산 점수가 285점임을 의미하는 것은 아니다. 본 책의 Test를 위해 작성된 이 점수 환산표가 자신의 영어 실력이 어느 정도인지 대략적으로 파악하는 데 도움이 되긴 하지만, 이 표가 실제 TOEIC 성적 산출에 그대로 사용된 적은 없다는 사실을 밝혀둔다.



TEST 1

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. New patients should arrive fifteen minutes before ----- scheduled appointments.
(A) themselves
(B) their
(C) them
(D) they
102. The ----- version of the budget proposal must be submitted by Friday.
(A) total
(B) many
(C) final
(D) empty
103. Ms. Choi offers clients ----- tax preparation services and financial management consultations.
(A) only if
(B) either
(C) both
(D) not only
104. Maya Byun ----- by the executive team to head the new public relations department.
(A) chose
(B) choose
(C) was choosing
(D) was chosen
105. Belvin Theaters will ----- allow customers to purchase tickets on its Web site.
(A) yet
(B) since
(C) ever
(D) soon
106. AIZ Office Products offers businesses a ----- way to send invoices to clients online.
(A) secure
(B) securely
(C) securlest
(D) secures
107. Because several committee members have been delayed, the accounting report will be discussed ----- than planned at today's meeting.
(A) late
(B) latest
(C) later
(D) lateness
108. According to the revised schedule, the manufacturing conference will begin at 9:00 A.M. ----- 8:00 A.M.
(A) now
(B) when
(C) due to
(D) instead of

- 109.** While the station is undergoing repair, the train will proceed ----- Cumberland without stopping.
 (A) aboard
 (B) through
 (C) quickly
 (D) straight
- 110.** Dr. Morales, a geologist from the Environmental Institute, plans to study the soil from the mountains ----- Caracas.
 (A) out
 (B) next
 (C) onto
 (D) around
- 111.** If you have already signed up for automatic payments, ----- no further steps are required.
 (A) even
 (B) additional
 (C) then
 (D) until
- 112.** Confident that Mr. Takashi Ota was ----- more qualified than other candidates, Argnone Corporation hired him as the new vice president.
 (A) much
 (B) very
 (C) rarely
 (D) along
- 113.** Poleberry Local Marketplace takes pride in carrying only ----- processed dairy products from the region.
 (A) nature
 (B) natures
 (C) natural
 (D) naturally
- 114.** All of Molina Language Institute's ----- have three or more years of experience and a valid teaching credential.
 (A) instructed
 (B) instruction
 (C) instructing
 (D) instructors
- 115.** The restaurant critic for the *Montreal Times* ----- the food at Corban's Kitchen as affordable and authentic.
 (A) ordered
 (B) admitted
 (C) described
 (D) purchased
- 116.** The Merrywood Shop will hold a sale in January to clear out an ----- of holiday supplies.
 (A) excess
 (B) overview
 (C) extra
 (D) opportunity
- 117.** Zoticos Clothing, Inc. has acquired two other retail companies as part of a plan to expand ----- Europe and Asia.
 (A) each
 (B) into
 (C) here
 (D) already
- 118.** According to the city planning director, Adelaide's old civic center must be ----- demolished before construction on a new center can begin.
 (A) completely
 (B) defectively
 (C) plentifully
 (D) richly
- 119.** An accomplished skater -----, Mr. Loewenstein also coaches the world-champion figure skater Sara Krasnova.
 (A) he
 (B) him
 (C) himself
 (D) his
- 120.** Sefu Asamoah is an innovative architect who is ----- the traditional approach to constructing space-efficient apartment buildings.
 (A) challenge
 (B) challenging
 (C) challenged
 (D) challenges

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121. Because of ----- regarding noise, the hotel manager has instructed the landscaping staff to avoid operating equipment before 9:30 A.M.
- (A) complaints
(B) materials
(C) opponents
(D) symptoms
122. For 30 years, Big Top Prop Company has been the premier ----- of circus equipment for troupes around the world.
- (A) providing
(B) provision
(C) provider
(D) provides
123. Chris Cantfield was ----- the outstanding candidates considered for the Thomas Award for exceptional police service.
- (A) on
(B) among
(C) during
(D) up
124. Please instruct employees with questions concerning the new payroll policy to contact ----- or Ms. Singh directly.
- (A) my
(B) mine
(C) me
(D) I
125. Although the author ----- presents the purchase of real estate as a safe investment, she later describes times that it might be risky.
- (A) highly
(B) afterward
(C) quite
(D) initially
126. The research released by Henford Trust ranked automobile companies according to sales ----- and financial position.
- (A) performed
(B) performing
(C) performance
(D) performer
127. An insightful ----- in the *Boston Daily Post* suggests that offering opportunities for professional development is a valuable method of motivating employees.
- (A) editorial
(B) novel
(C) catalog
(D) directory
128. The Web site advises customers to review their orders carefully as it is difficult to make changes ----- an order is submitted.
- (A) following
(B) once
(C) right away
(D) by means of
129. Well-known journalist Kent Moriwaki published a book in May ----- a compilation of quotes from interviews with various artists.
- (A) featuring
(B) featured
(C) feature
(D) features
130. ----- delays in the entryway construction, the Orchid Restaurant in Chongqing will reopen and provide an alternative entrance until all work is complete.
- (A) Furthermore
(B) Assuming that
(C) Regardless of
(D) Subsequently

PART 6

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

Questions 131-134 refer to the following e-mail.

To: Sunil Pai <sp8410@xmail.co.uk>
 From: Fabrizio Donetti <customerservice@palazzadesign.co.uk>
 Date: Friday, 1 July
 Subject: Order #491001

Dear Mr. Pai:

Thank you for your recent order. ----- the tan linen suit you ordered is unfortunately not available
131.
 in your size at this time, we do have the same style in stock in light gray. -----
132.

If you order now, we can offer you a 15% discount on the suit, as well as free shipping on your
 ----- order, so you could have the items by next week. If you are interested, please e-mail our
133.
 customer service department and reference the order number above.

We apologize for any inconvenience this may cause you. We ----- forward to serving you and
134.
 providing you with fashionable apparel in the future.

Sincerely,

Fabrizio Donetti
 Customer Service Representative

131. (A) After
 (B) Although
 (C) Even
 (D) When

133. (A) ready
 (B) general
 (C) entire
 (D) thorough

132. (A) We could send you one of these right
 away.
 (B) Thank you for returning them.
 (C) These will be available early next season.
 (D) You may exchange your new suits for a
 larger size.

134. (A) look
 (B) looked
 (C) were looking
 (D) had been looking

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Questions 135-138 refer to the following notice.

For the first time, the Oakville Library is conducting a survey to learn how it can better _____ the
needs of the public. The information gathered from the survey responses will help guide _____
five-year plan. _____

137.

The survey can be completed online at www.oakvillelibrary.org/survey. Visitors can also pick up a
_____ of this form at the circulation desk on the first floor. Library patrons are strongly encouraged to
complete the survey. The Oakville Library is open Monday to Friday from 10:00 A.M. to 8:00 P.M.
and Saturday and Sunday from 1:00 P.M. to 5:00 P.M. For more information, call 555-0130.

135. (A) met
(B) meet
(C) meeting
(D) meetings

136. (A) its
(B) his
(C) your
(D) theirs

137. (A) The questions are the same as those used
five years ago.
(B) Patrons of the library are welcome to the
event.
(C) Membership will be renewed after five
years.
(D) This plan covers programming, services,
and materials.

138. (A) placement
(B) showcase
(C) magazine
(D) copy

Questions 139-142 refer to the following notice.

_____. Starting this April, the North-South express train will no longer be stopping at Green Street **139.** Station. This will affect the express service only; local train service will continue uninterrupted to all stations on the North-South line, _____ Green Street Station. Please speak with a conductor or visit **140.** our Web site if you have any questions.

Additionally, we would like to remind passengers to be _____ to others at all times. An increasing **141.** number of passengers are expressing irritation with the level of _____. Please remain mindful of **142.** those around you and keep mobile phone use at a minimum when you ride the train.

Thank you for your cooperation and for riding Montego Metro.



- 139.** (A) Montego Metro is announcing fare increases.
(B) Note that Green Street Station will soon close.
(C) New station facilities are available on this line.
(D) Please be advised of a change to train service.
- 140.** (A) regarding
(B) including
(C) added to
(D) given that

- 141.** (A) adjacent
(B) incompatible
(C) polite
(D) frequent
- 142.** (A) noise
(B) expense
(C) precision
(D) personnel

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Questions 143-146 refer to the following letter.

Ms. Seema Nishad
Yadav Engineering Ltd.
7100 B-4 Pratap Bazar
Ludhiana 141003

Dear Ms. Nishad:

I am writing to invite you to participate in the India Materials Engineering Association's (IMEA) trade show this year. As always, the event will provide _____ opportunities for networking. **143.**

Many vendors have already reserved booths. However, there are other ways to _____ your company. Those who sponsor a meeting or provide refreshments receive special acknowledgment in the program. **144.**

Enclosed please find information regarding the trade show. It includes pricing _____ for reserving a booth, placing ads, and sponsoring an event, in addition to a list of past participants. **145.**

_____. If you have questions, please contact me by e-mail. **146.**

Sincerely,

Manik Chaudhary
IMEA Vendor Coordinator
chaudhary@matengineer.org.in

Enclosure

- 143.** (A) extend
(B) extends
(C) extensively
(D) extensive

- 145.** (A) markets
(B) details
(C) labels
(D) receipts

- 144.** (A) promote
(B) monitor
(C) construct
(D) negotiate

-  **146.** (A) We hope you decide to join us this year.
(B) We have placed your ad in the brochure.
(C) Your participation in the event will be at no cost.
(D) Your presentation is scheduled for the first day.

PART 7

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

Questions 147-148 refer to the following job announcement.

CORPORATE TRAINER WANTED

San Francisco-based Logistos Advisors, Inc. is seeking an energetic person with strong public-speaking skills to serve as a temporary replacement for an employee who is away on leave. Logistos delivers training classes on Internet security to large financial institutions and retail businesses worldwide. The successful applicant will be responsible for assisting with training sessions throughout Latin America. Although the sessions are delivered in English, proficiency in Spanish is necessary for the job. At least one year of experience as a corporate trainer in any field is highly desirable. The work assignment is for six months, the first two weeks to be spent at the Logistos headquarters for initial training. Interested candidates should submit a cover letter and résumé to hr@logistosadvisors.com by March 1.

147. What is NOT a stated requirement for the job?

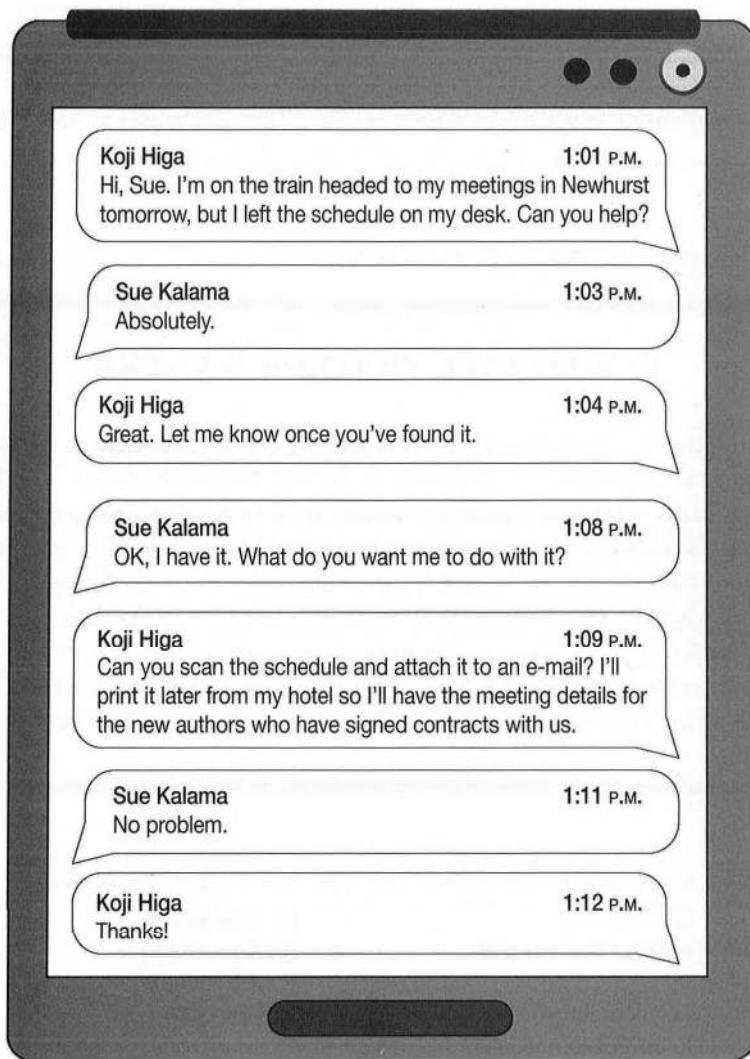
- (A) Experience working at a financial institution
- (B) Ability to speak more than one language
- (C) Willingness to travel internationally
- (D) Public speaking skills

148. How long will the job last?

- (A) Two weeks
- (B) One month
- (C) Six months
- (D) One year

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



149. At 1:03 P.M., what does Ms. Kalama mean when she writes, "Absolutely"?

- (A) She is happy that Mr. Higa contacted her.
- (B) She is willing to assist Mr. Higa.
- (C) She is certain that Mr. Higa is correct.
- (D) She is leaving her meeting now.

150. For what type of business does Mr. Higa most likely work?

- (A) A publishing company
- (B) A hotel chain
- (C) A travel agency
- (D) An office supply store

Questions 151-152 refer to the following document.

	Browning's Shoe Repair		
Order number: VG12983	Drop-off date: November 5		
Customer: Janice Goldblatt	Contact number: (873) 555-0143		
Shoe description			
Style: Lady's dress shoe Size: 7 Color: Black			
Requested repair: Fix broken heel Ready by: November 14			
Repair assigned to: Jack Burris			
Notes: Apply 10% frequent customer price reduction. Order will be picked up by Harry Silver.			

151. Who most likely is Mr. Burris?

- (A) Ms. Goldblatt's assistant
- (B) A department store salesperson
- (C) An employee at Browning's
- (D) A delivery person

152. What does the document indicate about Ms. Goldblatt?

- (A) She is ordering a new black dress.
- (B) She will receive a discount.
- (C) She will visit Browning's on November 14.
- (D) She is attending a special event on November 5.

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

From:	Anton Bremen, Production Manager
To:	Andrea Lang, Director
Re:	Production cost outline
Date:	November 3

Dear Ms. Lang:

Please see the requested breakdown below. The proposed electronic truck line will be made of parts produced by our own factories unless otherwise noted. They will be appropriate for children over the age of five and controlled by small handsets. Though this is not my area of expertise, I personally envision this product selling well through department stores. Once you consider the estimated outlay, I hope we can organize a meeting to decide on the project's feasibility and next steps.

Gravitate Play, Inc., Toy Truck Planned Production Cost Outline	
Arizona Factory: 1,000 units	
Texas Factory: 2,000 units	
Cost per unit	
Plastic Casing	= \$1.50/unit
Rubber Wheels	= \$2.00/unit
Electronics	= \$5.00/unit
Cardboard Packaging (Devised and fabricated by supplier Promo Art)	= \$0.20/unit
In-house labor (0.25 hours/unit)	= \$3.80/unit
Total Direct Cost/Unit	
Direct Cost	\$12.50/unit × 3,000 units = \$37,500.00
Total Indirect Overhead = \$12,500.00	
Total Production Costs = \$50,000.00	

Best Regards,
Anton Bremen, Production Manager
Gravitate Play, Inc.

153. Why is Mr. Bremen writing the e-mail?

- (A) To ask for a review of proposed costs
- (B) To report a problem with product pricing
- (C) To argue for increasing an existing budget
- (D) To support a bid from a product manufacturer

154. What is indicated about the product packaging?

- (A) It is decorated with colors appropriate for children.
- (B) It is made from recycled department store packaging.
- (C) It is designed and produced by an outside vendor.
- (D) It is an important component of the end product.

Questions 155-157 refer to the following article.

New Tasteemix Flavor a Big Hit

By Deepanjali Jaddoo

PORT LOUIS (2 February) — Three weeks ago, Helvetia Food Industries (HFI) announced the introduction of a new flavor of its popular Tasteemix breakfast cereal—coconut cream. — [1] —. HFI also announced that the product would be available for a limited time only, sending Tasteemix enthusiasts from Argentina to Zambia into a buying frenzy.

All six major grocery distributors here in Mauritius confirmed that they had received a large supply of coconut cream Tasteemix shortly after the new product was introduced

on 8 January. — [2] —. Both wholesalers expected it to be gone by the end of the day.

“HFI’s current campaign is reminiscent of the one it waged four years ago when it introduced its strawberry-cinnamon cereal,” said Bina Perida, a professor of marketing at Port Louis Business College. “Then, as now, HFI announced a product as being offered for a limited time only, resulting in that item’s rapid disappearance from shelves in grocery stores across the globe.” — [3] —.

On 5 April, HFI’s accountants will review the company’s first-quarter earnings. Based on the initial sales, market watchers are confident that HFI’s expectations will be met. — [4] —.

155. What is indicated about Tasteemix cereals? 

- (A) They are distributed internationally.
- (B) They are made in a factory in Mauritius.
- (C) They are HFI’s main source of revenue.
- (D) They were first marketed four years ago.

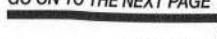
156. What is reported about HFI?

- (A) It has no more Tasteemix cereal in stock.
- (B) It hired a consulting firm to do its accounting.
- (C) It expects this year’s earnings to be better than last year’s.
- (D) It previously offered a product for a limited time only.

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

“Yet as of yesterday morning, only Vendibles and Foodiverse reported that they had any of the item left in stock.”

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

GO ON TO THE NEXT PAGE 

Questions 158-160 refer to the following memo.

MEMO

Date: May 15

We would like to announce the upcoming retirement of Ken Esser. Mr. Esser began his 30-year career here at The Terra Fund as a wildlife ranger in the California Wildlife Park. He has held seven different positions, eventually becoming the general director of conservation for all West Coast Wildlife Parks. He has been in this position for the past 15 years, leading with vision and commitment. Now at the age of 65, he is leaving us for a well-deserved retirement.

The board of directors has voted to give him a Lifetime Achievement Award and will present him with a commemorative plaque at the staff meeting next Friday. Following the staff meeting, we invite all employees to stay for a reception to honor Mr. Esser and his great contributions. If you would like to write a farewell note to Mr. Esser, please stop by Andrew Braun's office to sign a book that will be presented at the reception.

158. In what field does Mr. Esser work?

- (A) Youth education
- (B) Historical archiving
- (C) Nature conservation
- (D) Urban development

159. For how many years has Mr. Esser worked at
The Terra Fund?

- (A) 7
- (B) 15
- (C) 30
- (D) 65

160. What will NOT be given to honor Mr. Esser?

- (A) A reception
- (B) An award
- (C) A book
- (D) A photo album

Questions 161-164 refer to the following online chat discussion.



Kato, Yuri [9:21 A.M.]:
Hello. I'd like an update on the Mondvale Road job. Are we still on schedule to begin on Monday?

Vega, Camila [9:22 A.M.]:
No, I'm afraid that there has been some delay in getting the fabric for the drapes and bed linens. It looks like we may be held up until Wednesday.

Kato, Yuri [9:22 A.M.]:
Have you communicated this to the client?

Vega, Camila [9:23 A.M.]:
Not yet. Richard is waiting to hear from the distributor first so that we can give the client a firm date. Have you heard from them yet, Richard?

Bremen, Richard [9:34 A.M.]:
I just got off the phone with them. It looks like everything will arrive on Monday afternoon, so we could actually begin the job on Tuesday.

Vega, Camila [9:35 A.M.]:
That's good news. I'll call the client this morning and let them know.

Bremen, Richard [9:35 A.M.]:
You should also remind them that we will begin working on the guest rooms first and work our way toward the lobby and first-floor public areas last. We'll send a large crew so the work can be finished quickly.

Kato, Yuri [9:36 A.M.]:
How long do you think it will take to complete the job?

Bremen, Richard [9:37 A.M.]:
We can probably be finished by Friday, as we originally planned.

Kato, Yuri [9:38 A.M.]:
Excellent. They're a new client with several locations and a high profile in the business community, so I want things to go smoothly. I'm sure there will be more work with them in the long run if all goes well.

161. What kind of business does the client most likely own?
 (A) A shipping company
 (B) A fabric manufacturing factory
 (C) A hotel chain
 (D) A design firm
162. When will the crew begin work?
 (A) On Monday
 (B) On Tuesday
 (C) On Wednesday
 (D) On Friday
163. What will Ms. Vega most likely do next?
 (A) Deliver a shipment of drapes
 (B) Organize a large work crew
 (C) Call the fabric distributor
 (D) Contact the client
164. At 9:38 A.M., what does Ms. Kato mean when she writes, "in the long run"?
 (A) She is pleased that the client is located nearby.
 (B) She is proud of her company's history of high-quality performance.
 (C) She believes that the work will be more expensive than expected.
 (D) She thinks that there could be additional work with the client in the future.

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Questions 165-167 refer to the following instructions.

Perrybridge Office Furniture Office Workstation Installation Manual

General Notes

- Always use the tools specified in the instructions when installing.
- Use eye protection when working with tools.
- Ensure that your work area is clean and clear of any potential obstructions to the installation.
- Wash hands before beginning the installation process.
- Parts weighing more than 15 kilograms are marked Heavy. Use two or more people when lifting or moving these items.
- Elements marked DS have one or more delicate surfaces. Handle these carefully to avoid scratching.
- If you have any questions, please see our Help section on perrybridgeoffice.com before contacting us through our online form. To receive the installation instructions in a language not available in this manual, please contact us at 497-555-0101.

165. What is described in the general notes?

- (A) How to connect cubicle walls
- (B) How to measure the office space
- (C) How to operate the required tools
- (D) How to prepare an area for installation

166. According to the instructions, what should people do before beginning to work?

- (A) Wash their hands
- (B) Make sure no parts are scratched
- (C) Record the weight of each part
- (D) Clean their tools

167. Why are people advised to call the listed number?

- (A) To order additional parts
- (B) To schedule a product installation
- (C) To report a defective product
- (D) To acquire a different version of the manual

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

From:	<DDrabik@lowmaster.co.ca>
To:	<New Employees List>
Subject:	Welcome
Date:	May 28

The Lowmaster Toronto office is pleased to have such a promising group of new employees become part of our consulting team. Please review the company policies listed below and familiarize yourself with some important locations on our campus.

Personal computers may not be used to complete company work. If you need to work outside your offices in Dempsey Hall, visit the Information Technology Department to request a security-enabled laptop. Their office is located in the Russ Building in R-135.

The identification badges you received at orientation must be worn at all times; they provide access to the buildings on campus. If your identification badge is misplaced, contact the Security Desk immediately. The Security Desk is located in the Hadley Building in room H-290 and can be reached at extension 8645.

The cafeteria is located on the first floor in the Russ Building and is open until 2:30 P.M. The lounge in D-108 in Dempsey Hall is especially convenient for your breaks. Coffee, tea, juice, and light snacks are available in the lounge until 6:00 P.M. daily.

Brandt Library is located behind the Russ Building and can be accessed by way of the raised walkway connecting the two.

Finally, if you expect a package or important mail, you may notify the Shipping and Receiving Office at extension 8300 or stop by room R-004 in the basement of the Russ Building.

Sincerely,

Donald Drabik

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

- (A) To assign work spaces to employees
- (B) To explain employee compensation policies
- (C) To arrange a company meeting
- (D) To provide details to recently hired workers

169. The word "promising" in paragraph 1, line 1, is closest in meaning to

- (A) pledging
- (B) likely to succeed
- (C) suggesting
- (D) recently hired

170. Where is the Information Technology Department located?

- (A) In the Russ Building
- (B) In the Hadley Building
- (C) In Dempsey Hall
- (D) In Brandt Library

171. According to the e-mail, what is provided to all employees?

- (A) A mailbox
- (B) An approved laptop
- (C) An identification badge
- (D) A library card

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Questions 172-175 refer to the following letter.

Orangedale Press
54 Thompson Street
Sausalito, CA 94965
www.orangedalepress.com

September 19

Mr. Richard Tomase
89 Moreland Drive
Portland, OR 97205

Dear Mr. Tomase:

We at Orangedale Press are delighted that you have agreed to work with us again on an update of your book *Global Traveling: A Consumer's Guide*. Rest assured that we understand the ongoing paradigm shift in our field and are pleased that we can amend your previous contract with us to account for these changes. — [1] —. Since the original *Global Traveling* received such a warm reception in its target markets, we want to ensure that the updated version faithfully meets the needs and expectations of both new and returning readers. This new version will include electronic editions of your book in order for it to be more easily distributed and bring in the widest possible audience. — [2] —. All other provisions of the previous contract will remain unchanged, except for the adjustment to your royalty fees as we discussed.

— [3] —. The updated agreement is enclosed. Please initial the marked paragraphs if you approve, and then sign and date it. I would appreciate it if you could return it to me by October 1. — [4] —. Also, if you have not yet returned the author information form that my assistant mailed to you, you can send that in at the same time.

Thank you for attending to this matter in a timely manner and for your great contributions to the field of travel publishing. We value our authors, and we are honored to continue licensing the books we publish in both traditional and emerging formats.

Please contact me if you have any questions or concerns at all.

With very best regards,

Kathryn Lloyd

Kathryn Lloyd
Director, Orangedale Press

Enclosure

172. Why did Ms. Lloyd send the letter to Mr. Tomase?
- (A) To request that he review a book
 - (B) To inquire about an itinerary
 - (C) To determine if he will sign some books
 - (D) To explain a modification to an agreement
173. What did Ms. Lloyd send with the letter?
- (A) A revised contract
 - (B) An author information form
 - (C) An advance copy of a book
 - (D) A collection of book reviews
174. The phrase "attending to" in paragraph 3, line 1, is closest in meaning to
- (A) planning to go to
 - (B) discovering of
 - (C) taking care of
 - (D) being present at
175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "A new chapter on travel in East Asia is also sure to draw much interest."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

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

From:	Kana Saito <ksaito@kmail.com>
To:	Customer Service <CS@lantiauto.com>
Subject:	Request for information
Date:	September 16

To Whom It May Concern:

I currently lease a car from your company. However, I recently accepted a job in Memphis City, and I am going to start taking the bus. My lease agreement is number LA508. It is a month-to-month lease that automatically renews on the same day each month.

My new job starts on Tuesday, September 28, so ideally I would return the car to you on Monday, September 27. However, if the renewal date is earlier than that Monday, I would rather return the car at the end of the current month's contract and make other transportation arrangements until my new job starts.

Please let me know on what exact day of the month my lease ends and when I need to return the car.

Thank you,

Kana Saito

 Lanti Auto			
List of Current Month-to-Month Lease Agreements			
Agreement Number	Car Model	Cost per Month	Final Contract Date for Each Month
LA502	Cartif	\$199	7
LA508	Sylvon	\$211	25
LA513	Thundee	\$159	28
LA519	Grayley	\$249	14

*For lease termination, cars must be returned by 4 P.M. on the final contract date. Otherwise, the lease will automatically be extended for one additional month.

176. Why did Ms. Saito send the e-mail?
- (A) To request a car rental
 - (B) To resign from a position
 - (C) To get information about a lease
 - (D) To inquire about available parking
177. What is suggested about Ms. Saito?
- (A) She wants to sell her car.
 - (B) She lives near a train station.
 - (C) She has recently moved to a new city.
 - (D) She currently drives to work.
178. What type of car does Ms. Saito drive?
- (A) A Cartif
 - (B) A Sylvon
 - (C) A Thundee
 - (D) A Grayley
179. When should Ms. Saito go to Lanti Auto?
- (A) On September 7
 - (B) On September 14
 - (C) On September 25
 - (D) On September 28
180. What is indicated about month-to-month agreements?
- (A) They may expire at 4 P.M. on the final contract date.
 - (B) They are available for one year at most.
 - (C) They all cost \$199 per month.
 - (D) They include the cost of maintenance.

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

http://www.Hardewicke's.co.uk

Explore and take home some of London's rich history. The artifacts are a window into the creative minds that make up London's musical spirit.

Our collection spans musical genres from rock and roll to opera, highlighting England's great artistic contributors. The store features artists from the 1800s to rising stars seen on television today.

Click on the links below to view some of our current products. Electronic checkout is available.

Records, CDs, Tapes: £10 and up

Songbooks, signed first-edition books: £15 and up

Apparel: £30 and up

Original artwork: £50 and up

Instruments: £100 and up

We have even more in our shop, and the best pieces are often bought before they make it to the Web site! For the full experience, please visit us.

From:	Sophie Calvert
To:	Hardewicke's@londonloc.co.uk
Re:	Mark Peckham Item
Date:	February 1

To Whom It May Concern:

I have a guitar that was previously owned by Mark Peckham. I found your Web site and thought that Hardewicke's might be interested in purchasing it for resale.

The guitar was custom-made for Mr. Peckham by his close friend Elizabeth Dangerfield to celebrate the successful release of his first album. He took it on tour with him around the country as well as abroad. The guitar was purchased by my father at a charity auction hosted by Mr. Peckham 20 years ago.

Please let me know what your purchasing procedures are and whether you buy items up front or take a percentage of the transaction when you resell the item.

Thank you,

Sophie Calvert

181. What is NOT suggested about Hardewicke's?
- (A) It has items from many different years.
 - (B) Its products represent numerous types of music.
 - (C) It guarantees the lowest prices on records and songbooks.
 - (D) It features products from English musicians.
182. What is indicated about Hardewicke's?
- (A) It was started by a musician.
 - (B) It plans to host a performance by Mr. Peckham.
 - (C) It advertises at concerts.
 - (D) It sells items directly from its Web site.
183. What is the lowest price Ms. Calvert's item would most likely sell for at Hardewicke's?
- (A) £10
 - (B) £30
 - (C) £50
 - (D) £100
184. What is suggested about Ms. Calvert?
- (A) She saw Mr. Peckham perform in England.
 - (B) She owns an item made by Ms. Dangerfield.
 - (C) She has previously worked with Hardewicke's.
 - (D) She would like to make a donation to her father's charity.
185. What does Ms. Calvert ask about?
- (A) The price of an instrument she saw at the store
 - (B) The procedure for renting a concert space
 - (C) The process for selling items to Hardewicke's
 - (D) The history of an item she wants to purchase

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Books by James Trozelli



The History of Jeans

Where did it all begin? Trozelli visually chronicles the evolution of jeans through the centuries, from working wear to high fashion. Who knew that jeans would become one of the most popular garments in countries around the world?

Look Past the Runway

Trozelli captures the creative process of some of the top designers from New York City to Paris. Spanning almost twenty years, the book is filled with Trozelli's photographs and shows what goes on in fashion houses before designs are ready for the runway.

Growing Into Clothes: My Story

An amusing memoir about growing up in the fashion world. Trozelli writes about his unconventional upbringing in New York City with parents who began as fashion models before launching their own design label.

Yards of Talent: A Decade of Style

A collection of Trozelli's images spanning a decade of fashion and revealing what was in style, what was out of style, and then what was back in style again. The book offers a sweeping array of some of the top trends in fashion.

<http://www.btwradio.com>

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Evening Programming, September 23

6:00—On the Table

Host Ray Steyn talks about the latest super foods; what they are, what they offer, and how best to prepare them. Featured recipes will be available on our Web site after tonight's show.

7:00—Candid Now

Host Britta Jung interviews photographer and author James Trozelli about what prompted him to write his latest book about his childhood. He shares stories about what it was like to grow up in the world of fashion.

8:00—Tech Talk

Host Lewis Pierce focuses on the latest electronics. He discusses products that are really innovative and useful and identifies those that are not.

9:00—The Rhythm Section

Host Amanda Fry shares her views on new albums from independent artists and labels. She also provides information on upcoming concerts, music contests, and free tickets.

E-Mail Message

To:	listenercomments@btwradio.com
From:	cogilvie@sunmail.net
Date:	September 24
Subject:	Radio Interview

I discovered BTW Radio over 20 years ago and have been a regular listener of your evening programming for at least a decade. I just want to say how much I enjoy your newest offering. I've been interested by many of the authors that have been featured on the show so far, but last evening's guest was especially entertaining. I remember James from when he was a little boy. I worked with his parents when they lived in New York, and I recall seeing James in his parents' studio most days after he got out of school. I was surprised to learn that he has written about his childhood, and I look forward to reading his new book.

Thank you for the excellent program.

Calista Ogilvie

186. What is one common feature in all of Mr. Trozelli's books?
- They contain fashion photographs.
 - They focus on famous models.
 - They are set in New York City.
 - They follow events over multiple years.
187. What book did Mr. Trozelli discuss on BTW Radio?
- The History of Jeans*
 - Look Past the Runway*
 - Growing Into Clothes: My Story*
 - Yards of Talent: A Decade of Style*
188. What is indicated about *Candid Now?*
- It is broadcast every morning at 7:00.
 - It was recently added to BTW Radio.
 - It is hosted by Amanda Fry.
 - It was moved to a new time.
189. In the e-mail, the word "regular" in paragraph 1, line 1, is closest in meaning to
- orderly
 - typical
 - frequent
 - complete
190. What is probably true about Ms. Ogilvie?
- She has worked in the fashion industry.
 - She has interviewed Mr. Trozelli.
 - She was featured on *Tech Talk*.
 - She hosts a radio program.

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Questions 191-195 refer to the following product information, online review, and response.



<https://www.harrisludlow.com/wayfarer200>

Harris ludlow

Home Place Order **Products** Customer Service Contact Us

Size	Price
50 cm (carry-on)	\$145
60 cm	\$179
70 cm	\$225
Complete set	\$515



Colors: Classic Black (coming soon—Ocean Blue)

Details:
Designed for hard use, the Wayfarer 200 luggage set features three pieces that are both lightweight and durable.

- Expandable central pockets
- Four rotating wheels
- Easy-opening, tight-sealing clasps

<https://www.harrisludlow.com/wayfarer200/reviews>

April 18

I frequently travel for business, often carrying fragile samples with me on the plane. Most carry-ons these days are soft-sided, so it was a relief to find something that offers adequate protection. I've been mostly happy with the carry-on, but the larger bags have caused some problems. My black cases look so similar to everyone else's that other travelers have almost taken them by mistake! More variety would be nice.

I also have some reservations about the mechanical elements of this set. In particular, the retraction mechanism of the wheels appears so delicately constructed as to be in danger of collapse.

Asina Amorapanth

<https://www.harrisludlow.com/wayfarer200/messages>

April 20

Dear Ms. Amorapanth,

We're sorry to hear about your trouble with our product. As a result of feedback like yours, we've introduced a new color option. If you contact us at customersupport@hlluggage.com, we'll send you, in our attractive new color, a duplicate of the large suitcase to complement your Wayfarer 200 set. Note that this gift will be sent to you after you verify that you posted the April 18 review.

We also hear your concerns about our luggage components. Rest assured that our lightweight mechanism has been proven to withstand years' worth of rough treatment, retracting and extending smoothly over 10,000 times under stressful conditions in our laboratories.

Damien Cosme, Harris & Ludlow customer service

191. What does Ms. Amorapanth write about her luggage?
- She likes the color.
 - The cases are too large.
 - She purchased the bags recently.
 - The carry-on protects her samples.
192. In the review, the word "reservations" in paragraph 2, line 1, is closest in meaning to
- arrangements
 - concerns
 - experiences
 - features
193. What does Mr. Cosme offer to Ms. Amorapanth?
- A 50-cm blue suitcase
 - A 60-cm black suitcase
 - A 70-cm blue suitcase
 - A full set of blue luggage
194. What must Ms. Amorapanth do in order to receive a gift from Harris Ludlow?
- Prove that she is the author of a product review
 - Complete a survey about new products
 - Retract negative feedback given on a Web site
 - Send a package containing a defective suitcase
195. What does Mr. Cosme indicate about the wheels of the suitcases?
- They have been thoroughly tested.
 - They have been redesigned to roll more easily.
 - They are as small as possible for the size of the suitcase.
 - They are less noisy than those of previous models.

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Attention Everyone: Group Photo This Saturday

Exciting news—*Tasty Bites Magazine* will be featuring our restaurant in an article about Dublin's best dining establishments! They have arranged for one of their photographers to photograph us on Saturday, 4 June, at 10:00 A.M., before preparations for the day begin.

All employees will be included, so please plan to come in a bit sooner than scheduled on Saturday morning wearing your uniform. The session will take 30 minutes.

We have achieved so much since we opened, and you should all be very proud of this recognition.

To:	Herman Keel <hkeel@bentonsidebistro.net>
From:	Hilary Seaton <hseaton@hbsphotography.com>
Date:	Wednesday, 1 June
Subject:	Saturday Photography Appointment

Dear Mr. Keel,

I am writing to confirm your group photography session at 10:00 A.M. on Saturday. As discussed, this photo shoot will take place at your restaurant, and I will photograph your staff along the wall in the main dining hall. You mentioned that your waitstaff will need to start getting ready for the day at 10:30 A.M., and that should not be a problem. The shoot should be finished by 10:30 A.M.

Please let me know if you have any questions. Otherwise I will see you on Saturday!

Hilary Seaton
HBS Photography

Bistro Pleases

Enter Bentonside Bistro any day for lunch or dinner, and you'll hear the sounds of clinking forks and chattering patrons. "That's the sound of happy diners," says Herman Keel, the restaurant's owner.

Opened two years ago, the bistro has exceeded expectations. The menu features traditional Irish dishes prepared by chef Deirdre Hanrahan. She notes, "We choose ingredients that are at the height of summer, fall, winter, and spring, and showcase these on our menu."

On a recent Wednesday afternoon, Jacinta Coelho, a visitor from Brazil, was dining at the bistro. "I can't get over the

freshness and homemade taste!" exclaimed Ms. Coelho. "It's like the chef went outside and selected the ingredients just for me."

Bentonside Bistro is located at 1644 Bentonside Road and is open Tuesday through Saturday from 11:30 a.m. to 9:00 p.m. The interior is painted in bright shades of blue reminiscent of the ocean, with a rotating gallery of artwork adorning the walls. The staff is friendly and the delicious food is reasonably priced. Reservations are not required.

By Declan Mulroney, Staff Writer

196. Who most likely posted the notice?
- Ms. Seaton
 - Mr. Keel
 - Ms. Hanrahan
 - Mr. Mulroney
197. What are employees instructed to do on June 4?
- Arrive earlier than usual
 - Attend an awards banquet
 - Be interviewed for a newspaper article
 - Discuss locations for a photo shoot
198. What is indicated about the waitstaff?
- They have been featured in *Tasty Bites Magazine* more than once.
 - They will be photographed against a blue background.
 - They take turns working the morning shift.
 - They wear brightly colored uniforms.
199. What is true about the Bentonside Bistro?
- It is open every day for lunch.
 - It has recently changed ownership.
 - It specializes in Brazilian cuisine.
 - It revises the menu seasonally.
200. What does Ms. Coelho say about her meal?
- She is impressed with the quality of it.
 - She would like to prepare one like it at home.
 - She saw it featured in a magazine.
 - She thought it was reasonably priced.

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.

TEST 2

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. Busan Cosmetics is pleased to ----- Jin-Sook Kim, a new team member in product development.
- (A) welcoming
(B) welcome
(C) welcomed
(D) welcomes
102. The seminar will be attended ----- professionals in the food service industry.
- (A) of
(B) over
(C) as
(D) by
103. The Human Resources Department will ----- request that employees update their personal contact information for the company's records.
- (A) occasionally
(B) previously
(C) recently
(D) lately
104. All staff members should log in to their time and labor ----- daily to record their hours worked.
- (A) accounts
(B) accounted
(C) accountant
(D) accountable
105. The Humson Company has just started a lunchtime fitness program, and employees are encouraged to -----.
- (A) win
(B) order
(C) collect
(D) join
106. To enroll in any course, either complete the online form ----- register in person at the Greerson Learning Center.
- (A) if
(B) and
(C) or
(D) but
107. Mr. Yamagata is prepared to assist Ms. Hahn's clients while ----- conducts a training seminar in New York.
- (A) hers
(B) she
(C) herself
(D) her
108. Please return the signed copy of the ----- agreement to the apartment manager's office in the enclosed envelope.
- (A) rental
(B) rentable
(C) rented
(D) rents

- 109.** Employees who are affiliated with Corman Corporation will be seated ----- the third row of the auditorium.
- (A) except
(B) to
(C) among
(D) in
- 110.** Yesterday's festival featured some of the most ----- dancers that the Palace Theater has ever hosted.
- (A) live
(B) liveliness
(C) lively
(D) livelier
- 111.** Fulsome Flowers' delivery vans must be returned promptly to the store ----- the scheduled deliveries have been completed.
- (A) once
(B) soon
(C) often
(D) usually
- 112.** To ensure stability and safety, it is important to follow the instructions ----- when assembling the office bookshelves.
- (A) exactly
(B) exact
(C) exactness
(D) exacting
- 113.** At the Podell Automotive plant, Ms. Krystle ----- workers who install rebuilt engines in vehicles.
- (A) conducts
(B) explains
(C) invests
(D) oversees
- 114.** Yakubu Logistics will expand the warehouse loading area in preparation for an ----- in shipping activity.
- (A) increased
(B) increase
(C) increases
(D) increasingly
- 115.** The High Performance weather gauge is ----- accurate in measuring the level of humidity in the air.
- (A) surprising
(B) surprisingly
(C) surprised
(D) surprises
- 116.** Ms. Oh's proposal highlights a ----- strategy for decreasing the company's transportation costs in the coming year.
- (A) surrounding
(B) securing
(C) relative
(D) comprehensive
- 117.** To receive ----- updates regarding your journal subscription status, please provide an e-mail address on the order form.
- (A) period
(B) periods
(C) periodicals
(D) periodic
- 118.** ----- when they are away conducting business, members of the sales team are usually available by e-mail.
- (A) Both
(B) Even
(C) Ahead
(D) Whether
- 119.** There is a coffee machine ----- located on the second floor of the Tabor Building.
- (A) conveniently
(B) slightly
(C) considerably
(D) eventually
- 120.** The editor granted Ms. Porter a deadline ----- so that some information in her building renovations report could be updated.
- (A) extend
(B) extensive
(C) extension
(D) extends

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121. Youssouf Electronics' annual charity fund-raising event ----- next Saturday at Montrose Park.
- (A) will be held
(B) to hold
(C) to be held
(D) will hold
122. The buildings in the Jamison Complex are open until 7:00 P.M. on workdays, but staff with proper ----- may enter at any time.
- (A) reinforcement
(B) participation
(C) competency
(D) authorization
123. Kochi Engineering has proposed the construction of a drainage system ----- to keep the Route 480 highway dry during heavy rain.
- (A) was designed
(B) designed
(C) designer
(D) designing
124. Customers can obtain coverage for replacement and repair of printers ----- the purchase of an extended warranty.
- (A) although
(B) because
(C) since
(D) through
125. We regret to announce that Mr. Charles Appiah has resigned his position as senior sales manager, ----- next Monday.
- (A) effect
(B) effected
(C) effectiveness
(D) effective
126. The Epsilon 3000 camera allows beginning photographers to enjoy professional-quality equipment, as it is ----- sophisticated yet inexpensive.
- (A) gradually
(B) technologically
(C) annually
(D) productively
127. Yee-Yin Xiong held interviews with numerous clients to determine ----- Echegaray Consulting, Inc., can improve customer service.
- (A) unless
(B) in order to
(C) how
(D) as if
128. Several letters of reference from local community organizations are required for ----- into the Cypress Beach Business Association.
- (A) acquisition
(B) acceptance
(C) prospects
(D) improvement
129. Rather than wearing business attire on Thursdays, staff may choose to wear casual clothing -----.
- (A) enough
(B) despite
(C) instead
(D) in case
130. Your ----- registration card provides proof of ownership in case this product is lost or damaged.
- (A) frequent
(B) indicative
(C) validated
(D) dispersed

PART 6

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

Questions 131-134 refer to the following information.

The Fern Lake Community Center is an entirely volunteer-run organization serving the Fern Lake community. _____ known among locals as "the Fern," our center offers high-quality after-school care **131.** for local children of working parents. We also _____ educational programs for all ages in our **132.** buildings on Quentin Street. **133.**

In addition, the community center offers several _____ events throughout the year. The largest and **134.** most famous is our annual Fern Fair. All residents are invited to join us on April 12 this year on the Broad Street Pier to enjoy the area's best food, crafts, and musical performances while savoring the cool spring breeze.

For more information, visit www.fernlakecc.com/fair.

131. (A) Cooperatively
 (B) Mutually
 (C) Popularly
 (D) Essentially

132. (A) participate
 (B) claim
 (C) enroll
 (D) host

133. (A) We are not currently looking for volunteers.
 (B) Contact our office to rent our main hall.
 (C) Most of these programs are no longer available.
 (D) These include classes in dancing and painting.

134. (A) outdoor
 (B) exclusive
 (C) athletic
 (D) formal

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Questions 135-138 refer to the following information.

Rowes Atlantic Airways Baggage Policy

Each passenger _____ to carry one piece of hand baggage onto the plane without charge. The
135. carry-on item must not exceed the dimensions 56 cm x 45 cm x 25 cm, including the handle and
wheels. No carry-on bag should weigh more than 23 kg. Passengers should be _____ to lift bags into
136. the overhead storage bins unaided. These _____ do not apply to bags that are checked in at the
137. service desk.

A laptop computer bag, school backpack, or handbag may also be brought on board.

138.

135. (A) allowed
(B) is allowed
(C) allowing
(D) had been allowed

136. (A) able
(B) ably
(C) abled
(D) ability

137. (A) transfers
(B) suggestions
(C) duties
(D) restrictions

138. (A) Please inquire at the service desk if it will
be permitted on your flight.
(B) It should be stored under the seats when
not in use.
(C) Thank you for becoming a member of the
flight crew.
(D) Therefore, they will be available for a small
additional fee.

Questions 139-142 refer to the following article.

LONDON (18 May) – Ubero Hotels announced today that Mr. Jeffrey Pak has been promoted to vice president of global brand marketing for the worldwide hotel chain. Mr. Pak's promotion will become effective as of 2 June. His new **139.** involves overseeing worldwide marketing strategies, which includes all advertising and brand promotions. **140.**

Mr. Pak was previously Ubero Hotels' regional director of business development for Southeast Asia. He **141.** his career at the front desk of the Ubero Queen Sydney Hotel. Mr. Pak has stated that he believes this early experience, going back 23 years, of connecting with guests and coworkers has contributed to his hands-on **142.** style.

- 139.** (A) trend
(B) facility
(C) supervisor
(D) position

- 141.** (A) begins
(B) began
(C) is beginning
(D) will begin

- 140.** (A) He will also be responsible for a staff of 25.
(B) Similarly, he will be relocating to London.
(C) For example, he will be training new employees.
(D) As a result, he will keep his home in Sydney.

- 142.** (A) manage
(B) manages
(C) managed
(D) management

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

To: Karen Karl, Staff Writer
From: Liz Steinhauer, Editor in Chief
Date: January 2
Re: Cover Article Assignment

Hi Karen,

Thank you for agreeing to work on an article about Veronica Zettici's _____ role in her recent film as actress and director. By the end of the week, please submit an overview explaining how you plan to focus the interview with her. Once our editors approve your _____, make sure to confirm the interview day and time with one of our staff photographers. It would be ideal if the article _____ the two roles Ms. Zettici played in the production of the film. _____.

I will be available throughout the week if you have any questions.

Liz

143. (A) double
(B) doubles
(C) doubling
(D) to double

145. (A) comparing
(B) compared
(C) to compare
(D) were compared

144. (A) drawing
(B) hiring
(C) proposal
(D) edition

146. (A) For example, you might ask her about the next project on her schedule.
(B) Furthermore, it should discuss the distinct skills she brought to each aspect.
(C) In short, your work should be completed in two weeks.
(D) In addition, the article will be published in the April issue.

PART 7

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

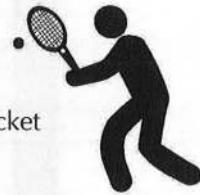
Questions 147-148 refer to the following coupon.

Thank you for enrolling your daughter or son in the training session at T-Star Tennis Clinic!
We hope your child enjoyed the lessons and comes back to T-Star Tennis Clinic again.

Use this coupon at

Great Angle Tennis Shop

to receive 30 percent off any adult- or junior-size tennis racket
or 20 percent off any other tennis equipment.



For an online purchase, enter discount code **RW445**.

Valid through June 30. Cannot be combined with any other coupon.
Excludes clothing, bags, and shoes.



1 011000110 011110100 0

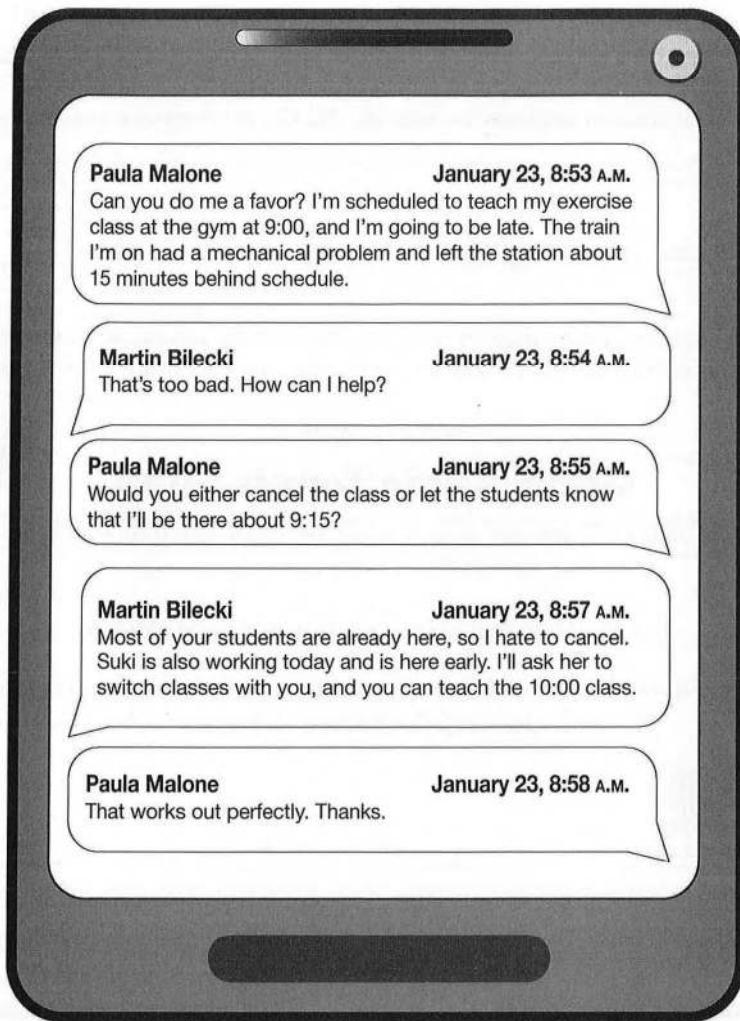
147. What is suggested about T-Star Tennis Clinic?
- It is owned by a famous athlete.
 - It operates in several countries.
 - It runs a program for children.
 - It manufactures tennis equipment.

148. What is true about the coupon?

- It expires at the end of the year.
- It applies only to purchases over \$30.
- It is not valid for online purchases.
- It cannot be used on tennis shirts.

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



149. What does Mr. Bilecki indicate he will do?

- (A) Arrive late to the gym
- (B) Teach a class
- (C) Cancel a class
- (D) Change the instructors' schedules

150. At 8:58 A.M., what does Ms. Malone most

- likely mean when she writes, "That works out perfectly"?
- (A) She likes Mr. Bilecki's idea.
 - (B) She likes exercising in the morning.
 - (C) She is excited about her new job.
 - (D) She is happy that she has the day off.

Questions 151-152 refer to the following notice.

Dear Atrium Hotel Guests:

We would like to apologize for the warm temperatures in the hallways and elevators. The hotel is currently undergoing work to upgrade our air-conditioning system. The new system will improve our energy efficiency and increase the comfort of our common areas.

Please note that this work does not affect the air-conditioning units in guest rooms. If there is anything we can do to make your stay more enjoyable, please feel free to contact any of our staff by dialing "0" from your room.

151. Where would the notice most likely appear?

- (A) In an airport terminal
- (B) In a hotel lobby
- (C) In an office building
- (D) In a shopping plaza

152. What is being replaced?

- (A) The air-conditioning system
- (B) The telephone system
- (C) The furniture
- (D) The elevators

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

E-mail

To: m.agrawal@indiatip.net
From: pritudoshi@hscot.in
Date: 17 May
Subject: IndiaTip

Dear Ms. Agrawal,

My name is Priti Doshi, and I'm an avid cyclist in Bangalore, India. While browsing online for cycling clubs, I came across IndiaTip.net. Your Web site appears to be a very comprehensive resource for travel articles and related news about India.

I would like to call your attention to an electronic guidebook I recently published. It describes all of my favourite cycling routes in Bangalore and is complete with maps, kilometre markers, and detailed descriptions about points of interest. I noticed that you have a specific page dedicated to bicycle travel in India; a mention of my guide would be an ideal addition to this page.

The book is titled *Bangalore by Bike*, and it can be purchased through www.bangalorebybike.com/AS3XK. If you could share this information with your readership, I would appreciate it.

Thank you and have a great day.

Priti Doshi

153. What is suggested about Ms. Agrawal?

- (A) She lives in Bangalore.
- (B) She leads guided tours.
- (C) She enjoys bicycling.
- (D) She runs a travel Web site.

154. Why is Ms. Doshi writing to Ms. Agrawal?

- (A) To recommend a travel partner
- (B) To promote a book
- (C) To critique an article
- (D) To update a news story

Questions 155-157 refer to the following form.

STARR Transportation



Thank you for using Starr Transportation. In a concerted effort to better serve our customers, we'd like your opinion about your most recent experience with us. Please take a moment to fill out the following survey and mail it to us in the enclosed self-addressed, stamped envelope by May 28.

Date: May 20

Customer Name: V.N. Chen

Phone: 603-555-0143

Date and description of service:

April 12-transport from Carroll Corporation to Franklin Airport.

April 25-transport from Franklin Airport to my home in Centerville, NH.

Please rate the following on a scale of 1 to 4, 1 being "poor" and 4 being "excellent."

Service

Friendliness	1	2	3	4
Reservation Process	1	2	(3)	4

Vehicle

Spaciousness	1	2	(3)	4
Cleanliness	1	2	(3)	(4)

Would you use our services again?

YES NO MAYBE

Would you recommend our services to others?

YES NO MAYBE

Comments:

I use Starr Transportation often for business travel and have always been satisfied. This time, when I arrived at Franklin Airport after a long flight from Lima, Peru, the driver was nowhere to be found. The airplane had arrived at a different terminal than scheduled, but the driver should have checked the flight's arrival status well beforehand. I ended up waiting for him when I could have taken a bus.

155. How will Starr Transportation most likely use information they collect from the form?
- To create effective marketing materials
 - To plan time-saving driving routes
 - To determine employee promotions
 - To improve customer service
156. What did Mr. Chen indicate about the vehicle?
- It was a bus.
 - It was very clean.
 - It was too large.
 - It was difficult to drive.
157. What does Mr. Chen indicate about the service he received?
- The trip from Centerville took too long.
 - The reservation process was confusing.
 - The driver arrived later than scheduled.
 - The vehicle was too small to fit his luggage.

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Questions 158-160 refer to the following advertisement.

Manchester Trader

29 May

Bright, clean, 300-square-metre flat for rent on the third floor of the historic Blythe House near the centre of Manchester.

Available 1 July, £800 per month.

- Recently updated kitchen
- Reserved parking spot in front of the building
- One bathroom with a standing shower
- One bedroom, living room, kitchen, and separate dining area
- Cable television and wireless Internet service included in rent
- Cost of electricity shared among residents of the other three flats in the building
- No pets allowed
- Dining table and chairs stay with the apartment

One month's rent plus two months' security deposit due upon signing of the lease.

Contact owner and landlord Abigail Brown at 077 4300 6455 or at abrown@teleworm.uk.

158. What is indicated about Blythe House?

- (A) It is occupied by more than one resident.
- (B) It is located near public transportation.
- (C) It is immediately available for a new tenant.
- (D) It is suitable for residents with cats and dogs.

159. What is included in the rental fee?

- (A) Electricity costs
- (B) Security surveillance
- (C) Internet service
- (D) Cleaning services

160. According to the advertisement, what are renters required to do?

- (A) Sign a one-year contract
- (B) Pay some money before moving in
- (C) Provide references from previous landlords
- (D) Participate in an interview

Questions 161-163 refer to the following article.

Swansea Business News

(3 August) A spokesperson for Riester's Food Markets announced yesterday that it will open five new stores over the next two years, starting with one in downtown Swansea this December. — [1] —. The company, known for its reasonable prices, will next open a Liverpool store in May. — [2] —. The location of the final store has not yet been determined.

The number of Riester's locations has certainly been growing rapidly throughout the U.K. Shoppers seem pleased with the wide selection of items that include packaged goods, fresh produce, and hot ready-made meals. According to Donald Chapworth, director of marketing, the latter are particularly popular with working parents. — [3] —. "Many of these customers in particular have limited time to cook but still want their families to eat wholesome food," says Chapworth. Last March Riester's hired chef Gabriella Pierangeli, famed for her London restaurant Gabriella's on Second, to craft their signature home-style dishes. — [4] —.

161. What is the article about?

- (A) The expansion of a chain of stores
- (B) Families cutting their food budgets
- (C) The relocation of a popular restaurant
- (D) Grocery stores changing their prices

162. What does Mr. Chapworth mention that customers like about Riester's?

- (A) Its friendly customer service
- (B) Its inexpensive pricing
- (C) Its home-delivery service
- (D) Its prepared foods



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

"Two more will open at sites in Manchester and Edinburgh by summer of next year."

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

Questions 164-167 refer to the following letter.

28 April

Maria Ortiz
Hayes Polytechnic University
19 Chamsboro Road
TOORAK VIC 3142

Dear Ms. Ortiz,

The Melbourne Groundwater System Corporation, MGSC, has approved your request for a two-year grant of \$65,000 to research the impact of industry on groundwater resources in the Melbourne region. Please note that there are a few requirements that must be met before we can release these funds to you.

First, your proposal indicated that the balance of the funding needed to complete your project will be provided by Akuna Allied Bank, and that you expected the loan approval by 15 April. Please provide us with a copy of the loan agreement you have with this bank.

Also, on or about 5 May we will send the standard MGSC contract to you. This document stipulates that you will submit a quarterly status report throughout the course of this project and that MGSC will not supply any additional funds beyond the initial grant amount. Please sign and return the contract to us.

Please note that MGSC requires a detailed list of all personnel directly involved in the project, their résumés and certifications, and their estimated fees. All documentation requested must be received in one packet no later than 1 June.

Congratulations on the receipt of your grant. Do not hesitate to contact my office at 20 6501 8240 if you have any questions or concerns. I will be out of the office from 6 May to 13 May, but in my absence you may speak with Ms. Mita Kulp.

Sincerely,

Albert Johnson

Albert Johnson
Vice President
Melbourne Groundwater System Corporation

164. Why was the letter written?

- (A) To ask for research proposals
- (B) To announce that funds have been awarded
- (C) To report the results of industry studies
- (D) To offer employment

165. When is a copy of the bank agreement due to MGSC?

- (A) On April 15
- (B) On May 5
- (C) On May 13
- (D) On June 1

166. What is indicated about the MGSC contract?

- (A) It includes an itemized list of costs.
- (B) It will be reviewed once a year.
- (C) It requires the submission of reports.
- (D) It is included with the letter.

167. What is suggested about Ms. Kulp?

- (A) She is in charge of approving grant applications.
- (B) She has conducted research similar to that of Ms. Ortiz.
- (C) She is an employee of Akuna Allied Bank.
- (D) She works with Mr. Johnson.

Questions 168-171 refer to the following online chat discussion.



Sarah Lo [9:38 A.M.] Hi all. I'd like your input. Jovita Wilson in sales just told me that her client, Mr. Tran, wants us to deliver his order a week early. Can we do that?

Alex Ralston [9:40 A.M.] If we rush, we can assemble the hardwood frames in two days.

Riko Kimura [9:41 A.M.] And my department needs just a day to print and cut the fabric to cover the cushion seating.

Mia Ochoa [9:42 A.M.] But initially you need the designs, right? My team can finish that by end of day today.

Sarah Lo [9:43 A.M.] OK. Then we'll be ready for the finishing steps by end of day on Wednesday. Alex, once you have the fabric, how long will it take to build the cushions, stuff them, and attach them to the frames?

Alex Ralston [9:45 A.M.] That will take two days—if my group can set aside regular work to do that.

Sarah Lo [9:46 A.M.] I can authorize that. Bill, how long will it take your department to package the order and ship it?

Bill Belmore [9:48 A.M.] We can complete that on Monday morning.

Sarah Lo [9:49 A.M.] Great. Thanks all. I'll let Jovita know so she can inform the client.

SEND

◀ ▶

- 168.** At 9:38 A.M., what does Ms. Lo mean when she writes, "I'd like your input"?
- (A) She needs some numerical data.
(B) She needs some financial contributions.
(C) She wants to develop some projects.
(D) She wants to gather some opinions.
- 169.** For what type of company does Ms. Lo most likely work?
- (A) A package delivery business
(B) A furniture manufacturer
(C) An art supply store
(D) A construction firm
- 170.** According to the discussion, whose department must complete their work first?
- (A) Mr. Belmore's department
(B) Ms. Kimura's department
(C) Ms. Ochoa's department
(D) Mr. Ralston's department
- 171.** What will Ms. Wilson most likely tell Mr. Tran?
- (A) That she can meet his request for rush work
(B) That there will be an extra charge for completing his order
(C) That his order will be ready for delivery on Friday
(D) That she will meet him at her office next Monday

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Questions 172-175 refer to the following letter.

Highbrook Library
42 Doring Street
Norwich, CT 06360
860-555-0110

April 23

Mr. Jack Vogel
Ellicott Office Supplies
181 Foss Street
Norwich, CT 06360

Dear Mr. Vogel:

On behalf of the Highbrook Library, I would like to offer my sincere thanks for your generous gifts. The three computers you donated from your store, along with the extra paper and ink, have helped us to better serve our customers. — [1] —. We now have five computers and they are almost always in use. In our last conversation you had asked how the library staff would control use. We have decided to allow library members to use a computer for free for two hours. Nonmembers pay \$2 for one hour of use. We also ask all patrons to book a computer in advance because of the high demand. — [2] —.

In addition, your monetary donation has allowed us to extend our hours. The library is now open until 8:00 P.M., Monday-Thursday, which has led to a growth in membership by permitting more people to visit when their workday is over. — [3] —. We have even had several book clubs form that meet in the evenings. Perhaps you would like to join one? — [4] —.

Next year we will be investigating the possibility of adding a small café on the first floor near the community meeting room. We hope you will consider contributing to this project as well, if it seems promising. You will receive more information in the future about it.

Thank you again for your generous support of the Highbrook Library!

Sincerely,

Annabeth Hendley

Annabeth Hendley
Director, Highbrook Library

172. Why is Ms. Hendley writing to Mr. Vogel?
- (A) To invite him to become an honorary library member
 - (B) To request advice about computer installation
 - (C) To ask him to purchase new books for the library
 - (D) To express appreciation for his donations
173. What is suggested about the Highbrook Library?
- (A) It is going to close for renovation.
 - (B) It has increased the hours it is open.
 - (C) It will be hosting a fund-raising event.
 - (D) It is considering adding a meeting room.
174. What is indicated about the computers at Highbrook Library?
- (A) They are for library members only.
 - (B) They need to be updated.
 - (C) They are free for members to use.
 - (D) They cannot be reserved.
175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "This policy also helps students who want to use library resources after school."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

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

To:	Product Development Staff
From:	Sauda Dawodu
Date:	10 June
Subject:	Product Expansion

Dear Product Development Team,

As you may know from recent sales reports for Aswebo Toys, our products are enjoying great success in international markets. The response to our electronic and handcrafted wooden toys has been very favorable. We have, in fact, had several requests from a few of our principal clients to expand the number of wooden toys we currently make for children from birth to age five.

Consequently, in an effort to assess the prospects for Aswebo Toys' future growth in this area, the management team has decided that our company will, as a preliminary step, produce one new item intended for the early-childhood market. Belinobo Consulting has been hired to conduct market research on the type of toy that we will introduce. Using the results of their product study, the prototype will be refined and put on the market as soon as it is feasible to do so.

This plan presents our company with an exciting opportunity. I'm certain that we can count on your dedication and initiative.

Sauda Dawodu
Senior Director

RESULTS—NEW PRODUCT SURVEY		
Prepared for Aswedo Toys		
By Belinobo Consulting		
Toy Prototype	General Preference	After presented with prototype example
Puzzle	23	25
Doll/action figure	17	15
Building set	11	10
Educational game	36	39
Board game	33	31

Survey responses were collected from 120 participants, all of whom are parents of children in the focus age group. Participants were first asked which toy they would be most likely to purchase. They were then presented with one prototype from each category and asked the same question a second time.

176. What is the purpose of the e-mail?
- (A) To ask for market research volunteers
 - (B) To inform employees of an upcoming project
 - (C) To share the details of a sales report
 - (D) To promote a consulting firm
177. In the e-mail, the word "response" in paragraph 1, line 2, is closest in meaning to
- (A) answer
 - (B) reaction
 - (C) recognition
 - (D) confirmation
178. What is NOT mentioned about Aswebo Toys?
- (A) It sells products made by hand.
 - (B) It operates internationally.
 - (C) It will introduce a new electronic toy next year.
 - (D) It is a growing company.
179. What is suggested about the toys that were used in the research?
- (A) They are designed for use by children up to five years old.
 - (B) They are currently manufactured by competitor companies.
 - (C) They were given to survey participants to keep.
 - (D) They were shown to children.
180. According to the report, what toy were the research participants the least enthusiastic about?
- (A) The puzzle
 - (B) The educational game
 - (C) The building set
 - (D) The board game

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TEST 2 73

<https://www.Fb.com/ToeicManhHa/>

Questions 181-185 refer to the following information from a Web page and e-mail.

IAIC The International Association of Industrial Chemists

The International Association of Industrial Chemists (IAIC) Newsletter submissions

The *IAIC Quarterly* will be undergoing several changes in the coming months in order to better meet the needs of our members and readers. The first of these initiatives will be to open up the newsletter to reader submissions, including personal accounts of events, opinion pieces, and photographs. This new section of the newsletter will be called Member Views and News. The editors believe that this is an important way to make the *IAIC Quarterly* more relevant and engaging to readers as well as more representative of the society's activity. Membership is available only to certified industrial chemists.

To this end, we are now inviting members to submit their impressions about meetings and other events taking place in their region. We are particularly interested in the views of members of our Taipei affiliate, which is our latest and 23rd chapter.

Please click [here](#) to download the submission form. All forms must be completed and sent to Robert Harper at rharper@iaic.org. In the event that your submission is selected for publication, you will receive an e-mail at the address indicated on the form. Submissions for the autumn issue are due on June 30.

Finally, we continue to make improvements to the *IAIC Quarterly*, so please visit this Web site regularly for updates. We expect to finalize a new, colorful, and more visually appealing layout of the newsletter in the next few weeks.

To: Shuo Chuan Liu <liu.2@milina_chemical.com.tw>
From: Robert Harper <rharper@iaic.org>
Date: July 5
Subject: Newsletter submission

Dr. Liu,

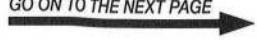
Thank you for your June 18 submission to our newly created Member Views and News section of our newsletter. We were so happy to hear about the Taipei chapter's first meeting, especially the details of Dr. Mei Chu's latest research in the area of industry laboratory safety protocols in Taiwan. We were also pleased to hear that the Taipei chapter already has 28 members, and that membership is expected to double in the coming months.

I am wondering if you could edit your submission down to 300 words. This would allow enough space for three other submissions in the next issue. I would be happy to work with you on the revision. Please let me know if this will work for you.

Thank you.

Robert Harper, Editor, *IAIC Quarterly*

181. For whom is the Web page information most likely intended?
- (A) IAIC members
 - (B) Newsletter editors
 - (C) Publication directors
 - (D) Students of industrial chemistry
182. According to the Web page information, what is true about the newsletter?
- (A) A section of it will be discontinued.
 - (B) Larger print will be used.
 - (C) It will be issued every month.
 - (D) It will be published in color.
183. On the Web page, the word "impressions" in paragraph 2, line 1, is closest in meaning to
- (A) characteristics
 - (B) imitations
 - (C) feelings
 - (D) effects
184. What is suggested about Dr. Liu's submission?
- (A) It explains how to become an IAIC member.
 - (B) It will appear with one other submission.
 - (C) It will appear in the autumn issue of the newsletter.
 - (D) It was sent to Mr. Harper on June 30.
185. What is Dr. Liu asked to do?
- (A) Provide details about a meeting
 - (B) Shorten his submission
 - (C) Include contact information with an article
 - (D) Arrange a chapter meeting

GO ON TO THE NEXT PAGE TEST 2 **75**<https://www.Fb.com/ToeicManhHa/>

Questions 186-190 refer to the following notice, e-mail, and comment form.



Waikiki Orchid Hotel



Scheduled guest activities in February

All activities begin at 10:00 A.M. at the Guest Services desk in the lobby.

Activity and instructor/guide	Description
Every Monday Surfing lesson Conducted by Kekoa Kalena	Learn to surf the waves of Waikiki. Must be a good swimmer. \$50 per person. Participants must be at least 12 years old.
Every Tuesday Hawaiian flower crafts Conducted by Jessica Agbayani	Your instructor will guide you in the making of a lei: a beautiful Hawaiian flower garland or necklace. All supplies included. \$10 per person.
Every Wednesday History tour Conducted by Lani Okimoto	In this 90-minute walking tour, participants will learn the history of Waikiki. No charge.
Every Thursday Hawaiian cookery class Conducted by head chef Sarah Wang	Learn how to cook traditional local Hawaiian dishes. (Lesson can be tailored to include vegetarian recipes only.) Participants must be at least 12 years old. \$20 per person.

Go to the Guest Services desk for further information and to sign up.

To:	Guest Services Staff <gsstaff@waikikiorchidhotel.com>
From:	Ji-Min Choi <jmchoi@waikikiorchidhotel.com>
Date:	February 7
Subject:	Update

Hi all,

I need to update this month's program of guest activities. Jessica Agbayani and Sarah Wang will be away February 10-16. I will lead Jessica's activities and Tom Anaya will lead Sarah's. Everything will return to normal on February 17, when Jessica and Sarah both return.

Sincerely,

Ji-Min Choi
Guest Services Director, Waikiki Orchid Hotel

https://www.waikikiorchidhotel.com/guest_comments



Waikiki Orchid Hotel



Comments:

My family and I had a pleasurable stay at your hotel. We enjoyed the activities you had scheduled and I would like to give my compliments to all the instructors. I had to skip the activity led by Ms. Okimoto, but my family told me they learned a lot from her. My daughter and I truly enjoyed learning how to make flower garlands, and my husband has already made some of the dishes he learned how to make in Mr. Anaya's class. Finally, my son and daughter both had great fun with Mr. Kalena. They are looking forward to putting his lessons to use when we travel on holiday to Morocco next year.

Name:	Elina Toivanen	Today's date:	3 March
Number of guests:	4	Date of stay:	10-16 February
Submit			

- 186.** What activity can be customized?
- (A) Monday's activity
 - (B) Tuesday's activity
 - (C) Wednesday's activity
 - (D) Thursday's activity
- 187.** What is the purpose of the e-mail?
- (A) To introduce two new employees
 - (B) To respond to a guest inquiry
 - (C) To make changes to a schedule
 - (D) To arrange training courses for staff
- 188.** In the comment form, the word "skip" in paragraph 1, line 3, is closest in meaning to
- (A) jump
 - (B) miss
 - (C) pay for
 - (D) look over
- 189.** Who taught the course enjoyed by Ms. Toivanen and her daughter?
- (A) Ms. Agbayani
 - (B) Ms. Choi
 - (C) Ms. Okimoto
 - (D) Ms. Wang
- 190.** What are Ms. Toivanen's children planning to do in Morocco?
- (A) Go surfing
 - (B) Learn Moroccan crafts
 - (C) Take a tour
 - (D) Make Moroccan food

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Questions 191-195 refer to the following notice, review, and article.



Taste of Italy

Dear Valued Customers,

After 25 years in business, Taste of Italy will be closing its doors April 23. During the week of April 17-23, please join us for a celebration of the store's history. All customers will receive a free cupcake with the purchase of any fresh bread or pastry item.

Please keep an eye out for Taste of Italy pastry chef Salvator Ribisi. He will be opening his own bakery within the coming months, where customers will be able to order custom pastries and cakes for parties and weddings.

It has been a pleasure to serve our wonderful Pineville City customers.

Sincerely,

Benito Giordano, owner

<http://www.pinevillerestaurants.com>

Sweet Occasions

HOME

MENUS

REVIEWS

LOCATIONS

I was sad that Taste of Italy closed—I had wanted them to make my wedding cake. So, I was excited when their former pastry chef opened Sweet Occasions in the Plaza Shopping Center. He made our cake, and it was perfect! Our guests kept commenting on how much they liked the cake. I would recommend Sweet Occasions to anyone.

- Edith Costello



The Evolution of a City

When the Plaza Shopping Center opened on River Road in July of last year, Pineville City mayor Angela Portofino predicted that it would benefit the city by bringing shoppers from nearby towns to the area. Based on a 25 percent increase in the city's sales tax receipts over the last six months, Ms. Portofino appears to have been correct.

However, less frequently mentioned was the potential effect of such commercial development on the city's downtown business district, which includes a number of small, family-owned stores and

restaurants. In the past two months, three of these businesses—Quality Books, Ashley's Beauty Salon, and Taste of Italy—have either closed or announced plans to close, all citing a decline in customers since the Plaza's opening.

Still, the mayor believes that the overall effects of new developments such as the Plaza are positive. "It's certainly disappointing when a beloved business like Quality Books closes," she said. "But new businesses bring new opportunities for all residents of Pineville City, including new jobs."

- 191.** Why most likely is Mr. Giordano closing his business?
- Because he wants to retire
 - Because he lost business to a new shopping center
 - Because he cannot afford to make needed repairs
 - Because he plans to open a different kind of business
- 192.** What is indicated about Mr. Ribisi's bakery?
- It opened on April 23.
 - It was once owned by Mr. Giordano.
 - It is located on River Road.
 - It is giving away free pastries.
- 193.** In the review, the word "kept" in paragraph 1, line 3, is closest in meaning to
- held
 - continued
 - saved
 - gave
- 194.** What is suggested about the Plaza Shopping Center?
- It has generated a lot of income for Pineville City.
 - It has attracted business for local family-owned stores.
 - It was financed by Mayor Portofino.
 - It was built in downtown Pineville City.
- 195.** According to her statement, why does Ms. Portofino have a positive view of the Plaza Shopping Center?
- Because it has a good bookstore
 - Because it was completed ahead of schedule
 - Because it offers discounts on expensive products
 - Because it provides city residents with jobs

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



The London Center of Contemporary Art presents...

Time Travel

By Conner Goodman

1-15 May

Mr. Goodman is a painter and sculptor who lives in London.

Conner Goodman's work will occupy our entire museum, with each museum hall representing a time period in English history, specifically focusing on the city of London. Mr. Goodman commemorates less commonly known moments in London's history taken from literature and film.

Upon entering the museum, visitors will experience London as it was 2,000 years ago, in the time of the ancient Romans. Each succeeding gallery that visitors encounter will portray younger versions of the city up to present-day London.

Mr. Goodman's art makes use of a range of media, including paint, video, and even recycled material. All pieces in this exhibition are Mr. Goodman's original creations.

Tickets:

Museum entrance: £15 per person

Conner Goodman will discuss his exhibition at Cornwall Hall on Saturday, 9 May, at 6:00 PM. Tickets are £20 and half of all proceeds will be donated to the Historic Building Conservation Society. Please call (020) 7946 0609 for more information.

E-Mail Message

From: finchg@libris.co.uk
To: cgoodman@litmail.com
Date: 20 May
Subject: Book project

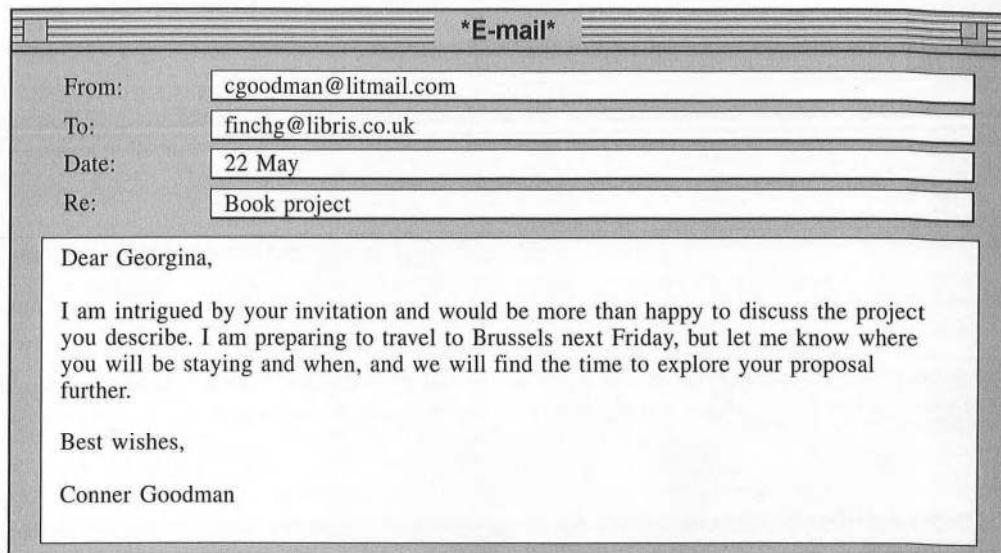
Dear Mr. Goodman,

I attended a recent event where you spoke about your work, and I later had the pleasure of visiting your exhibition.

I am currently working on a novel set in England, mainly London, in the 17th century, and I am seeking an illustrator for this work. My publisher, Marson and Co. is prepared to offer generous compensation and has given me the discretion to select a collaborator. I feel that you would be an ideal creative partner.

Would you consider working with me on this endeavor? Your agent informed me that you are currently in Paris. I will be there myself next week. Please feel free to contact me at finchg@libris.co.uk if you are available to meet.

Georgina Finch



196. What does the notice suggest about the exhibition?
- It portrays a city from a unique perspective.
 - It is made entirely of recycled materials.
 - It includes historical artifacts.
 - It is inspired by a popular novel.
197. What is implied in the notice?
- The museum exhibition will open with a lecture.
 - Guided audio tours of the exhibition are available for an additional fee.
 - Visitors to the exhibition are encouraged to experience it in a particular order.
 - Mr. Goodman is supervising a building restoration project.
198. Where most likely did Ms. Finch hear Mr. Goodman speak?
- At a meeting of the Historic Building Conservation Society
 - At the Center of Contemporary Art
 - At Marson and Co. headquarters
 - At an event at Cornwall Hall
199. What is suggested about Mr. Goodman?
- He has agreed to a contract with Ms. Finch.
 - He will meet with Ms. Finch in Paris.
 - He is returning from Brussels next week.
 - He is selling some of his paintings.
200. In what field do Ms. Finch and Mr. Goodman share some expertise?
- English history
 - Creative writing
 - Contemporary art
 - Museum management

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.

TEST 3

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. Ms. Iwata handed out copies of the agenda that ----- had printed for the meeting.
(A) hers
(B) her
(C) she
(D) herself
102. The food ----- for the conference must be sent to the caterer by Friday at 5:00 P.M.
(A) order
(B) group
(C) profit
(D) lesson
103. The product review says that the Cozy Days space heater is ----- to warm up than similar products.
(A) slowest
(B) slower
(C) slowed
(D) slowing
104. Employees from San Jose International will arrive in Alajuela tomorrow for ----- first training session.
(A) they
(B) their
(C) them
(D) theirs
105. To apply for a driving permit, you must ----- two forms of identification.
(A) meet
(B) work
(C) show
(D) ride
106. Sales of Seviana Cosmetics have ----- improved since the new marketing campaign began last quarter.
(A) steady
(B) steadily
(C) steadiest
(D) steadied
107. Most applicants to Shim Accounting Services have completed a ----- internship at the company headquarters.
(A) clear
(B) present
(C) taken
(D) paid
108. Each Beehive Crafts Supply customer may redeem ----- coupon per visit.
(A) alone
(B) one
(C) first
(D) once

109. Dietrich Dentistry asks patients to provide 24-hour notice to cancel a scheduled -----.
- (A) appointment
 (B) involvement
 (C) requirement
 (D) investment
110. The building inspection has been postponed until next week ----- that the electrical work can be completed.
- (A) also
 (B) when
 (C) than
 (D) so
111. Mr. Carson ----- all the arrangements for the company retreat next month.
- (A) having made
 (B) to make
 (C) making
 (D) will make
112. The cafeteria in Morris Hall offers ----- breakfast and lunch for Arai and Ramos associates.
- (A) complimentary
 (B) accountable
 (C) replaced
 (D) secured
113. Visitors to Kensington Corporation must obtain guest passes ----- the security office prior to entering the facility.
- (A) upon
 (B) from
 (C) toward
 (D) between
114. Tachibana Pharmaceuticals' new method of ----- chemical solutions will increase efficiency in the laboratory.
- (A) combine
 (B) combinations
 (C) combining
 (D) combines
115. Lexino Publisher's dictionary database allows users to search for entries in ----- languages.
- (A) multiplied
 (B) multiplying
 (C) multiples
 (D) multiple
116. No one is permitted on the factory floor ----- proper safety gear.
- (A) following
 (B) regarding
 (C) unless
 (D) without
117. Heidt Used Appliance Store guarantees that your purchase will arrive in working -----.
- (A) condition
 (B) conditional
 (C) conditionally
 (D) conditioned
118. ----- Ms. Park appreciated the job offer from Seon Advisory Group, she declined the opportunity because she would have to relocate.
- (A) Now that
 (B) Only if
 (C) While
 (D) Whether
119. The convention center is located on Market Street, directly ----- Glenview Shopping Center.
- (A) opposite
 (B) among
 (C) apart
 (D) nearby
120. ----- a small festival celebrating the town's heritage, the Clarytown Celebration has become one of the biggest annual events in the area.
- (A) Origin
 (B) Originate
 (C) Originated
 (D) Originally

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121. ----- of the management team include improving productivity and reducing annual expenditures.
- (A) Priority
(B) Prioritizing
(C) Priorities
(D) Prioritized
122. ----- employees affected by changes to Linerex Corporation's health plan should watch the online presentation.
- (A) Every
(B) Much
(C) Those
(D) Which
123. Senior human resources personnel need to ----- at least two training events this year to be eligible for a bonus.
- (A) have hosted
(B) be hosted
(C) have been hosted
(D) hosting
124. Aomori Agriculture Solutions specializes in increasing crop yields ----- the development of better farming techniques.
- (A) because
(B) through
(C) previous
(D) although
125. Chae Media, Inc. plans to ----- the renovation of its publishing house in Seoul.
- (A) send away for
(B) move forward with
(C) take back from
(D) watch out for
126. The marketing team at Bescura Cars has created a series of ----- humorous commercials, designed to appeal to younger consumers.
- (A) economically
(B) exactly
(C) deliberately
(D) patiently
127. Programmers at Ulrich-Ahn Company are responsible for ensuring that software conforms to the ----- system standards.
- (A) establish
(B) established
(C) establishing
(D) establishes
128. Pour the cake batter into the pan and shake gently if the batter is ----- distributed.
- (A) unevenly
(B) undeniably
(C) unwillingly
(D) unknowingly
129. Geneto Technology uses three ----- of laboratory accuracy to ensure consistent results.
- (A) indicators
(B) indicate
(C) indicating
(D) indicated
130. The financial figures released by Tsai and Wu International ----- only to expenses from the month of July.
- (A) organize
(B) ponder
(C) correspond
(D) subscribe

PART 6

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

Questions 131-134 refer to the following advertisement.

There is no better time to visit beautiful Nova Scotia, and Nova Scotia Tours can help! With over 25 years in business, we know how to plan _____ tailored to our clients' specifications. You and your family can enjoy everything from our Gaelic fiddle music and Ukrainian heritage festivals to the fresh, salty air and delicious seafood. For adventure seekers, there are many activities _____ you busy. _____ Or, _____ you prefer, relax and dine at any of our world-class restaurants. But don't wait. Call us today at 902-555-0166!

131. (A) garments
 (B) deliveries
 (C) conferences
 (D) vacations

132. (A) to keep
 (B) keep
 (C) having kept
 (D) would keep



133. (A) Book now to reserve your hotel.
 (B) Speak with our representatives Monday through Friday.
 (C) Try whale watching, kayaking, or cycling.
 (D) Choose from over hundreds of locations.

134. (A) if
 (B) moreover
 (C) despite
 (D) both

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Questions 135-138 refer to the following article.

New Head at Balmer Industries

Balmer Industries, one of the _____ pharmaceutical companies in Switzerland, yesterday announced **135.** the appointment of Li Xia Qiao as its newest CEO. The announcement _____ nearly two months **136.** after Edon Durian, the current head of Balmer, made public that he will retire at the end of the year. **137.** Qiao is well-known in the industry for successfully heading several small pharmaceutical companies. The job at Balmer will be the first position she has held at the helm of an international firm of this size. Qiao, _____ currently resides in Basel, begins working in Zurich on 28 November. **138.**

- 135.** (A) leading
(B) determined
(C) hopeful
(D) mutual

- 136.** (A) come
(B) comes
(C) will come
(D) will have come

- 137.** (A) The company is currently interviewing for the position.
(B) A new CEO will be announced in November.
(C) Balmer then plans to move its headquarters to Basel.
(D) Durian has led the company for seven years.

- 138.** (A) whose
(B) her
(C) who
(D) herself

Questions 139-142 refer to the following notice.

Are you an amateur athlete looking for a _____? Get ready for the premier competition of the year.
139.

Test your abilities at the Johannesburg Metropolitan Meet of Champions, _____ athletes from
140.

Randburg, Roodepoort, and Sandton will have a chance to represent their hometowns and compete
for prizes in a variety of sports. The meet will take place in Roodepoort on 30 March. _____. To
register, visit jmmchampions.co.za. _____ athletes are not eligible to participate in the competitions
142.
but may register as volunteers for the event.

- 139.** (A) trainer
(B) scholarship
(C) teammate
(D) challenge

- 140.** (A) with
(B) yet
(C) where
(D) along

- 141.** (A) Tickets are available at all locations.
(B) It is open to athletes 15 years or older.
(C) Winners will be announced then.
(D) Training is scheduled for the next day.

- 142.** (A) Profession
(B) Professional
(C) Professions
(D) Professionally

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

To: Claudia Espino
From: Yumiko Fujihara
Date: June 2
Re: Tokyo Showcase Request

Dear Ms. Espino,

Mr. Miyashita, the owner of The Miyashita Gallery of Kyoto, was pleased to display your work as part of the May Modern Artists Celebration. He was ----- impressed with your stunning collection of oil paintings of everyday life in Madrid. He now hopes to present these pieces at his other gallery in Tokyo in September. Are they available for ----- and sale? ----- Please inform us if you are interested and, -----, we can arrange a meeting to discuss compensation and further details. **143.** **144.** **145.** **146.**

Respectfully yours,

Yumiko Fujihara
Administrative Assistant
The Miyashita Gallery

- 143.** (A) particular
(B) particularity
(C) particularize
(D) particularly

- 144.** (A) repair
(B) analysis
(C) exhibition
(D) treatment

- 145.** (A) Any work that does not sell would be returned to you in October.
(B) We can restore the art to its original condition.
(C) The gallery specializes in sculptures of all kinds.
(D) You will receive a discount on any piece you buy.

- 146.** (A) even if
(B) if so
(C) so long as
(D) in case

PART 7

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

Questions 147-148 refer to the following directory.

Welcome to Moon Bay Department Store

Please use this temporary directory to navigate our store while it is under renovation. We are expanding Level 2, which previously held our shoe department, in order to build a food court for our valued customers.

Level 1
Electronics and Technology
Home Furnishings

Level 2
Closed for Renovations until June 4

Level 3
Children's Clothing
Athletic Equipment

Level 4
Women's Clothing
Men's Clothing
Shoes

147. Why is the store under renovation?

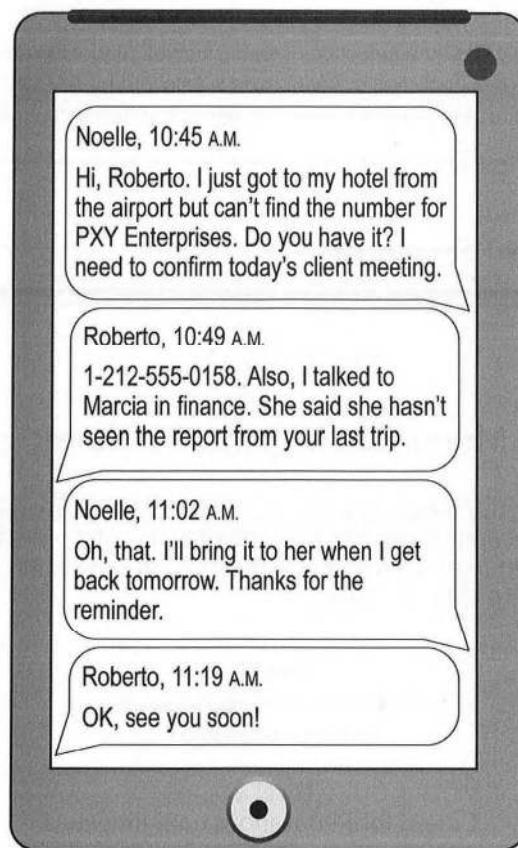
- (A) To reorganize a clothing department
- (B) To expand a shoe department
- (C) To create an eating area
- (D) To add extra dressing rooms

148. Where are exercise machines most likely located?

- (A) On Level 1
- (B) On Level 2
- (C) On Level 3
- (D) On Level 4

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Questions 149-150 refer to the following chain of text messages.



149. Who is Roberto?

- (A) A co-worker of Noelle's
- (B) A financial consultant
- (C) An employee of PXY Enterprises
- (D) A travel agent

150. At 10:49 A.M., what does Roberto most likely mean when he writes, "she hasn't seen the report from your last trip"?

- (A) Marcia has been out of the office.
- (B) The report got lost.
- (C) Marcia will finish the report.
- (D) The report is late.

Questions 151-152 refer to the following notice.

Connor's

2005 Great Hill Rd.
Edmonton, AB, T5J 1N7
780-555-0199
www.connors.ca

You're invited!

Customer Appreciation Night

Wednesday, 11 October
6:00 P.M. – 9:00 P.M.

Our computer specialists will demonstrate the latest computer tablets, digital cameras, and phones. They'll explain how to operate various devices and provide tips on how to choose the right computer for your home or business.

Receive 20% off all paper and pens and 10% off all copy orders on 11 October only.

Connor's

Offering the best in office supplies and equipment for 25 years

151. What is the purpose of the notice?

- (A) To introduce a Web site
- (B) To extend an invitation
- (C) To advertise a new computer
- (D) To promote a new copying service

152. What is available for a discount on October 11?

- (A) Computer tablets
- (B) Telephones
- (C) Digital cameras
- (D) Copy orders

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Questions 153-154 refer to the following advertisement.

Delights Crepe Palace

993 Weston St., Portland, Maine 14104

Phone: 207-555-0116

delightscrepepalace.com

Hours:

Monday-Friday 11 A.M.-8 P.M. Saturday 10 A.M.-9 P.M. Sunday noon-5 P.M.



All our crepes are filled with delicious fruit and served hot with dessert toppings. If you have never tried these thin, sweet French pancakes, you're in for a treat!

Visit our central downtown location, easily accessible from the train station. Give us a call or go to our Web site to place an order for pickup. Delivery is not available.

Crepes:

Small \$5 Medium \$8 Large \$10

Fillings: Strawberries, Blueberries, Mangoes, Bananas

Toppings: Chocolate, Fudge, Whipped Cream, Marshmallows

(The first topping is free. Additional toppings are \$.50 each.)

153. What is indicated about the restaurant?

- (A) It charges a fee for delivery.
- (B) It has a convenient location.
- (C) It is closed on weekends.
- (D) It recently opened a new location.

154. What is stated about the crepes?

- (A) They come in different sizes.
- (B) They cost \$.50 each.
- (C) They are filled with chocolate.
- (D) They are served cold.

Questions 155-157 refer to the following advertisement.

ARTISTICS, INC., GRAND OPENING!

Artistics, Inc. is proud to announce that our store has reopened at a new location, 2416 Whalley Avenue. We will continue to specialize in business cards, flyers, posters, menus, catalogs, and other promotional materials. In addition, our bigger space now allows us to offer the services of an expanded team of graphic designers who can work with you to conceptualize and design your product in order to achieve maximum visual appeal.

We invite you to visit our store and take a look at hundreds of sample cards, mailers, and brochures, all of which can be customized for your specific products or services. If you make a purchase of \$200 or more in printing services in the month of April, you will receive a complimentary 100-count box of business cards (a \$25 value).

Artistics, Inc.
2416 Whalley Avenue
Cairns 4870
Telephone 617 4041 6565

155. What type of business is Artistics, Inc.?
- (A) A printing company
 - (B) An art gallery
 - (C) A Web site design firm
 - (D) An employment agency
156. What is indicated about Artistics, Inc.?
- (A) It now has multiple locations.
 - (B) It has hired additional staff.
 - (C) It is expanding its online services.
 - (D) It is open seven days a week.
157. What is offered with a purchase of \$200 or more?
- (A) Free shipping
 - (B) A set of business cards
 - (C) A \$25 gift card
 - (D) A box of brochures

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Questions 158-160 refer to the following survey.

Savatrix Professional Workshops

Feedback Form

Workshop # 4 : Strategies for Effective Meetings

Attendee name : Monica Montero

Please select up to three factors that were most important in your decision to attend this workshop.

Facilitators of workshop [] Cost [x]
Date and time of workshop [] Length of workshop []
Workshop topic [x] Other _____ []

Please indicate whether or not you agree with the following statements.

	Yes	No
The facilitators presented information in a compelling manner.	[x]	[]
The facilitators seemed knowledgeable about the topic.	[x]	[]
The facilitators proceeded at a good pace.	[]	[x]
The knowledge and skills I gained will be useful at my job.	[x]	[]
I would consider attending other workshops offered by these facilitators.	[x]	[]
I would recommend this workshop to my colleagues.	[x]	[]

Please indicate other comments and suggestions below.

While the material presented was helpful, I felt that one day was not enough time to thoroughly cover the presenters' topics. Also, I would be interested in a future workshop that addresses time management.

158. What is indicated about the workshop?
- (A) It was the fourth in a series.
 - (B) It was expensive.
 - (C) It was crowded.
 - (D) It was held in Ms. Montero's office.
159. What is suggested about Ms. Montero?
- (A) She is an employee at Savatrix Professional Workshops.
 - (B) She has signed up for another workshop.
 - (C) She was familiar with the presenters before attending the event.
 - (D) She wants to have meetings that are more productive.
160. What did Ms. Montero believe needed improvement?
- (A) The workshop location
 - (B) The workshop materials
 - (C) The length of the workshop
 - (D) The cost of the workshop

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Questions 161-163 refer to the following e-mail.

To:	All Employees
From:	Su Kyung Cho <skcho@greatcars.co.nz>
Subject:	Annual outing
Date:	1 December

I wanted to let everyone know that management has decided to postpone our annual company hiking trip, which is usually held in December. As all of you know, that is the busiest time of year for our car rental agency, and every year it is difficult to fit the trip into our schedule. The new date is 23 January. This should be more convenient for anyone who wants to go.

If you would like to help plan the trip, please call Sandra Logan in Human Resources at extension 45. She needs help coordinating meals for the day. She has already confirmed that we will be hiking the Tongariro Alpine Crossing up to the Emerald Lakes.

Su Kyung

161. What is the purpose of the e-mail?
- (A) To schedule a meeting
 - (B) To make hotel reservations
 - (C) To explain a car rental policy
 - (D) To announce a change in plans
162. What will occur in December?
- (A) An increase in business
 - (B) A sales meeting
 - (C) An employee award ceremony
 - (D) A company hiking trip
163. According to the e-mail, why should people contact Ms. Logan?
- (A) To rent a car
 - (B) To schedule an interview
 - (C) To help make food arrangements
 - (D) To select a vacation destination

Questions 164-167 refer to the following online chat.



Mark Slater

Slater, Mark, 10:22 A.M. Does anybody want to get some lunch at the noodle shop across the street?

Davis, Sara, 10:23 A.M. I'm in.

Yu, Peter, 10:25 A.M. Me too.

Briggs, Francesca, 10:25 A.M. Sorry, I have to stay to finish my presentation for our meeting this afternoon. Could somebody bring me something?

Slater, Mark, 10:26 A.M. Sure, Francesca. We'll get your usual. What are you going to present?

Briggs, Francesca, 10:28 A.M. I'm going to review how to log in to the new computer system. Mr. Cooke also wants me to make sure everybody understands the new technology policies.

Yu, Peter, 10:29 A.M. Do you need help with that?

Briggs, Francesca, 10:31 A.M. I might. Are you good at formatting artwork for a slide show?

Yu, Peter, 10:33 A.M. I can come over to your desk in an hour and help you.

Briggs, Francesca, 10:34 A.M. That would be great.

Davis, Sara, 10:36 A.M. Will you include a demonstration in your presentation? I always find that helpful.

Briggs, Francesca, 10:37 A.M. Yes, but I need to find a volunteer who hasn't logged in yet for the demonstration.

Slater, Mark, 10:38 A.M. I haven't logged in yet. You can use me as your example.

Briggs, Francesca, 10:40 A.M. Perfect. I'll walk you through the steps during the meeting.

SEND



164. At 10:23 A.M., what does Ms. Davis most likely mean when she writes, "I'm in"?
- (A) She is in the office.
(B) She will go to the noodle shop.
(C) She will attend the meeting.
(D) She is logged on to a computer system.
165. What is indicated about the presentation?
- (A) It will take place over lunch.
(B) It will be given by Mr. Yu.
(C) It will last about an hour.
(D) It will include graphics.
166. What is suggested about Mr. Cooke?
- (A) He is giving a demonstration.
(B) He is a new employee.
(C) He is Ms. Briggs's supervisor.
(D) He is setting up a new account.
167. Who will use the new computer system for the first time during the meeting?
- (A) Mr. Slater
(B) Ms. Davis
(C) Mr. Yu
(D) Ms. Briggs

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Questions 168-171 refer to the following memo.

MEMO

From: Daniel Horge, Manager
To: All employees
Date: June 1
Re: Staffing

Nancy Wollowitz, the front desk receptionist, will be taking a two-week vacation from June 7 to June 21. — [1] —. A temporary worker has been hired from a placement agency to fill in for her during this time. — [2] —. He will take over most of her usual duties, including answering the phone, scheduling hair appointments, and checking clients in and out of the facility. Please introduce yourself to Mr. Sans and make yourself available should he have any questions. — [3] —.

Additionally, please make sure that you submit your time sheet by June 5. Ms. Wollowitz will send in payroll information before she leaves, so your pay will be deposited into your account on the normal payday of June 14. This is important because Mr. Sans will not be trained to use our payroll software. — [4] —.

If you have questions regarding this matter, please contact Ms. Wollowitz before June 7 or me after that date, and we will be happy to help you.

168. Where do the recipients of the memo most likely work?

- (A) At a job-placement agency
- (B) At an accounting firm
- (C) At a hair salon
- (D) At a doctor's office

169. What is indicated about Ms. Wollowitz?

- (A) She is retiring.
- (B) She found a new job.
- (C) She is taking some time off.
- (D) She is Mr. Horge's supervisor.

170. By when should employees submit their hours?

- (A) June 1
- (B) June 5
- (C) June 7
- (D) June 14



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

"His name is Michael Sans."

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

Questions 172-175 refer to the following article.

Valuables Found on Beach

September 20—A gold ring valued at \$1,200 was found during storm cleanup at Avondale Beach on Saturday morning. This was only one of many objects retrieved from the sand over the weekend by the Kirkland Sanitation Department. — [1] —. In preparation for Friday's fireworks show, municipal cleaning crews combed the beach on Saturday and Sunday to remove debris washed up by Thursday night's storm.

Crew member Liam O'Donnell, who has worked every storm cleanup for the last five years, said, "You wouldn't believe some of the things we find. Last year I pulled a vacuum cleaner out of the sand. But it's really common to find things like umbrellas, jewelry, coins, and even bicycles. — [2] —. These are things that beachgoers often forget or lose at the beach. When there's a storm, they all come to the surface, and we find them." — [3] —.

All valuables found by city cleaning crews are taken to the Kirkland Community Center. — [4] —. During that time, anyone who has lost an item can look for it at the community center. Any valuables that are not claimed are sold at the annual community auction, which benefits the city library and parks.

172. What is the purpose of the article?

- (A) To report the weather
- (B) To describe a cleanup effort
- (C) To advertise jewelry
- (D) To announce an annual auction

173. What is suggested about Mr. O'Donnell?

- (A) He works for the city.
- (B) He owns a gold ring.
- (C) He was hired last month.
- (D) He lost an item at the beach.

174. What is stated about Avondale Beach?

- (A) It rents umbrellas to beachgoers.
- (B) It has a network of biking trails.
- (C) It was closed for 90 days.
- (D) It will host a fireworks show.



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

"They are kept here for up to 90 days."

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

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

E-mail

To:	Sasikala Sharma
From:	Zachary Bauers
Subject:	This season
Date:	20 July

Dear Sasikala:

Thank you for giving me the great news. I'm glad to know we have so many subscribers returning for another season and that we also have an increase in new subscribers. Our advertising must be working!

In answer to your question, we still haven't yet made a decision about the final show. I'm hoping plans to produce *After the Sun* will work out. It is an expensive production, and the budget is still an issue. If we can't afford to do it, we'll have to mail the tickets for the first four shows to subscribers in August as planned. Then we can send the tickets for the final show in September, after it has been chosen. I'll let you know by the end of next week whether we have decided to go ahead with *After the Sun*.

Zachary

Belmont Community Theatre



12 August

Mr. Jake Harbaugh
14 Snyder Court, #4
Winnipeg R2C 0H9

Dear Mr. Harbaugh:

Thank you for subscribing to the upcoming Belmont Community Theatre season! On behalf of the theatre, I want to welcome you. We are always pleased to have new subscribers, and I am certain you will be delighted with the upcoming season. Please find enclosed the tickets for the five plays for this season.

Play descriptions, performer biographies, and a complete schedule can be found on our Web site. If you have any questions, please contact the box office at 204-555-0142.

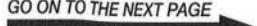
Subscribers enjoy exclusive benefits, including ticket exchanges, which can be made by phone, mail, or in person at the box office. Please be aware that programs and schedules are subject to change.

Sincerely,

Sasikala Sharma

Patron Services Director
Belmont Community Theatre

176. What is Mr. Bauers pleased about?
- (A) There will be an increased number of plays produced this season.
 - (B) There are more season subscribers this year.
 - (C) A positive review appeared in the local news.
 - (D) The new advertising campaign is being launched.
177. Why is Mr. Bauers concerned?
- (A) Some tickets were lost in the mail.
 - (B) A budget meeting was rescheduled.
 - (C) A play might cost too much to produce.
 - (D) Play rehearsals are behind schedule.
178. Why did Ms. Sharma send the letter to Mr. Harbaugh?
- (A) To confirm a schedule
 - (B) To thank him for his subscription
 - (C) To let him know about some changes
 - (D) To give him news about a new play
179. What is suggested about the Belmont Community Theatre's upcoming season?
- (A) The fifth play will be *After the Sun*.
 - (B) It will last longer than previous seasons.
 - (C) There are new subscriber benefits.
 - (D) The ticket prices have increased.
180. According to the letter, what can subscribers do on the Web site?
- (A) Exchange their tickets
 - (B) Select their seats
 - (C) Read about actors
 - (D) Contact the box office

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

Restaurflex Supply

Client Name: The Gramerty

Client Address: 793 Pemberton Ave., Millersburg, NY 12505

Date: May 18

Item Number	Description	Quantity	Unit Price	Total
RX1652	Blue paper napkins with white trim, 25 cm x 25 cm	3,000	\$0.10	\$300.00
RX1993	Blue paper place mats, 38 cm x 25 cm	3,000	\$0.50	\$1,500.00
RX2028	Plastic cups with lids, 1 liter, blue	500	\$0.30	\$150.00
RX1800	Food-grade plastic bags in blue with color logo, 10 cm x 20 cm x 45 cm	3,000	\$0.30	\$900.00

Total \$2,850.00

If you have any questions, please contact your sales representative, Amine Guettera, at aguettera@restaurflexsupply.com.

To:	aguettera@restaurflexsupply.com
From:	chitanmistry@thegramerty.com
Subject:	Invoice
Date:	May 22

Dear Mr. Guettera,

Congratulations on your new position and thank you for sending the invoice for the products I ordered. When I spoke with Emilia Katzenbach, my previous contact at Restaurflex, she offered a discount on item RX1800, bringing the unit cost from 30 cents to 20 cents each. I understand that your prices have increased, but The Gramerty is a longtime customer. Could you please speak to her to confirm this and then send us an updated invoice?

In addition, customers who ordered from our take-away menu have complained that the plastic lids on their containers did not close securely, and their soup leaked out. We never had this problem before our most recent order last December. I would like to return the remainder of this item, RX2333, and be reimbursed accordingly. Could you recommend a suitable replacement?

Thank you,

Chitan Mistry
General Manager, The Gramerty

181. What most likely is The Gramerty?
(A) A party-supply company
(B) A bank
(C) A restaurant
(D) A retail shop
182. What is the same for each product on the invoice?
(A) The size
(B) The color
(C) The logo
(D) The quantity
183. What product does Mr. Mistry expect to be discounted?
(A) Napkins
(B) Place mats
(C) Disposable cups
(D) Plastic bags
184. Who is Ms. Katzenbach?
(A) Mr. Mistry's supervisor
(B) The manager of The Gramerty
(C) A longtime customer of The Gramerty
(D) A salesperson at Restaurflex Supply
185. What is NOT suggested by the e-mail?
(A) Mr. Mistry has ordered from Restaurflex Supply previously.
(B) Mr. Mistry has worked with Mr. Guettera many times.
(C) Restaurflex Supply has recently raised its prices.
(D) The Gramerty has received complaints from customers.



Instructions for San Aldo University Press Authors

San Aldo University Press is pleased to be publishing your forthcoming book. Carefully follow these instructions for preparing and submitting your manuscript. Failure to do so may result in book production delays or increased production fees.



- The text file of your manuscript should include all content from the title page to the list of references.
- If applicable, save and supply digital artwork, tables, and charts as individual files.
- If applicable, obtain signed permissions for digital artwork; permission forms can be obtained from www.saupress.sau.edu/author.
- Review the author checklist, downloadable from www.saupress.sau.edu/author.

Please e-mail all these documents directly to your San Aldo University Press editor.

San Aldo University Press
130 Oceanside Way
San Aldo, California 95523
saupress.sau.edu

January 12

Kwon Tae-Hwan
16 Yeonsan 4(sa)-dong
Yeonje-gu, Busan
South Korea

Dear Dr. Kwon,

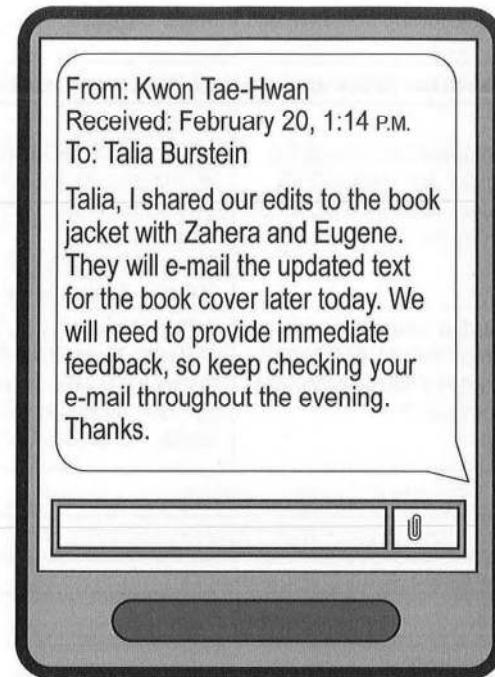
Your coauthor just e-mailed the remainder of your permission forms to me, and I now have all materials needed to begin the production phase for *The Economics of Simple Living*. A production schedule is enclosed; we are still on track for a July release. Please review and make note of important dates that require action from you and your coauthor. In the meantime, should you have any editorial questions, please contact me, as usual.

I look forward to your visit at the end of August, when we will have the kickoff of your promotional tour at San Aldo University's bookstore.

Best regards,

Zahera Sadik

Zahera Sadik
Editor, Economics & Political Science
650-555-0179 ext. 11
zahera@saupress.sau.edu



186. According to the instructions, what must authors do?
- Approve an editorial schedule
 - Complete a checklist review
 - Submit their final manuscript over the Internet
 - Include all tables and charts in one file
187. What is true about *The Economics of Simple Living*?
- It includes artwork.
 - It is available in an electronic version.
 - Its cost of production was high.
 - Its publication was delayed.
188. According to the letter, what will happen in August?
- A bookstore will offer a discount.
 - A book will be published.
 - Ms. Sadik will contact Dr. Kwon.
 - Dr. Kwon will travel to California.
189. Who most likely is Ms. Burstein?
- Dr. Kwon's coauthor
 - Dr. Kwon's editor
 - Ms. Sadik's manager
 - Ms. Sadik's assistant
190. In the text message, the word "keep" in paragraph 1, line 6, is closest in meaning to
- consider
 - withhold
 - continue
 - reserve

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Questions 191-195 refer to the following schedule and e-mails.



Bridgewater Spring Festival Weekend Activities

Saturday 18 May

12:00 P.M. Pizza Cook-Off—competitors will choose the ingredients to create the best pizza, and attendees will act as judges! Win one free cheese pizza each month for the remainder of the year. \$5 entry fee.

Sponsor: Bridgewater Pizzeria

Venue: Bridgewater Pizzeria

2:00 P.M. to 5:00 P.M. Spring Garden Tour—visit some of the most beautiful home gardens in the city. Bridgewater's

best home gardener will be awarded a \$50.00 cash prize.

Sponsor: Bridgewater Parks Commission

Venue: See Garden Tour map

Sunday 19 May

9:30 A.M. Walk for Health—complete the 5-mile walk around Swan Creek Park to receive a free two-week gym membership worth \$30. All participants will receive a free "Get Fit!" T-shirt.

Sponsor: Treager's Gym

Venue: Swan Creek Park north entrance

4:00 P.M. University String Quartet—enjoy the music of Haydn, Mozart, and Schubert in this performance featuring first violinist Jeremiah Weisz. \$10 entrance fee.

Sponsor: Bridgewater University

Venue: University Concert Hall

From:

Leeann Allen <leeann.allen@bridgewaterparks.org>

To:

Angela Russo <arusso@tqmail.net>

Date:

May 15

Subject:

Weekend festival

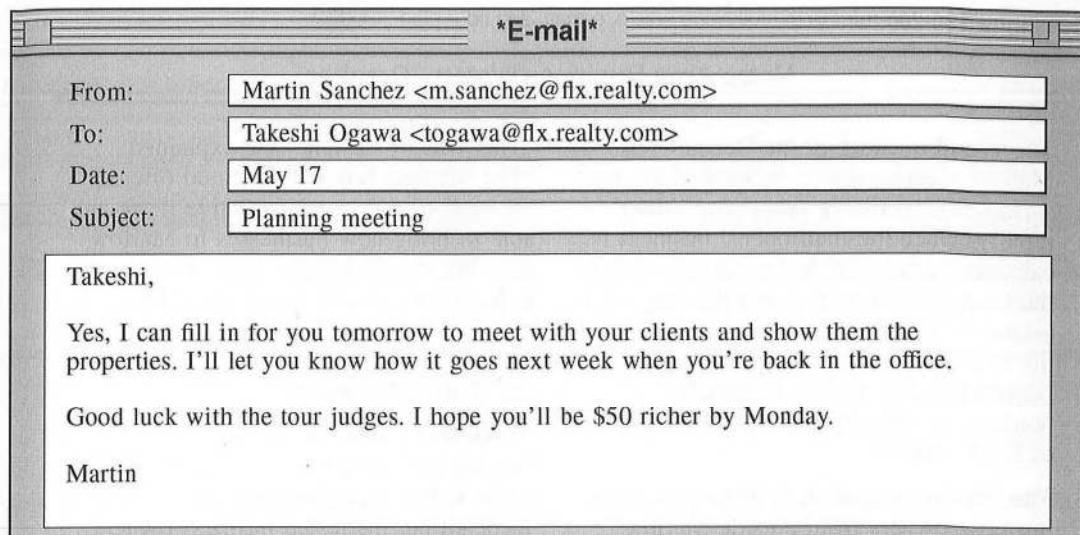
Hello Angela,

Since rain is likely on Sunday, I would like to move Matt Treager's event, which will take place outdoors, to Saturday and move yours to Sunday at noon.

We will update the festival Web site and send out an e-mail to notify festivalgoers of this schedule change. We will also post notices on the message boards in the park. Let me know if this works for you.

Yours,

Leeann Allen, festival organizing committee



191. What is stated about the University String Quartet performance?
- It requires an admission fee to attend.
 - It will be delayed because of the weather.
 - It was moved to a different venue.
 - It will end at 5:00 P.M.
192. What is the purpose of the first e-mail?
- To advise festivalgoers that it will rain
 - To provide feedback on a Web site
 - To request a change to a schedule
 - To announce an upcoming festival
193. In the first e-mail, the word "notices" in paragraph 2, line 2 is closest in meaning to
- ideas
 - reviews
 - evaluations
 - announcements
194. Who most likely will participate in a festival activity on Sunday afternoon?
- Ms. Allen
 - Ms. Russo
 - Mr. Treager
 - Mr. Sanchez
195. Why is Mr. Ogawa most likely unable to meet with his clients?
- He is one of the festival organizers.
 - He is performing in a music concert.
 - He is a judge for a cooking competition.
 - He is competing in a festival event.

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Metro Area Business Watch - October

The grand opening of the Ocean Crest Mall in Marlow Bay is scheduled for next spring, and available spaces are filling rapidly. Once the mall opens, business is expected to take off just as quickly. While the Ocean Crest Mall is not the only such establishment in Marlow Bay, it will be the first to open directly onto the boardwalk. The mall will include boutiques, specialty stores, and a variety of food vendors.

The mall management is hoping to attract business owners from outside Marlow Bay. According to rental manager Barbara Lancer, a number of the businesses that have rented space are new to the area.

"This was by design," she explained. "The Marlow Bay City Council offered the mall owners a tax incentive if we are able to bring new businesses to Marlow Bay. We're still a little short of our goal to have 75% of our spaces rented to nonlocal businesses. We are offering reduced rental prices on new leases for out-of-town businesses.

Applications from business owners looking to lease retail and restaurant space will be accepted until the December 15 deadline. Interested business owners are encouraged to contact Lancer by e-mail at blancer@oceancrestmall.com.

From:	Tracy Fernandez <tfernandez@kmail.com>
To:	Barbara Lancer <blancer@oceancrestmall.com>
Date:	October 9
Subject:	Available space

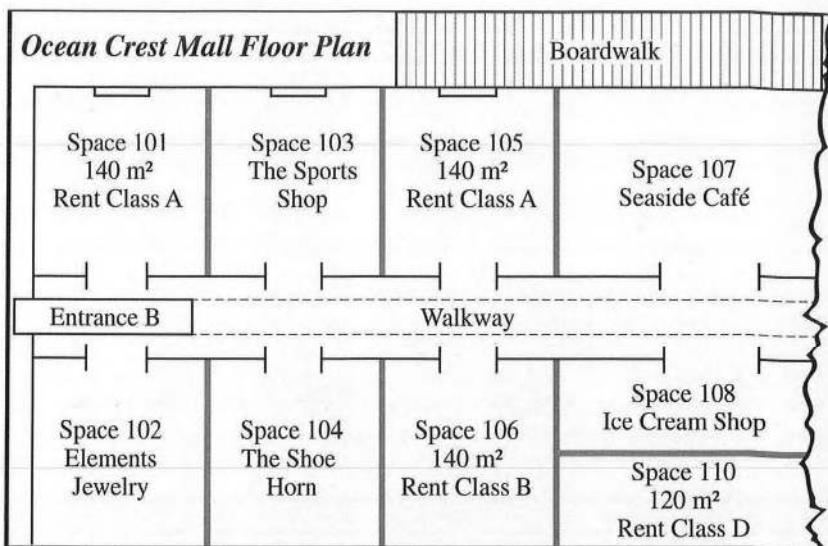
Dear Ms. Lancer,

I am a friend of Eric Raye, owner of The Shoe Horn, and he suggested that I contact you about a rental space in the Ocean Crest Mall. He told me about a great benefit that he received that is available to business owners like me. I own Edge Fashion and sell contemporary women's apparel. I have two retail locations in the nearby city of Hazelton, and I am considering expanding to Marlow Bay. If possible, I would like to be near my friend's store, but I do not want a space that is beside a restaurant or food service. A space on the boardwalk side that overlooks the beach would be ideal.

Could you please send me a map of the mall showing any available spaces that might meet my needs? Also, could you provide information about the size of each space and rental fees?

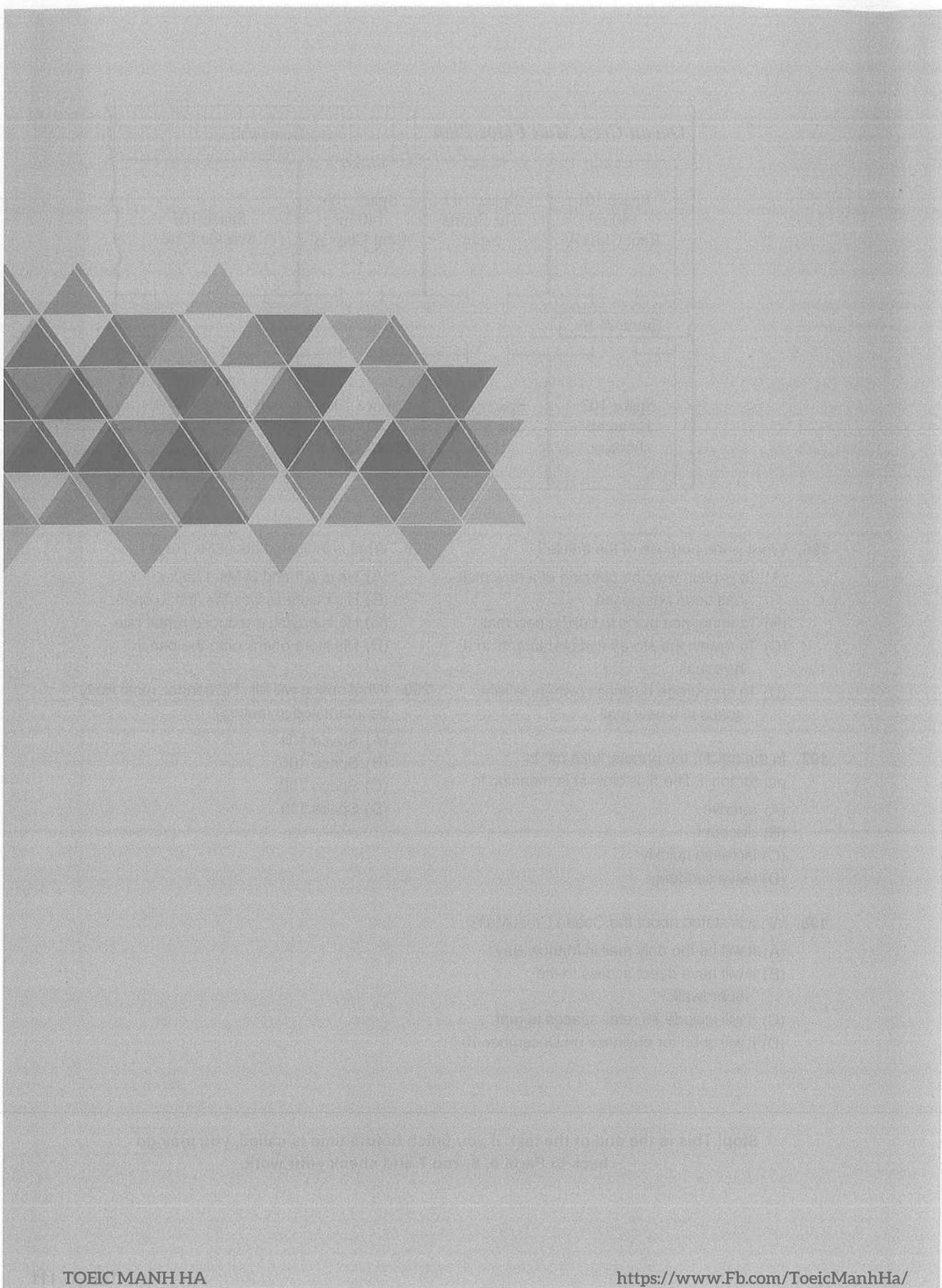
Thank you in advance,

Tracy Fernandez



196. What is the purpose of the article?
- (A) To explain why the opening of a new mall has been postponed
 - (B) To announce plans to build a new mall
 - (C) To review the stores and restaurants in a new mall
 - (D) To encourage business owners to rent space in a new mall
197. In the article, the phrase "take off" in paragraph 1, line 5, is closest in meaning to
- (A) remove
 - (B) discount
 - (C) increase quickly
 - (D) leave suddenly
198. What is stated about the Ocean Crest Mall?
- (A) It will be the only mall in Marlow Bay.
 - (B) It will have direct access to the boardwalk.
 - (C) It will include 75 retail spaces to rent.
 - (D) It will open for business on December 15.
199. What is indicated about Mr. Raye?
- (A) He is a friend of Ms. Lancer.
 - (B) His business was the first to open.
 - (C) He is paying a reduced rental rate.
 - (D) His store opens onto the beach.
200. What space will Ms. Fernandez most likely be interested in renting?
- (A) Space 101
 - (B) Space 105
 - (C) Space 106
 - (D) Space 110

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.



TEST 4

READING TEST

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

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

PART 5

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

101. ----- the Chiba office nor the Nagoya office is hiring.
(A) Both
(B) But
(C) Either
(D) Neither
102. Mr. Aromdee will prepare a dish from ----- hometown of Bangkok.
(A) he
(B) his
(C) him
(D) himself
103. Korean Star Airlines offers daily nonstop flights ----- London and Busan.
(A) aboard
(B) onto
(C) up
(D) between
104. Mr. Hirose ----- at Seventh Street Financial five years ago.
(A) works
(B) worked
(C) working
(D) will work
105. ----- of the new employees were able to attend the orientation.
(A) Most
(B) Other
(C) Else
(D) Another
106. A loud beeping ----- indicates that the copy machine has not been closed securely.
(A) sound
(B) sounds
(C) sounding
(D) sounded
107. Please ----- our Web site to find unique recipes made with Hahn food products.
(A) come
(B) go
(C) visit
(D) take
108. Due to construction delays on Maplewood Avenue, employees will ----- need to find alternate routes.
(A) probable
(B) probably
(C) probability
(D) probabilities

- 109.** Billo miniature model planes contain hundreds of small parts and must be assembled with -----.
- (A) contact
 (B) level
 (C) care
 (D) amount
- 110.** The ----- image on this month's magazine cover is credited to Marlot Images.
- (A) creative
 (B) creatively
 (C) creating
 (D) creativity
- 111.** Participation this year was the largest ----- in the history of the Securitas conference.
- (A) totally
 (B) ever
 (C) soon
 (D) hardly
- 112.** Ms. Fields is not able to travel from New York to Buenos Aires ----- sufficient notice.
- (A) inside
 (B) except
 (C) about
 (D) without
- 113.** Yuvaves Transit Company drivers should have their vehicles inspected -----.
- (A) rather
 (B) annually
 (C) quite
 (D) highly
- 114.** Cell Choice marketers are ----- to become familiar with competitors' products and advertising.
- (A) encourage
 (B) encourages
 (C) encouraged
 (D) encouraging
- 115.** The customer service department has seen a ----- decrease in the number of complaints over the past year.
- (A) dramatic
 (B) polite
 (C) frequent
 (D) different
- 116.** The financial review board has stated that no budget proposal may ----- ten pages.
- (A) excessive
 (B) excess
 (C) exceeding
 (D) exceed
- 117.** As president, Ms. Min made great efforts to ----- a productive environment at Chae Investment Corporation.
- (A) process
 (B) estimate
 (C) establish
 (D) participate
- 118.** The city council will meet tomorrow to field questions from ----- concerning the new water tower.
- (A) resident
 (B) residents
 (C) residences
 (D) residential
- 119.** Cruz-Alva Oil provides ----- priced solutions for all your energy needs.
- (A) competing
 (B) competition
 (C) competitive
 (D) competitively
- 120.** Southenic Electronics' technicians are on hand 24 hours a day ----- you can be at ease knowing help is always available.
- (A) because of
 (B) so
 (C) everything
 (D) until

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121. Strong strategic-thinking ----- and sharp marketing instincts are important qualities for a successful product manager.
- (A) skills
(B) findings
(C) realities
(D) approximations
122. ----- of city buses will attend a training session on new vehicles in the coming months.
- (A) Operations
(B) Operators
(C) Operate
(D) Operating
123. Renovations on the top floor of the Melaka Building are set to ----- after the elevators are installed in early August.
- (A) expire
(B) construct
(C) commence
(D) arrange
124. At Ben Flores Blinds, first-time customers can benefit from ----- rates of 30 percent off.
- (A) introducing
(B) introductions
(C) introduced
(D) introductory
125. ----- your return has been received, a refund will be issued to your account within three business days.
- (A) In order that
(B) Instead
(C) Now that
(D) Meanwhile
126. Last year, Entertainment Azusa, Inc., and Sohn Multimedia decided that ----- their expertise and resources would increase profits for both organizations.
- (A) combining
(B) combined
(C) combines
(D) combine
127. Before the laboratory carts can be used to transport ----- materials, technicians must wipe all exposed surfaces with a disinfectant cloth.
- (A) vague
(B) passive
(C) sensitive
(D) demonstrative
128. As the publication date of the sequel to the controversial novel approaches, public ----- is growing exponentially.
- (A) anticipation
(B) anticipatory
(C) anticipated
(D) anticipate
129. For the duration of Ms. Dernal's leave, her corporate and private accounts will be overseen by Jian Wu and David Dembo, -----.
- (A) respectively
(B) almost
(C) likewise
(D) even
130. Improvements in irrigation technology throughout the region were followed by ----- gains in corn production.
- (A) proportionally
(B) proportional
(C) proportioning
(D) proportions

PART 6

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

Questions 131-134 refer to the following instructions.

Your CM200 microwave oven can be placed easily in your kitchen, family room, or office. Set the oven on a flat surface such as a kitchen countertop or a sturdy table. It is important to allow air to flow _____ around the oven. Allow at least 10 centimeters of space around the sides, top, and back **131.** of the microwave oven. Do not _____ the oven in an enclosed space. Do not place it above a gas or electric range. **132.** The reason for this is that blocked air exits will cause the oven to shut down automatically **133.** it is turned on. **134.**

131. (A) freedom
(B) freer
(C) freely
(D) freeing

132. (A) remove
(B) install
(C) choose
(D) purchase

-  133. (A) Keep all vents clear during cooking.
(B) Follow all directions when preparing packaged meals.
(C) Do not use the oven to boil any liquids.
(D) Do not microwave more than two plates at a time.

134. (A) from
(B) next
(C) like
(D) after

Questions 135-138 refer to the following letter.

July 7

Dear Mr. Whitney:

This letter serves to confirm that Naoko Sugimori _____ with Takana Motors. Ms. Sugimori has held **135.** the title of Systems Analyst for four years and earns a salary in the upper range for that post. _____ I will also testify to _____ high level of performance. _____ working with Takana Motors, Ms. **136.** **137.** **138.** Sugimori has demonstrated a strong work ethic and excellent business insight.

If you have any further questions, please do not hesitate to contact me at 03-1092-8374.

Sincerely,

Jessica Krause
Engineering Program Director
Takana Motors

- 135.** (A) had been employed
(B) will be employed
(C) is employed
(D) has employed

- 137.** (A) our
(B) its
(C) your
(D) her

- 136.** (A) Our new entry-level vehicle is also very popular.
(B) In addition, she earns an annual bonus that is higher than average.
(C) Likewise, she works well under pressure.
(D) I will be happy to offer her a position with our company.

- 138.** (A) While
(B) Whether
(C) Prior to
(D) As long as

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

To: Komplet Industries Staff
From: Technology Department
Subject: Update
Date: March 27

It is with great excitement that I inform you that the Komplet Industries Web site is to have a new look and improved functionality. The site _____ several upgraded features such as mobile-device **139.** readability and an interactive tour of Komplet facilities. The _____ to the new site is scheduled to **140.** occur on Saturday, March 31. **141.** Please be aware that problems may occur while we change over to the new Web site. We will work _____ to ensure that any problems are resolved quickly. **142.**

Please send feedback on persistent issues to webinfo@komplet.net.

139. (A) included
(B) had included
(C) will include
(D) to include

140. (A) transition
(B) gathering
(C) demolition
(D) challenge

-  141. (A) As a result, new advertising will be added to the site.
(B) This is a time when traffic on the Web site will be lighter.

- (C) The factory tour will begin at 3:00 P.M.
(D) Our remodeled offices are due to open in April.

142. (A) instructively
(B) previously
(C) potentially
(D) diligently

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Questions 143-146 refer to the following letter.

Council Member Deborah Hsu
451 Forest Place, Ground Floor
Huxton, RI 02310

Dear Council Member Hsu,

I am writing on behalf of my fellow community members to request more bicycle lanes in our town.

The development of new business facilities near residential areas _____ the distance we need to
143. commute. The opening of a bicycle shop on Holleyhill Avenue attests to the increase in bicycle
usage. In fact, the *Huxton Daily* made note of _____ in an article earlier in the year.
144.

I understand that the council approved plans on September 6 for bicycle lane development on
Teasdale Street and Port Avenue. I fully support these _____. **145.** **146.** Please improve the safety and
efficiency of our roads by adding bicycle lanes.

Thank you.

Sincerely,

Gabriel Richards

- 143.** (A) shorten
(B) has shortened
(C) shortening
(D) to shorten

- 145.** (A) companies
(B) groups
(C) measures
(D) factories

- 144.** (A) this
(B) which
(C) few
(D) them

- 146.** (A) In fact, more bicycle safety courses should
be provided.
(B) In addition, new bicycle shops have been
opened.
(C) In other words, riding a bicycle is good
exercise.
(D) Indeed, I feel that more bicycle lanes
should follow.

PART 7

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

Questions 147-148 refer to the following form.

Ganzon Automotive
Silang Avenue, Butuan City
Agusan del Norte, Philippines 8600



Mechanic on duty: Efren Limbaco
Date: April 6
Client: Rowena Bautista, Simpao Trucking Corporation

Vehicle Information
Make: Kimpo
Model: Heavy Duty 600
Vehicle type: 3-axle, commercial truck

Work Completed
Replaced and balanced tire: ₱12,000
Installed new passenger door lock: ₱4,800

Test 4

147. What is the purpose of the form?

- (A) To give details about work on a vehicle
- (B) To ask about purchasing a vehicle
- (C) To request a correction to a bill
- (D) To schedule maintenance work

148. What action is mentioned?

- (A) Repairing an axle
- (B) Painting a truck
- (C) Changing oil
- (D) Replacing a lock

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Questions 149-150 refer to the following online chat.



Andreas Hildebrand		
	Andreas Hildebrand	10:04
	Hi Eun Hee, do you have a minute to look at something?	
	Eun Hee Park	10:04
	Sure, what do you need?	
	Andreas Hildebrand	10:05
	I'll e-mail it to you. It's the draft for the cover of Anne Wahlberg's book.	
	Eun Hee Park	10:06
	One second...	
	Eun Hee Park	10:10
	Okay, got it. Let me take a look.	
	Andreas Hildebrand	10:11
	Is the title too difficult to read? I wanted it to be eye-catching and different.	
	Eun Hee Park	10:13
	I like the effect. But you could be right. Maybe if you changed the color? Even just a darker shade of blue would help.	
	Andreas Hildebrand	10:14
	Good idea. I'll give that a try. Mind if I run it past you again later?	
	Eun Hee Park	10:15
	No problem.	



149. At 10:10 A.M., what does Ms. Park most likely mean when she writes, "Okay, got it"?

- (A) She understands what Mr. Hildebrand said.
- (B) She has the package Mr. Hildebrand is looking for.
- (C) She has received an e-mail Mr. Hildebrand sent.
- (D) She has found a file Mr. Hildebrand wants to see.

150. What will Mr. Hildebrand most likely do next?

- (A) Change a deadline
- (B) Revise a design
- (C) Give a presentation
- (D) Meet with Ms. Wahlberg

Questions 151-152 refer to the following advertisement.

Copycentric—for All Your Printing and Copying Needs

Now offering

- Printing of large posters
- Printing of digital photographs in a variety of formats
- Professional copying of documents, with binding available
- 24-hour service available at our new Taylor Street location

Visit our Web site at www.copycentric.com for information on our five locations. We guarantee low prices and offer delivery on bulk orders.

151. What is indicated about Copycentric?

- (A) It sells copy machines.
- (B) It has opened a new store.
- (C) It only provides black-and-white copying.
- (D) It has been in business for five years.

152. What does Copycentric offer?

- (A) Nighttime hours at all locations
- (B) Digital-photography classes
- (C) Professional editing services
- (D) Delivery service for large orders

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Questions 153-154 refer to the following notice.



Stanford Employment Agency

Stanford Employment Agency seeks a receptionist for a busy office. Primary duties include greeting potential clients, filing, and typing. The successful candidate must have a friendly manner and be able to operate a multiline telephone system in a busy office setting. In addition, the receptionist will assist the office manager as directed.

Candidates must have finished secondary school. Prior experience in a similar job is helpful but not necessary. Excellent salary and benefits are offered. Please send a letter of interest and résumé to Gita Aggarwal, Stanford Employment Agency, 17 Market Way, Edinburgh, EH1 1Th.

Visit our Web site for more information.
www.stanfordemployment.co.uk

153. What is indicated about the job?

- (A) It is available only to office managers.
- (B) It involves teaching people to type.
- (C) It includes welcoming people to the office.
- (D) It requires the ability to repair telephone lines.

154. What is required of job candidates?

- (A) Experience in a previous job
- (B) Completion of secondary school
- (C) Participation in a telephone interview
- (D) Completion of an online application

Questions 155-157 refer to the following e-mail.

To:	warren.cluett@reva.org
From:	delia.kwon@reva.org
Date:	June 30
Subject:	Shipment arrival

Hi Warren,

We will be receiving a shipment of bricks tomorrow morning. — [1] —. When the truck arrives, please take inventory as the shipment is unloaded and verify that the quantities on the receipt are accurate. — [2] —. In addition, please make sure that the bricks are stacked no more than three bricks high. — [3] —. They are fragile, and I am concerned that they might crack from the pressure if they are stacked in tall piles.

— [4] —. Please also confirm the successful arrival of materials and report any problems to me by e-mail.

Thank you,

Delia Kwon
Manager, Reva Development

155. What is the purpose of the e-mail?
- (A) To provide instructions to an employee
 - (B) To address a mistake with a shipment
 - (C) To place an order for bricks
 - (D) To record the inventory for a shipment
156. Why is Ms. Kwon concerned about the shipment?
- (A) It may arrive late.
 - (B) It contains breakable material.
 - (C) It was very expensive.
 - (D) It is for an important client.
157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "The manufacturer has informed me that the truck will be arriving at 7:30 A.M."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

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Questions 158-160 refer to the following schedule.

Date	1st Shift 8 A.M.-12 P.M.	2nd Shift 12 P.M.-4 P.M.	3rd Shift 4 P.M.-8 P.M.
Monday, November 8	Jamal Abdula	Jamal Abdula	Sara Atiq
Tuesday, November 9	Lillian Gold	Jamal Abdula	Paul Rastogi
Wednesday, November 10	Paul Rastogi	Paul Rastogi	Sara Atiq
Thursday, November 11	Lillian Gold	Lillian Gold	Sara Atiq
Friday, November 12	CLOSED	CLOSED	CLOSED

Please advise a store manager by Friday, November 5, if you plan to switch with another employee. All sales associates must enter their hours for the week using the computer by their cash register before the close of business on Thursday, November 11.

158. What is indicated on the schedule?

- (A) Jamal Abdula works on Wednesdays.
- (B) Lillian Gold is a store manager.
- (C) All employees will have Friday off.
- (D) Some employees work every day.

159. Who is scheduled to work only during the third shift?

- (A) Sara Atiq
- (B) Jamal Abdula
- (C) Lillian Gold
- (D) Paul Rastogi

160. What must employees do by November 5?

- (A) Enter their hours in the system
- (B) Tell a manager about changes to their work schedule
- (C) Request work hours for the following week
- (D) Receive training on use of the cash register

Questions 161-164 refer to the following text messages.



Test 4

10:03

ALINA: Hi. I just arrived...about to get my conference badge, so I should get to our table soon.

10:04

KONRAD: Glad you got in okay. Do you have the perfume samples?

10:06

ALINA: No, they were too heavy to bring on the plane, so I sent them by express mail. They're expected here by 11 A.M.

10:07

CHARLIE: Okay. Our table is in Area 12A of the conference center.

10:08

ALINA: Got it.

10:09

KONRAD: After we get our table set up, let's check out DTY's presentation in 14E. It's close by, so the time would work out.

10:13

ALINA: Okay, I have my badge, so I'm on my way. The people in reception will send boxed lunches to our display table. Let's plan on getting ready for the afternoon session while we eat.

10:15

CHARLIE: Okay, when you get here we can check out DTY. I want to see their new spring lineup.

10:17

ALINA: Yes, I'll bet it's no threat to us. I'm interested in seeing the materials Na-Young and her group have developed to promote their new product line.

|

Send

161. What is indicated about the group's lunch?

- (A) It will be served in 14E.
- (B) It will be provided at half price.
- (C) It will occur after a competitor's presentation.
- (D) It will give them additional time for preparation.

163. What is suggested about Na-Young?

- (A) She works in a personnel department.
- (B) She arranged travel for her coworkers.
- (C) She is a product designer.
- (D) She works for DTY.

164. What will Alina most likely do next?

- (A) Pick up a conference badge
- (B) Arrive at Area 12A
- (C) Deliver product samples
- (D) Look over a menu

162. At 10:08, what does Alina mean when she writes, "Got it"?

- (A) She understands the directions.
- (B) She has the lunch.
- (C) She will give the presentation.
- (D) She is paying for lunch.

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Questions 165-167 refer to the following Web page.

The screenshot shows a web browser window with the URL <http://www.civilengineeringdigest.com> in the address bar. The main content area has a header "WELCOME TO CIVIL ENGINEERING DIGEST WEB SITE". Below it, a section titled "CIVIL ENGINEERING DIGEST Subscription Offer" is displayed. A quote from "The European Chronicler" is present: "The European Chronicler calls it, ‘a must for all engineers working in Europe!’". The text describes the journal as the number one trade journal for civil engineers across Europe, covering latest technologies, material ratings, and infrastructure projects. It also mentions public seminars. At the bottom, there is a list of four subscription options with radio buttons:

- Send me *Civil Engineering Digest* for two years for only €54.00!
- Send me *Civil Engineering Digest* for one year for only €32.00!
- Send me *Civil Engineering Digest* for six months for only €18.00!
- Sign me up for a trial subscription for two months, free of charge! *

*Those signing up for the free trial will automatically be charged for a one-year subscription after the trial ends. Customers may contact us to cancel this subscription.

165. How often is *Civil Engineering Digest* published?

- (A) Daily
- (B) Weekly
- (C) Monthly
- (D) Annually

166. What is NOT offered to subscribers of *Civil Engineering Digest*?

- (A) Job advertisements for civil engineers
- (B) Reports on other engineers
- (C) Reviews of building materials
- (D) Details about new structures being built

167. What is suggested on the form?

- (A) Online subscriptions are available for €18.
- (B) Trial subscribers will be charged €32 after two months.
- (C) Readers are invited to subscriber-only seminars.
- (D) The journal has been available for two years.

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

To:	Distribution List
From:	Ken Gupta <kgupta@ltaa.co.uk>
Subject:	LTAA update
Date:	15 October

A special meeting of the London Travel Agents' Association will take place on 1 November. Clarissa Tang will be speaking on business travel in Australia, New Zealand, and Malaysia.

After the talk she will be signing copies of her books, including her most recent title, *Make Time to Travel*. Books will be available for purchase at a substantial discount.

The session will be held at the Carol Hotel on Frame Street, and the presentation will start at 6:00 p.m. A complimentary buffet dinner will be provided afterwards for attendees, but seating will be limited, so please contact us to reserve a spot in advance. If you are interested, please send a message to Mark DiStefano at mdistefano@ltaa.co.uk by 25 October.

The complete meeting schedule is available at www.ltaa.co.uk.

Sincerely,

Ken Gupta

- 168.** What is the purpose of the e-mail?
- (A) To advertise a new hotel
 - (B) To offer tourist information
 - (C) To announce information about a meeting
 - (D) To promote a travel agency
- 169.** What is suggested about Ms. Tang?
- (A) She is employed at the Carol Hotel.
 - (B) She purchased some discounted items.
 - (C) She recently canceled a trip.
 - (D) She has written more than one book.
- 170.** What is indicated about the meal?
- (A) It begins at 6:00 P.M.
 - (B) It will feature recipes from *Make Time to Travel*.
 - (C) It is offered at no cost to meeting participants.
 - (D) It has been rescheduled.
- 171.** According to the e-mail, why should people contact Mr. DiStefano?
- (A) To reserve a place for dinner
 - (B) To order books at a discounted rate
 - (C) To get the complete schedule
 - (D) To make a hotel room reservation

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Questions 172-175 refer to the following advertisement.



Blakeley Self Storage, Inc.

440 Cleary Ave.
Brownsburg, IN 46112
(317) 555-0142

At Blakeley Self Storage, we guarantee the most convenient self-storage experience in Brownsburg with a clean and safe environment for all your storage needs. — [1] —.

The insulated ceilings and sealed floors of our storage units protect your items from moisture and fluctuating temperatures. We offer a wide range of unit sizes to accommodate virtually any item you may want to store. — [2] —. Moreover, every unit is on the ground floor, minimizing the effort required to access your items. Blakeley's largest units are 5 meters tall, a full meter taller than those of our competitors. There is no minimum number of units you must rent. Rent is collected once a month.

We believe that customers should have full control over their storage units, so unit access is 24 hours a day. With Blakeley, moving is convenient, too. — [3] —. Our facilities can accommodate trucks even up to 20 meters in length.

Visit www.blakeleyselfstorage.com to browse the full range of unit sizes, a list of vacancies, testimonials, and price information. Please call us for the most up-to-date information on unit availability. We maintain waiting lists for those whose desired unit sizes are currently unavailable. — [4] —.

172. What is indicated about the self-storage units?

- (A) They are heated in the winter.
- (B) They are all located on the same level.
- (C) They are protected by video security cameras.
- (D) They are all five meters in height.

173. What does Blakeley Self Storage do to make moving easier?

- (A) It provides space for large vehicles.
- (B) It offers freight-delivery services.
- (C) It gives referrals for moving companies.
- (D) It facilitates transfers to other branches.



174. What is featured on the company Web site?

- (A) A brief history of the company
- (B) A virtual tour of the facility
- (C) A list of available units
- (D) An exclusive discount coupon

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

"Should you choose to be placed on one, we will contact you as soon as a space is vacated."

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

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Questions 176-180 refer to the following advertisement and form.

❖ NORTHWOOD ❖

Northwood's Annual Clearance Sale!

July 24-30

Stock up on workplace essentials at fantastic prices!

WRINKLE-FREE DRESS SHIRTS. Made from a durable, wrinkle-free cotton-polyester fabric and especially good for those long days at the office! Available in white, light blue, charcoal, and taupe. **Item #M913, \$39.99**

PREMIUM DRESS SHIRTS. These shirts are made from our finest quality Egyptian cotton. Hand-stitched collar and cuffs. Available in white, cream, light blue, and lilac. **Item #MS756, \$79.99**

WOOL TROUSERS. These versatile trousers can be paired with a suit jacket and dress shoes for the office, or with a casual shirt for a night at the movies. Our most popular item! Available in light or dark gray. **Item #MT744, \$59.99**

Shipping Information: Orders under \$50 will be shipped at a flat rate of \$5. Orders between \$50 and \$150 will be shipped at a flat rate of \$10. Shipping for orders over \$150 is free. These rates apply to items purchased during each of the annual clearance sales.

<http://www.northwood.com>

❖ NORTHWOOD ❖

Name

Address

City **State**

Phone

Email

Item # **Size** **Quantity** **Color**

If you have finished entering items to purchase, press submit to calculate total and shipping charges.

SUBMIT

176. For whom is the advertisement most likely intended?
(A) People who regularly work in an office
(B) People who are going away on vacation
(C) People who spend a lot of time outdoors
(D) People who are browsing in a shopping mall
177. What is indicated about Northwood?
(A) It is located in Jefferson City.
(B) It offers clearance prices once a year.
(C) It is closing on July 30.
(D) All of its clothes are handmade.
178. What information is NOT given in the advertisement?
(A) The item number of each product
(B) The material each product is made of
(C) The colors available for each product
(D) The sizes available for each product
179. What is Mr. Routhier buying from Northwood?
(A) A shirt
(B) A suit
(C) A pair of trousers
(D) A pair of shoes
180. How much will Mr. Routhier probably have to pay for shipping?
(A) \$0
(B) \$5
(C) \$10
(D) \$50

Questions 181-185 refer to the following Web page and form.

Welcome to the *Brighton Reader* Web Page

The *Brighton Reader* offers a variety of options for making your personal announcement. Our prices include a one-time publishing of your event in the jumbo Sunday edition of the *Brighton Reader* and online at www.brightonreader.co.uk for 30 days. You may also purchase ten copies of the Sunday edition for the special reduced price of £3 total when you publish an event.

To send your information, please complete the electronic form found [here](#).

Option 1: 55 words maximum, no photos, for £15
Option 2: 75 words maximum, 5 x 7.6 cm photo in black and white, for £45
Option 3: 100 words maximum, 8.9 x 12.7 cm photo in black and white, for £60
Option 4: 150 words maximum, 10.2 x 15.2 cm maximum-size colour photo, for £90

Ordered by: Azin Shinwa

Announcement category: Graduation

Date of submission: 13 May

Date of publication: 18 May

Text to publish:

Congratulations to Bita Shinwa, daughter of Mr. Azin Shinwa, for her graduation from the Andawal University medical programme on 15 May. Highlights of her studies include a three-month residency programme abroad, a semester-long rural practical workshop, and academic honours. Bita studied for six years to receive her degree and will be going on to work as a cardiologist overseas in the United States. She will also donate one weekend a month as a general practitioner at the Camiden Free Clinic in Chicago. Congratulations, Bita, and best wishes for the future!

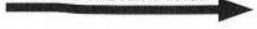
Words: 92

Photo attachment: Bitagraduation

Options: Full-colour printing

181. What is being advertised?
- (A) University facilities
 - (B) Personal announcements
 - (C) Newspaper subscriptions
 - (D) Event-planning services
182. What is suggested about the *Brighton Reader*?
- (A) It offers reduced prices to new subscribers.
 - (B) It sponsors a number of community events.
 - (C) It is available in more than one format.
 - (D) It is printed only on Sundays.
183. How much did the *Brighton Reader* probably charge Azin Shinwa?
- (A) £15
 - (B) £45
 - (C) £60
 - (D) £90
184. What is Bita Shinwa's profession?
- (A) Newspaper editor
 - (B) Marketing specialist
 - (C) University professor
 - (D) Medical doctor
185. What does the form indicate about Bita Shinwa's plans?
- (A) She will volunteer her time.
 - (B) She will go abroad for the first time.
 - (C) She will donate money.
 - (D) She will participate in a workshop.

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Questions 186-190 refer to the following Web page and e-mails.



<https://www.staffcelebrations.com>

Staff Celebrations

Event planning for companies large and small since 1982

Picnics Award Ceremonies Team-building Events Milestone Celebrations

Picnics with your company in mind! Pricing to fit every budget.

We do it all:

- ❖ Setup and cleanup
- ❖ Shuttle service between parking area and site if needed
- ❖ Food and beverages (choose from a wide variety of snack and meal options)
- ❖ Games and activities for adults and children (many to choose from)
- ❖ Photos
- ❖ Gift bags for each guest (optional; your choice of items to include)

We'll come to your site, or you can rent either of our two beautiful spaces: the Garden Grove in Glenview (for up to 200 people) or the Bridge Center in Woodsorrel (for 200-1,000 people).

Treat your staff to an event they'll remember!

To:	Delilah Chalmers <dchalmers@sybrassarchitecture.com>
From:	Kacper Bukowski <kbukowski@fordingfitness.com>
Date:	February 12
Subject:	Staff Celebrations

Dear Ms. Chalmers,

My company is considering hiring Staff Celebrations for our employee picnic this summer, and the company gave us your name as a reference. If you have a moment, could you answer a few questions about their services? Specifically, we would like to know what the staff and location were like and whether the gift bag option is worth the additional cost. It would be very helpful if you could send us your impressions by the end of next week.

Thank you in advance for your help.

Kacper Bukowski
Executive Staff Assistant
Fording Fitness Center

E-mail

To: Kacper Bukowski <kbukowski@fordingfitness.com>

From: Delilah Chalmers <dchalmers@sybrassarchitecture.com>

Date: February 14

Subject: RE: Staff Celebrations

Dear Mr. Bukowski,

I am happy to provide you with some information about Staff Celebrations. We hired them for our tenth annual company picnic, which was held this past July. Over 200 of our employees and their families were in attendance. After looking into several options, we settled on Staff Celebrations to plan and host our event because they were highly recommended by several other companies in the area. We were delighted with the convenience of their service. All we had to do was make a few menu and game selections, and they did the rest. We chose to use one of their sites, which was as beautiful as promised. Despite uncomfortably high temperatures on the day of our event, the staff at Staff Celebrations remained cheerful and enthusiastic. We did not opt for the gift bag option, although I recall from our initial meeting that the choices for that seemed to be reasonably priced and of high quality. I highly recommend Staff Celebrations.

Regards,

Delilah Chalmers
Vice President for Corporate Events
Sybrass Architecture

- 186.** What is indicated about Staff Celebrations?
- It provides snacks free of charge.
 - It has a new location.
 - It offers transportation for guests.
 - It requires payment in advance.
- 187.** Why did Mr. Bukowski contact Ms. Chalmers?
- To inquire about the services provided by Staff Celebrations
 - To give her some information about a research project
 - To ask her company to cater an upcoming event
 - To make suggestions for improving a service
- 188.** In the first e-mail, in paragraph 1, line 5, the word "impressions" is closest in meaning to
- imprints
 - perceptions
 - copies
 - preferences
- 189.** What does Ms. Chalmers mention that Mr. Bukowski did NOT specifically ask about?
- Gift bags
 - Location
 - Staff
 - Food
- 190.** Where was the Sybrass Architecture event most likely held?
- At Fording Fitness Center
 - At Sybrass Architecture
 - At the Garden Grove
 - At the Bridge Center

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Opportunities for Leadership Development: Evaluation Report Executive Summary

This report documents the results of a study conducted by the Centre for Management Development and Assessment (CMDA) on behalf of Vaughan Biotechnics. The investigation sought to determine whether administrative workers have sufficient career advancement opportunities and whether the current set of leadership training courses meets the needs of supervisors.

The responses of Human Resources (HR) directors illustrate the current state of affairs, since they are responsible for ensuring that employees have

ample training and development opportunities. Nearly 71% of HR personnel indicated that Vaughan Biotechnics does not provide sufficient training for potential supervisors. Some suggested that the lack of training opportunities led to low promotion rates.

In addition to providing in-depth coverage of these and other findings, this document contains a series of recommendations that will be carefully studied by government officials for possible implementation.

To:	rylan.saunders@vaughanbiotech.co.uk
From:	salma.gorshani@vaughanbiotech.co.uk
Subject:	Course suggestion
Date:	13 July

Dear Mr. Saunders,

I'd like to add another course to the list of suggestions. Having led various large-scale projects over the last five years, I have come to realize how helpful social media can be for supervisors and managers. Therefore, I suggest that you include among the new training courses one that focuses on social media and covers such topics as planning, executing, and assessing social media campaigns.

Thank you and best wishes,

Salma Gorshani

Supervisor Training Now Available

On Tuesday, HR director Mr. Rylan Saunders unveiled the new training programme for employees interested in becoming supervisors. The redesigned programme is the result of an inquiry carried out last January that looked into the opportunities available to employees wanting to move up the career ladder. It also included an analysis of the training, which determined that Vaughan Biotechnic's original programme was no longer effective. The improved programme includes courses that reflect today's complex work environment. Courses like Supervising Using Social Media help would-be managers learn how to utilize current tools to lead successful projects. Click the 'professional development' link for more information and to register.

191. Why did the CMDA collect information from the directors of Human Resources?
- They used to hold leadership positions.
 - They determine the criteria for promotion.
 - They provide staff with learning opportunities.
 - They are in charge of hiring new employees.
192. What is indicated about the CMDA study?
- It was completed in January.
 - It is conducted every year.
 - It was critical of supervisors.
 - It was distributed to the public.
193. What most likely is a recommendation the CMDA made to Vaughan Biotechnics?
- Reduce funds available to the directors of Human Resources.
 - Change the type of courses aspiring supervisors must take.
 - Increase the number of female supervisors in its labor force.
 - Allow for more meetings between supervisors and upper management.
194. In the e-mail, the word "covers" in line 4 is closest in meaning to
- is concerned with
 - is placed over
 - guards against
 - accounts for
195. What is suggested about Ms. Gorshani?
- Her leadership style is popular with her employees.
 - Her proposal to the HR director was accepted.
 - She had read the report written by the CMDA.
 - She thinks there are enough opportunities for mentoring.

GO ON TO THE NEXT PAGE →



Dear friend of the Linwood Community Center,

I am writing to invite you to sponsor the Linwood Community Center's annual Bike for Linwood fund-raising event. The money raised by this year's 50-kilometer ride will support the new music education program at the center. Sponsorship would give your company great exposure as the event will be covered by local newspapers and is attended by over 5,000 spectators.

Our sponsorship options include the following.

Primary Sponsor: Company name and logo will be prominently displayed on all promotional materials. Company representative will be photographed with the race winners. \$10,000

Associate Sponsor: Company name will be listed on banners at the event. Sponsor will receive a certificate of appreciation suitable for display. \$5,000

Corporate Sponsor: Company name will be listed in our directory of sponsors. Sponsor will receive a certificate of appreciation. \$1,000

Contributing Sponsor: Sponsor will receive a certificate of appreciation. \$500

No matter at what level you choose to participate, you will be helping the community. Please contact me with any questions.

Sincerely,

Rosalyn Sanchez

Rosalyn Sanchez
Director of Fund-raising

E-mail

From: bkelly@torypharm.com

To: rsanchez@linwoodcc.org

Date: June 12

Subject: Event details

Dear Ms. Sanchez,

I am attaching a digital copy of our company's logo for use in your event's advertising materials.

Our director of Community Relations, Nancy Glass, and her assistant will be attending the event and would like to have electronic copies of the photographs from the event to post on our Web site. She would also like to tour the Linwood Community Center before the event and meet some of the students from the new program. Please confirm that this is possible and let me know what time she should plan to arrive.

Sincerely,

Blake Kelly, Tory Pharmaceuticals



**Bike for Linwood Fund-raising Event
Sponsored by**

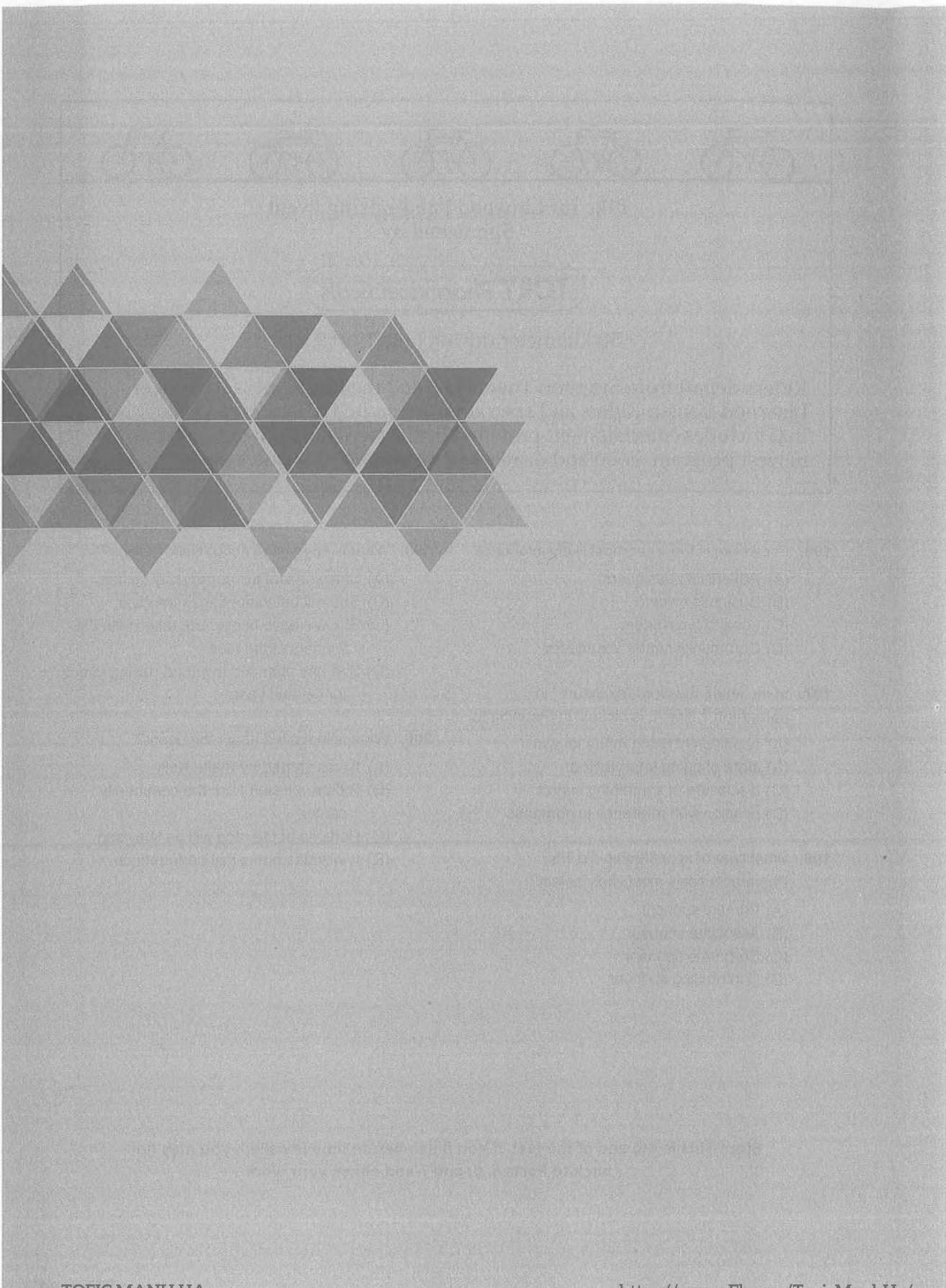
TORY Pharmaceuticals

50-kilometer ride on June 19 at 9 A.M.

Riders depart from Swanton Town Hall, and the finish line is in front of Linwood Center. Riders and spectators are invited to stay for a celebration that includes entertainment provided by the students from the center's newest program. Food and drinks will be available for purchase.

196. For whom is the letter most likely intended?
- Advertising designers
 - Business owners
 - Local bicycle riders
 - Community center volunteers
197. In the letter, the word "exposure" in paragraph 1, line 4, is closest in meaning to
- condition of being made known
 - state of being unprotected
 - disclosure of something secret
 - position with reference to compass
198. What type of sponsorship did Tory Pharmaceuticals most likely select?
- Primary sponsor
 - Associate sponsor
 - Corporate sponsor
 - Contributing sponsor
199. What is suggested about Nancy Glass?
- She works at the community center.
 - She will be competing in the race.
 - She will have her picture taken with the winners of the race.
 - She has attended this fund-raising event for several years.
200. What is indicated about the event?
- It was started by Blake Kelly.
 - Riders will start from the community center.
 - Portions of the race will be televised.
 - It includes a musical performance.

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.



TEST 5

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. Duray Airlines offers delicious food and beverage ----- .
(A) fees
(B) answers
(C) options
(D) tasks
102. The Oakshore region ----- large numbers of young professionals.
(A) was attracted
(B) has been attracted
(C) attracting
(D) attracts
103. The sales report is due tomorrow, so please finish it ----- .
(A) easily
(B) quickly
(C) certainly
(D) truly
104. Referring to the ----- in the user's manual will help you to identify the parts of the workbench.
(A) illustrate
(B) illustrator
(C) illustration
(D) illustrated
105. No more than four passengers are permitted in ----- taxi operated by the Halligan Company.
(A) any
(B) all
(C) some
(D) such
106. Sales of the Moro Camera dropped by 3 percent ----- the last quarter.
(A) down
(B) well
(C) and
(D) during
107. The newest branch of the library is located ----- Pine Street, directly across from the post office.
(A) in
(B) among
(C) until
(D) on
108. The property manager must ensure that renters understand ----- rental agreement.
(A) their
(B) they
(C) theirs
(D) them

109. ----- Ms. Bai was not available to lead the board meeting, she was able to find a replacement.
- (A) Although
 (B) Whether
 (C) Instead
 (D) Accordingly
110. Once staff has had training in the new accounting software, they will be prepared to work -----.
- (A) independent
 (B) independently
 (C) independency
 (D) independence
111. Nuts from Quintana Orchards can be a ----- source of vitamins and minerals for a nutritious diet.
- (A) long
 (B) various
 (C) rich
 (D) careful
112. To maintain the Cheerbrew coffeemaker properly, wipe it with a ----- sponge after each use.
- (A) moist
 (B) moistens
 (C) mostly
 (D) moisten
113. Research shows that an online marketing strategy is vital for survival in the ----- competitive athletic shoe market.
- (A) skillfully
 (B) increasingly
 (C) accidentally
 (D) meaningfully
114. Tomorrow's session will train participants on ----- to prepare containers for overseas shipments.
- (A) what
 (B) how
 (C) that
 (D) then
115. Applications received ----- the October 15 deadline will not be processed.
- (A) after
 (B) already
 (C) while
 (D) often
116. Customers expressed dissatisfaction with the cost of the phone, but complaints about the user interface were relatively -----.
- (A) rarest
 (B) rare
 (C) rarity
 (D) rarely
117. Tickets to the museum's special exhibit may be ordered in advance on the Web site ----- purchased upon arrival.
- (A) or
 (B) for
 (C) where
 (D) since
118. Two water-quality studies, which ----- last week, reflect the hard work of the Water Resource Council to keep local water clean.
- (A) were released
 (B) were being released
 (C) had released
 (D) had been releasing
119. ----- the efforts of cycling enthusiasts, the proposal to resurface bicycle paths in County Kildare was defeated yesterday.
- (A) Throughout
 (B) Besides
 (C) Despite
 (D) Versus
120. Crum Carpeting's profits have risen ----- since the company introduced a new environmentally friendly carpet line.
- (A) steadiness
 (B) steadyng
 (C) steadily
 (D) steadied

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121. Glideline Technologies ----- in archiving records and retrieving lost data.
- (A) consists
(B) interests
(C) inspects
(D) specializes
122. The mayoral candidates are competing for television -----.
- (A) having exposed
(B) exposed
(C) expose
(D) exposure
123. Employees should submit time sheets by noon today ----- the payroll office can distribute paychecks on schedule.
- (A) so that
(B) in order to
(C) that is
(D) in case of
124. Suburban residents are ----- in favor of expanding Highway 589 to relieve traffic congestion.
- (A) overwhelm
(B) overwhelmingly
(C) overwhelming
(D) overwhelms
125. Business travel is ----- for Shawton Associates by Young-Pyo Kim at Wright Air Transit.
- (A) equipped
(B) attributed
(C) coordinated
(D) concurred
126. Most models of the Remagine laptop computer now come with a ----- keyboard.
- (A) removability
(B) remove
(C) removable
(D) remover
127. With the recent surge in electronic sales, industry analysts are anticipating that the device-to-person ----- will soon surpass earlier predictions.
- (A) division
(B) fraction
(C) part
(D) ratio
128. In response to consumer complaints, assembly instructions for the model 481 bookshelf have been -----.
- (A) acknowledged
(B) estimated
(C) controlled
(D) simplified
129. Choose an ----- sized air conditioner for your company's needs, as larger models use more energy.
- (A) affirmatively
(B) appropriately
(C) unexpectedly
(D) extensively
130. Owing to his knowledge of historic buildings, Luis Harmon was ----- to lead the Main Street Restoration Project.
- (A) persuasion
(B) persuasively
(C) persuaded
(D) persuading

PART 6

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

Questions 131-134 refer to the following advertisement.

Come to the Pebble River Resort, where our three restaurants present culinary adventures for every taste! ----- Its award-winning chefs offer a classic dining experience ----- by our regional heritage. **131.** ----- you prefer more casual fare, the Old Sands Grill features seasonal dishes served on the stone **133.** terrace. Also, be sure to visit ----- Sweet Shop to enjoy some handmade chocolates or pastries. **134.** Located just an hour from busy Johannesburg, we are an ideal vacation or business conference destination.



131. (A) The dining choices vary daily.
(B) Advance reservations are strongly recommended.
(C) Our most formal restaurant is the Riverbank Restaurant.
(D) Favorite dishes include many dessert specialties.
132. (A) influenced
(B) influential
(C) influencing
(D) influence
133. (A) Because
(B) Rather
(C) Should
(D) Though
134. (A) his
(B) our
(C) another
(D) this

Questions 135-138 refer to the following letter.

February 10

Wayne Alvarez, District Manager
Belton Appliances
26 Oak Road
Belton, SC 27015

Dear Mr. Alvarez,

I purchased a flat-screen television from Belton Appliances that _____ a defect a month after its **135.** warranty expired. The volume became so quiet that it was difficult to hear anything.

When I telephoned your service department to tell them I was having trouble with the **136.**, the associate, Jill, informed me that several other people had also complained about this problem. **137.** In fact, the technician arrived a little earlier than the appointed time. He fixed the problem in less than one hour and did not charge me for the repair. I am writing to let you know that I have told all my friends about the **138.** service I received from your company.

Sincerely,

Vanessa Kwan

135. (A) develop
(B) developing
(C) development
(D) developed

136. (A) power
(B) lighting
(C) sound
(D) size

-  137. (A) The problem has not yet been resolved.
(B) She scheduled a repair for the following day.
(C) The company will offer a refund.
(D) I am waiting for an answer from the service department.

138. (A) excellent
(B) poor
(C) extreme
(D) disappointing

Questions 139-142 refer to the following notice.

Dear Valued Customer,

Please be advised that the Dellmere Bank branch on Vine Street will be _____ on April 5 and 6. **139.**

During this period, the building will undergo much-needed _____. These include improvements to the teller line and transaction counters. **140.** **141.**

If you use any of our other branches, you will experience no _____ in processing your transactions. **142.**

In addition, our online banking service will continue to be available 24 hours a day.

Thank you for your patience.

Jane Hegy
General Manager

139. (A) reserved
(B) cleaned
(C) closed
(D) funded

140. (A) renovated
(B) renovations
(C) renovates
(D) renovator

-  141. (A) Please complete all transactions early.
(B) The original flooring was kept.
(C) Forms are available in the lobby.
(D) We apologize for the inconvenience.

142. (A) delays
(B) decreases
(C) sales
(D) estimates

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Questions 143-146 refer to the following letter.

February 12

Dr. Joan Aghazarian
President, Florida Association of Dental Care Professionals
1999 Dade Avenue
Miami, FL 33133

Dear Dr. Aghazarian:

I want to let you know that we are holding our _____ career fair on Saturday, March 2. This is always **143.** our biggest event of the year. **144.** We expect even more participants this year.

Attending the fair is a terrific way for your **145.** to network with others in the industry and learn about opportunities at our twelve clinics throughout the state. The event is open to the public, but professionals affiliated with your association receive free admission.

I have enclosed a list of events that **146.** at this year's fair. If you have questions, please contact me at 555-0181.

Doug Goertz
Recruiter, Sunnyside Dental Services

Enclosure

- 143.** (A) first
(B) private
(C) annual
(D) only

- 145.** (A) students
(B) members
(C) patients
(D) salespeople

- 144.** (A) Last March we had more than 200 attendees.
(B) Let me know if you will be able to attend.
(C) Tickets are available online.
(D) Interviews will be held in Miami.

- 146.** (A) were taking place
(B) took place
(C) takes place
(D) will take place

PART 7

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

Questions 147-148 refer to the following e-mail.

Test 5

From:	frontdesk@parkersquarehotel.com
To:	rnoror@mailsail.com
Subject:	re: Early check-in
Date:	May 16, 1:30 P.M.

Dear Mr. Noro,

We received your e-mail about early check-ins. To answer your question, at the Parker Square Hotel early check-ins are available between 10:00 A.M. and 2:00 P.M. for an additional \$25. Guests are requested to contact us at least one day ahead of time so that we can make arrangements and have a room ready for them in the morning. Because you'll be arriving tomorrow, could you please reply today by 6:00 P.M. to confirm that you are interested in checking in earlier?

With best regards,

Lisa Murata
Front Desk Manager, Parker Square Hotel

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

- (A) To explain a policy
- (B) To offer a room upgrade
- (C) To advertise a special rate
- (D) To confirm a reservation

148. When is the latest that Mr. Noro should contact Ms. Murata?

- (A) By 10:00 A.M.
- (B) By 1:30 P.M.
- (C) By 2:00 P.M.
- (D) By 6:00 P.M.

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Questions 149-151 refer to the following flyer.

Copper Ridge Small-Business Forum
Tuesday, 16 April, 6:00 P.M.–8:30 P.M.
Copper Ridge Town Hall, 225 Gower Lane

Learn how your small business can succeed in today's economy.

Forum panelists:

- Dan Burbridge (moderator), author of the series *Loans, Grants, and Other Financial Resources for Entrepreneurs*
- Susan Jankowski, owner of Pricewell's Supermarket
- Joseph Salibi, president of the Copper Ridge Council of Merchants
- Augustine Lind, owner of Lind's Cleaning Service

Admission is free, but a reservation is required. Call 705-555-0121.

Visit www.copperridgesb.ca/events for details on forum speakers and agenda.

149. What does the flyer advertise?

- (A) A university lecture on economics
- (B) A store's grand opening celebration
- (C) A job fair for small businesses
- (D) A meeting of business owners

150. What is indicated about the moderator?

- (A) He lives in Copper Ridge.
- (B) He writes about funding options.
- (C) He manages a food market.
- (D) He is a government official.

151. What should people do if they want to attend the event?

- (A) Visit a ticket office
- (B) Send an e-mail
- (C) Make a telephone call
- (D) Submit a form online

Questions 152-154 refer to the following coupon.

Britton Outfitters
Maker of quality outdoor apparel and accessories

From now until January 31, enjoy 25% off your purchase of outerwear.

Discount applies to purchases made at Britton Outfitters stores or to online purchases through the Britton Outfitters Web site (Coupon Code BOUT1). Cannot be applied to Britton Outfitters products sold by other retailers.

Discount is good for up to three items. Eligible items include coats and jackets. Cannot be used on shoes, eyewear, or other accessories. Cannot be applied to special-order items.

Visit www.brittonoutfitters.co.uk every season for details on our current promotional offers.



Coupon Code BOUT1

152. For what could the coupon most likely be used?
- (A) Sunglasses
 - (B) A handbag
 - (C) Wool socks
 - (D) A rain jacket
153. What is implied about Britton Outfitters?
- (A) Its products are available only at Britton Outfitters stores.
 - (B) It offers discounts once a year.
 - (C) Its line of products includes footwear.
 - (D) It specializes in men's apparel.
154. What is NOT true about the advertised discount?
- (A) It can be applied to more than one item.
 - (B) It can be used for items purchased online.
 - (C) It is available for a limited time.
 - (D) It is limited to first-time customers.

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TEST 5 153

<https://www.Fb.com/ToeicManhHa/>

Questions 155-156 refer to the following text message chain.



Jung-Hee Ahn 8:44 A.M.
My morning meeting was canceled, so I am on an earlier flight. I should arrive 3 hours sooner than expected. I can now attend the marketing meeting at 4 P.M.

Ellen Ortiz 8:49 A.M.
Good news! When will you land? Do you need a ride from the airport?

Jung-Hee Ahn 8:51 A.M.
I should arrive at 12:45 P.M., and I will need a ride. Please call the airport transportation service to tell them about the flight change. I don't have their number.

Ellen Ortiz 8:52 A.M.
No problem. What's your flight information?

Jung-Hee Ahn 8:57 A.M.
Seacrest Air flight 1045. Departing San Juan 9:50 A.M. Got to go. The flight is boarding. See you later.

| Send



155. At 8:52 A.M., what does Ms. Ortiz most likely mean when she writes, "No problem"?
- (A) She will send a phone number to Ms. Ahn.
 - (B) She will reschedule transportation.
 - (C) She agrees that Ms. Ahn should change her flight.
 - (D) She will write down the flight information

156. When will Ms. Ahn's plane leave San Juan?

- (A) At 9:50 A.M.
- (B) At 12:45 P.M.
- (C) At 1:00 P.M.
- (D) At 4:00 P.M.

Questions 157-158 refer to the following letter.

March 23

Mr. Vardhan Patel
Sky High Solar Panels
732 East Bridge Road
Orlando, Florida 32803

Dear Mr. Patel,

Waterton's Office of Engineering is looking for ways to decrease the town's energy expenses. To this end, we are interested in having solar panels installed on our municipal buildings. After researching several solar energy companies, we believe that yours might best fit our needs.

We would like to request a consultation to determine the approximate cost, including installation, for a system of ACF34 panels on our buildings. May I ask you to please contact me at 407-555-0173 to schedule a consultation? I look forward to hearing from you.

Dalia Peralta
Dalia Peralta
Chief Engineer
Waterton, Florida

157. Why was the letter written?

- (A) To negotiate a discount
- (B) To order a company catalog
- (C) To set up an appointment
- (D) To revise a construction plan

158. What information does Ms. Peralta want?

- (A) Product dimensions
- (B) A price estimate
- (C) Maintenance instructions
- (D) Client references

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Questions 159-160 refer to the following advertisement.

Selling Your Crafts
by Sonia Hovsepian
336 pages, \$27

Did you know that many craft businesses fail within their first two years? *Selling Your Crafts* documents the many mistakes that crafts businesses make, from poor financial planning to unsuccessful advertising efforts. The author, a senior director with the television company Creative Media Today, has compiled years of research on commercial practices and presents her findings here in an engaging and accessible format. Whether you are selling handmade products online, setting up a booth at crafts fairs, or establishing a small studio, this book is sure to help you maximize your chances for success.

"An easy-to-understand, step-by-step guide"

—Dr. Virginia Brand, Marketing Professor, Setten University

159. For whom is the advertisement most likely intended?

- (A) Recently hired book editors
- (B) University professors
- (C) Owners of crafts businesses
- (D) Financial consultants

160. Where does Ms. Hovsepian work?

- (A) At a television company
- (B) At a financial consulting firm
- (C) At an advertising agency
- (D) At a law office

Questions 161-163 refer to the following e-mail.

E-mail

To: Sergei Aptekar
 From: Ada Nowak
 Date: 25 March
 Subject: Projector

Hi Sergei,

I was at Feddere Electronics yesterday. I tried out the Movie Stream projector that you suggested we use during our presentations at next week's investors meeting in Warsaw. I did like that the device is small enough to fit in my carry-on baggage and that it can project images onto any surface. I also like that it can stream material from the Internet in any location that has a wireless Internet connection. Unfortunately, if you place the device more than a meter away from the wall, the image becomes dim and blurred. That means that the images we want to show would not be large enough for our audience to see.

Thanks for your suggestion, but even at its bargain price, I don't think that this projector will suit our needs. For our upcoming trip, I think we should stick with what we have.

Ada

- 161.** Why was the e-mail sent?
- (A) To recommend a new type of technology
 - (B) To suggest revisions to a presentation
 - (C) To submit a complaint to a company
 - (D) To respond to a colleague's idea
- 162.** What will Ms. Nowak most likely do next week?
- (A) Purchase a device
 - (B) Travel to Warsaw
 - (C) Invest in a company
 - (D) Use a new product
- 163.** What does Ms. Nowak mention about the Movie Stream projector?
- (A) It cannot properly display images from certain distances.
 - (B) It cannot be connected to the Internet in Warsaw.
 - (C) It is difficult to transport.
 - (D) It is too expensive.

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Questions 164-167 refer to the following article.

News from Bramwell Botanical Gardens

BRAMWELL (May 26)—Visitors to Bramwell Botanical Gardens are now greeted by a colorful new logo painted on the welcome sign at the entry gate. Most people say they are pleased with the new logo, which features a bright bouquet of wildflowers. — [1] —.

The management of the botanical gardens decided to replace the old logo based on input from the public. "We collected opinion cards deposited in boxes at the gardens and reviewed responses to an online survey. — [2] —. We found that receptiveness to the original logo was no longer positive," said Jacob Harding, the director of the gardens, when he was interviewed by the *Bramwell Morning*

Courier. The old logo displayed the name of the gardens above a drawing of an elaborate Victorian greenhouse.

New designs were submitted by O'Neill Graphics. — [3] —. Members were invited to choose which one would be the best logo. The board agreed that the members made an excellent choice.

Marie Kim, the manager of the Botanical Gardens on-site visitors' shop, is one of those happy with the new logo that members selected. — [4] —. The new logo is now featured on clothing and other merchandise, and she is sure it will help improve sales. "Previously, I was often disappointed. Even though a lot of visitors came into the store, many left without making a purchase. They didn't think our imprinted items were attractive."

164. What does the article discuss?

- (A) A potential business partnership
- (B) A change made to a graphic design
- (C) Advertising for an upcoming exhibit
- (D) New signs labeling the gardens' plants

165. Who made the final decision about the logo?

- (A) Employees of O'Neill Graphics
- (B) The director of Bramwell Botanical Gardens
- (C) The manager of the visitors shop
- (D) Members of Bramwell Botanical Gardens

166. What did Ms. Kim imply about the visitors shop?

- (A) Too few people visited it.
- (B) Its appearance needed to be updated.
- (C) The location was not well marked.
- (D) Business there was not very good.



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

"Four of them were posted on the Botanical Gardens Web site."

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

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TEST 5 159

<https://www.Fb.com/ToeicManhHa/>

Questions 168-171 refer to the following letter.

THE BALESTRI CORPORATION

7 February

Michi Hashimoto
Hashimoto Consultants, Inc.
32 Joo Koon Circle
Singapore 628990

Dear Mr. Hashimoto:

I am responding to your reference request for Ms. Mou Lee, who was an employee of the Balestri Corporation up until two years ago. It is my sincere pleasure to recommend Ms. Lee for a position with your company. — [1] —.

Ms. Lee was hired as a budget associate but was promoted in just one year to revenue accounting manager because of her exceptional problem-solving skills. For example, she created a unique spreadsheet for conducting statistical analyses that was used to help one of our top clients become more profitable. — [2] —. This was directly responsible for her promotion.

As revenue accounting manager, Ms. Lee's leadership contributed substantially to increased productivity in her department. During her first year in that role, her team was commended for finding cost savings in four consecutive quarters. — [3] —. In addition, she is a talented speaker, and she successfully represented the Balestri Corporation at a number of client meetings.

After six years with the Balestri Corporation, Ms. Lee resigned to pursue an advanced degree. — [4] —. She was an asset to the Balestri Corporation, and I am confident she will be an asset to your company as well.

Regards,

Nelson Groth

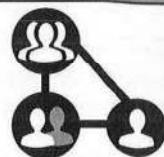
Nelson Groth, Vice President of Finance

168. What accomplishment earned Ms. Lee a promotion to revenue accounting manager?
- (A) She reduced corporate spending.
 - (B) She launched a new business unit.
 - (C) She developed a new statistical tool.
 - (D) She increased employees' productivity.
169. For how long was Ms. Lee a budget associate at the Balestri Corporation?
- (A) One year
 - (B) Two years
 - (C) Four years
 - (D) Six years
170. According to Mr. Groth, why did Ms. Lee leave the Balestri Corporation?
- (A) She had little opportunity for advancement.
 - (B) She was not adequately compensated.
 - (C) She accepted a position with a competitor.
 - (D) She enrolled in an educational program.
171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "The technique she created for this client was adopted for use throughout the company."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

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White Hat Supplies Customer Service Live Chat



Agent Mark Smalls: 4:25 P.M.

Hello, Ms. Brown. Thank you for contacting Customer Service. How may I help you?

Kim Brown: 4:26 P.M.

I ordered three packages of ink on May 4. I received a confirmation e-mail stating that the order was shipped on May 8 and would arrive by May 12, but the package has not arrived.

Agent Mark Smalls: 4:28 P.M.

Sorry to hear that. Give me a moment while I check. Do you have your order number?

Kim Brown: 4:32 P.M.

Sure. It's order JX43125.

Agent Mark Smalls: 4:35 P.M.

OK. One moment.

Agent Mark Smalls: 4:38 P.M.

Ms. Brown, our tracking system indicates that the package arrived on May 10. Can you confirm your shipping address is 15 Walters Court, Boca Raton, FL 33431?

Kim Brown: 4:41 P.M.

Yes, that's correct.

Agent Mark Smalls: 4:42 P.M.

Is it possible that a neighbor picked it up?

Kim Brown: 4:43 P.M.

I really don't think so. I know my neighbors, and it's been over a week now.

Agent Mark Smalls: 4:45 P.M.

I see. Well, I'm very sorry your package seems to have been lost. Would you like us to send you a replacement? The order should arrive by May 27.

Kim Brown: 4:46 P.M.

I need the ink right away. Would you be able to expedite shipping and handling?

Agent Mark Smalls: 4:50 P.M.

With express delivery, your order would arrive on May 24. Since your original order was standard delivery, express delivery would be an additional \$15.

Kim Brown: 4:51 P.M.

In that case, please just refund my order.

Agent Mark Smalls: 4:52 P.M.

Certainly. I will refund the original purchase price and delivery charge to your credit card.

172. Why did Ms. Brown contact Customer Service?

- (A) To order more ink
- (B) To return an item
- (C) To inquire about a shipping date
- (D) To report a problem with an order

173. According to the chat, what is suggested about the package?

- (A) It was sent to the wrong address.
- (B) It contained the wrong item.
- (C) The warehouse misplaced it.
- (D) No one is sure what happened to it.



174. At 4:43 P.M., what does Ms. Brown most likely mean when she writes, "it's been over a week now"?

- (A) The project she needs the package for was completed a week ago.
- (B) She plans to ask her neighbors if they have seen the package.
- (C) Her neighbors would have already given her the package.
- (D) She moved into her neighborhood a week ago.

175. Why does Ms. Brown refuse a replacement?

- (A) She does not want to pay for expedited shipping.
- (B) The ink works better with other printers.
- (C) She read a negative review of the product.
- (D) She no longer needs the ink.

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

Welcome to Wakeford International Airport

The Lost and Found Office at Wakeford International Airport is located in Terminal A on the ground level. The office is open daily from 5:00 A.M. to midnight. Items found in the airport terminals, curbside areas, parking areas, or airport-operated shuttles are stored for 90 days before being discarded. For belongings that were left or discovered in an aircraft, please contact the airline directly.

To request assistance with locating a missing item, click the "Lost Property Report" link on this page. Describe the missing property in as much detail as possible. Include the date that you lost the item, a good time for us to contact you, and your telephone number or e-mail address. Once we receive your completed form, we will make every attempt to locate your lost item and notify you of its availability as soon as possible. Items can be claimed in person during our regular business hours or sent to your office or house for the cost of shipping and handling. Either way, a signature will be required upon receipt.

WIA Lost Property Report

Today's Date: 9 July **Date Item Lost:** 8 July

Name: Milton Benton

Address: 216 Olivia Street
Sydney NSW Australia 2023

Home phone: 02 5550 0113

Work phone: _____

E-mail: mben@gnuj.com.au

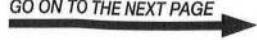
Preferred time to reach you: _____

Preferred method of contact: home phone

Preferred method of receipt: mailed to my address

Description of lost property:
Men's raincoat, black. Label inside reads "To my loving son, Milton." I traveled on Bruin Airlines from Wakeford to Sydney and left the coat on one of the airport shuttle buses that transports passengers between terminals.

176. According to the Web page, for what is there a charge?
- (A) A lost-item search
 - (B) A telephone call
 - (C) Storage space
 - (D) Home delivery
177. What is true about Mr. Benton?
- (A) He is briefly visiting Sydney.
 - (B) He recently traveled by airplane.
 - (C) He works for Bruin Airlines.
 - (D) He lives near Wakeford International Airport.
178. What is indicated about Mr. Benton's coat?
- (A) It was found on an airplane.
 - (B) It has important documents in one of the pockets.
 - (C) It belongs to one of his customers.
 - (D) It was a gift from a family member.
179. Based on the Web page information, what is missing from Mr. Benton's form?
- (A) A time
 - (B) An item description
 - (C) A flight number
 - (D) A work phone number
180. Why would Mr. Benton be asked to provide a signature?
- (A) To accept changes to his travel itinerary
 - (B) To confirm that he has received his property
 - (C) To acknowledge a refund for returned items
 - (D) To submit a claim form

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

A Long Road to the Acoustic Galleria

AUSTIN (June 17)—This Saturday, local guitar maker Adriana Villalobos fulfills a lifelong dream of opening her own guitar shop. Located at 904 Barton Road, the Acoustic Galleria has been a work in progress for many years.

Just days after her eighteenth birthday, a young Ms. Villalobos won a blue ribbon in the woodwork category at the Norton County Fair in Los Cielos, Texas. The table she designed featured detailed inlay work that impressed both the judges and a renowned Los Cielos guitar designer, Javier Torrez, who offered her an apprenticeship in his studio, Máximo Nivel Music.

This early apprenticeship allowed Ms. Villalobos to combine her woodworking skills with another passion—music. “I grew

up playing the guitar, so I was excited to learn how to make my own instruments,” said Ms. Villalobos. It was during the apprenticeship that she was able to develop special inlay techniques, which involve inserting finely cut pieces of wood into guitar fretboards and bodies to create beautiful decorative designs on guitars.

Since the apprenticeship, Ms. Villalobos has spent five years honing her craft and selling her guitars to boutique music shops. Now that the Acoustic Galleria is opening, her guitars will be sold only at the Barton Road location and at Agalleria.com. The store will also house her new workshop and classrooms for music lessons. Patrons at Saturday’s grand opening will be treated to demonstrations of inlay work and guitar body-shaping techniques.

E-Mail Message

From:	mtorrez@arch.net
To:	avillalobos@agalleria.com
Subject:	RE: Acoustic Galleria
Sent:	June 21

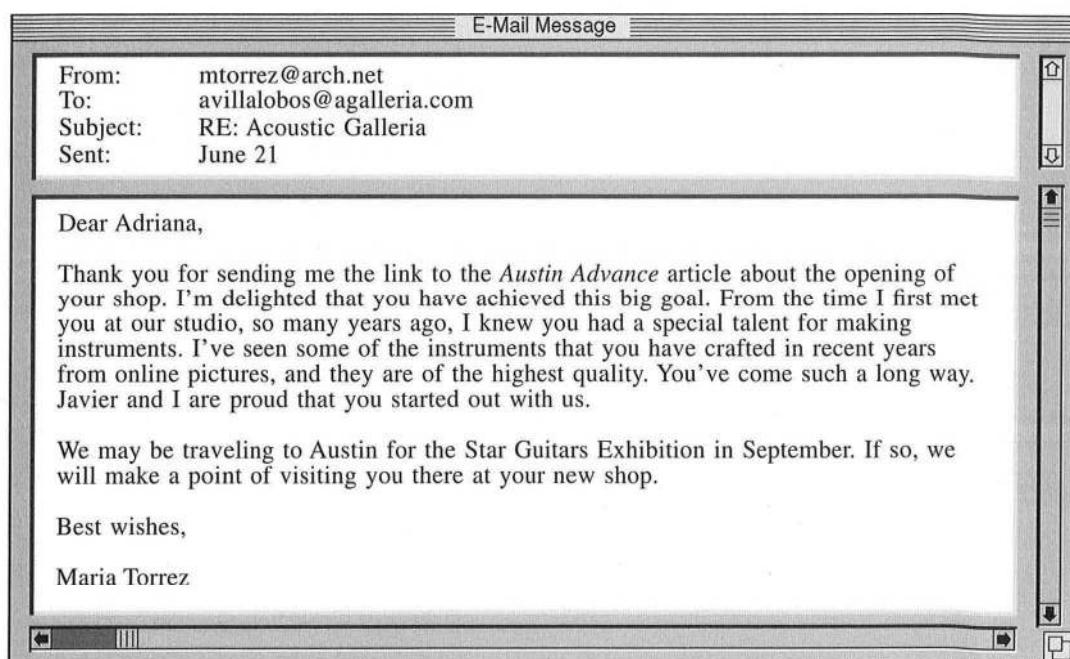
Dear Adriana,

Thank you for sending me the link to the *Austin Advance* article about the opening of your shop. I’m delighted that you have achieved this big goal. From the time I first met you at our studio, so many years ago, I knew you had a special talent for making instruments. I’ve seen some of the instruments that you have crafted in recent years from online pictures, and they are of the highest quality. You’ve come such a long way. Javier and I are proud that you started out with us.

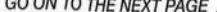
We may be traveling to Austin for the Star Guitars Exhibition in September. If so, we will make a point of visiting you there at your new shop.

Best wishes,

Maria Torrez



181. What is the article about?
(A) The owner of a new business
(B) The relocation of a business
(C) A local music teacher
(D) An upcoming concert
182. In the article, the word "Just" in paragraph 2, line 1, is closest in meaning to
(A) equally
(B) commonly
(C) accurately
(D) only
183. According to the article, what is true about Acoustic Galleria?
(A) It will be next to a clothing boutique.
(B) It will hold performances by local artists.
(C) It will include a space to make guitars.
(D) It will celebrate an anniversary in September.
184. Why was the e-mail sent?
(A) To request information
(B) To offer congratulations
(C) To confirm the date of a visit
(D) To give advice
185. Where did Ms. Torrez first see Ms. Villalobos' work?
(A) At the Acoustic Galleria
(B) At the Norton County Fair
(C) At Máximo Nivel Music
(D) At the Star Guitars Exhibition

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Wildwood National Park Trails



Ridgeway Loop—8.2 Kilometers

Enjoy views of the Meramec River from the top of Villa Ridge. This moderate trail involves a steady incline to the top of the ridge, followed by a clear trail that loops back and descends to the south parking lot.

Eureka Slope—5.7 Kilometers

Trek up the side of Eureka Ridge. This difficult trail features rocky terrain and intermittent steep inclines with views of Pacific Palisades Valley. The trailhead can be found 100 meters north of the ranger station.

River's Edge—6.4 Kilometers

This trail stretches along the bank of the Meramec River. The flat trail begins at the south parking lot and ends at Pacific Palisades Park.

Hallow Falls Trail—2.5 Kilometers

Beginning behind the main pavilion, this easy trail stretches through the Wildwood Forest and ends at Hallow Falls. Picnic and barbecue areas can be found along the way.

To:	Nature Walk Club
From:	Sonja Pakov
Subject:	Saturday's nature walk
Date:	June 2
Attachment:	Map

Hi, everyone

This month's nature walk will take place this Saturday at 6:00 A.M. During last month's trip to Rockwood Canyon, a number of people expressly mentioned interest in seeing the Meramec River, so we'll be meeting at Wildwood National Park this time. Please arrive in the south parking lot by 5:45 A.M. I have attached a park map for your reference. Be sure to pack a lunch and plenty of water. We will be hiking for 5–6 hours.

See you on Saturday!

Sonja

NOTICE

Posted June 4

Due to flooding caused by recent rain storms, the River's Edge trail is closed until further notice. Please avoid this trail and any areas near the bank of the Meramec River until the floodwaters recede. Floodwaters also damaged the south parking lot, which is now under construction. Please park in the west parking lot and follow the Ranger Path to reach the trailheads.

186. How long is the trail that goes up Eureka Ridge?
- (A) 2.5 kilometers
 - (B) 5.7 kilometers
 - (C) 6.4 kilometers
 - (D) 8.2 kilometers
187. In the e-mail, the phrase "expressly" in paragraph 1, line 2, is closest in meaning to
- (A) affectionately
 - (B) correctly
 - (C) specifically
 - (D) totally
188. Where will Nature Walk Club members likely hike?
- (A) On Ridgeway Loop
 - (B) On Eureka Slope
 - (C) On River's Edge
 - (D) On Hallow Falls Trail
189. What is indicated about Wildwood National Park?
- (A) It offers guided nature walks.
 - (B) It has multiple parking areas.
 - (C) It provides food for purchase.
 - (D) It opens at 6:00 A.M.
190. What will Nature Walk Club members likely do upon arriving at the park?
- (A) See Hallow Falls
 - (B) Eat at the pavilion
 - (C) Purchase a trail map
 - (D) Walk along Ranger Path

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Questions 191-195 refer to the following information sheet, e-mail, and customer review.



Mini Sofa by Brossel

Product Information

The Mini Sofa combines old-fashioned comfort with a contemporary feel. Several customizable features enable customers to create just the look they want.

Dimensions: Width 203 cm, depth 101 cm, height 66 cm

Upholstery options: Meadow Green, Soft Peach, Modern Multistripe

Leg options: Maple or chrome; rectangular or round

Throw pillows: Optional, 45 cm square, match upholstery color

Price: \$499

E-Mail Message

To:	Sales Team
From:	Natalia Beckley
Date:	May 22
Subject:	Brossel Mini Sofa

Sales team members,

I have learned that the information sheet on the new Brossel Mini Sofa has been updated by the manufacturer, and I'm writing to provide you with the revised details. The dimensions should be as follows: width 199 cm, depth 97 cm, and height 64 cm. There are also some upholstery options not listed in the earlier version of the information: Cornflower Blue and Brown Leaf Print. The throw pillows are available in an additional 60-cm size. Finally, the price of the sofa has changed to \$549.

I will supply you with a corrected version of the sheet soon but wanted you to be aware of the changes now, since the new item will be available within the next few days, for our annual special sale.

Regards,

Natalia Beckley
Sales Team Manager, Lewiston's Fine Furnishings

Customer review

Posted by: supershopper1462 **On:** June 2

Product: Brossel Mini Sofa

I purchased a new Brossel Mini Sofa during last week's big sale at Lewiston's Fine Furnishings, and I love it so far. It's stylish and comfortable, and the leaf print looks great in my study. There was only one minor problem in the purchasing process. The salesperson consulted his product information and stated that the piece was 203 cm wide. I was concerned that it might be too wide. As I weighed my options, though, the sales manager happened to pass by. Fortunately, she corrected the error by providing information from an updated sales sheet. Despite this small slip, I highly recommend both the sofa and the store.

191. How many pillow sizes are available?
- One
 - Two
 - Three
 - Four
192. What does Ms. Beckley indicate she will do?
- Provide the sales team with some revised information
 - Reduce the price of a product
 - Move a piece of furniture to a new location
 - Order a new supply of office furniture
193. What color most likely is the customer's new sofa?
- Green
 - Black
 - Blue
 - Brown

194. What is probably true about the salesperson mentioned in the customer review?
- He has sold many pieces of Brossel furniture.
 - He encouraged the customer to write a review.
 - His manager is Ms. Beckley.
 - Lewiston's Fine Furnishings hired him in April.
195. In the customer review, the word "weighed" in paragraph 1, line 7, is closest in meaning to
- explained
 - considered
 - checked the heaviness of
 - described the size of

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ANSWER SHEET

ETS® TOEIC® Test 공식실전서

수험번호

응시일자 : 20년 월 일

Test 01 (Part 5~7)

Test 01 (Part 5~7)

Test 02 (Part 5~7)

Test 02 (Part 5~7)

영자	한글
한자	한글



ANSWER SHEET

수험번호

일정 : 2019년 10월

ETS® TOEIC® Test 공식실전서

한글 한자

Test 03 (Part 5~7)

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Test 04 (Part 5~7)

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161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180
181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200

ANSWER SHEET

ETS[®] TOEIC[®] Test 공식실전서

수험번호

응시일자 : 20 년 월 일

Test 05 (Part 5~7)

Test 05 (Part 5~7)

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