

**READING**

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

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

Part 5

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

101. To fulfill our customers' needs and to increase ----- product quality we've bought a new cutting device.
(A) our
(B) ours
(C) us
(D) ourselves
102. The CBC has new guidelines that require each employee to get a supervisor's ----- before ordering any office supplies.
(A) admission
(B) permission
(C) commission
(D) intermission
103. As the largest dealer in the state, Auto Fair maintains an ----- inventory of new vehicles for immediate delivery.
(A) impress
(B) impressive
(C) impressively
(D) impressed
104. Ami Natashi not only remained but received a ----- just two weeks after the company reduced its staff by 10 percent.
(A) promotion
(B) promotes
(C) promoted
(D) promoting
105. The boarding pass is available from ----- the check-in counter or the self-service machines.
(A) either
(B) neither
(C) both
(D) not only
106. In addition, the branch offices in Washington and Atlanta ----- new interns last week.
(A) welcome
(B) welcomed
(C) will welcome
(D) has welcomed

107. Unilever Inc. has announced a new strategy that places ----- emphasis on customer satisfaction and product quality.
 (A) greater
 (B) greatly
 (C) more greatly
 (D) as great as
108. Be sure to read and follow all the ----- contained in the manual and keep it in a safe place for future reference.
 (A) circumstances
 (B) instructions
 (C) evidence
 (D) confirmation
109. From winning an Olympic gold medal in 2000 to becoming an NBA champion in 2008, Kevin Garnett has shown ----- to be one of the most talented players.
 (A) he
 (B) him
 (C) himself
 (D) his
110. Mr. Ken, your customer service representative was very helpful in getting the best price for shipping my packages ----- Europe.
 (A) like
 (B) with
 (C) than
 (D) to
111. After 50 years in business, Quick Star Shipping ----- tries to provide on-time delivery service, which its customers can rely on.
 (A) soon
 (B) still
 (C) later
 (D) once
112. ----- the holiday shopping season approaches, police ask shoppers to avoid leaving valuable items in vehicles.
 (A) So that
 (B) As
 (C) Besides
 (D) Due to
113. DSC believes that we have a ----- to our customers, to the communities where we work and where we do business.
 (A) responsibly
 (B) responsible
 (C) responsibility
 (D) responsibilities
114. The new turbines of GE Energy are scheduled to be ----- and commissioned between April and December next year.
 (A) set up
 (B) taken to
 (C) given out
 (D) put down
115. This section of the handbook explains ----- you should do if there is an emergency with your water, gas or electricity supply.
 (A) which
 (B) where
 (C) how
 (D) what
116. To be considered for the position of marketing director, applicants must be creative and dynamic with a university degree in marketing or a ----- field.
 (A) probable
 (B) mutual
 (C) related
 (D) frequent
117. Samsun Electronics has plans to launch 10 mobile phones in 2010, ----- its plans to expand in the European market more aggressively.
 (A) confirm
 (B) confirmed
 (C) confirming
 (D) confirmation

118. The coffee mugs given as gifts for those who donated \$180 or more to the Winter Fundraising Drive will be shipped early next week or perhaps -----.
- (A) sooner
(B) often
(C) still
(D) greater
119. This booklet introduces you to a compact digital SLR camera, which is ideal for beginning ----- and amateurs.
- (A) photographs
(B) photography
(C) photographic
(D) photographers
120. The Bridge Cinema De Lux has ushers who will ----- patrons to their seats if necessary.
- (A) book
(B) visit
(C) escort
(D) reserve
121. Efforts to sell government-owned corporations have been ----- successful so far, and the privatization effort is moving ahead.
- (A) moderate
(B) moderator
(C) moderating
(D) moderately
122. There are many small Indian companies, with potential, which are ----- to form partnerships with U.S. firms to jointly develop advanced technologies.
- (A) constructive
(B) eager
(C) relative
(D) delicious
123. It is ----- that each department work closely with the MIS department, which coordinates all corporate data.
- (A) prone
(B) vital
(C) poised
(D) ready
124. The FDA reviews the preclinical research data and then makes a decision ----- whether to allow the clinical trials to proceed.
- (A) out of
(B) because of
(C) as to
(D) up to
125. The Silo House Restaurant will also be open this weekend, but anyone wanting to eat there should make ----- to ensure a seat.
- (A) reserving
(B) reservations
(C) reserve
(D) reserved
126. Residents of the city have ----- to the nearby mountains, creeks and beaches, as well as a wide range of educational and cultural facilities.
- (A) availability
(B) exercise
(C) donation
(D) access
127. If, for any reason, you are not going to make your ----- travel plans, please call us at 800-347-5633.
- (A) scheduling
(B) scheduler
(C) scheduled
(D) schedule
128. Wherever possible, avoid taking sleeping pills, which must only be used in ----- stressful situations or in connection with psychological or physical illnesses.
- (A) readily
(B) accurately
(C) eagerly
(D) particularly
129. Because of his outstanding work, Mr. Tianfu Yang has been highly ----- for the position of marketing director by the board of directors.
- (A) recommendation
(B) recommended
(C) recommend
(D) recommending

130. Mr. Lim, the head of the union, ----- a letter last week that stated his contract with the company was terminated.
 (A) was sending
 (B) would send
 (C) will be sent
 (D) was sent
131. Because of the impending storm, the second meeting of the Christopher Dawson Society will be ----- until next Tuesday.
 (A) directed
 (B) presented
 (C) belated
 (D) postponed
132. The area surrounding the Lachine Canal in Montreal has the highest ----- of industrial buildings in the country.
 (A) relation
 (B) preparation
 (C) transformation
 (D) concentration
133. ----- the Pinquip Company was founded, many political changes were taking place in the Philippines.
 (A) In addition to
 (B) On the other hand
 (C) At the time
 (D) Despite
134. We ordered the new office equipment on Tuesday, but it was not delivered until the ----- Saturday.
 (A) upcoming
 (B) available
 (C) frequent
 (D) following
135. If you would like to see ----- our products are made, we are happy to show you around our factory.
 (A) during
 (B) about
 (C) how
 (D) whom
136. ----- other equipment manufacturers, Orange Line provides unparalleled service and support through our teams who provide quick response services and repairs.
 (A) Despite
 (B) Aside
 (C) Unlike
 (D) Except
137. After all entries have been submitted, a panel of independent judges ----- the winning slogan based on originality.
 (A) will choose
 (B) was choosing
 (C) choose
 (D) has chosen
138. The seminar was especially ----- for newly-appointed managers since it provided a number of essential guidelines and strategies.
 (A) useful
 (B) cooperative
 (C) exact
 (D) capable
139. Mr. Sasaki in the personnel department has advised employees to become more familiar with company ----- regulations.
 (A) safely
 (B) safe
 (C) safeties
 (D) safety
140. The system is currently under redevelopment and will be unavailable ----- the next few weeks.
 (A) as
 (B) greatly
 (C) for
 (D) when

Part 6

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

Questions 141-143 refer to the following letter.

Dear Mr. Hernreich,

If you are in need of a highly-motivated book keeper who can handle the day-to-day details necessary to continue a smooth operation, I would appreciate your consideration of my enclosed resume.

Over the past nine years, I ----- diverse experience in accounting, administration and

141. (A) gains
(B) have gained
(C) will gain
(D) was gained

customer service within the manufacturing, retail, and automotive services industries. I have sound knowledge ----- credit policies and collection procedures to control accounts

142. (A) of
(B) among
(C) across
(D) toward

receivable and loss reduction, while retaining good customer relations and business. I am interested in the opportunities available at your company and hope to hear from you to arrange an interview. I can be ----- by phone at (808) 959-5438.

143. (A) contracted
(B) consolidated
(C) supported
(D) reached

Sincerely,

Libby Grobmyer

Questions 144-146 refer to the following notice.

Parking Peak Periods - Advice to Travelers

With current record-setting volumes in air travel, vehicle parking at Calgary International Airport's terminal parkade can reach its maximum ----- during peak periods. The busiest

144. (A) contamination
(B) elimination
(C) temperature
(D) capacity

periods are generally Wednesday and Thursday during the week and over long-weekends. When the terminal parkade is crowded, alternate surface parking facilities are made available. ----- of the alternate facilities will result in some additional time or inconvenience

145. (A) Using
(B) Used
(C) Use
(D) Useful

walking to or from the terminal building. Travelers are encouraged to allow additional time during peak periods.

----- you wish to check on parkade status prior to coming to the airport, please call

146. (A) Now that
(B) Unless
(C) Should
(D) Would

403-735-1372.

GO ON TO THE NEXT PAGE 

Questions 147-149 refer to the following notice.

Your gift can change the future!

The Edmonton Public Library believes in the power of people. The strength of the Library lies in people working together, people like you who want to ensure that the Library will ----- a rich community resource for generations to come.

147. (A) remain
(B) appear
(C) exist
(D) occur

You can play an important part in meeting many challenges the Library ----- by making a

148. (A) face
(B) faces
(C) facing
(D) faced with

gift to the Edmonton Public Library today.

Make a Donation

- By phone : To make a donation by phone, please call the Fund Development Office at (780) 496-1856.
- By Mail or Fax : Please print the donation form now. This form will provide instructions for your donation.

* You can also make a donation at any branch of the Edmonton Public Library.

Planned Giving

A planned gift to the Edmonton Public Library allows you to create a legacy for your community ----- meeting your own financial and personal objectives.

149. (A) because
(B) while
(C) during
(D) at

Depending on your circumstances, you may be able to:

- Reduce income and estate taxes
- Reduce or eliminate capital gains taxes

For more information on planned giving, please contact Adam Zawadiuk at (780) 496-7060 or by email at azawadiuk@epl.ca.

For more information, please contact the Fund Development Office.

Email: fundmanager@epl.ca

Phone: (780) 496-1856

Fax: (780) 496-1982

Mailing Address: Fund Development Office,
Edmonton Public Library 7
Sir Winston Churchill Square Edmonton,
AB T5J 2V4

Questions 150-152 refer to the following advertisement.

Custom House is the largest independent foreign exchange(FX) company in North America and one of the most ----- companies in the world.

150. (A) rely
(B) reliant
(C) relying
(D) reliable

The company's award-winning on-line technology and international network of trading offices enables clients, who are both individuals and *Fortune 500* companies, to easily and securely ----- foreign invoices and also exchange foreign receivables. Custom House

151. (A) pays
(B) pay
(C) paying
(D) be paid

handles more than US\$15 billion in FX transactions annually for over 50,000 clients in Australia, Canada, Italy, New Zealand, Singapore, the United Kingdom and the United States. The company recently ----- its 83rd international branch in Singapore.

152. (A) open
(B) opening
(C) opened
(D) have opened

Custom House offers foreign exchange currency drafts, international wires, forward contracts, a rate watch service and market updates. Custom House has been a winner of Canada's 50 Best Managed Companies Award for 2000, 2001, 2002, 2003, 2004 and 2005. Visit us at www.customhouse.com.

Part 7

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

Questions 153-154 refer to the following article.

Trend in American Houses

It comes as no surprise that houses have grown in size and cost over the years. At the beginning of the last century, the average home was 80 square meters. In 1950 the average home was 110 square meters, growing to an average size of 220 square meters in 2000. Costs in 1900 were about \$5,000, \$11,000 in 1950 and \$200,000 last year.

Another interesting fact revealed in the National Association of Home Builders (NAHB) report is that although homes have grown in size, lot sizes have begun to decrease significantly. In 1990, the average lot size was 1,630 square meters. Just eight years later the average lot size was 1,430 square meters. In its profile of a typical new home in 2012, the report suggests the average lot size is expected to decrease by another 100 square feet while the house size will increase to 250 square meters.

153. What was the size of the average American house around 1900?
- (A) 80 square meters
 - (B) 110 square meters
 - (C) 220 square meters
 - (D) 250 square meters
154. Compared to homes in 2000, how large is the average house in 2012 expected to be?
- (A) 30 square meters larger
 - (B) 100 square meters smaller
 - (C) 100 square meters larger
 - (D) 250 square meters larger

Questions 155-156 refer to the following advertisement.

PREMIER LIMOUSINE SERVICE

Are you planning a special night out on the town? Why not get a limousine for the occasion? Premier Limousine Service, PLS, provides limousine transportation services for special events including birthdays, anniversaries, proms, bachelor parties, nights on the town, airport service, corporate events, and employee rewards.

We have been in business since 2000 providing safe and professional service. All of our drivers are professionally trained chauffeurs. Also, we have a fleet of luxury limousine sedans that will seat anywhere from six to 20 people. Each sedan is equipped with:

- ☐ Tinted windows for privacy
- ☐ Flat-screen TV equipped with DVD player
- ☐ Full-stereo sound system
- ☐ Refrigerator stocked with drinks
- ☐ Snack bar
- ☐ Phone

Rent by the day or hour at our competitive rates. Just pay a general fee and enjoy all the sedan's amenities. Return customers will receive 20% off for the entire month of April. All drivers hold commercial licenses and have passed our own rigorous driver training courses.

Our company is very serious when it comes to our business. We are current members of the National Limousine Association, the Virginia Limousine Association, and the Bedford Area Regional Chamber of Commerce. Call us and see how we can make your special occasion even better!

Not applicable to sedans for 20 people.

155. Who can receive a discount on the service?
- (A) Anyone who uses the service during the month of April
 - (B) Any customer that uses the service at any time
 - (C) Customers who have used the service before
 - (D) First-time customers and those who rent 20-person sedans
156. What can be inferred about the drivers?
- (A) They appear in commercials.
 - (B) They own the sedans they drive.
 - (C) They can be selected upon the customer's request.
 - (D) They have been trained by the company.

GO ON TO THE NEXT PAGE 

Questions 157-159 refer to the following directions.

Have you ever wondered about the effectiveness of your telephone skills? Most people today do a lot of business over the phone, but how effective are their phone skills? Effective phone skills begin with a good attitude.

Steps:

1. Once you pick up the phone, you must remember to be professional and use your first name.
2. Try not to keep a caller on hold for a long time. Always ask the caller if he/she would mind being placed on hold.
3. Be patient and listen to what the customer is saying. (*Effective listening skills are very important.)
4. Try to resist distractions that will pull your attention away from the caller.
5. Develop note-taking skills; write down the caller's name, company and phone number.
6. Do not interrupt the caller, except to draw out his thoughts.
7. When you are about to end a call, it is a good idea to recap or summarize the caller's needs. Repeat the caller's name, company and phone number. This will assure the caller that he/she will receive the information he/she wanted to get. Also, let the caller know what actions will be taken, when you will be sending out the information, or when someone will be contacting him/her regarding his/her call. Finally, always thank the caller for calling.

Tip: Try to smile when you speak to people on the telephone. It will show up in your voice.

157. What are these directions about?

- (A) How to improve your first impression
- (B) How to train telemarketers
- (C) How to communicate effectively over the phone
- (D) How to deal with customer complaints

158. When you answer the phone, what should you do first?

- (A) Use your last name
- (B) Use your first name and company name
- (C) Use a professional name
- (D) Use your first name

159. Which of the following is mentioned in the directions?

- (A) Smile when you speak on the phone
- (B) Keep a caller on hold for a long time
- (C) Always confirm what the caller is saying
- (D) Discourage the caller from speaking at any time

Questions 160-161 refer to the following notice.

To All Employees

Please read the following information in order to be prepared in the unlikely event of a fire or other emergency:

- On every floor, there must be two illuminated exit signs over each exit door at the end of the corridor. All employees should familiarize themselves with the location of these emergency exits. Elevators should never be used under fire conditions or any suspected fire conditions.
- If a fire alarm has been activated, calmly evacuate the building via the nearest emergency exit. An alarm will sound as soon as the emergency exit doors are opened, alerting others in the building to begin evacuation. Do not waste valuable time by gathering your belongings to take with you. Leave all personal belongings at your desk.
- If smoke is present, keep low to the floor. Take short breaths to avoid inhaling any more smoke than necessary.
- Proceed to the evacuation control point on the ground floor of the east end stairwell (see attached map) and remain there to await any further instructions. Do not attempt to re-enter the building, nor allow others to do so, until the fire department has declared it safe.

160. What does the notice instruct employees to do?

- (A) Block off the elevators if a fire occurs
- (B) Remember where the exits are
- (C) Remove personal items from their offices
- (D) Call the fire department from a safe location

161. What should people do when they hear an alarm?

- (A) Move to a designated location
- (B) Collect important documents
- (C) Switch on the emergency lights
- (D) Shut all the doors and windows

GO ON TO THE NEXT PAGE 

Questions 162-164 refer to the following e-mail message.

From: Mary Dickens
To: Allison Harleycat
Subject: Re: Undelivered Order

Dear Ms. Harleycat:

Thank you for writing to us at www.Affiliano.com. We are sorry to hear that the delivery of your order has not been completed yet (#267740 and #267741). According to the order summary in My Account, estimated delivery date would be August 7 and August 21 respectively. However, since a considerable amount of time has passed, these packages seem to be lost. Please accept our sincere apologies for this inconvenience.

We want to be sure that you receive your order as quickly and safely as possible. But before we can proceed, we need you to verify the shipping address for these orders to check whether the address is the reason for the missing shipments. The shipping address for the original orders is as follows:

Allison Harleycat
600 Old Sanford Oviedo Rd.
Winter Springs, Florida 32708
USA

Could you please click the link at the bottom of this message to send us an e-mail letting us know if this address is correct? As soon as we hear back from you, we will take further appropriate actions.

Thank you for shopping at www.Affiliano.com. Please visit our homepage to provide the information we requested.

Sincerely,

Mary Dickens
Affiliano.com Customer Service

- 162.** Why had Ms. Harleycat written to Affiliano?
- (A) To apologize for the late delivery
 - (B) To announce that her orders have not arrived
 - (C) To inform them she received the wrong items
 - (D) To complain about the service of the post office
- 163.** What does Ms. Dickens think about the shipments?
- (A) They were received by Ms. Harleycat on schedule.
 - (B) They are being returned to her company.
 - (C) They are being delivered to Ms. Harleycat.
 - (D) They might be lost.
- 164.** What will Ms. Harleycat most likely do next?
- (A) Send copies of the order forms to Ms. Dickens
 - (B) Call Affiliano's toll-free number
 - (C) Notify Ms. Dickens of the order numbers
 - (D) Visit the website

Questions 165-168 refer to the following advertisement.

Dolcepress is offering the very best in stationery!

Looking for that unique greeting card or perfect stationery? Really want one-to-one communications with your loved ones? We might be selling exactly what you are looking for as we go beyond the standard templates to create attractive designs that are often kept and framed after the occasion.

Dolcepress delivers unrivaled quality selection and customer service!

We specialize in handmade personalized greeting cards & keepsakes, with unique fabric designs and hand-printed messages that, "Warm the heart and tickle the spirit." 80 new cards have just been added with "bundle" pricing; the more cards you buy the less they are! We also customize and personalize gift packages for any occasion of your choice, including cards and framed keepsakes along with other related items.

Our 10 highly qualified staff are waiting for you at our Ithaca store. All of our staff work closely with our clients to create one-of-a-kind designs that compliment your event or occasion. Dolcepress's craftsmanship is famous for its superior quality.

Check out our online stationery catalogue and print it out or call at 24-58760 to order a catalogue.

Store Hours

Monday-Friday	8:30 A.M.-9:00 P.M.
Saturday/Sunday	9:00 A.M.-7:00 P.M.

Click [here](#) to find our store locations.

165. What type of company is Dolcepress?

- (A) A graphic design company
- (B) A party items company
- (C) A stationery company
- (D) A department store

166. What is indicated about Dolcepress?

- (A) It is a new company.
- (B) It will open a new store in Ithaca.
- (C) It sells only ready-made products.
- (D) It has more than one store.

167. How can the catalogue be ordered?

- (A) On the Internet
- (B) By telephone
- (C) In person
- (D) By fax

168. When does the store open on Tuesday?

- (A) 8:00 A.M.
- (B) 8:30 A.M.
- (C) 9:00 A.M.
- (D) 9:30 A.M.

GO ON TO THE NEXT PAGE

Questions 169-171 refer to the following report.

New evidence suggesting that prune sauce may be beneficial to men with stomach cancer was presented at the recent meeting of the American Medical Society in Los Angeles. The study was conducted with men between the ages of 45 and 55 who had recently been diagnosed with various forms of stomach cancer. They were administered 180 milliliters of prune sauce daily for four weeks. Researchers at the University of Rochester Medical Center measured several aspects of the volunteers' health status before and after their meals. They found a significant reduction in cancer cells in 64 percent of the men. Another 22 percent had some reduction in cancer cells, 10 percent had no change, and only four percent had an increase.

Although the findings are promising, it is too early to generalize the finding as this is just a preliminary study and it will take some time to determine that eating prune sauce can actually fight cancer. The researchers will apply for a federal government grant that will allow them to continue the study with more subjects.

- 169.** Who were the subjects of this research study?
(A) Members of the American Medical Society
(B) Senior citizens in Los Angeles
(C) Middle-aged men with stomach cancer
(D) Healthy men who volunteered in this experiment
- 170.** How are the results of research described?
(A) Ambiguous
(B) Encouraging
(C) Nonsensical
(D) Disappointing
- 171.** What will the researchers do next?
(A) Try other types of sauces
(B) Keep watching the original group of men
(C) Publish their findings
(D) Ask the government for more money

Questions 172-175 refer to the following article.

A Closer Look at the Glaxo Global 1,000

Glaxo, the corporation that ranks the performance of companies in the U.K, is now evaluating the top international companies round the world in what is called the Glaxo Global 1,000 group. As part of the statistics and analyses made available on their Website, www.glaxoratings.com, they are taking a closer look to see what the secrets of the successes of these top organizations are. They say that being big helps a company stay competitive in a global economy, but size alone does not guarantee success.

In an attempt to better analyze the reasons for success, Glaxo looked at various statistics and results of their multidimensional rating system that is based on sales, market value, profits and assets. They then regrouped these 1,000 companies by industry and analyzed what was happening to each of them in terms of profits earned, long- and short-term return on equity, the dividends paid, sales growth and the market price of the company's stock. They received the assistance of one outside company in making growth forecasts and another company that could audit accounting methods. With the assistance of these firms, they crossed out corporations from their study that didn't meet the standards of accounting, management, or legal issues.

Of the 1,000 companies, fewer than 100 passed in all categories. One global high performer was the Japanese company Nippon Telegraph & Telephone. This company showed a 49% growth in profits and a 46% total return in the past year. The debt-to-total capital is only 12% and the growth forecast for the next three to five years is expected to be 40%.

172. What is Glaxo?
- (A) A company that analyzes what makes a business successful
 - (B) The parent company of a group of international businesses
 - (C) A consulting company for better business performance
 - (D) A company that predicts the earnings growth of major international companies
173. Which category is NOT included in their rating system?
- (A) Sales
 - (B) Profits
 - (C) Assets
 - (D) Market share
174. What is suggested about "1,000" in the article?
- (A) The factors considered for standards
 - (B) The number of companies involved
 - (C) The number of employees involved
 - (D) The percent of growth expected
175. Who assisted Glaxo in making its analysis?
- (A) A team of selected evaluation professionals
 - (B) Two outside companies
 - (C) Nippon Telegraph & Telephone
 - (D) A team of accountants

GO ON TO THE NEXT PAGE

Questions 176-180 refer to the following email.

To: eva.reed@freechytechnologies.biz
From: wlampy@industrialmanagement.com
Subject: Thursday's meeting
Date: January 14th, 2010

Dear Ms. Reed,

I'm afraid that I will be unable to keep our appointment for next Thursday due to some unforeseen business. I realize this meeting was important to both of us, but we're having some trouble with a major parts supplier. I have to fly over to Bangkok and take care of this or our manufacturing operation will grind to a halt.

We are quite interested in hearing more about the process your firm has developed to cut our manufacturing costs. If it is as efficient as you say it is, it could allow us to possess a financial edge over our rivals.

I know you have had offers from other companies, but I am confident that a large operation like us would be able to easily top any other bids. We are prepared to pay a significant premium for an exclusive license to the techniques. I think it would be worth your while to hold off on signing with anyone else.

If you don't mind waiting for me, I should be back on Tuesday night. I'll ask my secretary to arrange our meeting for the following morning. You could join me for breakfast.

I hope to see you then.

William Lampy
Chief Operations Officer
Industrial Management Inc.

176. What is the purpose of this e-mail?
- (A) To turn down an application
 - (B) To cancel a meeting
 - (C) To renew a contract
 - (D) To ask for a confirmation
177. Why is Mr. Lampy going to Bangkok?
- (A) To attend the annual conference
 - (B) To search for new suppliers
 - (C) To look into the details of the contract
 - (D) To talk with one of the company's vendors
178. Why does Mr. Lampy think Ms. Reed should wait and talk to him?
- (A) He wanted to see more suppliers in Bangkok first.
 - (B) She canceled the appointment they had scheduled.
 - (C) He wants her to revise their contract.
 - (D) His company can pay more than other potential clients.
179. When does Mr. Lampy suggest they meet?
- (A) Monday morning
 - (B) Tuesday night
 - (C) Wednesday morning
 - (D) Thursday night
180. The word "afraid" in line 1, is closest in meaning to
- (A) sorry
 - (B) angry
 - (C) frightened
 - (D) worried

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

In-house Memo

To : All workers
From : Security office manager
Date : June 26
RE : New identification badge system

Effective July 1, newly added security precautions will be implemented. All identification badges worn are to be in plain sight every time a person enters one of the company's facilities. There will be no exceptions. It will no longer be possible to enter the factory grounds without a form of proper and valid company identification. The old red identification badge will no longer be accepted.

In addition, the employee parking lot closest to the main entrance will no longer be available for use. Employees are requested to use the Warehouse Lot, formerly the truck parking area, which is located across Highway 117, and take the pedestrian overpass to come to the main entrance. The area in and around the main entrance can only be used only for dropping off and picking up personnel. We appreciate your cooperation in this matter.

Sincerely,

Andrew Nagorski
Security Department



From : Robert Natale<robern7@atcshipping.com>
To : Andrew Nagorski<andrewsec@atcshipping.com>
Date : June 28 10:20 AM
Subject : New ID badges

Dear Andrew,

You must be really busy with all of the changes that are going on right now. Actually, it is because of these changes that I need to get a new employee ID badge. I found out that from next week I won't be allowed to proceed past the front gate without it. I was out of town on business when they were issued to everyone else and have been getting in the factory by signing the guest pass list until now. That won't work anymore, will it? Please let me know where and how I can get a new ID badge.

Sincerely,

Robert Natale

181. What is the purpose of the memo?
- (A) To announce the opening of a new parking facility
 - (B) To announce staff changes
 - (C) To explain a new policy to employees
 - (D) To give directions to the company
182. What change in the company's policy is stated in the memo?
- (A) Present a red ID badge at the gate
 - (B) Show a driver's license at the entrance
 - (C) Be accompanied by a security guard
 - (D) Display a new ID badge prominently
183. How are workers to get to the factory from their cars?
- (A) They can take the company shuttle bus.
 - (B) They should use the overhead bridge.
 - (C) First, they must pass the factory and then come back.
 - (D) A request to drive a car must be made.
184. Why does Robert NOT have a new identification badge?
- (A) He is supposed to leave the company soon.
 - (B) He was away from the office during the ID issuing period.
 - (C) He is a temporary worker.
 - (D) He did not apply for the badge in advance.
185. What information is Robert likely to want to know?
- (A) Whether to bring a picture of himself
 - (B) Where to park his truck when he comes to work
 - (C) How long he should be out of town on business
 - (D) How to have a new ID badge issued

Questions 186-190 refer to the following advertisement and letter.

Seeking teachers at Advanced Education Center(AEC) The Best Place for Your Career

What We Do

Make and Sell Teaching Materials for Children and Adults

What You Do

Explain various goods intended for children by home tutoring or by phone conversation

Working Hours

You have three options:

- ① 9:00 a.m. - 2:00 p.m. (\$9/hour)
- ② 2:00 p.m. - 6:00 p.m. (\$10/hour)
- ③ 6:00 p.m. - 9:00 p.m. (\$11/hour)

* There is no overtime pay, as you will never be asked to work overtime.

Working Days

- We are open on weekdays, from Monday to Saturday.
- National holidays and Sundays are holidays.
- Choose a flexible work plan that ranges from two to five days a week.

Qualifications

- No age limitation, teaching experience preferable
- More than three years of sales experience preferable

Contact for Interviews

Email or mail us a resume and a cover letter by January 20, 2010.

Dick Walf

Human Resources Department

AEC

Dear Mr. Walf,

I read your advertisement in the January 2010 issue of *Woman's Life*, and I have a keen interest in working for you. I would like to work from 2 p.m. to 6 p.m., and work four days: Monday, Tuesday, Thursday and Friday. I have four years of experience in the same field of work. I can meet you any day this month except January 20-23.

Also, I have a few questions about the job. First, what kinds of jobs are there except for telephoning people and visiting people's homes? The other question is whether I can change the number of days I work a week from four to three from January of next year.

Please let me know if and when I can come in for an interview. I am looking forward to hearing from you soon.

Sincerely,

Susan Smith

Susan Smith

186. What is indicated about the Advanced Education Center?
- (A) There may be additional pay if performance is good.
 - (B) Some part-timers can work once a week.
 - (C) AEC deals with educational books.
 - (D) *Woman's Life* is issued by AEC.
187. What are applicants asked to send to the personnel office?
- (A) A letter of recommendation
 - (B) A personal history
 - (C) A transcript
 - (D) A copy of a teaching certificate
188. What is the main purpose of the letter?
- (A) To meet the interviewee
 - (B) To express gratitude for employment
 - (C) To request shift work
 - (D) To apply for a position
189. What can be inferred about Susan Smith?
- (A) Dick and Susan are familiar with each other.
 - (B) Her interview may be scheduled after January 23.
 - (C) She will work on weekends.
 - (D) Susan has tutored children for more than five years.
190. How much could Susan earn per week in 2011?
- (A) 40 dollars
 - (B) 120 dollars
 - (C) 160 dollars
 - (D) 176 dollars

GO ON TO THE NEXT PAGE

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

From : Susan Lockport<suzy@davidsonoffice.com>
To : Frank Roland<frank@davidsonoffice.com>
Date : Wednesday, October, 2 17:32:44

Please accept my thanks for attending the meeting this afternoon. This e-mail is intended to remind everyone of the details that were covered in today's meeting, which will appear in the Davidson Office press release at 9 a.m. tomorrow morning. The press release will provide details about the appointment of our new vice president. Any questions should be directed to Jennifer Wordsworth in the human resources department.

Warm Regards,

Susan Lockport
Director
Davidson Office Co.

New Direction for Davidson Office

October 3, 09:00

Davidson Office Co. is pleased to announce the promotion of Hal Park. Since joining the company seven years ago, Mr. Park has advanced quickly, working at the company's head office in Seoul, as well as with their overseas division in Florence, Italy for two years. Susan Lockport, the director of personnel at Davidson Office speaks very highly of Mr. Park and stated today that "we see a bright future ahead for Mr. Park and Davidson Office."

Mr. Park has accepted a five-year contract from Davidson Office and he will assume the position left vacant by Richard Kyscinski. Mr. Kyscinski left company in September to pursue business interests in the Philippines. Mr. Park is responsible for increasing Davidson Office's revenue over the past three years by over 15%, making him the perfect candidate to replace Mr. Kyscinski. A resume and brief biography of Mr. Park will be posted on the company website.

191. What is the main purpose of Susan Lockport's e-mail?
- (A) To announce the resignation of the vice president
 - (B) To confirm details of an appointment
 - (C) To request a public speaker for tomorrow's press conference
 - (D) To plan a merger with another company
192. Who is Ms. Wordsworth?
- (A) A director of Davidson Office
 - (B) An employee in the personnel department
 - (C) A vice president
 - (D) A customer service representative
193. What is NOT mentioned about Mr. Kyscinski?
- (A) He used to work for Davidson Office.
 - (B) He will pursue business interests in Southeast Asia.
 - (C) Davidson Office had a higher income thanks to him.
 - (D) Someone else will replace him at Davidson Office.
194. In the press release, the word "assume" in paragraph 2, line 1, is closest in meaning to
- (A) take on
 - (B) except
 - (C) apply for
 - (D) understand
195. Who is the new vice president?
- (A) Susan Lockport
 - (B) Richard Kyscinski
 - (C) Hal Park
 - (D) Jennifer Wordsworth

Questions 196-200 refer to the following e-mail messages.

TO: Rosalin Hopes<hope@bolddesign.com>
FROM: Addington Symonds<symonds@ceproducts.com>
DATE: October 7
SUBJECT: Design meeting

Thank you very much for sending me an e-mail yesterday with an attachment containing several designs for our built-in air-conditioner project. I would like to say that our maintenance team admired the shape, size, and overall stylish design of the air-conditioners. However, we hope that you can make some changes to the appearance to reflect some of the current trends in home appliances. Our President, Sam Fimen, suggested that you might select some more subtle patterns, like flowers or drawings, for the surface. We think these luxurious patterns may make the products more desirable.

I would like to meet you to further discuss the designs and patterns. I will be on a business trip from Oct. 15 to 18. After that I'll be back in my office, so please contact my secretary, Sera Jones, to schedule our meeting at your earliest convenience.

Best regards,

Addington Symonds

TO: Addington Symonds<symonds@ceproducts.com>
FROM: Rosalin Hopes<hope@bolddesign.com>
DATE: October 10
SUBJECT: RE: Design meeting

Thank you for your quick reply. Upon reading your message, I would like to say that I am so grateful to know that you like my work. As for your suggestions, I just created a second file which contains some more designs and patterns that we can discuss when we meet. I have attached this file to this e-mail. You can take a look at them after you come back from your business trip.

I contacted Ms. Sera Jones to tell her that I would be available on Oct. 20. According to Ms. Jones, you are available that morning. I will see you in your office at 10:00 a.m. If you would like to change the time, please call me back.

Sincerely,

Rosalin Hopes

196. When did Rosalin Hopes attach the first file?
(A) October 6
(B) October 15
(C) October 18
(D) October 20
197. What is Rosalin Hopes' occupation?
(A) Secretary
(B) Designer
(C) Janitor
(D) Mechanic
198. What is suggested as a point to be improved?
(A) The exterior of the item
(B) The manufacturer of the product
(C) The number of the patterns
(D) The size of the air-conditioner
199. What did Ms. Hopes offer Mr. Symonds in her e-mail?
(A) An estimate for the proposed changes
(B) A sample of the air-conditioner parts
(C) A tentative plan for discussion
(D) A plan for a business trip
200. When will Mr. Symonds and Ms. Hopes most likely meet?
(A) As soon as Mr. Symonds returns from his trip
(B) Two days after Mr. Symonds comes back
(C) Between Oct. 21 and Oct. 22
(D) On the afternoon of Oct. 20