

TEST 8

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 new-product development meeting will be held either in Room 402 ----- in Room 501.
(A) or
(B) and
(C) not
(D) but
102. The restaurant will ----- for two days later this month for remodeling.
(A) hold
(B) build
(C) close
(D) invite
103. The advertising budget is divided ----- among the three divisions in the marketing department.
(A) equal
(B) equals
(C) equality
(D) equally
104. Mr. Fullham's investments in small start-up companies have doubled ----- value in just over five years.
(A) they
(B) their
(C) them
(D) themselves
105. Printer cartridges can be found in the supply cabinet ----- the file folders.
(A) at
(B) from
(C) with
(D) along
106. Solar power is being heavily promoted as a clean and ----- source of energy.
(A) renew
(B) renews
(C) renewal
(D) renewable

- 107.** Registrations for the next lecture series must be ----- by the end of this week.
- (A) belonged
 (B) practiced
 (C) received
 (D) arrived
- 108.** Mr. Montrose's ----- in his job search has resulted in employment offers from three companies.
- (A) persist
 (B) persisted
 (C) persistently
 (D) persistence
- 109.** Ms. Vialobos has reported that the new mobile telephones are the lightest ----- to be purchased by the department.
- (A) ever
 (B) before
 (C) quite
 (D) well
- 110.** Orders ----- the weight limit are subject to additional shipping fees.
- (A) exceed
 (B) exceeded
 (C) exceeding
 (D) excessive
- 111.** Mr. Wong will travel to the management seminar in Singapore on -----.
- (A) he
 (B) himself
 (C) him
 (D) his own
- 112.** According to an informal survey, the sales goal set by the management team seems ----- to most of the staff.
- (A) realist
 (B) realism
 (C) realistic
 (D) realistically
- 113.** Because the packaging machines ----- break down on the assembly line, factory officials have decided to replace them.
- (A) repeat
 (B) repeatedly
 (C) repeated
 (D) repetition
- 114.** Workers are ----- against entering the laboratory without protective clothing and masks.
- (A) cautious
 (B) caution
 (C) cautiously
 (D) cautioned
- 115.** Ms. Gupta wishes to ----- the terms of her employment contract before signing it.
- (A) deprive
 (B) respond
 (C) modify
 (D) assure
- 116.** Highway 140 is not ----- by Exit 2A due to road construction.
- (A) occupied
 (B) accessible
 (C) exposed
 (D) possible
- 117.** Mr. Thomas and Ms. Vasquez ----- to work together on the market research project.
- (A) assigned
 (B) assigning
 (C) will assign
 (D) have been assigned
- 118.** Because of its ----- for outstanding customer service, Mei's Hair Salon is the most popular business of its kind in the area.
- (A) approval
 (B) estimation
 (C) probability
 (D) reputation

GO ON TO THE NEXT PAGE

119. Market researchers reported that customers were most impressed ----- the Vestra Coffeemaker's delayed-start function.
- (A) by
(B) beyond
(C) for
(D) since
120. By the time the magazine article on home security devices ----- on the newsstands, the pricing information was already outdated.
- (A) appears
(B) appeared
(C) will appear
(D) appearing
121. After December 13 customers will be asked to place their orders online ----- use the mail-order form.
- (A) so as
(B) in case
(C) rather than
(D) provided that
122. Bylar Corporate Furnishings is the ----- office-furniture vendor for several of the area's largest corporations.
- (A) prefer
(B) preferred
(C) preference
(D) preferential
123. Science Gadgets, Inc., supports every product it sells ----- and will gladly offer a refund for any purchase a customer is dissatisfied with.
- (A) conclusively
(B) factually
(C) unconditionally
(D) steadily
124. A quarterly survey ----- by *Car Trade* magazine shows that customers prefer fuel-efficiency over size or price when purchasing a new automobile.
- (A) performed
(B) performs
(C) had performed
(D) to perform
125. Ferrelli Steel has ----- in talks with Montag Fabrics to purchase part of its manufacturing business.
- (A) involved
(B) engaged
(C) demonstrated
(D) maintained
126. Patent laws guarantee that Halperin Engineering, Inc., has ----- rights to the technology it developed for robotic surgical devices.
- (A) responsible
(B) feasible
(C) manufactured
(D) exclusive
127. The Culver Award is given annually to an individual or organization that demonstrates ----- in the field of public transportation.
- (A) innovate
(B) innovation
(C) innovative
(D) innovatively
128. ----- its main competitor, the ergonomic chair offered by Well Designs is lightweight and comes in a variety of colors.
- (A) In contrast to
(B) By way of
(C) Instead of
(D) So as
129. Several ----- have been made to the layout of Banham Library's Web site.
- (A) revisions
(B) processes
(C) considerations
(D) concepts
130. The Parks and Recreation Department is meeting to discuss what ----- the extensive sewer work will have for the outdoor summer concert series in Evergreen Park.
- (A) implicated
(B) implicate
(C) implications
(D) implicating

131. Guests are asked to register at the front desk ----- entering the main lobby.
- (A) upon
 (B) about
 (C) in order to
 (D) whoever
132. Mr. Tomita was pleased that Ms. Arai was ----- to adjust her schedule at the last minute in order to revise the financial report.
- (A) busy
 (B) willing
 (C) changed
 (D) timely
133. There is a ----- to the number of people that can take the cable car to the top of the mountain.
- (A) limit
 (B) container
 (C) presence
 (D) restraint
134. ----- the search committee offers Doctor Rao the position of Professor of Sociology will depend on a vote of its members.
- (A) Whether
 (B) After
 (C) Although
 (D) Until
135. It is widely believed by medical practitioners that a nutritious, well-balanced diet increases energy and -----.
- (A) alert
 (B) alerts
 (C) alerted
 (D) alertness
136. Management believes that stagnant sales of the Pondhopper luggage line is a result of the ----- advertising campaign that was launched last quarter.
- (A) inadequate
 (B) rare
 (C) intended
 (D) trained
137. The number of visitors to the Hannaford Museum of History has ----- to exceed the goal set for this year.
- (A) often
 (B) always
 (C) yet
 (D) sometimes
138. The MNS Railroad's most ----- passenger route runs through the White Mountain region and the Still River valley.
- (A) picture
 (B) pictures
 (C) picturing
 (D) picturesque
139. The store ----- charged Ms. Han's credit card twice for the same purchase but quickly corrected its error.
- (A) uniformly
 (B) potentially
 (C) inadvertently
 (D) functionally
140. Due to a rise in revenue, the Easthampton town council has decided to increase ----- for community programs that have not traditionally received much financial support.
- (A) preservation
 (B) sharing
 (C) appraisal
 (D) funding

GO ON TO THE NEXT PAGE

PART 6

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

Questions 141-143 refer to the following letter.

Dear Ms. Novotna,

On Sunday, January 12, the Farber City Office of Workforce Development ----- an all-day career-

141. (A) has been holding
(B) will be holding
(C) holds
(D) held

development seminar for members of the community. A group of experienced career counselors will advise you on ----- to succeed in some of today's most rewarding careers.

142. (A) if
(B) easily
(C) manner
(D) how

The seminar costs \$55 for a single participant or \$90 for two and is restricted to fifteen people. If you are interested, contact the Office of Workforce Development at 303-555-0194 to register but make sure to do it soon. There are a ----- number of spots available.

143. (A) limited
(B) random
(C) substantial
(D) growing

Sincerely,
Jamal Watkinson
Farber City Office of Workforce Development

Questions 144-146 refer to the following letter.

October 30

Dear Professor Kimmel,

The *Bird Biology Quarterly* has received your paper "The Evolution of Avian Wingspans," and we are pleased to announce that it has been selected to appear in our spring edition. We received over 100 submissions, and yours was ----- along with 12 others.

144. (A) chosen
(B) assigned
(C) impressed
(D) initialized

Enclosed with this ----- letter is the confirmation that you will need to sign in order for us to publish

145. (A) accept
(B) accepts
(C) acceptably
(D) acceptance

your paper. Please note that it should be returned to our offices no later than December 1.

We look ----- to hearing from you soon.

146. (A) clearly
(B) fairly
(C) forward
(D) about

Sincerely,

Thomas Wright, Editor
Bird Biology Quarterly

Questions 147-149 refer to the following article.

Every spring for the last decade, the Aslette Bicycle Race has been held to raise money -----

147. (A) for
(B) to
(C) of
(D) on

the local Aslette Park Foundation. On Sunday, April 17, over 200 individuals ----- in the event.

148. (A) are participating
(B) will participate
(C) participate
(D) participated

Before the end of the race, local residents had contributed over 2000 euros, more than in any previous year, and more money continues to pour in. Oliver Davies, president of the foundation, would like to thank all community members for their generous ----- and support. To find out more about

149. (A) influences
(B) expectations
(C) donations
(D) confirmations

the Aslette Park Foundation, or to sign up to take part in other fund-raising events, go to www.asletteparkfoundation.co.ie.

Questions 150-152 refer to the following e-mail.

To: Adams, Finn
From: Gold, Francis
Sent: Friday, August 15
Subject: Computer workstations

Dear Finn,

As you know, we have eight sales department employees who are ----- on Monday. I want to verify

150. (A) retiring
(B) starting
(C) calling
(D) trying

that the IT department is prepared to provide them with computers.

They will be in training from Monday to Thursday, and then on Friday they will start answering calls in the call center. The computers must be ready for use by Friday, so it would be a great help if you could have all of ----- set up by Thursday morning.

151. (A) them
(B) their
(C) which
(D) whose

Thank you for your assistance. Please let me know if you will need any additional resources to complete this -----.

152. (A) offer
(B) registration
(C) construction
(D) task

Francis Gold
Human Resources
Ext. 998

Questions 153-154 refer to the following schedule.

TEST 8

New Administrative Employee Training

Monday, August 7

Tour of Packaging Facility

9:00-9:30 A.M.	Meet in cafeteria; continental breakfast will be provided.
9:30 A.M.	Shuttle bus leaves for packaging facility.
10:00-10:20 A.M.	Tom Miller, Vice President of Operations, discusses facility goals and recent improvements.
10:20-10:30 A.M.	Meet with tour guides (all guides are experienced facility employees).
10:30-11:15 A.M.	Group A: Visit publishing area. Group B: Visit distribution center. Group C: Visit packaging area (protective gear required).
11:15 A.M.-12:00 noon	Group A: Visit distribution center. Group B: Visit packaging area (protective gear required). Group C: Visit publishing area.
12:00 noon-1:00 P.M.	Lunch with Anna Towers, Coordinator of Packaging Activities.
1:00-1:45 P.M.	Group A: Visit packaging area (protective gear required). Group B: Visit publishing area. Group C: Visit distribution center.
1:45-2:30 P.M.	Panel discussion with directors of packaging, publishing, and distribution.
2:30 P.M.	Shuttle bus returns to administrative offices.

- 153.** What are new administrative employees scheduled to do?

- (A) Distribute mail to the administrative offices
- (B) Visit a company facility
- (C) Discuss their jobs with Mr. Miller
- (D) Guide customers around the company

- 154.** When will group A go to the distribution area?

- (A) From 10:20 A.M. to 10:30 A.M.
- (B) From 10:30 A.M. to 11:15 A.M.
- (C) From 11:15 A.M. to 12:00 noon
- (D) From 1:00 P.M. to 1:45 P.M.

GO ON TO THE NEXT PAGE

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

From: Lettore Books Online [order-info@lettorebooks.com]
To: Andrea Polokov [apolokov@mail.com]
Subject: Order Confirmation

Dear Andrea Polokov:

This is to inform you that we are in receipt of your order placed on December 2.

Your order confirmation number is YB-145970. Should you have any questions regarding your order, you will be asked to refer to this number.

Two of the titles you requested are currently in stock; these materials should ship within 1-3 days. However, the video title is on backorder. We expect that it should be available and shipped to you within the next 3 weeks. When your order is shipped, you will receive an e-mail detailing the date and method of shipment as well as the estimated delivery date.

For your convenience, you can track the status of your order online by visiting your account link at <http://www.lettorebooks.com/acctinfo/login>. There you can track shipment status, review estimated delivery dates, cancel unshipped items, and contact customer service 24 hours a day.

You can also call our customer service number at 1-800-555-2346. Service representatives are available Monday through Friday from 8:00 A.M. until 5:00 P.M.

Thank you once again for shopping with us.

Sincerely,
Lettore Books Online

155. What does this e-mail confirm?

- (A) An order is being processed.
- (B) A delivery method has been changed.
- (C) An item has been discontinued.
- (D) A shipment has been sent.

156. What information are customers asked to have available if they have questions about their orders?

- (A) A delivery address
- (B) A confirmation number
- (C) Shipping details
- (D) A credit card number

157. What is NOT listed as a service available through the account link?

- (A) Stopping shipment of an item
- (B) Returning merchandise
- (C) Tracking delivery status
- (D) Contacting customer service

Questions 158–160 refer to the following information.

**GOLDEN VALLEY UNIVERSITY
CAMPANALE DISTINGUISHED LECTURER SERIES**

Golden Valley University is committed to the personal growth of all faculty, staff, and students through discussion and debate in a scholarly community. We hope that this year's Campanale Distinguished Lecturer Series, named in honor of Golden Valley's former president Jackie Campanale, will stimulate and energize the Golden Valley community.

Tuesday, February 15

Dr. Ada N. Chamberlain
Professor of art history

Dr. Ada N. Chamberlain will lecture about the commercial art market in seventeenth-century Holland. Author of the prize-winning book *Rembrandt and the Art of Portraiture*, Dr. Chamberlain is a professor of art history at Packard University.

Tuesday, April 18

Mr. Alvin Hewing
Poet and Author

Mr. Alvin Hewing will read from one of his latest collections, *Someday: New and Selected Poems*. Mr. Hewing is the author of ten books of poetry. He holds a master's degree in comparative literature from a major university in France.

Tuesday, May 2

Dr. Charles Kenyon
Professor of astronomy

Amazing new developments in astronomy have begun to show us the origins of the universe and what may be its fate. Dr. Kenyon, who earned his Ph.D. from Stewart University, is a professor of astronomy at Roget College.

158. What is the main purpose of the lecture series?

- (A) To aid in the personal development of members of the university community
- (B) To explore current issues in a particular field of study
- (C) To generate interest in the university with residents in surrounding areas
- (D) To settle an ongoing debate among university scholars

159. Who will read aloud selections from a book?

- (A) Jackie Campanale
- (B) Ada Chamberlain
- (C) Alvin Hewing
- (D) Charles Kenyon

160. Which topic will NOT be addressed in the lecture series?

- (A) Contemporary poetry
- (B) French literature
- (C) The history of Dutch art
- (D) The beginning of the universe

GO ON TO THE NEXT PAGE

Questions 161-162 refer to the following advertisement.

ECI Printing, Inc.

Specializing in printing for small businesses for over 40 years

- | | |
|---|--|
| <input type="checkbox"/> Letterheads | <input type="checkbox"/> Labels |
| <input type="checkbox"/> Envelopes | <input type="checkbox"/> Folders |
| <input type="checkbox"/> Flyers | <input type="checkbox"/> Brochures |
| <input type="checkbox"/> Business cards | <input type="checkbox"/> Signs & posters |
| <input type="checkbox"/> Business forms | <input type="checkbox"/> Newsletters |

We offer a full range of promotional products:

hats T-shirts sweatshirts key chains magnets and much more

Allow our graphic-design specialists to develop a logo for you!

Black & white and color copying at the lowest prices, guaranteed . . . next-day service available

Two convenient locations to serve you:

Levering Hill
116 S. Klein Rd.
(754) 555-3352

Newport Plaza
1577 Kings Highway
(533) 555-8622

Monday-Friday 8:00 A.M.-6:00 P.M.
e-mail: eci@vortex.com

Visit our Web site at www.eci.com

161. Who are the main customers of ECI Printing?

- (A) Chain stores
- (B) Private individuals
- (C) Universities
- (D) Small businesses

162. What service is NOT offered by ECI Printing?

- (A) Photograph developing
- (B) Newsletter printing
- (C) Graphic design
- (D) Photocopying

Questions 163-165 refer to the following e-mail message.

From: Julia Chen [j.chen@sanderson.com]
To: Sanderson Staff-Lakewood
Subject: Fitness-at-Work Program

You've probably heard about the new fitness-at-work program initiated by the head office to encourage us to incorporate some exercise into our daily work routine. Sandra Maxwell of personnel has taken on responsibility for the fitness-at-work program at the Lakewood facility. She has nominated me to set up a walking group, to be known as Walk at Work. We are lucky to work in a beautiful area surrounded by parks, so what better place to take a walk?

Walk at Work will meet during the lunch break, beginning next Monday. The aim is to walk together along the footpaths for at least twenty minutes. There will be two walks each day, one at 12:30 P.M., led by me, and the second at 1:00 P.M., led by Jim Dixon.

This program is fully supported by Sanderson Associates, which has arranged for all staff who enroll in Walk at Work to receive a ten percent discount on membership at Lakewood Fitness Center, a state-of-the-art fitness complex with gyms, a swimming pool, and exercise classes.

We think this is a great idea, and we hope you will too, so why not join us? You can e-mail me or just meet us at the main entrance on Monday at 12:30 P.M. or 1:00 P.M.

Happy walking!
Julia Chen

TEST 8

163. Who asked Ms. Chen to organize the walking group?

- (A) Lakewood Recreation Department
- (B) Sandra Maxwell
- (C) Jim Dixon
- (D) The management of Lakewood Fitness Center

165. Who is Jim Dixon?

- (A) He is a representative of Lakewood Fitness Center.
- (B) He is one of the leaders of Walk at Work.
- (C) He is head of the personnel department.
- (D) He is a gardener at Lakewood Parks.

164. What benefit is offered to employees who join Walk at Work?

- (A) They can attend swimming classes free of charge.
- (B) They will receive a bonus at the end of the year.
- (C) They will be able to take a longer lunch break.
- (D) They can save money at a local exercise center.

GO ON TO THE NEXT PAGE

Questions 166-169 refer to the following letter.

June 8

Ms. Eunice Cha
Project Leader
B.S. Consultants
10-EE Central City Building
Bangalore 560 097 India

Dear Ms. Cha:

I very much enjoyed your talk at the International Conference on Public Architecture in Mumbai. I especially appreciated your assessment of the competing demands of function, budget, and public expectations on municipal projects.

Our firm has recently been awarded the contract for the design of a large public swimming facility here in Singapore, and I think that our staff would be most interested in your remarks. It would provide useful discussion points for us as we plan and execute the project.

Would it be possible to obtain a copy of your speech and reproduce twenty copies for our internal use only? We would not distribute any part of it outside the company without first obtaining permission from you, nor would we include any part of it in any of our presentations to external bodies without your permission and without acknowledgement of you as the author.

It might be that you have plans to publish the material in some form in a journal or trade magazine. If that is the case, I understand that you would not want to release it to us. In that event, would you please inform me when and where it will be published?

Thank you very much for your consideration and for a superb presentation.

Sincerely,

David Wong

David Wong
President
Wong Architecture, Pty. Ltd.

166. What can be inferred about Mr. Wong?

- (A) He attended a presentation given by Ms. Cha.
- (B) He is seeking employees for his architecture firm.
- (C) He would like to submit an article for publication.
- (D) He wants to purchase a subscription to a trade journal.

167. What is Mr. Wong's company working on?

- (A) Giving a public presentation
- (B) Planning an awards ceremony
- (C) The construction of a new conference center
- (D) The design of a swimming pool

168. What is Mr. Wong requesting?

- (A) The opportunity to bid on a contract
- (B) Copies of published project design plans
- (C) Permission to distribute information to his colleagues
- (D) A review of a municipal annual budget

169. The word “trade” in paragraph 4, line 1, is closest in meaning to

- (A) exchange
- (B) diligence
- (C) industry
- (D) substitute

Questions 170-173 refer to the following document.

Unadilla Fence and Supply, Inc.

3220 Rt. 7 East, Unadilla, NY 13849

1-800-555-4344

Sales – Installation – Repairs

Residential – Industrial

All Types of Fencing

Landscape Supplies – Sheds – Outdoor Furniture

Proposal submitted to Manesh Goyal	Home Phone 607-555-1327
Street 78 Chippewa Trail	Job Location West on Rt. 7 to County Line Rd. Left after one mile to Arapaho Trail. Left onto Chippewa Trail.
City and State Unadilla, NY	

We hereby submit specifications and estimates for the furnishing and installation of the following:

Take down and remove 20 sections of 3-rail fence with attached wire mesh. Install approximately 205 feet of 4-foot-high fence with regular posts. 26 fence sections, 4-foot gates. Top of fence to be as level as possible.

Customer responsible for determining property lines and location of fence, clearing fence line, and obtaining permits.

We hereby propose to furnish labor and materials in accordance with the above specifications for the sum of ***Three Thousand Eight Hundred and Ninety dollars (\$3,890).*** 50 percent deposit required. Balance due upon completion.

This proposal may be withdrawn by Unadilla Fence and Supply if not accepted within 30 days.

170. What type of document is this?

- (A) An advertisement
- (B) A proposal
- (C) A work schedule
- (D) An order form

171. What kind of work is being discussed?

- (A) Replacement of a fence
- (B) Installation of a patio
- (C) Lawn maintenance
- (D) Furniture repair

172. What is NOT stated in the document?

- (A) The terms may no longer apply after 30 days.
- (B) The total amount must be paid in advance.
- (C) The customer must get permits for the work.
- (D) The materials are included in the price.

173. The word “balance” in paragraph 4, line 3 is closest in meaning to

- (A) deficit
- (B) remainder
- (C) resource
- (D) supply

Questions 174-176 refer to the following letter.

INTELICOM
Kingston, Ontario

October 22

Ms. Susan Newman
320 Victoria Street
Toronto, Ontario M5H 3N2

Dear Ms. Newman:

This is to confirm that the completed forms from your pre-employment health assessment have now been received. Therefore, I confirm that you will be able to start employment with INTELICOM as an interim administrative assistant in the research department on October 30.

The terms and conditions of your appointment are as follows:

Salary: Actual salary \$22,000 per year (based on \$44,000 a year full time).

Working Pattern: Working commitment is 50 percent of full time. This equates to 128 days to be scheduled as agreed with the head of the research department and is inclusive of 6 days of annual leave.

Duration of Service: One year.

Payment of Salary: Please complete a bank authorization form (enclosed) and bring it, together with proof of identity, to the payroll office (fourth floor, Connaught Building) as soon as possible.

Please sign and date the duplicate copy of this agreement and mail it back to me by October 25. Only when the signed document is received in this office will a contract exist between you and INTELICOM according to the conditions set out above.

We look forward to having you with us at INTELICOM.

Yours sincerely,

Ms. R.A. Palermo

Ms. R. A. Palermo
Director of Human Resource Management

ENDORSEMENT

I have received the original of this letter dated October 22 and accept the appointment on the terms and conditions specified.

Signature: _____ Date: _____
(Ms. Susan Newman)

174. According to the letter, what has Ms. Newman already done?

- (A) She has visited the payroll office.
- (B) She has had a health checkup.
- (C) She has signed a contract.
- (D) She has submitted some research.

175. When will Ms. Newman start work?

- (A) On October 10
- (B) On October 22
- (C) On October 25
- (D) On October 30

176. What is NOT indicated in the letter?

- (A) A part-time position is being offered to Ms. Newman.
- (B) The contract will take effect as soon as Ms. Newman signs it.
- (C) Ms. Newman will be entitled to six days of vacation each year.
- (D) Ms. Newman's appointment will be for a limited period.

Questions 177-180 refer to the following article.

NEW TRENDS IN RETAILING

In past years retailers in North America have sounded a consistent theme: Bigger is better. Superstores increased in number and spread rapidly, often at the expense of smaller, family-owned retail stores. Today these superstores are more than 50 percent larger than in the 1980's and can be over 30,000 square meters in size.

But small retail stores are now making a comeback. Many of the largest retailers have begun experimenting with small-store formats. Rather than operating the small stores as separate outlets, though, the companies are managing all the stores in an area together as a closely knit network. By distributing small outlets throughout an area, a retailer can guarantee that one of them will almost always be closer to a given shopper than the superstore at the edge of town. Moreover, small stores are often located within walking distance of public transportation, and, once inside, customers can easily find the products they are looking for.

One advantage of the big stores has been the variety of products they are able to carry because they are so large. One way that has been found to increase variety in small stores is to use electronic kiosks for online shopping. Although the number of products in the stores is small, there are enough actual items to inform customers about the range and quality of products. Customers are then offered computer access to a Web site that provides the full product line.

With regard to costs, small stores that are managed as networks have become as inexpensive to operate as superstores. By combining the orders of these stores, for instance, retailers can take advantage of the full-truckload delivery price rather than incur the higher cost of partial truckload deliveries.

- 177.** What is implied about the kind of stores preferred by customers in North America?
- (A) They have many products made by the same manufacturer.
(B) They have many sales during the year.
(C) They carry many different kinds of products.
(D) They sell famous brands of electronics equipment.
- 178.** What does the author indicate about superstores in the 1980's?
- (A) They were more expensive than smaller retail stores.
(B) There were 30,000 of them in the country.
(C) They were not very profitable.
(D) They were much smaller than they are now.
- 179.** What is NOT stated in the article about stores with an electronic kiosk?
- (A) They offer a large number of products to the consumer.
(B) They provide information about the quality of products.
(C) They have a limited inventory on display.
(D) They offer good prices on the newest computer models.
- 180.** According to the article, what would cause costs to rise for small retailers?
- (A) Being managed in a network
(B) Receiving deliveries only on the weekends
(C) Using delivery trucks that are only partly full
(D) Combining their orders with those of superstores

Questions 181-185 refer to the following recipe and letter.

APPLE AND CELERY SALAD

100ml mayonnaise
50g chopped fresh cilantro leaves
50ml fresh lemon juice
8 celery stalks
6 crisp red apples

Whisk together mayonnaise, cilantro, and lemon juice in a small bowl until combined. Add salt and pepper to taste. Cut celery and apple into pieces. Toss together celery, apple, and dressing.

Total preparation time: 5 minutes
Serves 8 as a side dish.

To: Editors of *Eat Right Magazine*

As a long-time subscriber to *Eat Right Magazine*, I have frequently sampled your recipes and must credit you with some excellent results. Your recent April-May issue was, as always, packed with healthy, delicious meals, many of which I have already prepared at home.

Several days ago, however, I attempted to make the apple and celery salad from the recipe on page 57 of the magazine in the Healthy, Quick, and Easy section. While the salad was flavorful, I was not satisfied with the recipe for two reasons. First, it should be noted that a salad containing 100ml of mayonnaise, to be divided among eight servings, is not particularly healthy. I was surprised to find a recipe with so much mayonnaise in an *Eat Right* recipe. Second, while the directions suggested that five minutes' preparation time was sufficient, I found the time to be underestimated by quite a bit. Finely slicing so much celery and so many apples was quite time consuming and certainly took longer than five minutes. You might adjust this assessment when you publish this recipe in the future.

I look forward to receiving the next issue of *Eat Right Magazine*, and I hope that it will contain more of the simple, nutritious recipes that I have come to expect.

Sincerely,

Francesca Bertolini

Francesca Bertolini

- 181.** According to the recipe, what should be done first?
- (A) The apples should be peeled.
(B) The mayonnaise, cilantro, and lemon juice should be mixed.
(C) The celery should be chopped.
(D) The salt and pepper should be measured.
- 182.** How many servings does this recipe make?
- (A) Four
(B) Five
(C) Six
(D) Eight
- 183.** Who is Francesca Bertolini?
- (A) A subscriber to *Eat Right Magazine*
(B) A magazine editor
(C) A restaurant chef
(D) A writer at *Eat Right Magazine*
- 184.** What surprised Ms. Bertolini about the salad recipe?
- (A) Its directions were difficult to follow.
(B) It did not taste good.
(C) It was to be divided among eight people.
(D) It contained too much mayonnaise.
- 185.** What does Ms. Bertolini suggest?
- (A) Printing an apology in the next issue of the magazine
(B) Omitting mayonnaise from the recipe
(C) Modifying the stated preparation time of the recipe
(D) Verifying ingredients with an editor before publication

Questions 186-190 refer to the following notice and billing statement.

Estimated Bills

Although we try to read your gas meter every month, there are times when we simply cannot. We may not be able to access it if there is no one at your home to let us in. Weather conditions sometimes make it unsafe for meter readers to do their job. And meters do occasionally malfunction, making an accurate reading impossible.

When your meter is not actually read, you will receive an estimated bill. The estimate is based on weather trends and how much energy you have used in the past. When we are unable to get an actual meter reading, you will see the word "estimated" printed next to the meter reading on your bill.

Estimates can be avoided if you send us a reading that you have taken yourself. Here are two ways to help prevent an estimated bill.

Call us with your meter reading at 1-800-555-1991. The best time to call is one day before your scheduled meter-reading day. (Your meter-reading date appears on page one of your Newtown Gas Company bill.)

Go to our Web site at www.newtowngasco.com/meter to send us your meter reading. Send your reading at least one day before your scheduled meter-reading day.

If you use either of these two methods to provide us with your reading, you will see the words "customer reading" next to the reading on your bill. If your meter readings have been estimated for four straight months, you must call us with your meter reading.

NEWTOWN NATURAL GAS COMPANY

Monthly statement – May
Account number 52 526 70

Saurabh Khan
80 Mount Street
Vancouver, Canada

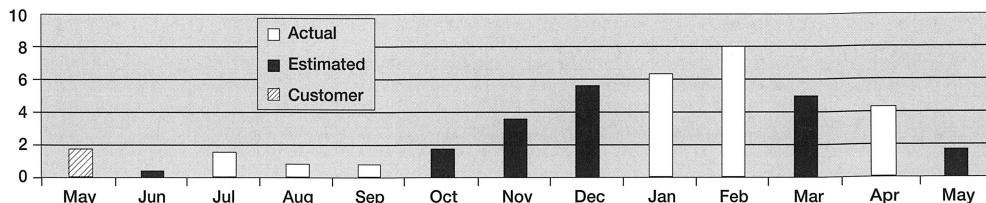
Usage – Meter 1546774

Actual reading	April 20	133 therms
Customer reading	May 19	49 therms

Account Summary

Payment received April 30	\$145.76
Total amount due June 7	\$ 57.74

Average daily gas use (in therms)



Please mail your payment to **Newtown Natural Gas Company**, P.O. Box 388, Vancouver, Canada. Your next meter reading is scheduled for June 18.

186. What is NOT mentioned as a reason for an estimated bill?

- (A) No one was at home to answer the door.
- (B) Bad weather prevented a meter reading.
- (C) No appointment was made for a meter to be read.
- (D) The meter was not working properly.

187. According to the notice, how does Newtown Gas estimate the amount of gas used?

- (A) By checking records of a customer's previous gas usage
- (B) By taking the average home usage for the month
- (C) By adding a fixed amount to the past month's usage
- (D) By determining gas usage at neighboring homes

188. When did a Newtown Gas employee last read Saurabh Khan's meter?

- (A) In February
- (B) In March
- (C) In April
- (D) In May

189. What did Mr. Khan do in May?

- (A) He made an appointment for an actual reading.
- (B) He provided Newtown Gas with his meter reading.
- (C) He stayed at home on the scheduled meter-reading day.
- (D) He paid a bill based on an actual reading.

190. When is Mr. Khan's next meter reading?

- (A) On April 20
- (B) On May 19
- (C) On June 7
- (D) On June 18

GO ON TO THE NEXT PAGE

Questions 191-195 refer to the following letter and document.

96 Rumbold Street
Ayresford
Hampshire W13 1PW
May 19

Jetline Claims Office
Jetline UK Limited
35 Manchester Road
London EC2 3HD

Dear Sir or Madam:

I am writing with regard to damage to my suitcase incurred during a recent trip to Italy. I was traveling from Milan to Gatwick Airport on Jetline flight JT23 on May 14, and on picking up my suitcase from the baggage claim at Gatwick, I found that the latch was badly damaged and the handle had become detached from the suitcase on one side. I reported this to the Jetline office at Gatwick and completed a property-irregularity form.

I have had the suitcase looked at by a local luggage retailer, Simpsons Limited, to see if they could repair it. They feel that they can only partially repair it (enclosed is a copy of their estimate), and they would suggest a replacement. I would therefore be pleased if you could reimburse me for the cost of a new suitcase as indicated in Simpsons' estimate. Due to the amount of damage to the suitcase, I was unable to travel from the airport by public transport as planned and had to take a taxi. I would also ask you to reimburse me for the taxi fare, which was £45.00.

Yours sincerely,

Richard Turner

Richard Turner

Simpsons Limited: Retailers of Quality Luggage
43 High Street, Ayresford W4 8RT
Tel: 01203 431796

Estimate of Repair

Date: May 17

Item to be repaired: Large dark green cloth suitcase manufactured by Crossleys, Ltd.

Nature of repair: Replace damaged latch, reattach handle

Estimated cost: £20.00 (but see note below)

Notes: Although the latch can be replaced, it will not be possible to reattach the handle securely (damage to handle attachment on suitcase body). The cost to replace it with a similar model is £105.00 (Dixons executive suitcase, model X23).

- 191.** What is the purpose of the letter?
- (A) To report some lost property
 - (B) To claim some expenses
 - (C) To complain about a flight
 - (D) To request a copy of a form
- 192.** Why did Mr. Turner take a taxi from the airport?
- (A) He had missed the last train.
 - (B) He was late for an appointment.
 - (C) He was not feeling well.
 - (D) He could not easily carry his luggage.
- 193.** Why did Mr. Turner go to the Simpsons store?
- (A) To buy a suitcase
 - (B) To ask for a refund
 - (C) To inquire about repair costs
 - (D) To pay an outstanding bill
- 194.** Which company made the damaged suitcase?
- (A) Dixons
 - (B) Jetline
 - (C) Simpsons
 - (D) Crossleys
- 195.** Why has Mr. Turner enclosed a document with his letter?
- (A) To provide an example of a form
 - (B) To show that a suitcase has been repaired
 - (C) To support a request for reimbursement
 - (D) To suggest a store for Jetline to use

Questions 196-200 refer to the following news report and memo.

News Report

Randolph Chemical announced earlier today the selection of Michelle Brown as its new chief executive officer. Willard Strong, Chairman of the Board of Randolph Chemical, said, "We are delighted to have found someone of Michelle's caliber to lead our organization."

Michelle Brown brings to the table a reputation as a strict cost cutter. Prior to joining Randolph, Dr. Brown was CEO of Popovich Materials, where she reduced expenses by almost a third in her four-year tenure. Dr. Brown has a bachelor's degree in chemistry from Wyler College and a Ph.D. in analytical chemistry from Porter University.

Industry analysts remain skeptical that she can turn around the company's ailing fortunes. After her selection was announced, company stock dropped 1.2 percent in one afternoon.

Randolph Chemical is a global technology-based company that manufactures and distributes plastics, chemicals, and agricultural products. Their search, which took eleven months, was conducted with the aid of Darren Consulting.

Memorandum from: Michelle Brown
To: All Randolph Chemical employees

As you have probably heard, I will be assuming responsibility for leading Randolph Chemical effective Monday morning. I want to take a moment to reaffirm the commitment of Randolph Chemical and of myself as its new head to treating every single employee with the fairness and dignity that he or she deserves.

In the months to come I will be initiating steps to sell off those portions of our business in which we do not have the potential to become industry leaders, leaving us to focus on what we do best. Due to time constraints, we will not be commissioning a new study of all of our holdings. Instead, we will base decisions on current in-house performance figures derived from our ongoing review process.

This is the beginning of a long journey for all of us, one I am proud to say we will make together. I hope to meet as many of you as possible personally, and I urge you to become fully engaged in the process and to contribute your own ideas.

- 196.** What was the subject of the news release by Randolph Chemical?
- (A) The selection of a new chief executive officer
(B) The announcement of a new chairman of the board
(C) The merger of Randolph Chemical and Popovich Materials
(D) Recent trends in stock prices for chemical companies
- 197.** What is suggested about Randolph Chemical?
- (A) It is planning to move its main office.
(B) It is searching for additional board members.
(C) It is experiencing financial problems.
(D) It is looking for new products to market.
- 198.** What is implied in the memorandum?
- (A) The company will be doing more work overseas.
(B) Dr. Brown has met many of the employees at Randolph Chemical.
(C) Some positions in the company may be eliminated.
(D) Temporary employees will be offered permanent jobs.
- 199.** Why is Dr. Brown not planning a new study of all of Randolph Chemical holdings?
- (A) It would be very expensive.
(B) It would take too much time.
(C) There are not enough employees available to help.
(D) Darren Consulting has already completed the study.
- 200.** What was Dr. Brown known for in her previous job that she will probably continue in her new position?
- (A) Moving into new markets
(B) Introducing new products for agricultural use
(C) Consulting with experts outside the company
(D) Reducing operating costs