

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.

1. A ------- salesperson assisted Ms. Han with 105.

choosing a new computer.

* 1. help
  2. helpfully
  3. helpful
  4. helped

1. Author Daniel Aiduk gives talks at

The used coffee grounds should be disposed of at the end of business

day.

1. now
2. each
3. whose
4. and

national writing conferences.

* 1. gradually
  2. longer
  3. together
  4. regularly

1. Mr. Kohl has a great deal of -------

performing cost analysis tasks.

* 1. experience
  2. experienced
  3. experiencing
  4. experiencer

1. To make an , clients can click on

“Schedule" at the top right corner of the home page.

* 1. example
  2. option
  3. individual
  4. appointment

1. Our company's efforts to hire new workers have intensified so many employees

have recently retired.

* 1. because
  2. although
  3. instead
  4. unless

1. The occurrence of heavy rains during the month of May is fairly --.
   1. predict
   2. predicts
   3. predicting
   4. predictable
2. Remind customers to return their rental car

---- a full tank of fuel.

* 1. with
  2. from
  3. except
  4. toward

|  |  |  |
| --- | --- | --- |
| 109. ---- the winter season, Serina Builders will once again offer roof installations and repairs. | 115. | Hikers, to explore the newly opened  trails, have been visiting Millar Nature Reserve in record numbers. |
| (A) Such as |  | (A) tender |
| (B) Moreover |  | (B) bright |
| (C) After |  | (C) wst |
| (D) Whereas |  | (D) eager |
| 110. The lights in the cinema before a | 116. | KOHW Jenae Johnson will be |
| movie begins. |  | promoted to news anchor when Dana |
| 1. dim 2. dimming |  | Wagner retires.  (A) reporter |
| (C) dimmer |  | (B) reporting |
| (D) dims |  | (C) to report |
|  |  | (D) will report |
| 111. When scheduling a meeting, please be |  |  |
| ---- of colleagues in other time zones. | 117. | Residents raised concerns about the |

* + 1. significant
    2. mindful
    3. exclusive
    4. serious

1. Greentrim's product sales rose -------

following the introduction of its new shipping 118.

policy.

* 1. sharp
  2. sharper
  3. sharply
  4. sharpest

1. Please ------- Hearnshaw for all your home

project's impact on traffic congestion.

1. extremely
2. unlikely
3. densely
4. primarily

---- your Fromo grocery order is placed before 10:00 A.M., it will be delivered the same day.

1. That
2. Such
3. As long as
4. In spite of

appliance needs.

* 1. assemble
  2. balance
  3. share
  4. consider

1. Monday will be the best day for to

clean the carpet in the lobby.

* 1. we
  2. us
  3. ours
  4. ourselves

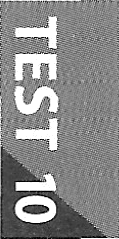
1. The finance department will be a

lunch-and-learn session on Wednesday.

* 1. contacting
  2. collecting
  3. meeting
  4. holding

1. clothing must be worn by all personnel

entering the construction zone.

* 1. Protective
  2. Protecting
  3. Protect
  4. Protects



|  |  |  |
| --- | --- | --- |
| 121. At the Star Elite membership level, most | 126. | Contact Ms. Meyer if you would like a hard |
| flight changes can be made incurring |  | copy of the budget analysis during the |
| a rebooking fee. |  | president's presentation. |
| (A) along |  | (A) occurred |
| (B) without |  | (B) mentioned |
| (C) until |  | (C) learned |
| (D) inside |  | (D) served |
| 122. Any letter sensitive information should | 127. | Saul's Pizzeria changed its menu options |
| be sent using a courier service. |  | after receiving negative customer |
| (A) contains |  | feedback. |
| (B) containing |  | (A) increase |
| (C) will contain |  | (B) increases |
| (D) has contained |  | (C) to increase |
|  |  | (D) increasingly |
| 123. Abelos Café sources its vegetables and fruit |  |  |
| from local farms possible. | 128. | Topticolor produces devices intended for |
| 1. anyhow 2. whenever |  | use by photographers.  (A) visible |
| 1. once 2. very |  | 1. eventual 2. amateur |
|  |  | (D) necessary |
| 124. Demand for the Waterlace running shoes |  |  |
| was so high that the store owner set a ------- | 129. | The study of consumer behavior will be |
| of two pairs per customer. |  | repeated in order to ensure the of the |
| 1. limit 2. price |  | results.  (A) rely |
| 1. supply 2. procedure |  | 1. relies 2. reliable |
|  |  | (D) reliability |
| 125. The new security camera adjusts in  such a way that it can record quality video at | 130. | Check e-mail throughout the day to |
| night. |  | make sure important client communications |
| (A) himself |  | are not overlooked. |
| 1. oneself 2. itself |  | 1. artificially 2. periodically |
| (D) herself |  | 1. reluctantly 2. simultaneously |

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 notice.

Hemel Bookstore is seeking temporary store associates -› 31a the upcoming holiday season. Duties will include greeting customers and answering questions -: 32: In addition, associates

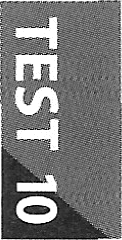
will shelve, clean, and organize merchandise. We want to hire friendly and -: 33: candidates. To apply, please fill out an online job application at [www.hemelbookstore.com/application.](http://www.hemelbookstore.com/application) The

-134:

is October 21.

|  |  |  |
| --- | --- | --- |
| 131. (A) about   1. on 2. to 3. for | 133. | 1. energetic 2. energy 3. energize 4. energizer |
| 132. (A) The job also involves processing sales | 134. | (A) celebration |
| transactions. |  | (B) release |
| (B) We stay open until midnight during the |  | (C) deadline |
| holidays. |  | (D) meeting |

* + 1. Our bookstore carries art supplies as well.
    2. The café is on the first floor of the store.





Questions 135-138 refer to the following article.

Fishing Village to Become Bustling Port

DODOMA (14 April)—The unassuming town of Kikole, on the Tanzanian coast, is set to become

a fully equipped port after an increase in -

13,

- in the region. The government has recently

designated the area as a business district. This : 36: attract new businesses and further spur economic growth. One firm, Marina International Shipping, has already announced plans to open

a hub there -13›.

A number of government officials have recently expressed opposition to the plan -138. , with the needed finances already secured, it seems certain that the project will move forward.

1. (A) security
2. tourism
3. investment
4. fishing
5. (A) is meant to
6. means to
7. meaning to
8. is meant for
9. (A) Some believe it would be better to make improvements to other ports.
10. The Tanzanian government has promised to fund the new port.
11. Developers hope to complete Kikole's transformation within ten years.
12. This would be the shipping company's first major presence in East Africa.
13. (A) Nonetheless
14. Therefore
15. In case
16. Equally as

Questions 139-142 refer to the following advertisement.

Mark your calendars for this year's Family Fun Fair at Delray! Join us from June 20 to June 26 for seven days of summer fun. You will find not only fantastic food, rides, and games,

-13 - exciting shows for all ages. And make sure not to miss our newest -: 40: The Crazy Cowboy Train is a thrilling journey through the Wild West!

This year's shows include the Bicycle Circus, the Dinosaur Show, and Walter the Magician. Please note that all basic admission ticket holders will need to pay additional fees to gain entrance to shows -141a

We also :42: a VIP Family Fun pass for $95. This pass provides free admission to all shows plus unlimited free amusement rides.

139. (A)

if only

* 1. (A) offer
  2. or else
  3. so that tD) but also

1. offered
2. were offering
3. will be offered

140. (A)

(B)

shop member

1. attraction
2. refreshment

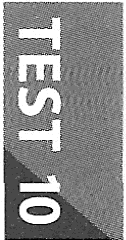
141. (A)

(B)

There are over twenty different food vendors at the fair.

There is an age requirement for most rides at the fair.

1. Refer to the entertainment schedule for show times and prices.
2. Visit our Web site to see whether you are eligible.



Questions 143-146 refer to the following letter.



Brightman Heating and Cooling 16 Primrose Way

Sydney NSW 2146

(02) 5550 8899

[www.brightmanheatingandcooling.com.au](http://www.brightmanheatingandcooling.com.au/) 15 May

Alia Bajpa

422 Hudson St.

Sydney NSW 2000 Dear Ms. Bajpa:

We have some important news to share with you. We 143. retire and close the company after

40 years in the business. -

144. ’

we want to make sure that you do not experience any disruption

to your service. For that reason, we have arranged for Kondo's Heating and Air to begin providing service to you effective on 1 June. I'm certain you will be pleased with -145: service.

Kondo's is a wonderful company with experienced, highly skilled technicians. -›46. If you have any questions, please do not hesitate to call.

Sincerely,

Nathaniel and Constance Brightman

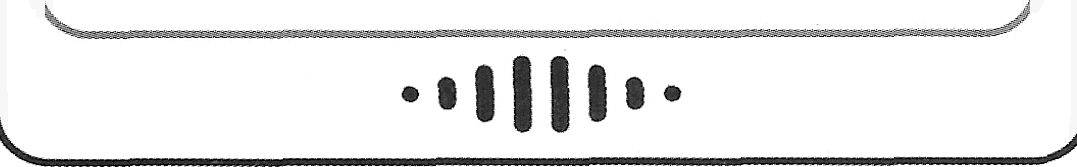
* 1. (A) decide

1. were deciding
2. could decide
3. have decided
   1. (A) Similarly
4. However
5. In general
6. At that time
   1. (A) our
7. their
8. whose
9. his
   1. (A) Building a strong customer base can take years.
10. We will be holding a grand reopening event.
11. You should be receiving a letter from them soon.
12. Many jobs in heating and air- conditioning are available.

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), o• (D) on your answer sheet.

Questions 147-148 refer to the following text-message chain.



Brycen Bodine [1:07 P.M.]

Hi, Avichai. I finished the upholstery on the sofa and chairs for Ms. Levin. They look great! It's such a nice fabric. Which order should I work on next?

Avichai Rosen [1:14 P.M.]

Glad to hear it. I promised the Chens their dining chairs by Saturday. By the way, the Metropolitan Design Show on June 14 has been postponed to July 7.

Brycen Bodine [1:19 P.M.] Oh, then I can't make it.

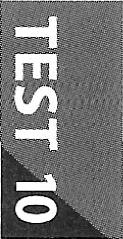
Avichai Rosen [1:22 P.M.]

That's too bad. I'll need at least two employees to come help. We'll be showing our office desks and bookshelves.

Brycen Bodine [1:24 P.M.]

I'll ask Rita and Tom if they are available on that day. Unfortunately, I have a family commitment out of town that day. I'll get started on the Chens' order now.

Avichai Rosen [1:25 P.M.] Sounds good. Thank you!

* 1. What will Mr. Bodine most likely work on 148. At 1:19 P.M., what does Mr. Bodine mean

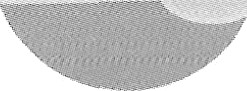
next?

* + 1. A sofa
    2. An office desk
    3. A bookshelf
    4. A set of chairs

when he writes, “I can't make it”?

1. He will not be seeing Rita or Tom.
2. He will not be able to attend an event.
3. He will not be able to meet a deadline.
4. He does not know how to build a piece of furniture.

**Questions 149-150** refer to the following notice.





Thank you for downloading the Spumoni mobile phone app!

At your current basic membership level, your ability to save - recipes is limited to five per day. If you would like the freedom to - save unlimited recipes daily, automatically generate shopping w lists, create weekly meal plans, and track nutritional data, you \* can become a premium member for just $2.99 a month.

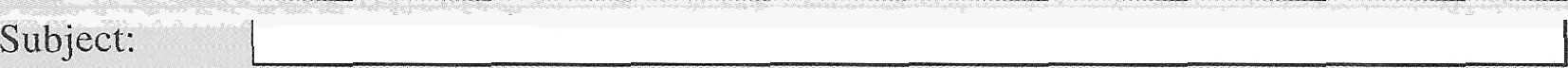
Many users find this small fee to be money well spent, as the premium features save them time and enable them to make

”” healthier meal choices. Visit our “PM Community"Web page to view real testimonials from our premium members.

149. What does the notice encourage users to 150. According to the notice, why should users do? go to a Web page?

1. Share their own recipes (A) To take a virtual tour
2. Submit their own testimonials (B) To see a sample meal plan
3. Upgrade their membership status (C) To compare ingredients from similar
4. Download a recent software update recipes

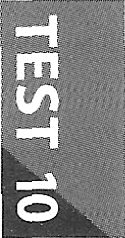
(D) To find out about people's experiences

Questions 151-152 refer to the following e-mail.

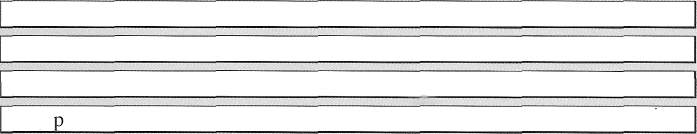
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| --- | --- | --- | --- | --- |
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|  | | | iall | |
|  | | | | |
|  | To: | Marta Prigarina <mprigarinaO ymw.co.za> | |  |
|  | From: | Ba ry inters <b inters ke inecs co | |  |
|  | Date: | 23 October | |  |
|  | Otiice c1e‹inin\* | | | |
|  | Dear Ms. Pi i garina,  We are glad you have chosen Kerwine Cleanin•q Services for your office cleaning needs. Our janitors will arrive at your facility with the commercial-grade equipment, tools, and products needed to complete all cleaning tasks quickly and effectively. You have already con0rmed a starting date of 30 October. However, you have not yet confirmed whether you will use our services weekly or biweekly. As soon as you let u.s know, we will draw up a contract for you. Please note that we are currently running a special promotion. If you sign up for six months of service by 31 October. your first two cleanings are free.  Best,  Barry Winters  Kerwine Cleaning Services | | |  |
|  |  | | |

151. What does Mr. Winters ask Ms. Prigarina to 152. How can Ms. Prigarina receive two free confirm? cleanings?

1. How often to clean her office (A) By prepaying for services
2. When he should arrive at her facility (B) By signing a contract for six months
3. Where her office is located (C) By changing her starting date
4. What products she prefers (D) By using a discount code





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

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Angela Jenkins Marcus Keller Friday, 2 November Post one call | |
|  | Angela,  Unfortunately, I have to cancel our planned afternoon phone call at the last minute—I hope you get this e-mail in time. Could we please reschedule? This was my mistake, as I  somehow double-booked our appointment time. In fact, I am on my way out the door right now to keep the other appointment—a meeting with a high-priority client. 1 apologize.  Would teleconferencing on Monday at noon work for you? Also, prior to our meeting, could you look further into any grant opportunities that might be available for the current project'? Meanwhile, I will ask Leona to calculate more accurate budgets for- some futui-e initiatives that will need funding. That will allow us to be more productive when we meet next week.  Best,  Marcus Keller  O’Connor Small Business Foundation | |  |
|  |
|  |  | |  |

153. Why does Mr. Keller say he cannot meet as 154. What will most likely be done before the planned? meeting?

1. He anticipates a late return from a trip. (A) More financial information will be
2. He has no new information to report. gathered.
3. He decided to take the afternoon off. (B) The meeting location will be changed.
4. He discovered a scheduling conflict. (C) Another person will be invited to attend.

(D) A marketing plan will be modified.

Questions 155-157 refer to the following comment card.



Gracio Store Comment Card

Ciracio Store is seel‹iisg to make your visit with us a I etter expel ience. Tell us al out your visit to our store toclay so v€' Cdls imprOV€' the way we serve you. And each week, one comment carcl will lie clrawn frs ns those subnsittecl to earn the customer a $ñ0 store coupon!

Customer name: Henug N u

E-mail contact: hnquyen@briqh†mail.co.nz Date: 4 Ma

Reason for your visit toclay: Shopping for a qif†

Comment: Z was shopping for a friend‘s birthday. Ms. Davie, a sales associate in Accessories, sree†ed me and asked me pues†ions †o narrow down my sif† search. She even offered †o hold some of my baqs so †ha† I could shop more easily. She directed me †o a colourful display of silk scctrves and †old me abou† †he various plnces †hey were produced. The one I chose ended up in my planned price range †oo.

1. What is indicated about Gracio Store?
   1. It has recently opened.
   2. It is training new sales associates.
   3. It wants to improve its customer

service.

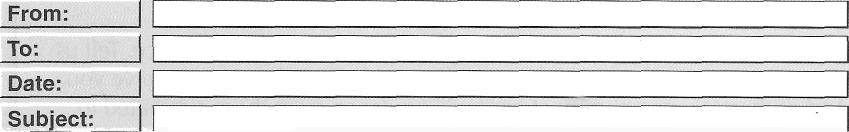
* 1. It has organized a competition.

1. The word “drawn" in paragraph 1, line 3, is closest in meaning to
   1. sketched
   2. picked
   3. attracted
   4. described
2. What does Mr. Nguyen write about his experience?
   1. He bought several different accessories.
   2. It took him a long time to find a gift.
   3. A manager answered his questions.
   4. He was able to stay within his gift budget.





Questions 158-160 refer to the following e-mail.



lcho H cuvacorporatetraining.com

all staffHcuvacorporatetraining•.com Monday, April 12, 10:53 A.M. Special notice

Dear colleagues,

Please be advised that the Customer‘ Security System (CSS) installed on your computer will be automatically updated this weekend. Specifically, the update will be taking place from midnight, Saturday, April 17, to midnight, Sunday, April 18. — [1 ] —. Your device will restart after the update has been completed.

The purpose of the update is twofold. First, it will increase the security of our client information. Moreover, it will improve overall system performance. — [2] —. As a result, you should notice improved processing speeds and less unplanned system downtime.

Please note that following the update there will be a change in the appearance of the CSS

log-in screen, but this change will not aifect the log-in procedures.

The tech support team will be available to answC1‘ any questions you may have before and after the update. — [3] —. By Thursday, you will receive a link to a training video with explanations of the new features that will become available with the update. — [4]

Best regards, Leana Cho

Manager, Technical Support Team

1. Why was the e-mail sent?
   1. To motivate employees to increase their performance
   2. To instruct employees how to install a computer program update
   3. To obtain feedback about some new security procedures
   4. To alert employees about upcoming changes to some software
2. According to the e-mail, what will employees experience after April 18 ?
   1. Better quality Web cameras
   2. A different CSS log-in screen
   3. Faster technical support service
   4. More comfortable keyboards
3. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“During this period, some functions will be limited or unavailable.”

(A) [1]

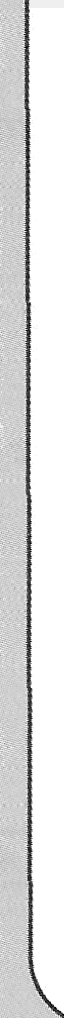
(B) 12]

(C) [3]

(D) [4]

Questions 161-163 refer to the following information from a Web page.

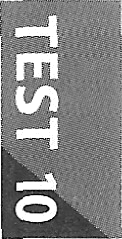
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| [https://www.electronicsplusexpress.com/return](http://www.electronicsplusexpress.com/returns)s | | |
| Electronics Plus Express Return Policy  All retui ns require prior authorizdtion. Please call cluring business hOLiFs (Monday—Friday 9:00 A.M. to 7:00 P.M. and weekends  3 0:00 A.M. to 5:00 P.M.) or e—mail Customer Ser vice with your  return request to receive a return authori zation cycle.  Defective merchandise may be returned within 30 days of t urchase crate. Any new merchanr!ise may be returnecl within 14 clays of purchase date. The original box and packaging materials must be incluclecl. If you need to retui n the item by post, the store will issue and e-mail d ostage-paid shipping label for you to print at home dcd attdCh to your parcel. The cost of } our item will be refunded once it has been received.  Customer Service contact information is as follows:  Phone: 1-800-555-0176  E-mail: csGeIectronicsplusexpress.com | |  |
|  |  | |

1. For whom is the information most likely intended?
   1. Customers of Electronics Plus Express
   2. Customer service representatives
   3. Repair technicians
   4. Shipping department employees
2. What is indicated about all returns?
   1. They are only received at store locations.
   2. They cannot be processed on weekends.
   3. They require an authorization code.
   4. They are not accepted after 14 days.
3. What is mentioned about return shipping fees?
   1. They are calculated based on the

weight of the package.

* 1. They are listed on the company's Web

site.

* 1. They will be refunded to the customer within 30 days.
  2. They are paid for by the company.

Questions 164-167 refer to the following online chat discussion.

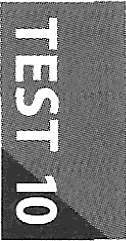
|  |  |  |  |
| --- | --- | --- | --- |
|  | | | |
| Kelli Wethers [2:15 P.M.] Hi, Mr. Easton. I want to remind you about the dinner meeting with your client, Mr. Kasai, at the Magnolia Grill this evening. Mr. Kasai will be coming directly from the airport. Anna Kwon from our marketing department will be joining both of you.  Adam Easton [2:31 P.M.] Thanks. Ms. Wethers. It occurs to me, if he is coming straight from the airport, What will he do with his luggage?  Kelli Wethers [2:33 P.M.] Don I worry. Kyle Friedman is picking Mr. Kasai up at the airport and dropping the bags off at the hotel. I'm adding Kyle to this message now in case you two need to communicate.  Adam Easton [2:34 P.M.] Sounds great. I can drive Mr. Kasai back to his hotel following our meeting. It would be a nice gesture for such a key client.  Kyle Friedman [2:36 P.M.] Heading to the airport soon, Ms. Wethers. Just text me later if I need to know anything more.  Kelli Wethers [2:40 P.M.) Good idea, Mt. Easton. A taxi for after the dinner will not be necessary then. | | | “ |
|  |
|  |
|  |  |  |  |

1. What is the purpose of the online chat discussion?
   1. To review arrangements for a client visit
   2. To choose a location for a company celebration
   3. To give invitations to a dinner event
   4. To arrange a taxi for some traveling colleagues
2. Who will go to the airport?
   1. Ms. Wethers
   2. Mr. Easton
   3. Mr. Friedman
   4. Ms. Kwon
3. What is indicated about Mr. Kasai?
   1. He prefers to dine at the Magnolia Grill.
   2. He is an important customer.
   3. He wants to get to his hotel on time.
   4. He is confused about driving directions.
4. At 2:40 P.M., what does Ms. Wethers most likely mean when she writes, "Good idea, Mr. Easton”?
   1. She thinks that a dinner meeting should be informal.
   2. She believes that a hotel selection is appropriate.
   3. She does not think that a client has a driver's license.
   4. She agrees that a client should be offered a ride to a hotel.

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

|  |  |  |
| --- | --- | --- |
| TO: |  | kesyt rindersbusiness co |
| **From:** |  | kedycloeten rindersbusiness co |

|  |  |  |
| --- | --- | --- |
| **Subje** iInforma ons  Date: | 25 October | | |
|  |  |  |
|  | Dear Rinders Staff:  Our company is growing, and I am pleased to welcome new staft members! Those in our Nairobi office will get to know Mary Gichuki very well. She will be the new office manager there, beginning on 1 November. Some of you met her last week when she visited the office. She will be replacing David Alberts.  Anila Pillai will also be a new face in our Nairobi offlce. Ms. Pillar will be an administrative assistant, and she will greet visitors, answer the phone, and perform office duties. She will work on Wednesdays, Thursdays. and Fridays from 10:00 A.M. tO  3:00 P.M.  Mark Karunga, who has worked in the Nairobi office for the past fifteen years, is being promoted to senior accountant and will work in our new Mombasa office beginning on 15 November.  I will soon be sendings another e-mail alerting you to more new faces in our offices since we are still hlring personnel for the Mombasa location. We hope to have all positions filled there before the grand opening in November.  Sincerely,  Deborah Cloeten Vice President  Rinders Business Systems |  |
|  |  |  |



|  |  |  |
| --- | --- | --- |
| 168. What is the main purpose of the e-mail? | 170. | What is NOT indicated about Mr. Karunga? |
| (A) To describe some staff changes |  | (A) He is an accountant. |
| 1. To discuss some new office procedures 2. To contrast two company locations |  | 1. He is a recent hire. 2. He is being promoted. |
| (D) To report on recent office visitors |  | (D) He is being transferred. |
| 169. Who will be working part-time at Rinders Business Systems? | 171. | What does Ms. Cloeten indicate about the Mombasa location? |
| 1. Ms. Gichuki 2. Mr. Alberts 3. Ms. Pillai 4. Ms. Cloeten |  | 1. It is her new workplace. 2. It has not yet opened. 3. It is fully staffed. 4. It is larger than the Nairobi office. |

Questions 172-175 refer to the following Web page.



|  |  |
| --- | --- |
| <http://www.finnertontheater.com/aboutus> |  |
| 1ke Pinnex4on heater  The Finnerton Theater is Grenville's premier cinema for independent movies, documentaries, and tilm classics. — [1] —. Locally owned and operated for over 50 years. the theater retains its strong connection to the city. Once a top entertainment destination, it later persisted through years of economic sta•qnation and urban decline. — [2) —. An anchor for neip•hborhood revitalization and \*rowth, the Finnerton Theater now serves as the backbone of the city’s thriving Riverside Arts District.  In the last halt century, the Finnerton Theater has become a destination for film lovers from throughout the region. Attendees from cities as far away as Nesterport and Belmere come regularly to enjoy the theater's unique ambiance. Over the theater's history, more than 1,000 movies have been screened and dozens of others have pi'emiered. — f3] —. The Finnerton Theater has hostcd events with critically acclaimed directors and servcd as the sta\*e for renowned public speakers. In the past decade, it has sei ved as the host for the Greater Cincinnati Film Festival, the Midwest Documentary Feet, and the annual Clearacre Conference, which is sponsored by the city's largest employer. Clearacre Tech. Five years ago, the theater was added to the state’s register of historic places.  To this day, filnigoers continue to frequent the Finnerton Theater whenever film releases are screened. — [4] —. And despite the ever-increasing popularit of online film-streaming services, ticket sales at the Finnerton Theater have risen continuously since its listing in thc state's register. It is a true cultural gent and a source ot civic pldde for local residents. |  |
|  |  |

1. What is the purpose of the Web page?
   1. To announce an upcoming film festival
   2. To discuss the opening of a new theater
   3. To promote a recent film release
   4. To profile a local movie theater
2. In what city is the Finnerton Theater located?
   1. Grenville
   2. Nesterport
   3. Belmere
   4. Cincinnati
3. What is indicated about the Finnerton Theater?
   1. It will move to a new building soon.
   2. It has expanded its concession menu.
   3. It is where a yearly conference is held.
   4. It is the city's largest employer.
4. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

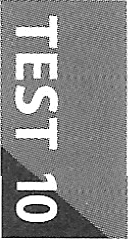
“Amid a changing cityscape, it continued to evolve with the neighborhood around it.”

(A) [1]

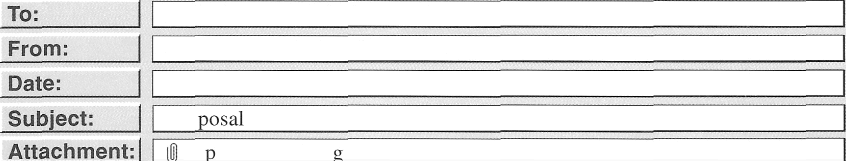
(B) [2]

(C) [3]

(D) [4]







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

Here at Hapler's Lanclscape Company, we believe that landscape design does not have to be challenging. Our goal is t‹ c4esiqn unicjtie, loeautiful gardens that meet our clients' specilicati‹ans ‹ind require niinirncil care once they have been planted. We also care deeply about reducing air, soil, and water pc›11urion. For more informatit›s rimraut he w we achieve thu, visit hii{o1crs.cc›.uk.

Our process is implementecl in four phases. This is how it works:

Phase 1 — One of our consultants will call you and discuss your goals ar+d vision for y‹›ur pre perty.

Phase 2 — We will cr nduct a the rr ugh survey of your faint t‹ c‹ fleet info rmation c n water Ie› ct, elevator n, sr›il type, ‹ind sun [Patterns. Note that we work on many protects at once and may not complete the survey until up to a month after your initi.it c‹›nsu1tati‹ n c‹ill.

Phase 3 — Our c4esi,n specialists will pt esent you with a proposed design to suit yc›ur existing landscape. We will cliscuss adjustments until you are satisfied with every aspect of the plan.

Phase 4 — We will implement the design per approved project specifications.

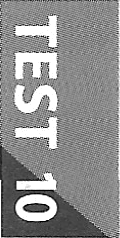
Are yc›u really to (ct this [orc›ccss startecl and watch yc›ur land change Left re y‹ ur eyes? Contact Hapler's at 0163.2.960255.

|  |  |  |
| --- | --- | --- |
| melinda grotenhuis A charmail.net.uk martin.saiiipsell Mhapleivs.co.uk  22 Febi-uary  ha lers-draft I .or | |  |
|  | Dear Ms. Grotenhui s,  I have attached an initial di alt of a landscape design foi you to consider. In our property walk-through, you indicated where you want to have a walkway from the parking area to your office. However, we are proposin\* something slightly different for you to consider. Experience has taught us to make pathways in commercial settings as direct as possible. Otherwise, people often walk through the grass anywdy. You also mentioned wanting yeru‘-round flowers, so we have incoi-porated a variety of native plants with different blooming seasons into the design.  Please give me a call once you’ ve had a chance to look at this design and I'll walk you through the details.  Martin Sampsell |  |
|  |
|  |  |

|  |  |  |
| --- | --- | --- |
| 176. What does the brochure indicate about the | 179. | At which phase of the process is |
| company's designs? |  | Ms. Grotenhuis’ project? |
| 1. They are colorful. 2. They are easy to maintain. |  | 1. Phase 1 2. Phase 2 |
| 1. They make use of vacant areas. 2. They incorporate old structures. |  | 1. Phase 3 2. Fhase 4 |
| 177. Why are readers directed to Hapler's Web | 180. | Why does Mr. Sampsell suggest changing |
| site? |  | the location of a pathway? |
| (A) To understand its environmental |  | (A) To avoid a potential hazard |
| practices  (B) To view its staff's credentials |  | 1. To provide the most efficient option 2. To take advantage of the shade |
| (C) To explore design ideas |  | available |
| (D) To view testimonials from previous |  | (D) To show the most attractive side of a |
| clients |  | building |

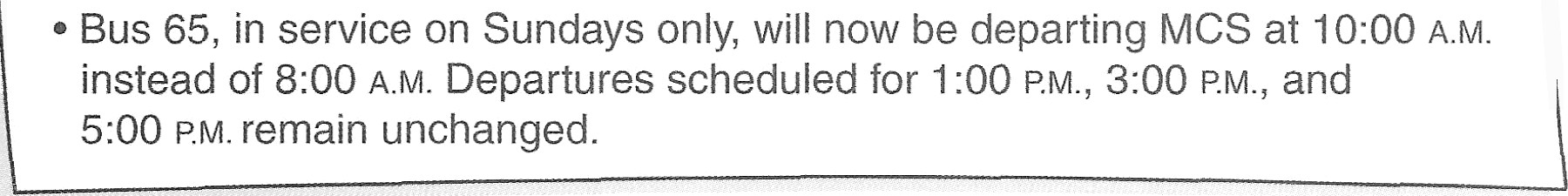
178. What is indicated about Hapler's?

1. It provides services to multiple clients at the same time.
2. It bills all of its clients on an hourly basis.
3. It works with residential clients only.
4. It is recommended by most of its clients.





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

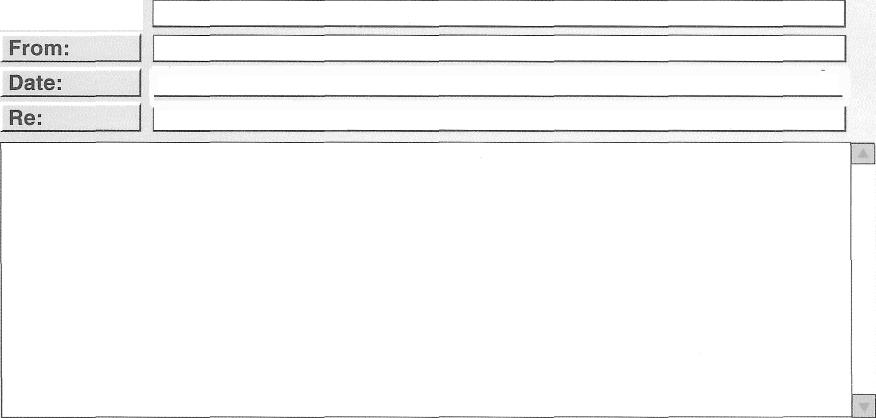


**Merenville Regional Bus Authority Notice to the Public**

In response to its recently conducted passenger survey, the Merenville Regional Bus Authority (MRBA) will be adjusting its Saturday and Sunday service between Merenville Central Station (MCS) and Louberg. The following schedule changes will be in effect as of May 1.

* Bus 36, in service on Saturdays only, will be departing MCS every hour on the hour, with the first departure scheduled for 6:00 A.M. and the last to take place at midnight. This adjustment is intended to provide passengers with more departure options.
* Bus 47, which runs on both days, will now be departing MCS at 7:00 A.M. in addition to its regularly scheduled departure times of 12:15 P.M. and 6:15 P.M.
* Bus 51, which runs on both days, will continue to have three departures from MCS. However, they are now scheduled to take place at 7:30 A.M., 1:30 P.M., and 4:30 P.M.
* Bus 65, in service on Sundays only, will now be departing MCS at 10:00 A.M. instead of 8:00 A.M. Departures scheduled for 1:00 P.M., 3:00 P.M., and

5:00 PM. remain unchanged.



To:

Adriano Martinez <amartinez Hmrba.com>

Claire Brunkhorst <cbrunkhorstH mrba.com>

Switch shift request

Hi Adriano,

Regarding your request, I can take over your late-night bus driving shift on Saturday, May

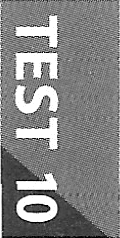
22. I realize that I'll have to be alert, so I'll make sure to get plenty of rest.

In return, could you possibly take over my day shift on Tuesday, May 25? A friend of mine, who works for the same Chicago-based company that I used to work for, will be visiting me that day.

Thanks in advance for your assistance. Claire Brunkhorst, MRBA Associate

May 14

1. What is the purpose of the notice?
   1. To introduce a new bus route
   2. To report on the closing of a bus station
   3. To announce transportation-service improvements
   4. To invite comments about proposed schedule changes
2. What is suggested in the notice about Bus 47 ?
   1. It has new stops on its route.
   2. It has the earliest departure time.
   3. It used to depart only in the afternoon.
   4. It is in service on only one day of the week.
3. What bus will Ms. Brunkhorst most likely drive on May 22 ?
   1. Bus 36
   2. Bus 47
   3. Bus 51
   4. Bus 65
4. In the e-mail, the word “realize” in paragraph 1, line 2, is closest in meaning to
   1. earn
   2. comprehend
   3. exchange
   4. achieve
5. What does Ms. Brunkhorst indicate in the e-mail?
   1. She plans to take a new job in Chicago.
   2. She does not have time to visit Mr. Martinez.
   3. She prefers to work the early shift on Tuesday.
   4. She would like to spend time with an old friend.



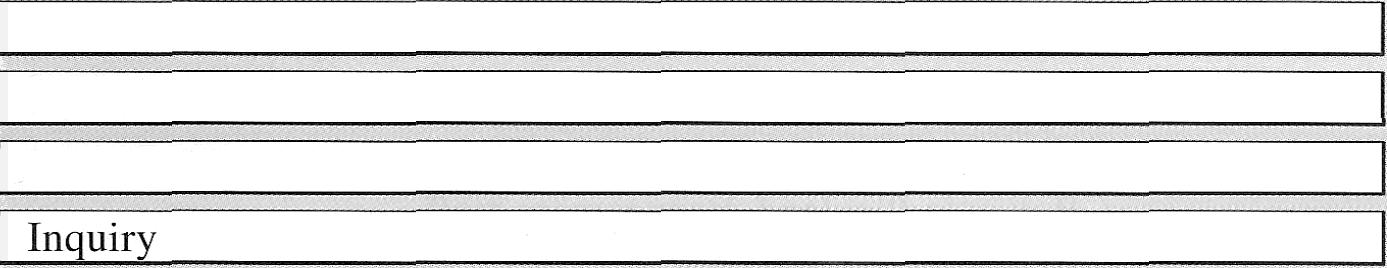
Questions 186-190 refer to the following flyer, brochure, and e-mail.

Quick Fix Workshops

Join Hagerstc›wn residents at the community center or January 15 for our Quick Fix workshop series. There is sure to be at least one topic that will interest you. For example, yr u might learn how to economise financially without inhibiting your lifestyle or tc discover ways of reducing your impact on the environment by living smarter. Alternatively, by attenc4ing a workshop, yc›u may find inspiration for improving the health and well-being of your family. Our own Grant Cardwell, prominent and Icing-time Hagerstown resic4ent, will be leaching a session r›n weatherizing your home. Arrive early to secure a seat for that one since nearly everyone is eager to 1earr how to trim their heating anal com Hug bills.

Registration is not required, although we will record attendance. For questions, cc ntact Mike Greenly at m.green1yDhagerstown.gov.

|  |  |
| --- | --- |
| Quick Fix Workshop Series - Schedule | |
| 10:00 AM | Weatherization — Make your home more energy efficient by learning trout an expert from the Marion County Regional Weatherization Initiative (MCRWI).  Save Water and Your Wallet — Find out about the Hagerstown water supply and get tips for 1imitin•p consumption and reducing your monthly water utility bills. |
| 11:00 A.M. | DIY Personal Care Products — Make your own everyday personal care products, such as deodorant, soap, and skin moisturizer. |
| 1:00 P.M. | Creating Natural Spaces — Grow native plants and learn about nurturing the local ecosystem. Help build a naturally sustainable habitat right in your own garden or yard. |
| 2:00 | A New Year, a Healthier You — See cJemonstrations on creating delicious  and healthy meals for your family. Samples will be provided. Essential Maintenance — Keep your vehicle in top driving condition despite harsh winter weather. |



|  |  |
| --- | --- |
|  | Mike Greenly Antonio Perkins January 12 |
| Dear Mr. Greenly,  I recently moved to Hagerstown, and I am interested in learning about the native vegetation in the area. 1 have a lot of experience growing trees and plants in my former hometown, but the varieties that grow here are completely different. A neighbor mentioned that there would be a session related to gardening, but do any of the workshops address my specific interest in learning about the native flora and fauna?  Sincerely, Antonio Perkins | |

|  |  |  |
| --- | --- | --- |
| 186. According to the flyer, what topic will be addressed in the workshops? | 189. | What does Mr. Perkins want information about? |
| (A) Beautifying a home |  | (A) Event topics |
| (B) Saving money |  | (B) Event registration |
| 1. Caring for pets 2. Using city recycling services |  | 1. Event location 2. Event scheduling |
| 187. What is most likely true about Mr. Cardwell? | 190. | What workshop will Mr. Perkins likely |
| (A) He is a professional weather forecaster. |  | attend? |
| (B) He is a member of the MCRWI |  | (A) Weatherization |
| organization. |  | (B) DIY Personal Care Products |
| 1. He is a university professor. 2. He is in charge of organizing the Quick |  | 1. Creating Natural Spaces 2. Essential Maintenance |

Fix workshop series.

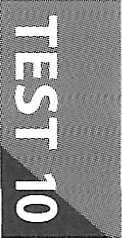
188. At what time is a session offered about working on cars?

(A) 10:00 A.M.

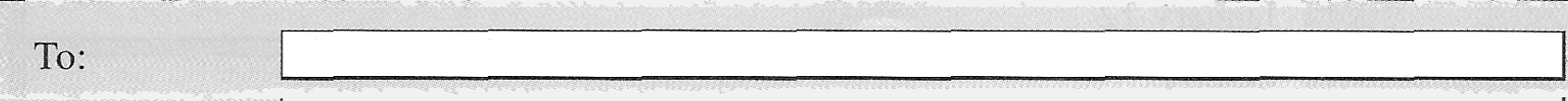
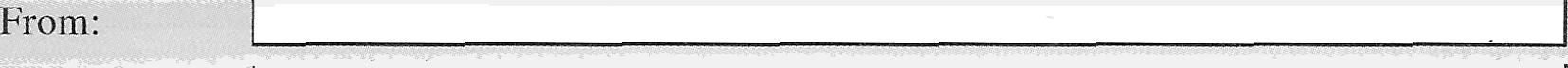
(B) 11:00 A.M.

(C) 1:00 P.M.

(D) 2:00 P.M.



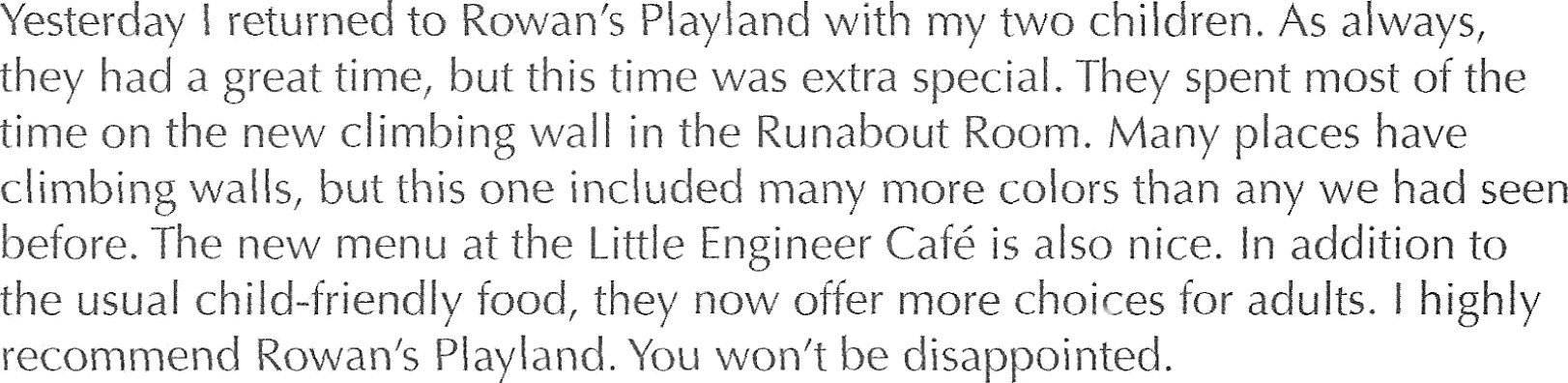
Questions 191-195 refer to the following e-mail, chart, and online review.



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | | |  |
|  | Rowan's Playland management staff | | | |
|  | Henry Louis | | | |
|  | Date: | A12 | prils | |
| Subject: | pdate |  | |
| Dear All, | | |  |
| It was a pleasure to see everyone at yesterday's management meeting. Please note that we will not be able to meet the next two Mondays, since I will be out of town. That means we will not meet again until next month. If there is an urgent issue that needs attention in the meantime, please contact Lydia Chang. | | |
|  |
|  | For now, we will move forward with plans for installing a climbing wall in the Runabout Room. Kelly Mulgrew has agreed to send us the names of some companies that can do the work, along with their availability and prices. | | |
| Tom Holden will research a new vendor for the sandwiches and snacks we sell at the Little Engineer Café. | | |
| Thank you, | | |
| Henry Louis Rowan's Playland | | |
|  | | |

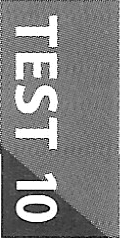
|  |  |  |
| --- | --- | --- |
| CLIMBING WALL OPTIONS | | |
| Company | Total Cost | Earliest Installation Date |
| Rick's Walls of Fun | $1450 | 29 May |
| Climbing Walls Galore | $1300 | 18 May |
| Pru's Climbing Walls | $1350 | 3 June |
| Wethei sfield Walls and Playgrounds | $1450 | 10 June |
| Note: Rick's, Pru's and Wethersfield offer green and black climbing walls. Climbing Walls Galore otfers many colors and mix-and-match options. | | |





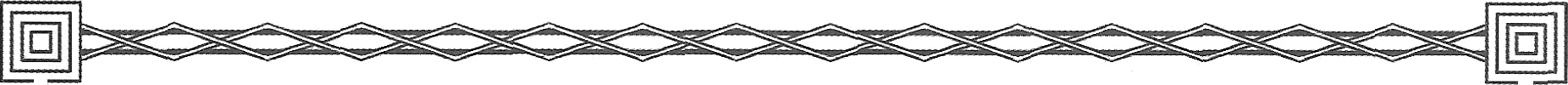
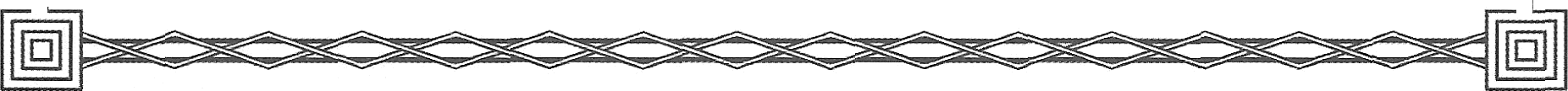
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| )o|J+J Ra lstc›+  East LinflsronaViMge | | |
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| 191. According to the e-mail, how often do | 194. | According to the online review, what is true |
| management meetings usually take place? |  | about the café? |
| 1. Twice a week 2. Once a week 3. Twice a month 4. Once a month |  | 1. Its prices have been reduced. 2. Its hours have been extended. 3. Its menu includes new items. 4. Its interior was redecorated. |
| 192. What does the e-mail indicate about the | 195. | What company most likely installed the |
| Runabout Room? |  | climbing wall at Rowan's Playland? |
| 1. It will undergo some changes. 2. It will be hosting a special event. |  | 1. Rick's Walls of Fun 2. Climbing Walls Galore |
| 1. It was recently opened. 2. It was featured in a recent publication. |  | 1. Pru's Climbing Walls 2. Wethersfield Walls and Playgrounds |
| 193. Who most likely created the chart? |  | |
| 1. Mr. Louis 2. Ms. Chang |
| (C) Ms. Mulgrew |
| (D) Mr. Holden |





Questions 196-200 refer to the following brochure, chart, and e-mail.



Dublin in the Sun

# with Donovan Tour Operators

The following tours run from 1 April to 30 August. Please visit our headquarters or phone us at +353 22 455 0827 for tour start times each day.

Dublin Castle—3 hours, €15 per person

Guided tour of Dublin's thirteenth-century castle led by experts in its history. Price includes entry to the castle. Starts and finishes at the castle's main visitor entrance.

# Secrets of Dublin—2 hours, €12 per person

Walking tour around Dublin. Discover its untold stories. Starts and finishes at Donovan's headquarters.

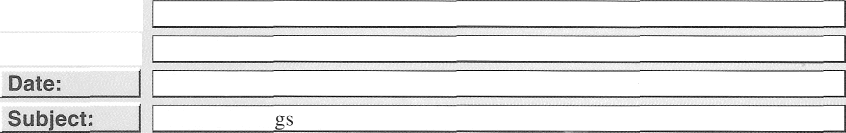
Garden of Ireland—5 hours, €30 per person

Half-day excursion to the mountains south of Dublin and the old city of Kilkenny. Starts and finishes at Gardiner Street Coach Station.

# Galway Mini Cruise—9 hours, €70 per person

Full-day excursion to the Atlantic coast for a mini cruise beside the magnificent Cliffs of Moher. Includes lunch. Starts and finishes at Gardiner Street Coach Station.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Donovan Tour Operators: July Summary | | | | |
| Tour Name | Tours  per day | Average profit per tour (€) | Average profit per day (€) | Average customer review(/5) |
| Dublin Castle | 8 | 41 | 328 | 4.8 |
| SecretsofDublin | 6 | 58 | 348 | 3.3 |
| Garden of Ireland | 2 | 124 | 248 | 4.5 |
| Galway Mini Cruise | 1 | -297 | -297 | 4.6 |



To: aguptaH donovantouroperators.ie

**From:** somalley Hdonovantouroperators.ie

13 August Tour offerin

Dear Mr. Gupta,

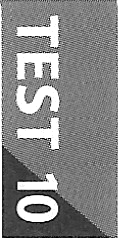
As you know, we will be reducing our tour offerings as we move into the less busy months for tourism. I was thinking we should discontinue the tour to the Cliffs of Moher, as we have not profited from it. But I would like to get confirmation from you on this before I inform the designers of the new brochure about this decision.

I know you are busy this week with tour guide recruitment for our new October Magic tour, so we can meet on Monday. Would 2 P.M. work?

Regards,

Sarah O’Malley

1. According to the brochure, what do all of the tours have in common?
   1. They last the same number of hours.
   2. They start from the same place.
   3. They are offered during the same months.
   4. They cost the same per person.
2. What does the chart indicate about the Dublin Castle tour?
   1. It is the most highly rated.
   2. It runs less often than the Secrets of Dublin tour.
   3. It makes the most profit per day of all the tours.
   4. It makes more profit per tour than the Garden of Ireland tour.
3. How many tours to Kilkenny does Donovan Tour Operators run each day?
   1. One
   2. Two
   3. Six
   4. Eight
4. What is the purpose of the e-mail?
   1. To place an order for brochures
   2. To explain policies to a new tour guide
   3. To schedule a meeting with a colleague
   4. To respond to a customer complaint
5. According to Ms. O'Malley, what tour will most likely be discontinued?
   1. Dublin Castle
   2. Secrets of Dublin
   3. Garden of Ireland
   4. Galway Mini Cruise

**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.