

READING TEST

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

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

PART 5

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

|  |  |  |
| --- | --- | --- |
| 101. Ms. Budrow was promoted after ------- | 105. | Summer interns may either free |
| group recorded the highest revenue growth |  | company housing or a stipend of $2,000. |
| for the year. |  | (A) choose |
| (A) her |  | (B) wonder |
| (B) hers |  | (C) apply |
| (C) herself |  | (D) rent |
| (D) she |  |  |
|  | 106. | If a client leaves a voice message, we will |
| 102. The community program features classes in photography, drawing, other arts. |  | return the promptly within one  business day. |
| (A) yet |  | (A) extra |
| 1. but 2. and |  | 1. effort 2. signal |
| (D) thus |  | (D) call |
| 103. Glass containers must be secured  during transport. | 107. | The department's most production  unit will receive a bonus at the end of the |
| 1. safely 2. safe |  | quarter.  (A) effective |
| (C) safety |  | (B) effect |
| (D) safer |  | 1. effectively 2. effecting |

104. This month's figures have increased

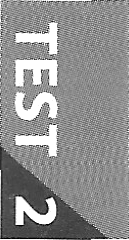
five percent over the last month.

1. selling
2. sold
3. to sell
4. sales

108. AI's Café will now be open on Sundays

---- the hours of 9 A.M. and 5 P.M.

1. for
2. between
3. inside
4. from



|  |  |  |
| --- | --- | --- |
| 109. Mr. Liu will not be in the office this morning  - -- he has a dentist appointment. | 115. | Some commuters were late because of the weather, but the road closures affected an |
| 1. following 2. because |  | even number.  (A) great |
| 1. including 2. likewise |  | 1. greater 2. gr.=atest 3. greatly |
| 110. Ms. Trinacria's team is developing a kitchen faucet that can respond to voice | 116. | At each performance, dancer Clay Hastings |
| commands. |  | displays a remarkable to connect with |
| 1. reliably 2. rely |  | his audience.  (A) degree |
| 1. reliability 2. reliable |  | 1. function 2. totality 3. ability |
| 111. So far this year, the Richmond City Orchestra has sold out one of its | 117. | Amand Corp.’s flexible work policy is ------- |
| concerts. |  | beneficial to the company as employee |
| 1. complete 2. total |  | turnover is minimal.  (A) financially |
| 1. every 2. entire |  | 1. finances 2. financial 3. to finance |
| 112. You must close the application before -------  the installation of the software update. | 118. | Ragini Kumari has published a book about |

* 1. to begin
  2. beginning
  3. must begin
  4. begins

1. The town's traffic committee urges motorists to drive on Main Street.
   1. abundantly
   2. obviously
   3. rightfully
   4. cautiously
2. Eastington University just announced the

---- of all foods containing artificial preservatives from its cafeteria menu.

* 1. eliminate
  2. eliminated
  3. elimination
  4. eliminates

the history of agricultural in the

region.

1. practical
2. practices
3. practiced
4. is practicing
5. Ms. Sanchez has been promoted to

office manager at Delbay Tech.

* 1. anywhere
  2. soon
  3. recently
  4. when

1. Please reserve room 200 for Monday afternoon, since the workshop is expected to several hours.
   1. occur
   2. start
   3. hold
   4. last



1. Zachary Cho, president of the Canadian Florist Association, introduced the -------

speaker at the convention.

# opening

* 1. expanded
  2. careful
  3. powered

1. The team completes the online

training first will receive a catered lunch.

* 1. whichever
  2. it
  3. that
  4. either

1. Assistant Director Melissa Arun works -------

the interns to monitor the quality of their work.

* 1. across
  2. alongside
  3. against
  4. about

1. Ms. Fujita has postponed the team meeting until next week because everyone already has to do this week.
   1. most
   2. enouqh
   3. neither
   4. which

|  |  |  |
| --- | --- | --- |
| 123. Industry news and upcoming social events |  |  |
| are the items featured in the company | 128. | Call Gislason Insurance today to speak to a |
| newsletter. |  | ---- agent for a free quote. |
| (A) during |  | (A) licensed |
| (B) among |  | (B) maximum |
| 1. toward 2. except |  | 1. required 2. former |
| 124. Many customers have remained faithful to Kristiansen Electronics the years | 129. | Motorbike Unlimited's marketing campaign will begin the terms of the contract |
| because of our excellent customer service. |  | are finalized. |
| 1. through 2. even if |  | 1. as well as 2. other than |
| 1. prior to 2. while |  | 1. rather than 2. as soon as |

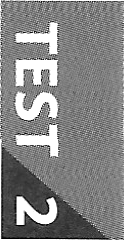
125. The release of the earnings report will ------- 130.

until the latest company figures are ready.

1. delay
2. have delayed
3. be delayed
4. be delaying

---- of planet Jupiter may provide scientists with long-awaited answers.

1. Acceleration
2. Intention
3. Observation
4. Provision



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 memo.

To: All staff

From: Leonard Villalobos, Vice President of Product Development Date: August 27

Subject: Atzeret game (Product #DS8192)

Due to the results from our trial customer testing, we have decided to postpone the launch of the Atzeret video game. Customer surveys indicated that the game was less -131dthan we

anticipated. Over the next few months, the game development team will introduce several -: 32: to make the product more attractive -: 33: If the changes are successful, we hope to launch the game by next January :34: February.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 131. | (A)  (B)  (C)  (D) | expensive repetitive appealing surprising | 134. | 1. since 2. or 3. if 4. later |
| 132. | (A)  (B)  (C)  (D) | modification modifies modifying modifications |  |  |
| 133. | (A) | At that point, more tests will be |  |  |

conducted.

* 1. The launch will be our biggest of the year.
  2. However, the surveys are not reliable.
  3. Team members must each sign the form.



Questions 135-138 refer to the following e-mail.

To: Eva Linn, Lundtalk Industries From: Technical Services

Date: January 15 Subject: Technical query

Dear Ms. Linn,

Thank you for contacting our technical department -: 35: your query. -136: , our call got disconnected when we were trying to reboot your system from our remote location. -: 37: Therefore, please call us at your earliest convenience and refer to conversation ID #TECH12-

2020A to complete the system repair. We have prioritized your inquiry and look forward to helping you 13v. your computer to its full capabilities.

Sincerely,

Arthur Feldt

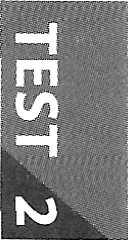
Technical Service Facilitator

|  |  |  |  |
| --- | --- | --- | --- |
| 135. | (A)  (B)  (C)  (D) | until besides into with | 138. (A) restore   1. restoring 2. restored 3. restoration |
| 136. | (A)  (B)  (C)  (D) | In other words For this reason For example As you know |  |
| 137. | (A)  (B)  (C) | We invite you to visit one of our computer repair centers in your area.  Unfortunately, we do not have a phone number at which we can reach you.  Thank you again for being one of our |  |

priority customers.

(D) Please submit your check for the service fee promptly.

Questions 139-142 refer to the following Web page.



For a limited time, the Uppercut Clothing Hanger Company is selling its highest quality hangers

at huge discounts on wholesale orders. This special -: 3v- is perfect for hotels, retailers, or anywhere hangers are used extensively : 4vt of lacquered walnut wood, these hangers are not only durable, but also safe for the environment. -14› are strong enough to hold up to ten pounds. To order, visit [www.uppercuthangerco.ca.](http://www.uppercuthangerco.ca/) Note that all orders require a 20 percent

deposit. -142: Uppercut will cover all shipping and insurance costs.

1. (A) clothing
2. offer
3. decoration
4. performance
5. (A) Made
6. Making
7. To make
8. They made
9. (A) Both
10. They
11. Fewer
12. Theirs
13. (A) Our products make great gifts.
14. While sturdy, wooden hangers are also heavy.
15. Quality hangers are a great investment.
16. The balance is due when the shipment is received.



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

From: [mcrane@doodlemail.com](mailto:mcrane@doodlemail.com) To: [jkumar@baxterartsupplies.com](mailto:jkumar@baxterartsupplies.com) Date: October 14

Subject: Application Attachment: Résumé

Dear Ms. Kumar,

I am writing in response to the advertisement posted in the window of Baxter Art Supplies. As a

frequent visitor to your : 43: I have found it an invaluable source of inspiration over the years. I would be -144: to display my artwork. I would also enjoy running workshops to help inspire your customers.

I believe I would be well suited for this role because I am both enthusiastic and friendly.

-14-5: I have led successful workshops at various locations in the area. I have attached a copy of my résumé, which includes more details about these workshops. 146: I look forward to hearing from you after you have reviewed my application and work.

Kind regards, Melania Crane

1. (A) schoo!
2. house
3. store

# museum

1. (A) thrilling
2. thrill
3. thrilled
4. thrills
5. (A) In addition
6. However
7. In general
8. Similarly
9. (A) I enjoyed the painting workshop last week.
10. Samples of my art can be found at [www.mcrane.com.](http://www.mcrane.com/)
11. I just started working with watercolors.
12. For a price list, please contact me at 347-555-0101.



PART 7

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

Questions 147-148 refer to the following sign.

WHAT'S GOING ON HERE?

Work in progress: Commercial Anticipated completion date: March 1

Owner General Contractor

Walker Booksellers Matthiesen Builders 4634 Goosetown Drive 4500 Smith Street Arden, NC Raleigh, NC

Atl work perzaits are on Gle with the Department of Planning.

To report a problem at this work site, call 919—555—0134.

1. Where would the sign most likely appear? 148. Why should a reader of the sign call the
   1. Above a book display phone number?
   2. At a construction site (A) To file a permit
   3. On a residential building (B) To apply for a job
   4. In a university classroom (C) To confirm a date

(D) To report a problem



Questions 149-151 refer to the following information.



On Saturday, August 1, the Durhaiotown Symphony Orchestra will

be giving a free educational performance at the Cardona Culture Center, 498 Mahogany Ave. Among other things, the musicians will discuss the origins and development of their instruments as well as some musical styles. Audience members will have an opportunity to ask questions.

The event will conclude with the orchestra performlng works by some

of today's well-known muSlClHIlS and song writers.

1. What is the purpose of the information?
   1. To announce a change of location
   2. To publicize an upcoming event
   3. To describe some instruments
   4. To review a performance
2. According to the information, what will the audience members be able to do?
   1. Sing along
   2. Request songs
   3. Talk to the musicians
   4. Sign up for music lessons
3. The word “conclude” in paragraph 1, line 6, is closest in meaning to
   1. raise
   2. decide
   3. believe
   4. finish

Questions 152-153 refer to the following online chat discussion.



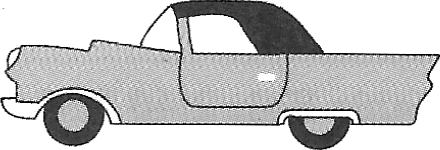
|  |  |
| --- | --- |
| - O x | |
| **Bonnie Ruiz 2:40** P.M.  Good morning; welcome to Ship With Us.  Nick Portier 2:41 P.M.  Hi. I'm Nick, and I'm having trouble getting into my account.  **Bonnie Ruiz 2:42** P.M.  Hi, Nick. I'm happy to help. Have you tried resetting your password?  **Nick Portier 2:43** P.M.  I have, and I'm still not able to get in. I need to send a largc shipment of brochures and catalogs in the next 15 minutes, and I'm a little anxious.  Bonnie Ruiz 2:M P.M.  Don't worry. I'm here to help! Your account number is X58292J, right? I can reset your account on my end.  Nick Portier 2:45 P.M. That's it.  **Bonnie Ruiz 2:46** P.M.  Great. I've sent a new password to the e-mail address associated with that account number, and you should receive it within the next two minutes. I’ll stay available until I’ve heard from you to make sure that ynii've accessed you r account.  Nick Portier 2:46 P.M. Wonderful. Thanks! |  |
|  |
|  |

1. What most likely is Ms. Ruiz’ occupation? 153. At 2:45 P.M., what does Mr. Portier most
   1. Bank teller likely mean when he writes, “That's it”?
   2. Graphic designer (A) A password has been changed.
   3. Software developer (B) He is able to access his account.
   4. Customer-support specialist (C) He has received Ms. Ruiz’ e-mail.

(D) Ms. Ruiz has the information she needs.



Questions 154-155 refer to the following advertisement.



*Adnan's Auto Garage*

5 Warner Place

Serving Manchester for 20 years!

Open Monday to Friday, 8 A.M. IO 5 P.M.; Saturday, 9 A.M. to 1 P.M.

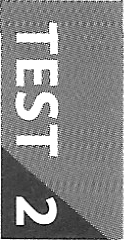
Adnan‘s Auto Garage is a full-service repair shop where customer service is our top priority! Our founder, Adnan Haddad, learned his skills as the head technician for a racing team. He and his staff of professional mechanics now service all makes and models of cars and trucks, both foreign and domestic. We’ll keep your vehicle on the road!

We also sell used cars at competitive prices. Interested in selling your car? Call us now!

0161 496 0437

1. What is indicated about Adnan's Auto Garage?
   1. It will move to a new location in Manchester.
   2. It has been in business for two decades.
   3. It offers evening hours once a week.
   4. It repairs locally manufactured cars only.
2. According to the advertisement, who is invited to call the phone number?
   1. Car owners
   2. Auto mechanics
   3. Race car technicians
   4. Truck drivers

Questions 156-158 refer to the following notice.



Watford Shredding Day

Do you neecl to safely dispose of piles of confidential paperworks Cc»ce tc Watford

Community Shredding Day on April 8 from 8:00 A.M. to 11:00 A.M.

A number of Security Too shredders will be conveniently located behind the Watfc rd municipal parking garage. [1] —. Bring any unneeclcc3 bank statements, tax documents, and bills. — [2] —. They will be securely shredded and recycled on the spot. Please note that the event is open to Watford Township residents only, and there is a five-kilo limit per household. — [3] —. Security Too representatives will be on hand to talk about ways to protect your private information.

Community Shredding Day is brought to y‹ u by raclio station 82.9 WQYX and Security Too. — [4] —.

For more information, visit www.watfordtownship/shreddingday.org.

1. What is the purpose of the notice?
   1. To notify residents of a due date
   2. To promote a service
   3. To welcome a new business to town
   4. To advertise a contest
2. What will most likely happen on April 8 ?
   1. Paper will be recycled.
   2. A bank representative will meet clients.
   3. A new parking garage will open.
   4. An informational seminar will be offered.
3. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“Simply drive up and drop them off.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]



Questions 159-160 refer to the following e-mail.



To: Kamini Das <k.das H armai1.net>

From: Customer Service <customerservice H sandringsuites.com.au>

**Date:** 7 February

**Subject:** | Regarding your visit

Dear Ms. Das, '

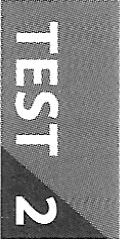
Thank you for your recent stay with us at Sandring Suites. Our top priority is to provide our guests with an exceptional experience. We ask that you complete a three-minute survey to rate your time with us. Please visit [www.sandringsultes.com.au](http://www.sandringsultes.com.au/) and click the survey link in the top right corner of the Web page. Use code SAN534l to complete the survey. To thank you for participating, we will enter your name in our monthly raffle to win a complimentary two-night stay at one of our hotels.

Reg•ards, Silvia Monier

Customer Service, Sandring Suites

1. What is Ms. Das being asked to do?
   1. Confirm her contact information
   2. Provide some feedback
   3. Complete a purchase
   4. Renew a subscription
2. What does Ms. Monier indicate she will do for Ms. Das?
   1. Extend her hotel stay free of charge
   2. Assist her in using a Web site
   3. Give her a chance to win a prize
   4. Provide a discount code for a future hotel stav

Questions 161-163 refer to the following advertisement.



AKBAR STORAGE COMPANY

227 Wexham Road, Bridgetown

Phone: 246-555-0147

Satisfying storage needs in Barbados for 30 years!

* Units are available in small, standard, and premium sizes to fit your storage needs.
* Your clean, dry storage unit is available to you around the clock.
* Our storage facility 1s monitored by high-quality security cameras, and each customer is given a pass code. Our secure electronic gate can be released only by entering this code.
* Our business office is open 9 A.M. to 6 P.M., Monday to Friday, and 9 A.M. to 2 P.M. on Saturday. Stop in to speak with one of our representatives.

And now, get 20 percent off with a twelve-month rental of our largest type ot unit!

1. According to the advertisement, when can 163. How can customers receive a discount? customers access their storage units? (A) By cutting back on their storage space
   1. At any time by 20 percent
   2. Monday to Friday only (B) By renting a premium-size unit for one
   3. On Saturday and Sunday only year
   4. When accompanied by a security (C) By showing the advertisement to a person service representative

(D) By agreeing to rent a unit for a second

1. What do customers need to do in order to enter the facility?
   1. Purchase a day pass
   2. Be recognized by a security camera
   3. Enter an access code
   4. Show identification to a guard

year



Questions 164-167 refer to the following article.

Garner Arcades Joins Forces with Frankie's Burgers Franchises

LEEDS (9 July)—Garner Arcades and fast- food franchise Frankie's Burgers have announced a new partnership, which will formally start at the beginning of August. At that time, all Garner Arcades will introduce a Frankie's Burgers to their locations.

The president of Garner Arcades, Allen Ingram, expressed his excitement about the possibilities of this str ategic partnership.

“The outstanding quality of Frankie's Burgers will enhance customers enjoyment ot our arcades,” said Mr. Ingram. “Until now, there have been no food options on the

1. When will the partnership become official?
   1. In July
   2. In August
   3. In November
   4. In December
2. What is indicated about Garner Arcades' partnership with Frankie's Burgers?
   1. It was agreed upon after months of

# negotiation.

* 1. It will not apply to all Garner Arcades sites.
  2. It is waiting for shareholder approval.
  3. It is Garner Arcades' first partnership with a restaurant.

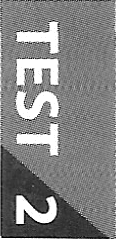
premises. With this partnership, however, customers will be able to take a break for a delicious meal and then g•et back to enjoying our state-of-the-art gaming centers.”

This is n‹ t the first major chang•e Mr. Ingram has made to the company since he took over from Justine Beckerman last November. A month after assuming the role of president, he broug•ht virtual reality games to Garner Arcades. Since that time, he has also expanded the company into Germany and Belgium, and he has launched several charity initiatives associated with Garner Arcades.

1. According to the article, who is Ms. Beckerman?
   1. The president of a food supply company
   2. The owner of a Frankie's Burgers franchise
   3. The owner of a game manufacturing company
   4. The former president of Garner Arcades
2. What did Mr. Ingram do first at Garner Arcades?
   1. He introduced virtual reality games.
   2. He started several charity programs.
   3. He opened branches in Belgium.
   4. He moved the headquarters to Germany.

Questions 168-171 refer to the following letter.

25 May

Ms. Deborah Kiernan Sonicboom Distribution Agency 84 Arthur Road

London N7 6DR Dear Ms. Kiernan:

Earthsky Films International is seeking a distributor for our latest production,

*Pro ject Aerial.* Having premiered in April at the North Brabant Film Festival in Eindhoven, the Netherlands, the film received strong reviews from critics and was honored with the Diamond Pen Award for best screenplay. — [1] —

Our film, *Project Aerial,* examines an exciting period in aviation history that began more than 150 years ago. The aviation industry owes its development to a number of brilliant and enterprising people. — [2] —. The film highlights the major innovators as well as those who were lesser known.

The two lead roles are played by Winston Halsey and Virgil Golding, figures that are familiar to international audiences. — [3] —. Mr. Golding is known for his role in, among others, *The Rigby Conspiracy,* and Mr. Halsey is recognized for his performance in *thereabouts Unhnown.*

If you are interested in marketing our film, I would be happy to e-mail you a secure link so that you can view it. — [4] —. I hope to hear from you soon.

Sincerely,

Jayesh Chaudhari, CEO Earthsky Films International

1. What would Mr. Chaudhari like to do?
   1. Promote a museum exhibit about aviation
   2. Hire a manager for a new business
   3. Become a film festival judge
   4. Introduce a movie to a wider audience
2. What is stated about *Project Aerial* ?
   1. It was mostly filmed in the Netherlands.
   2. Its opening has been long awaited.
   3. It examines the early stages of an industry.
   4. It was financed by an airline company.
3. What is indicated about Mr. Halsey and Mr. Golding?
   1. They are well-known actors.
   2. They have trained as pilots.
   3. They researched aviation history.
   4. They have worked together on several films.
4. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“Both have received critical acclaim over the years.”

(A) [1]

(B) [2]

(C) 13]

(D) [4]



Questions 172-175 refer to the following online chat discussion.

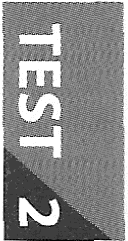
|  |  |
| --- | --- |
|  | |
| Maria Andreou (9:06 A.M.) Good morning, Jakob and Sandra. I need help with the focus group with the photographers that is taking place on Thursday morning. I'm no longer available to lead it. | “ |
|  |
| Jakob Wendt (9:09 A.M.) That's unfortunate. We need to follow up with that meeting to advise our client about what is important to potential customers. |
| Maria Andreou (9:10 A.M.) Exactly. So I would rather not have to reschedule. The client is expecting our report early next week. Would either of you be able to conduct the group instead of me? |
| Sandra Liu (9:12 A.M.) Sorry, Maria. I'm traveling out of town tomorrow for the marketing conference, and won't be back until Friday. |
| Jakob Wendt (9:15 A.M.) I've never led a focus group before, but I'm happy to do it. |
| Maria Andreou (9:17 A.M.) Great. I'll send you the participant consent form by e-mail. Remember that at the start of the group session, each participant will need to sign a copy. |
| Jakob **Wendt (9:18** A.M.) OK. How many copies will be needed? |
| Sandra Liu (9:19 A.M.) Actually, there's no need. I have copies left over from another group I ran last Tuesday. they’re still on my desk. |
| Jakob Wendt (9:20 A.M.) I'll stop by and pick them up later today. |
| **Maria** Andreou **(9:21 A.M)** Thank you both. This means we can meet and work on the advertising report for the client next Monday. |

1. For what type of business do the writers most likely work?
   1. A market research agency
   2. A printing shop
   3. A software development firm
   4. A photography studio
2. When will the focus group with the photographers meet?
   1. On Monday

# On Tuesday

* 1. On Thursday

# On Friday

1. What is indicated about Mr. Wendt?
   1. He would prefer to attend a conference.
   2. He works downstairs from Ms. Liu's office.
   3. He has never previously run a focus group.
   4. He is the most experienced member of the team.
2. At 9:19 A.M., what does Ms. Liu most likely mean when she writes, “there's no need”?
   1. She can cancel her business trip.
   2. Focus group participants will not complete consent forms.
   3. A ’ecus group can be rescheduled.
   4. Mr. Wendt should not print any consent forms.

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

To: From: Date:

Subject:

\*E-mail\*

Dear Customer Service,

We purchased a Drymotic unit (product number: G4260, serial number: 01938207) last year for use with our line of instant stew mixes. We had no issues with the unit until the beginning of this month, when we began to notice an increase in processing time. We have followed the recommended cleaning schedule, so this problem cannot be caused by excess residue.

Please let me know if you have any suggestions for resolving this issue in a timely manner. I always prefer to handle minor repairs on my own, but if this issue persists, we may need to schedule a maintenance visit in the near future.

Best regards, Olivia Volterra

Yambrett Corporation

|  |  |  |
| --- | --- | --- |
| Model Number | Power | Suggested use |
| G4200 | 10 kw | Testing new products |
| G4260 | 50 kw | Small-scale manufacturers |
| H4500 | 100 kw | Large-scale, high-volume manufacturers |

|  |  |  |  |
| --- | --- | --- | --- |
| Our Company i | bul Products | Our Partners | Contact Us |
| Drymotic is pleased to announce that our revolutionary vacuum-microwave dehydration process is now being used by more than 30 companies in the food and pharmaceutical industries.  Here's how it works: Batches of raw organic materials, prepared in small pieces, are loaded into the machine's rotating drum. As the drum turns, moisture is removed from the pieces by microwave energy. The final moisture level can be preset by the operator. The dried pieces retain their color, taste, and nutrition, and are then ready for packaging. Drymotic machines produce better results in less time (and at lower cost) than freeze-drying and air-drying.  Drymotic machines are available in the following sizes: | | | |

|  |
| --- |
| customerserviceH drymotic.com |
| ovolterraHyambrett.com.au |
| 6 May |
| Malfunctioning unit |



|  |  |  |
| --- | --- | --- |
| 176. What are Drymotic processors designed to do? | 179. | Why does Ms. Volterra write to Drymotic's customer service department? |
| 1. Cut food into little pieces 2. Preserve food by drying it 3. Add moisture to organic material 4. Improve a product's color and taste |  | 1. To schedule a maintenance visit 2. To ask if a unit is covered by a warranty 3. To obtain advice on making a repair 4. To request a replacement for a machine |
| 177. On the Web page, the word “retain” in paragraph 2, line 4, is closest in meaning to | 180. | What problem has developed with the Yambrett Corporation's processor? |
| 1. remember 2. support 3. enhance 4. keep |  | 1. It is operating more slowly. 2. It is making more noise. 3. It is using more power. 4. It requires cleaning more often. |
| 178. What is suggested about the Yambrett Corporation? |  |  |
| (A) It operates a high-volume dehydration |  |  |

machine.

* + 1. It produces packaged food on a small scale.
    2. It recently tested a new product.
    3. It was founded a year ago.

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

GORE, New Zealand (2 May)—Architect Carl Ybor has created a name for himself by helping clients turn their trash into treasure. He has built dozens of houses in Gore composed almost entirely of reclaimed, recovered, or found materials.

“As much as possible, I like to use materials that are already available nearby,” says Mr. Ybor. “It just takes some creativity, but that way nothing is wasted and houses can be built for a fraction of the price. Old fencing, discarded bottles, corks, mismatched bricks and tiles—nothing gets overlooked.”

While Mr. Ybor is fully responsible for creating the design plans for the houses he builds, he always involves

homeowners in the building process. With a waiting list of at least a year, Mr. Ybor is able to carefully select his clients. He works solely with homeowners who already know how to operate power tools and are willing to do some of the hands- on work themselves.

Some of his houses have been featured in magazines, travel shows, and online carpentry demonstrations. Mr. Ybor's Web site, featuring photos of his projects, can be found at yborhabitats.co.nz.

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Sub j\_:ect P p

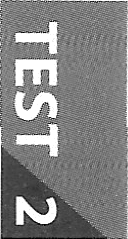
Dear Mr. Ybor,

I just read an article about you. I was excited to learn about your services and how you work with *\*he* owners to create unique spaces. I have two projects I want to work on:

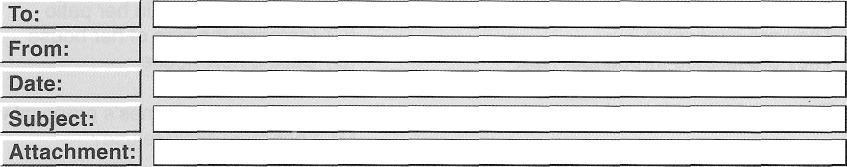
1. I want to add an extension to my cu1'rent house, incorporating leftover materials I have mom the patio that I had built a few years ago.
2. iVly roof needs to be replaced. I have researched ways to cut the cost, and one suggestion was to leave the existing roof intact and just install new metal sheeting on top. I like this idea!

Are you available and interested in doing this work? I would like to start as early as next month. I can pay hall the money up front by credit card to secure an appointment.

Cynthia Holmes

1. What does the article state about the houses Mr. Ybor builds?
   1. They are large.
   2. They are expensive.
   3. They are located throughout New Zealand.
   4. They are built with used materials.
2. What does Mr. Ybor ask his clients to do?
   1. Replace old fencing
   2. Create decorative tiles
   3. Submit design plans
   4. Use power tools
3. According to the article, what can readers do on Mr. Ybor's Web site?
   1. Request a quote for his services
   2. View examples of his work
   3. Download some written instructions
   4. Read reviews from satisfied clients
4. What does Ms. Holmes want to do?
   1. Remove her old roof
   2. Replace the tiles in her patio
   3. Increase the size of her house
   4. Build a new house
5. What part of Ms. Holmes's proposal will Mr. Ybor most likely refuse?
   1. The starting date
   2. The suggested price
   3. The method of payment
   4. The choice of materials



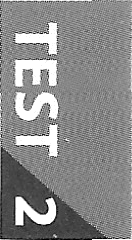
Questions 186-190 refer to the following e-mails and agenda.

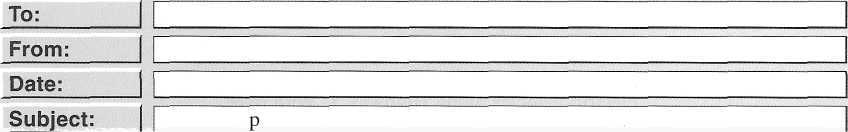


Agenda for Hagit Caspi's Visit

|  |  |  |
| --- | --- | --- |
| All CFA Staff Yung-Chien Chou 16 October  Plans  Aq•enda | | |
|  | Dear Colleagues,  Hagit Caspi will be visiting for a couple ot days next week to interview for the position of executive vice president here at Cliñ Feiring Associates (CFA). She is highly qualified,  and her background in international finance makes her particularly well suited for this role. Please make every effoi-t to welcome her.  It is important to the CFA leadership that everyone has the opportunity to get to know  Ms. Caspi. As such, I am asking all of you to attend certain events with her. Please see the attached agenda, and add the events marked CFA to your calendar. More details will follow.  Best,  Yun\*-Chien Chou  CEO, Cliff Feiring Associates |  |
|  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Time | Event | Invitees |
| 23 October | 9:00 A.M. | Breakfast at La Brunch | Board members |
| 23 October | 12:30 P.M. | Lunch in office | Department heads |
| 23 October | 3:00 P.M. | Question-and-answer session | CFA |
| 23 October | 7:00 P.M. | Dinner at Medium Hills Bistro | Board members |
| 24 October | 9:00 A.M. | Breakfast in office | CFA |





Yung-Chien Chou <chou Hcliifleiring.ca> Hagit Caspi <hagit.caspi @volumel.co.il> 27 October

Follow-u

Dear Mr. Chou,

Many thanks for hosting me last week. I truly enjoyed meeting everyone. I particularly appreciated my conversation with Mr. Georgopoulos at Medium Hills Bistro. He told me some amazing stories about CFA's history.

Again, I am sorry for not attending the event on the 24th. The weather was worrying, and 1 did not want to miss my flight to Tel Aviv.

Last but certainly not least, thank you for your offer, which I received this mr›rning. I would be honoured to take on the role of executive vice president of CFA starting in January. The job description covers everythinp• we discussed. The hours you noted for the position seem appropriate, and I am very pleased with the benefits. I look forward to working closely with you.

Most sincerely,

Hagit Caspi

1. What is a purpose of the first e-mail?
   1. To notify staff of an upcoming visit
   2. To advertise a job opening
   3. To recommend an employee for promotion
   4. To introduce a new colleague
2. What meal were all employees asked to add to their calendars?
   1. Breakfast on October 23
   2. Lunch on October 23
   3. Dinner on October 23
   4. Breakfast on October 24
3. What is one reason Ms. Caspi writes to Mr. Chou?
   1. To apologize for a delay
   2. To accept an offer
   3. To discuss air travel plans
   4. To ask for details about a job
4. Who most likely is Mr. Georgopoulos?
   1. A Medium Hills Bistro employee
   2. A board member
   3. A department head
   4. A worker in the human resources department
5. What does the second e-mail indicate about the job?
   1. It will begin in January.
   2. It will be based in Tel Aviv.
   3. It involves working overtime.
   4. It still needs a job description.

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

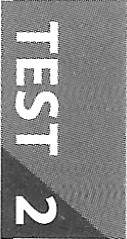
TRIVESS (1 February)—Alacritum, Inc., has announced plans to build charging stations for electric vehicles along Highway 1. With over

400 stations across Asia already, Alacritum brings a wealth of experience to this large- scale undertaking. The Highway 1 stations, known as PRO stations, will provide vehicles with up to 200 kilowatts of power, achleving an 80 percent charge in 30 minutes. The system will periodically notify waiting drivers of the status of their battery charge by sending texts to their cell phones or other mobile devices. The company promises to provide motorists with clean, comfortable, brightly lit waiting facilities. A testing location will open at the beginning of next month in Logred.



PRO Stations: Proposed Distribution

|  |  |  |
| --- | --- | --- |
| Region | Number of Stations | Customers per Day |
| Elondell | 26 | 9,220 |
| Southern Borelvia | 14 | 4,970 |
| Western Borelvia | 20 | 6,390 |
| North Shore | 10 | 3,560 |





To: | lhsiao C alacritum.com From: | ctri\*g H alacritum.com

1 5 March

Subject: | Meeting

Dear Mr. Hsiao.

Following the meetings with our- coninuinity partners in Western Borelvia this week, I suggest adding air-conditioning to the waiting areas in that region because of the desert conditions there. Although the addition entails higher costs, it will ensure the comfort and safety of the customers. I have also learned firsthand that poor cell service along

Highway 1 will make the wireless networks at most PRO stations unreliable, so we will need a technological solution for that as well. I will send a full report by the end o1 the week.

Chuck Trigg

1. What does the article indicate about Alacritum, Inc.?
   1. It operates 80 percent of the charging stations in Asia.
   2. It is moving its head office to Logred in February.
   3. It built 400 PRO stations along Highway 1.
   4. It will test a station site in March.
2. According to the chart, what region is expected to have the most customers?
   1. Elondell
   2. Southern Borelvia
   3. Western Borelvia
   4. North Shore
3. What is the main purpose of the e-mail?
   1. To negotiate costs
   2. To provide advice
   3. To explain why a delivery was late
   4. To suggest a new partnership
4. What system at PRO stations will require a technological solution?
   1. The cleaning system
   2. The food vending system
   3. The lighting system
   4. The text notification system
5. How many stations will need air-conditioned waiting areas?
   1. 10
   2. 14
   3. 20
   4. 26

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

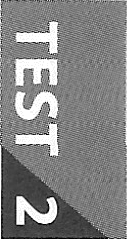
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| --- | --- |
| **From:** ncbeker your o kstyleets |  |
| Tlroytenberg Aocharlottes.com; ajordan:H charlottes.com  Date: AQanuary 27 0:02 |  |
| **Subjec** First draft of press release  **Attachment:** | ftp P ess ele se dr |
|  |
| Dear Mr. Roytenberg and Ms. Jordan, “  My first draft of the press release is attached. As we previously discussed by phone, my contract includes one additional hall-hour meeting to discuss the project and any changes you would like me to make before I submit the press release to rriy contacts at *Pineto vn*  Please let me know if 1 can stop by this week. 1 would like to take photos of the space. I remember your mentioning that the historic architecture of the building would be a draw for customers.  In addition, I will need to get a direct quotation from either of you or mom Chef Vaux.  1 know from working with *Pinetowii Weekly* in the past that they will not run a piece like this without at least one quotation.  Best regards, Cathy Beker | |

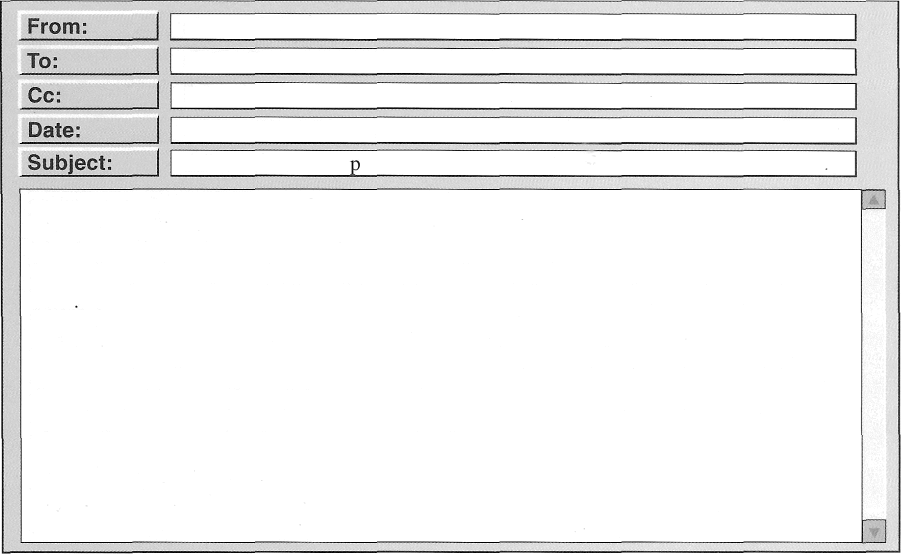
— DRAFT —

Charlotte's Opens for Business

Charlc›tte’s, located at Avenue D and Oak Street, will open its doors on Friday, February S. Owners Levon Roytenberg ance Aubree Jr rdan are excitecl to welc‹ me patrc ns for an aromatic cup of coffee or steaming cspress‹a, specialty pastries, and savory café fare. Their aim is for Charlc›tte’s to be a gathering place that indulges all the senses, n'here guests will be met with cramfort and hospitality.

Award-winning executive chef Michel Vaux, most recently of Kahn's in Bloomington, has created an enticing menu featuring fresh-baked breads and grass-fed meats, with locally sourced vegetable dishes as accompaniments. Offerings will include breakfast ‹incl lunch selections. Chef Vaux will also bring t‹ Charlotte’s his elegant hot and cold beverages utilizing teas and herbal infusions.





ajordanHcharlottes.com cbekerHyourworkstyle.net lroytenberg Hchar1ottes.com January 28, 8:34 A.M.

RE: First draft of ress release

Hi Ms. Beker,

Mr. Roytenberg is in Boston for the next several days, and he has asked me to take the lead on the press release. I know you had asked to come by the site—are you available tomorrow, January 29, at 3:00 P.M.? I will be there all day decorating for the grand opening.

You have put together an excellent first draft. The only major problem I see is that you have mixed up the location of our corporate office and the café. The café is actually on

the corner of Avenue C and Maple Street. Also, Mr. Roytenberg would like to include the operating hours, which are S:00 A.M. to 4:00 P.M. daily. Please call Chef Vaux at

952-555-0133 for a quotation about specialty items on the menu.

All my best. Atibree Jordan

|  |  |  |
| --- | --- | --- |
| 196. Who most likely is Ms. Beker? | 199. | Why does Ms. Jordan invite Ms. Beker to |
| 1. An architect 2. A freelance writer |  | visit Charlotte's on January 29 ?  (A) To sample a sandwich |
| (C) A professional chef |  | (B) To help decorate for the grand opening |
| (D) An assistant to Mr. Roytenberg |  | (C) To take pictures of a building |
|  |  | (D) To meet with Mr. Roytenberg |
| 197. According to the first e-mail, what must be added to the press release? | 200. | What is located on the corner of Avenue D |
| 1. A quotation 2. A headline |  | and Oak Street?  (A) Ms. Beker's home office |
| 1. A contact's phone number 2. A previously published photograph |  | 1. The headquarters of *Pinetown Weekly* 2. Mr. Roytenberg's current residence |
|  |  | (D) A corporate office building |
| 198. What type of business is Charlotte's? |  | |
| (A) A farm |
| (B) A catering service |
| (C) A café |
| (D) A supermarket chain |

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.