

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. Chef Daniels impresses customers with  ---- sophisticated entrées. | 105. | The schedule of events for the music -------  will be posted on Friday. |
| (A) his |  | (A) festival |
| (B) him |  | (B) situation |
| (C) himself |  | (C) instrument |
| (D) he |  | (D) issue |
| 102. Oil production 5 percent from January | 106. | When processing a medical leave request, |
| to February. |  | the attending physician must fill out a form |
| 1. drop 2. to drop |  | (A) completes |
| 1. dropping 2. dropped |  | 1. completed 2. completely |
|  |  | (D) completeness |
| 103. Ms. Ito has suggestions to resolve the |  |  |
| computer problems. | 107. | Many fashion stylists their online |
| (A) help |  | portfolios on a regular basis. |
| 1. helper 2. helped 3. helpful |  | 1. dress 2. invite 3. range 4. update |
| 104. The Vidorn Hotel to construct a  fountain in the front entryway. | 108. | All flights were delayed three hours |

1. matches
2. plans
3. tells
4. praises

because of a heavy blanket of --.

1. fog
2. fogger
3. foggy
4. fogged



|  |  |  |
| --- | --- | --- |
| 109. The Northwick Orchestra will perform later this month Reverbury Hall. | 115. | The recently mayor said she plans to  address the town's traffic problems soon. |
| 1. at 2. up 3. on 4. of |  | 1. electing 2. election 3. erected 4. ele-.ts |
| 110. Only staff based in the Toronto office | 116. | Mr. Kim's research reveals that types of hay |
| may reserve the conference room. |  | differ in their nutritional content. |
| (A) possibly |  | (A) significant |
| (B) currently |  | (B) signify |
| (C) immediately |  | (C) significance |
| (D) exactly |  | (D) significantly |
| 111. - ---- of the employees have placed their | 117. | Let us extend our warmest welcome ------- |
| order for a new standing desk. |  | Mr. Lam Keong Wu, our new vice president |
| 1. Any 2. Several |  | of marketing.  (A) to |
| (C) Another |  | (B) under |
| (D) Either |  | 1. against 2. in |
| 112. Betsy Riley will seek support from -------  volunteers for our revised museum tours. | 118. | The latest polling shows increased public |
| 1. former 2. following |  | ---- for the stadium renovation project.  (A) approve |
| 1. entire 2. gradual |  | 1. approval 2. approving |
|  |  | (D) approvingly |
| 113. Casorama customers receive store ------- |  |  |
| instead of a cash refund upon returning an item. | 119. | Oshka Landscape Supply revenue is highly  --- on seasonal sales. |
| 1. acceptance 2. training |  | 1. extensive 2. dependent |
| 1. preference 2. credit |  | 1. accessible 2. insightful |
| 114. Our factory in Mannheim was upgraded last year, but the loading dock needs | 120. | Tourism in Cork has slowed in recent weeks  --- the unseasonably cold weather. |
| work.  (A) such |  | 1. as long as 2. in case of |
| 1. very 2. still |  | 1. because of 2. except for |
| (D) even |  |  |



121. The Aznet Foundation is offering three

$5,000 grants to entrepreneurs with the most business ideas.

1. imagine
2. imagining
3. imaginative
4. imagination

126. To receive payment, vendors must submit an invoice online twenty business

days of finishing a project.

1. whether
2. whose
3. witnin
4. while

|  |  |  |
| --- | --- | --- |
| 122. Based on her performance, | 127. | - -- opening a bakery, Mr. Laxalt had |
| Ms. Soares is likely to do quite well in the |  | worked in the food industry for fifteen years. |
| 50-meter race. |  | (A) Prior to |
| (A) neither |  | (B) Although |
| 1. past 2. apart |  | 1. Then 2. If |
| (D) twice |  |  |
|  | 128. | Investors' initial fears were calmed by the |
| 123. The manual provides a basic of the |  | - -- sales report issued this week. |
| R25100 camera's primary features. |  | (A) remote |
| (A) overview |  | (B) attentive |
| (B) adviser |  | (C) reassuring |
| (C) challenge |  | (D) restful |
| (D) instance |  |  |
|  | 129. | One distinctive aspect of the painter Chapin |
| 124. Be sure to the wireless Internet option  on your company mobile phone to avoid |  | Kurek's portrait style is her almost comic  ---- of facial features. |
| additional data fees. |  | (A) exaggerate |
| (A) return |  | (B) exaggerated |
| (B) pull |  | (C) exaggeratedly |
| (C) enable |  | (D) exaggeration |
| (D) inflate |  |  |
|  | 130. | Ramirez Instruments high-quality |
| 125. The CEO of True Home Estates hires |  | acoustic guitars for over a century. |

agents who have overcome obstacles in their lives.

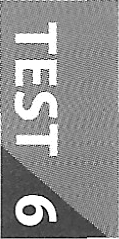
* 1. soon
  2. most
  3. enough
  4. always

1. to be designed
2. has been designing
3. was designed
4. is designing

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 letter.



9 October

Eva Archer, Owner Archer Café

40 Thorpe Street Port Fairy VIC 3284

Dear Ms. Archer:

An inspection of your restaurant was conducted on 16 September by -: 3› of the Department of Health and Safety -: 32: The purpose of the inspection was to confirm that your business is in compliance with all local regulations and that all -133: permits are up-to-date. The Department has determined that all regulations are being followed : 34: Therefore, no further action is required on your part.

Sincerely,

Oliver Wu

Department of Health and Safety

131. (A) represents

* 1. representative
  2. representatives
  3. representations

133. (A) meaningful

1. fortunate
2. persistent
3. necessary

132. (A) Such visits are conducted once a year. 134. (A) potentially

1. The restaurant will be closed for (B) satisfactorily inspection. (C) inconsistently
2. Regulations are posted on our Web (D) temporarily site.
3. The department opens at 9:00 A.M.

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

To: Certain Boutique [<info@certainboutique.co.uk>](mailto:info@certainboutique.co.uk) From: Premium Thai Candles [<orders@prethaican.com>](mailto:orders@prethaican.com) Date: October 28

Subject: Order status

Dear Customer,

We are delighted : 3,: you as a customer of Premium Thai Candles. Your wholesale order for 40 boxes of candles is being processed -13 :

Most of your order is currently in stock and will arrive in the United Kingdom within ten days.

-137:

please be advised that the rose-scented candles are on back order. They will be available

three weeks from now, and we will ship them as soon as possible.

We sincerely hope that you are happy with your -: 3vt order as a new customer of Premium Thai Candles.

Best,

Samaraya Sharma

1. (A) welcome
2. welcomed
3. will welcome
4. to welcome
5. (A) Save now on this limited-time offer.
6. Thank you for the purchase.
7. We have other boxes, too.
8. Our Web site is now available.
9. (A) However
10. Given that
11. As you can imagine
12. At that point
13. (A) proper
14. usual
15. initial
16. rapid

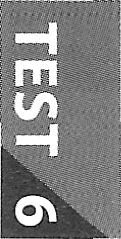
Questions 139-142 refer to the following article.

GREENWAY (December 15)—The country's employment rose by over 40,000 jobs during

October and November, -: 3s: government statistics just released. The biggest increase was in the retail sector, with 9,000 new jobs created. The service sector came in -1 - in overall activity

with 8,400 added jobs. Professional and business services gained jobs as well. Health services

and education each saw strong gains with 4,200 jobs. -141d. By company size, medium-sized businesses of 50 to 499 employees hired the most workers. Large businesses of 500 or more employees hired 12,000 workers. “The job market remains robust, and we -1 2t it to continue," said economist Keisha Hou.



|  |  |  |
| --- | --- | --- |
| 139. | 1. because 2. whereas 3. according to 4. instead of | 142. (A) expect   1. expecting 2. expected 3. expectant |
| 140. | (A) last |  |
|  | 1. second 2. primary |  |
|  | (D) best |  |
| 141. | (A) Utilities stocks rose about 5 percent on |  |

average.

* 1. However, a new car manufacturing plant will open next month.
  2. The only sector with zero growth was agriculture.
  3. College enrollment increased by only 4 percent.

Questions 143-146 refer to the following notice.

Loftier Mobile Banking

In the coming weeks, Loffler Bank will be making upgrades to its mobile application to provide a more secure and user-friendly experience. Customers will now be able to view all their Loffler

accounts simultaneously and enjoy - security through a fingerprint identification scan

143: -:44:

users may now customize their online dashboard to track their expenses and budgets.

Changes can prove to be challenging for individuals, particularly in light of rapid technological

advancement. -14-5": Therefore, should you ever need assistance -: 4v- any of the features of our app, call us at 555-0133 or visit us online at [www.lofflerbank.com/faq.](http://www.lofflerbank.com/faq)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 143. | (A)  (B)  (C)  (D) | enhance enhanced enhancing enhancement | 146. | 1. over 2. for 3. by 4. with |
| 144. | (A) | Additionally |  |  |
|  | (B) | Consequently |  |  |
|  | (C) | Ultimately |  |  |
|  | (D) | Conversely |  |  |
| 145. | (A) | The new security measures aim to fix |  |  |

this problem.

1. We will be monitoring this development closely.
2. Our team members are well aware of this fact.
3. We sincerely apologize for this mistake.

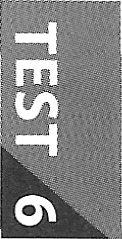
PART 7

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), ur (D) on your answer sheet.

Questions 147-148 refer to the following advertisement.

Kendricks Appliances Sale March s and 6

This event is our wav of saying thank ) ou to our friends and neighbors for welcoming our new business to the Sc›uth Waterfront neighborhood one year ago. Members of the communiq• who live east of Broad Avenue and west of lUverside Avenue are invited to stop in and claim an addition:i1 discount on selected merchandise this weekend. Just remember to bring proof of residency:

* 1. What is being advertised?
     1. The recent relocation of a business
     2. The grand opening of a branch store
     3. A special promotion for local residents
     4. The introduction of new product brands
  2. What is indicated about Kendricks Appliances?
     1. It has been in business for one year.
     2. It has a store on Broad Avenue.
     3. Its delivery service is limited to South Waterfront.
     4. Its hours are extended on the weekend.

Questions 149-150 refer to the following memo.



To: All Eastland Regional Hospital staff From: Patrick Menzales

Date: February l Subject: Referrals

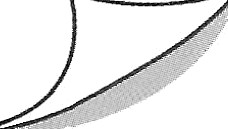
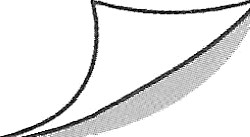
Eastland Regional Hospital is planning to hire more registered nurses, x-ray technicians, and cafeteria and housekeeping staff. We will be *Lold'ing* a hiring and information event on Wednesday, Febru ary 27, from 2 P.M. to 5 P.M. in the Winkler Auditorium. If you have friends or family interested in working here, this is a great opportunity for them to find out about open positions. There is no fee for entry. It is not necessary to make an appointment.

As a valued employee, you will receive a bonus if you refer a candidate who is hired and whose employment lasts at least three months. Ask the candidate to include your name on the application in the space labeled “referred by.” The bonus will be added to your paycheck.

Please contact me if you have any questions.

* 1. What is indicated about the hiring and information event?
     1. It will be held in the cafeteria.
     2. An admission fee will be charged.
     3. It will take place in the afternoon.
     4. Attendees will be asked to register in advance.
  2. What does Mr. Menzales encourage employees to do?
     1. Volunteer to lead a project
     2. Refer applicants for employment
     3. Earn a bonus by working overtime
     4. Apply for a better-paying position

Questions 151-152 refer to the following notice.



Meeting of the Chelmsbury Civic Association

Where: Alvar Madsen Community Center, J141 Hoover Road When: Tuesday, June 14, 7:TO PM.—8:30 P.M.

Agenda

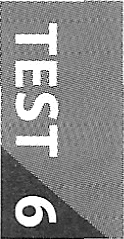
* Introduce new neighbors
* Update on road construction
* Election of vice president
* Refreshments

Please note:

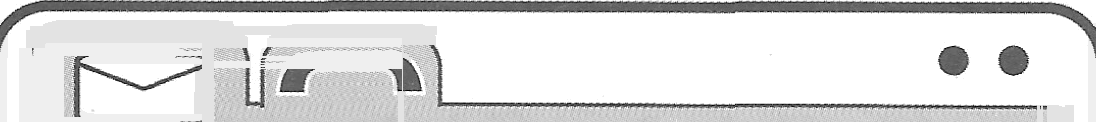
We are currently collecting dues for the year. The dues are 825. If you have not yet paid your dues, please do so. You may pay at the meeting, or you may send your payment to Bob Robsen at 595 Shelton Drive.

IYe hope to see yoti at the meeting!

Susan Wolfe, President, Chelmsbury Civic Association 784 Harmony Drive

* 1. What is stated about the upcoming meeting?
     1. It will be held on Harmony Drive.
     2. It will include voting for an office.
     3. It will be led by Mr. Robsen.
     4. It will have a speaker from the local community center.
  2. What is true about Mr. Robsen?
     1. He is the vice president of the association.
     2. He forgot to pay his membership fee.
     3. He provides refreshments at meetings.
     4. He collects association members' dues.

**Questions** 153-154 refer to the following text-message chain.



Eric Ozawa (12:06 P.M.)

Hi Kara. I wanted to let you know that my train is going to be late.

Kara Murato (12:10 P.M.)

Oh, that's too bad. Will you make it to the 3:00 meefing?

Eric Ozawa (12:11 P.M,)

I'm not sure. The conductor thinks it will be at least another hour before we leave.

Kara Murato (12:12 P.M.)

Should we postpone the meefing?

Eric Ozawa (12:14 P.M.)

I think you should get started. The plans for the new hospital wing are on my desk. You know everything about the changes to the original design. You can call me if the client has any questions that you are unable to answer.

Kara Murato (12:15 P.M.)

Sounds good. Let me know when you have an update on your arrival time.

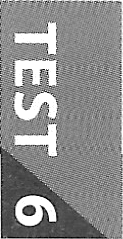
Eric Ozawa (12:16 P.M.) Sure. Thanks.

* 1. Why does Mr. Ozawa contact Ms. Murato? 154. At 12:15 P.M., what does Ms. Murato most
     1. To introduce her to a new client
     2. To inform her of a delay
     3. To ask her to book a train ticket
     4. To thank her for changing a project's deadline

likely mean when she writes, “Sounds good”?

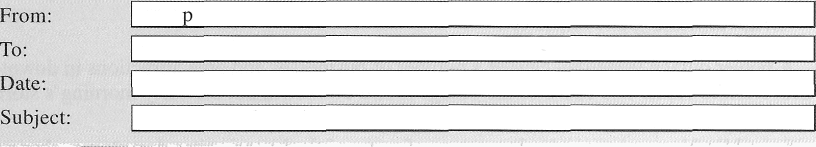
1. She will contact Mr. Ozawa if she has questions.
2. She will attend a meeting by phone.
3. She will drive Mr. Ozawa to the station.
4. She will reschedule a consultation.

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



|  |  |
| --- | --- |
|  | \*E-mail\* |
|  | nore ly H vacationsiteseer.com vneuman Oq•zetmail.com  July 16, 2:52 P.M.  Your upcoming trip  Mr. Neuinan:  Your trip to Milan is only a week away. [1] —. Your room at the Classico Hotel has been confirmed. Check-in is on July 23 at 2 P.M., and checkout is on July 28 at 11 A.M. There is no need to pay now, as payment is not required until you have checked out.  We urge you to plan ahead regarding car rentals. As a Vacation Siteseer customer, you are entitled to a discount of 209c if you book your car now. Our car rental partners are offering this special deal only until July 20, so do not wait. — s —.  Thank you for choosing Vacation Siteseer to book your stay in Milan. — | 4] Enjoy your journey!  Vacation Siteseer Team |

1. When will Mr. Neuman begin his stay in Milan?



* 1. On July 16
  2. On July 20
  3. On July 23
  4. On July 28

1. What offer is included in the e-mail?
   1. A car rental discount
   2. Late checkout times
   3. A hotel room upgrade
   4. Free sightseeing tours
2. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

# “Explore your options on our Web site and make a reservation today.”

(A) [1]

(B) [2]

# (C)I3]

(D) [4]



Questions 158-161 refer to the following article.

Craverton Returns to Business as Usual

*—Briciniiu hi/›/e,* Staff Reporter

A power outage yesterday caused a number of businesses and area attractions in downtown Craverton to close. The cauxe of the outage is still unknown, but the early morning's stormy weather most likely played a part. — [l ] —.

Sung Min Nam. who was leading a tour of some of the historic sites downtown, chanp•ed his itinerai'y. “Fortunately, I know the area well,” Mr. Nain said. “I led the group back to the bus, and we headed to a different part of the city to discover alternative sites, such as Grantwood Park and Holtrop Tower.” — [2) —.

For the Craverton Art Museum, the outa\*e did not make a difference in earninp•s because its galleries are closed ro the public on Tuesdays. — f3] —. Craverton University canceled its classes, but q•enerators powered residence halls and cafeterias. Power was restored to most area businesses by late yesterday afternoon. — [4] —. And today Craverton returned to business as usual.

1. What is the main topic of the article?
   1. Reasons to move to Craverton
   2. An unexpected situation in Craverton
   3. Reliable weather forecasting sources
   4. Possible sites for a tourist attraction
2. Who most likely is Mr. Nam?
   1. A reporter
   2. A professor
   3. An art historian
   4. A tour guide
3. What does the article mention about the Craverton Art Museum?
   1. It did not lose money yesterday.
   2. It is located near downtown Craverton.
   3. It is open to visitors on Tuesdays.
   4. It will be starting a series of art classes.
4. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“However, staff members did get the day y "

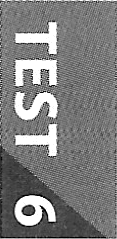
(A) [1]

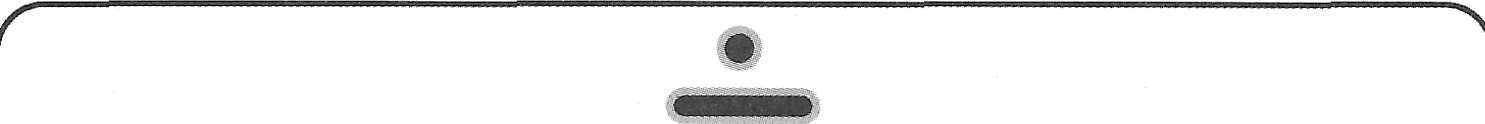
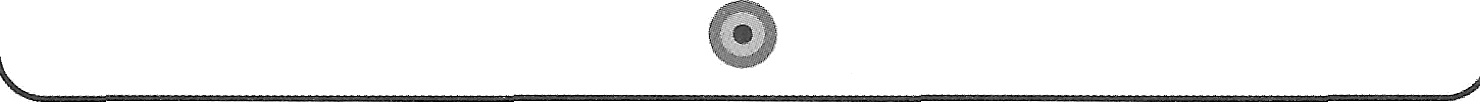
(B) [2]

(C) [3]

(D) [4]

Questions 162-165 refer to the following text-message chain.





Isabelle Porter (8:15 A.M.): Hi. Our new intern, ivlila Erben, arrives tomorrow. Do you have any tasks for Mila to start on?

Omar Shirani (8:16 A.M.): I'm really sorry. I was out of the office last week at the JNTD Convention. Can I get back to you later today?

Rico Alvarez (8:16 A.M.): I don't have anything for Mila right now.

Isabelle Porter (8.17 A.M.): I'm confused. Your department manager mentioned that your team would greatly benefit from having an intern. Can you work together to find something for her to do?

Omar Shirani (8:17 A.M.): Can you remind us what she's studying at the university?

Isabelle Porter (8:18 A.M.): Accounting. Her résumé says she'd like

to become on auditor.

Rico Alvarez (8:19 A.M.): Well, I might have a few tasks, although they may be a bit dull.

Isabelle Porter (8:20 A.M.): "Iliat will do. And I might have some documents for her to copy. That ought to be enough for Mila's first week. But I'd appreciate it if you could meet with your team by Thursday and organize additional tasks for Mila for next week.

1. What is suggested about Ms. Erben?
   1. She is an accountant.
   2. She is a department manager.
   3. She is a convention planner.
   4. She is a student.
2. What did Mr. Shirani do last week?
   1. Attend a convention
   2. Work at a branch office
   3. Take a vacation
   4. Start a new job
3. At 8:20 A.M., what does Ms. Porter most likely mean when she writes, “That will do”?
   1. She will complete a project by herself.
   2. She thinks the work will take two weeks to do.
   3. She agrees with the idea Mr. Alvarez

proposed.

* 1. She will give Mr. Shirani more information later.

1. What does Ms. Porter ask the writers to do before Thursday?
   1. Hire an intern
   2. Copy documents
   3. Send her an e-mail
   4. Plan a set of tasks



Questions 166-168 refer to the following e-mail.



**\*E-mail\***

From: To: Sent:

Subject:

Vera Fernandez

Carla Rosa

June 07, 12:47 P.M.

Initi ti es for distance learni g

Deal Ms. Rosa,

I am contacting you on behalf of the Dolina Foundation. Our mission is to promote the use of distance-learning platforms in rural areas and communities that are isolated geographically. We do so through a network of partners in the technology industry. We would be honored to have your company join our network.

At 2:00 P.M. on June 25, Dolina is sponsoring a presentation entitled “Distance Learning in Rural Libraries.” The presentation will be given online as a webinar, using some of the technologies our partners have developed. Jay Ralston, the foundation's director of systems integration, will describe technologies being used to support academic and vocational education programs. In addition, five librarians will discuss how they oñer a variety of education programs in their regions using technologies developed and delivered by our business partners. To register for the webinar, and to learn more about our foundation's projects, visit our Web site at [www.dolinafoundation.org.](http://www.dolinafoundation.org/)

Feel free to contact me if you have any questions. We hope that you will consider our

invitation.

With kind rep•ards,

Vera Fernandez, Outreach Coordinator

1. What does the Dolina Foundation do?
   1. Sell software to schools
   2. Print textbooks used in schools
   3. Use technology to support learning
   4. Build libraries in large cities
2. What is Ms. Rosa asked to do?
   1. Approve a grant
   2. Participate in a webinar
   3. Apply for a job opening
   4. Visit some libraries
3. Who most likely is Ms. Fernandez?
   1. A student in a foundation program
   2. An executive at a technology firm
   3. A researcher at a rural library
   4. An employee of the foundation

Questions 169-171 refer to the following letter.

29 July

Shari MacCauley 103 Easton Lane

Tomintoul, Ballindalloch AB37 9EX

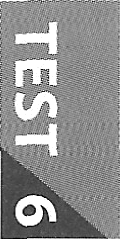
Dear Ms. MacCauley,

It was a privilege to stay in your home during the week of 22 July as part of the Scottish Connections home exchange program.

The location was the perfect setting for our family gathering. My daughter and son-in-law relished the peace and quiet of the village, while their children enjoyed playing in the wide-open space behind your home. And md husband was quite pleased with the large-screen television set in the living room.

It was very thoughtful of you to provide so many extra blankets. We did not expect it to be so cold at night in July.

As I said in the note I left on your dining room table on 25 July, the day of my wedding anniversary party, the lid of your food processor cracked as we were preparing our meal. We ordered a replacement lid that same day, which should be delivered to your home soon, assuming it hasn't been already. I sincerely apologize for the mishap.

I hope that you and your friends enjoyed our apartment here in Aberdeen just as much as we enjoyed your mountain home. If so, we hope you will be willing to exchange homes with us again in the future.

Sincerely,



Clara Brinwall

1. What is a purpose of the letter?
   1. To explain a family tradition
   2. To confirm that a package was received
   3. To express appreciation for a house
   4. To outline the benefits of taking vacation
2. What happened on July 25 ?
   1. An item was damaged.
   2. An order was delivered.
   3. An event was catered.
   4. A wedding was held.
3. What is suggested about Ms. MacCauley?
   1. She heads the home exchange program.
   2. She lives in a mountainous area.
   3. She is a relative of Ms. Brinwall's.
   4. She plans to move to Aberdeen.



Questions 172-175 refer to the following e-mail.



To: Hien Pham <hphamAngoc.com>

om: Theresa Griffin <tgri1fin H throngsoftware.com>

bjec Information

Date: September 20 Dear Mr. Pham:

Welcome to Throng Software. We are pleased that you are joining the company. On your first day of work, Monday, October 3, please report to building 14 at 8:45 A.M. You can check in at the front desk, where you will be given a temporary ID badge. I will meet you there, show you to your ofhce, and then take you on a tour of’ the building to introduce you to your colleagues. You will then go to Information Techno1o•py (IT) to receive your laptop, passwords, and security information. When you are Onished, someone will guide you to Human Resources in building 12 so you can fill out payroll and benefits forms.

Please join me and several colleagues at 11:30 A.M. We will take you to one of our favorite restaurants near the office. The rest of the afternoon will be free for you to get settled into your office and review the information you receive during the day. I will stop by your office later in the day to make sure you know where all the office equipment is.

I look forward to seeing you then. Sincerely,

Theresa Griffin

Human Resources, Throng Software

1. What will happen on October 3 ?
   1. New laptops will be issued to employees.
   2. A luncheon will be held in the cafeteria.
   3. Tours of a renovated building will be given.
   4. A new employee will start work.
2. Where will Mr. Pham complete some documents?
   1. In building 12
   2. In building 14
   3. In his office
   4. In the IT office
3. The word “rest" in paragraph 2, line 2, is closest in meaning to
   1. majority
   2. remainder
   3. break
   4. purpose
4. What will Mr. Pham do in the afternoon?
   1. Test some equipment
   2. Visit Ms. Griffin's office
   3. Review some project proposals
   4. Learn where equipment is located





Questions 176-180 refer to the following review and letter.

Calbo Cuts

My visit to Calbo Cuts as a first—time and I was happy with my standard customcr was disappointing. When men's cut. The stylist, though, cut I arrived, the sign on the door my hair without saying a word. I said “Walk-ins welcome,” but the understand that not everyone likes receptionist bluntly told me that I to make small talk, but I found my would need to wait about an hour stylist's total silence to be rude. for my haircut, even though only When she finished my haircut, one other customer was in the shop she removed the haircurting cape and three stylists were there. The without even offering to blow-dry quality of the work was fine; the my hair.

haircut was fairly priced at just $ 15, — Martin Silver, Bisliopville

Calbo Cuts- 678 Seventh Stree-t **Lamar,** South Carolina • 29069

Martin Silver

51 Oak Street

Bislaopville, South Carolina 29010

Dear Mr. Silver,

Thank you for taking the time to leave us a revtew. We always try to provide the best service available. If you feel that any of our stud were unaccommodating or unprofessional, then I would like tc hear ink re details regarding your complaint. Feel free to call me directly at 803-555-0110.

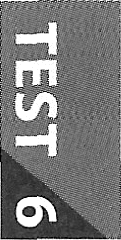
At Calbo Cuts, we are serious about earning your continued business. I would be happy t‹ schedule an a{oJor intment for v‹ rt fr r a haircut anal 1›1ow-c4ry with Marissa Lopez, as I believe she can provide you with the haircut experience you are looking *fot.* In addition, c n your next visit to Calbo› Cuts, we would like to offer yc›u a complimentary bottle of our all-natural shampoo, one of our best-selling products. We hope you will come back to Calbo Cuts in the future whenever you need a trim.

Best regards,

Jenna Make wskt

Owner, Calbo Cuts

|  |  |  |
| --- | --- | --- |
| 176. According to the review, what is suggested | 179. | What is suggested about Ms. Lopez? |
| about Mr. Silver? |  | (A) She takes a full hour to give a haircut. |
| 1. He was late for an appointment. 2. He did not ask for a standard haircut. |  | (B) She does not accept walk-in customers. |
| (C) He has been to Calbo Cuts only once. |  | (C) She is now the most popular stylist. |
| (D) He did not see a sign on the door. |  | (D) She enjoys talking to customers. |
| 177. What aspect of his experience at Calbo | 180. | What will Mr. Silver receive for free on his |
| Cuts disappointed Mr. Silver? |  | next visit to Calbo Cuts? |
| 1. The price 2. The location 3. The shop hours 4. The customer service |  | 1. A bottle of shampoo 2. A haircut 3. A blow-dry 4. A new product |
| 178. Why did Ms. Makowski suggest that |  | |
| Mr. Silver contact her? |
| (A) To change an appointment |
| (B) To provide additional details |
| (C) To arrange a personal meeting |
| (D) To update contact information |





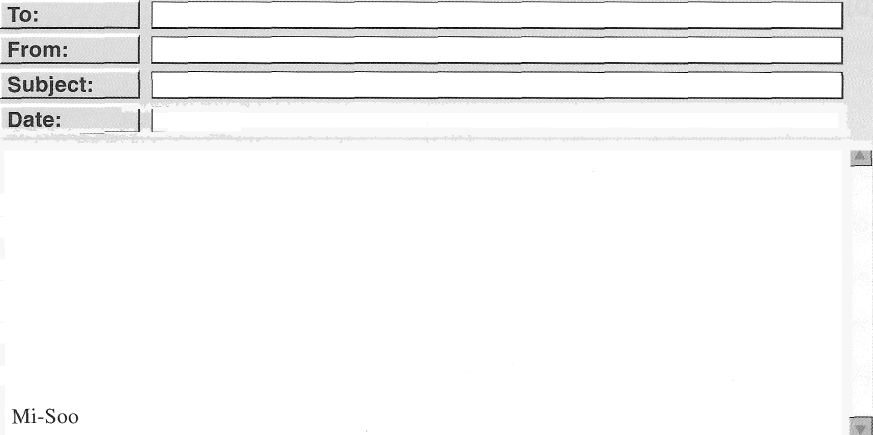
Questions 181-185 refer to the following article and e-mail.

Business Happenings

*B›! Hui riet Mellot s*

LONDON (1 April)—It is often hard for manag•ers or team leaders to learn the best way to give feedback to employees and colleagues. Samia Bishara's new book, *Facet.s on Feedback* (Fox Mill Press), offers advice on this subject. Ms. Bishara is an expert consultant on company management problems and solutions. She advises managers to give facts and reactions, rather than advice and criticism.

Ms. Bishara will be speaking at Stonecliff Bookstore on Monday, 6 April at 2:00 PM. For more details, visit [www.stonecliff.co.uk.](http://www.stonecliff.co.uk/)



Oscar Burton <oburtonHharstonindustries.com.hk> Mi-Sook Pan <mpan Mharstonindustries.km Suggestion

10 April

Hello Oscar,

I understand that we have not yet booked all of the workshop leaders for our upcoming professional development program at the Onyx Hotel. I was in London a few days ago working on the Phillips account. While there, on 6 April, I had a chance to meet Samia Bishara and hear her speak on the topic of her new book, *Facts on Feedback.* I believe she would be an excellent choice to lead one of our workshops. I will gather further details about Ms. Bishara's background and availability and send that to you shortly. I look forward to joining you during Thursday's teleconference planning meeting.

Sincerely,

k Pan

|  |  |  |
| --- | --- | --- |
| 181. In the article, the word “hard” in paragraph 1, line 1, is closest in meaning to   1. durable | 184. | Where did Ms. Pan most likely meet Ms. Bishara?  (A) At a hotel |
| (B) difficult |  | (B) At a planning meeting |
| (C) solid |  | (C) At an accounting office |
| (D) true |  | (D) At a bookstore |
| 182. What is a purpose of the article? | 185. | What does Ms. Pan plan to give to |
| (A) To announce an upcoming event |  | Mr. Burton? |
| (B) To report on a new book publisher |  | (A) A budget proposal |
| (C) To advertise a consultant's services |  | (B) A conference program |
| (D) To promote a new bookstore |  | (C) Some information about a business |

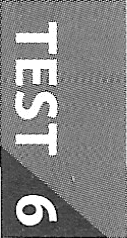
183. What is suggested about Ms. Pan in the e-mail?

1. She has returned from a business trip.
2. She is interested in writing a book.
3. She is not able to attend an event.
4. She plans to move to London.

consultant

(D) Documents related to the Phillips

account





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

|  |  |  |  |
| --- | --- | --- | --- |
| Fro :  To:  Date: Subject: | |  |  |
| Michal Zezula <m.zezulaH gerlach—kozey.com.au> Dang• Thi Lien <dtlien Hhermiston.com.au>  Thursday, 21 September, 1:44 P.M. |
| Conference dinner |
|  |  | |  |
|  | Dear Ms. Lien,  I am looking forward to meeting you at the Business Leadership Conference in Sydney next month. I am delighted that you will be part of our panel. and I am looking forward to hearing you discuss your paper on local government initiatives.  As the panel chair, I am organizing a dinner for all the speakers immediately following the panel. Since you are locally based, perhaps you have insights about the places listed on the conference Web site? I am leaning towards Victoria Grill because it overlooks the harbor, but I would like to hear your opinion. Any place that can accommodate a large group would be especially desirable. I would visit these myself, but I am not arriving in Sydney until the day of our panel. I am hoping to make all arrangements by 1 October.  Best wishes, Michal Zezula | |  |
|  | |  |



http://www.blcsydney,com.au/thingstodo

Schedule

Accommodations

Map

Contacts

Thin s to D

Restaurant Recommendations

All of these restaurants are located within walking distance of the conference site. Given the anticipated actin ity, reservations are recommended, especially for large groups.

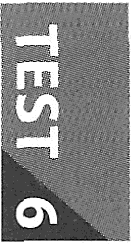
O Bombay Palace: Contemporary Indian cuisine. Large menu with several vegetarian options. Price: Moderate.

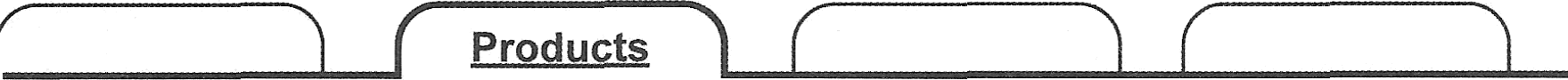
Victoria Grill: Innovative Australian cooking. Located on the top floor of the Hesiod Building, overlooking the spectacular Sydney Harbor. Price: Expensi •e.

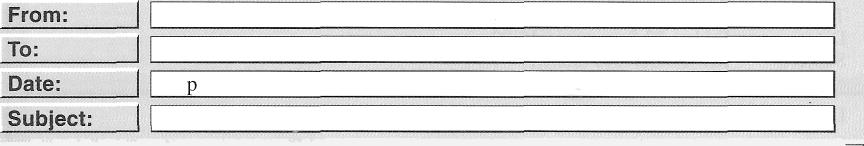
Amir's Kitchen: Lebanese cuisine with a modern flair. Private rooms available;

ideal for parties and group events. Price: Inexpensive.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ~~—~~  ~~—~~  I--Mail Message | | | | |
|  | | | | |
|  |  | From: Dang Thi Lien <dt1ienC hermiston.com.au>  To: Michal Zezula <m.zezulaHgerlach-kozey.com.aux  Date: Friday, 22 September, 10:02 A.M. Subject: RE: Conference dinner. |  |  |
|  |  | Dear Mr. Zezula,  I am looking forward to meeting you as well. As far as the recommended restaurants, I have been to the three listed on the Web site. They all have good food and a pleasant ambience. Victoria Grill is somewhat pricey and in fact would require a taxi ride from the conference site. In my opinion, Bombay Palace is likely the best for a group of our size. It is located right next to my office building. If you like, I could stop by after work and inquire about a dinner reservation at Bombay Palace on 6 October.  Sincerely, Dang Thi Lien |
|  | | | |  |

1. What is the purpose of the first e-mail?
   1. To request advice about an event
   2. To give information about tourist sites
   3. To propose a topic for a paper
   4. To invite business leaders to a conference
2. What is Ms. Lien's role in the conference?
   1. Chairing a panel
   2. Giving a presentation
   3. Contacting catering companies
   4. Staffing an information desk
3. Why is Mr. Zezula interested in dining at Victoria Grill?
   1. It offers vegetarian options.
   2. It offers private rooms.
   3. It is open relatively late.
   4. It has an attractive view.
4. When is the panel scheduled to take place?
   1. On September 21
   2. On September 22
   3. On October 1
   4. On October 6
5. What information on the conference Web site does Ms. Lien think is inaccurate?
   1. Bombay Palace's ability to host large groups
   2. Victoria Grill's distance from the conference site
   3. The price of food at the restaurants
   4. The need to make dinner reservations



Questions 191-195 refer to the following e-mail, product information, and invoice.

|  |  |  |
| --- | --- | --- |
| amartin H netforceevents.com mpresserHgerenukofficedesign.com Se tember 3  Chairs (Item #l 0405) | | |
|  | Dear Mr. Presser,  As a result of our company’s expansion last spring, we moved into a larger facility and needed new furniture. At that time we ordered 22 office chairs from Gerenuk Office Design (Item #10405—Blue). Within two months, many of the chairs were broken and unusable.  We were initially happy with the replacement chairs that you delivered free of charge, but some of those have now broken as well.  1 am hereby requesting that you replace all 22 with chairs from your new Executive line (Item #10612) at no extra charge—‹resuming that they are better quality. These are comparable in price to the original model we purchased. If you are unable to do this, we will be forced to look elsewhere for our furnishing needs.  Alexandra Martin, Office Administrator Netforce Events |  |
|  |
|  |  |

|  |  |
| --- | --- |
| <http://www.hansons-office.com/ergonomic-task-chair> | |
| **HANSON'S: YOUR DNE-STOP SHOP FDR OFFICE SUPPLIES**  Home Customer Help About Us  Ergonomic Task Chair  The Ergonomic Task Chair is our best-selling swivel • Black, Item Code 429BL model. It is specially designed to promote good posture • Blue, Item Code 469BB and avoid discomfort, and therefore it is perfect for those • Green, Item Code 490GN long workdays at the office. Best of all, it is built to last • Red, Item Code 459RD and comes with a lifetime warranty. The model is available  in four attractive colors.  $159 per unit |  |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Quantity | Unit Price | Total |
| Ergonomic Task Chair, Item 490GN | 22 | $159.00 | $3,498.00 |
| **Subtotal** $3,4vg.oo Discount for first-time customers —$159.00  **Total $3,339.00** | | | |

1. What is true about Netforce Events?

**HANSON'S: OUR ONE-STOP f3HOP FOR OFFICE SUPPLIES**

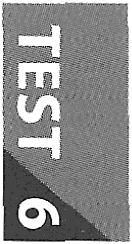
INVOICE

Client: Netforce F.vents

Address: 342 bollard Boulevard, Hampton, ME Date: September 10

Please contact customerhelpHhansons-office.com if you have any questions.

* 1. It recently moved into another building.
  2. It manufactures furniture.
  3. It has just opened a new store.
  4. It was founded last spring.

1. What is the purpose of the e—mail?
   1. To complain about available chair colors
   2. To request that some chairs be repaired
   3. To place an office stationery order
   4. To ask that some furniture be replaced
2. What is stated about the Ergonomic Task Chair?
   1. It is reasonably priced.
   2. It is a popular model.
   3. It comes with a limited warranty.
   4. It is made from a washable fabric.
3. What is implied about Gerenuk Office Design?
   1. It offers a discount for first-time customers.
   2. It did not agree to Ms. Martin's request.
   3. Its Executive chairs sell out quickly.
   4. It is under new management.
4. What color are the chairs Netforce Events ordered from Hanson's?
   1. Black
   2. Blue
   3. Green
   4. Red

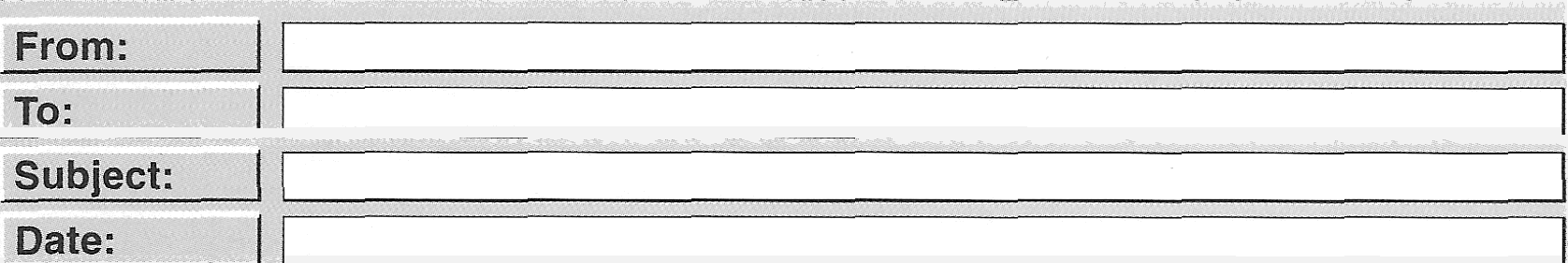
Questions 196-200 refer to the following notice, chart, and e-mail.

KLOOF PHOTOGRAPHY EVENT

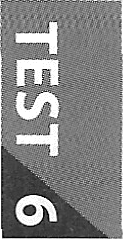
On 21 November, all KI ›r›l employees are invitees tr a celebration tc commemorate our first five years in business. Please attend our company picnic featuring a traclitic›nal braai as well ‹is live tnu›ic cruel competitive grames. The compciny will provide meats fresh off the grill prepared in the traditional braai style. Beverages will also be pr‹ viclecJ. Its exchange, we ask that attendees either plan tr› luring a side dish tc share or volunteer to join the setup crew. To make the ever+t run smoothly, we will need at least two people to help north setup.

Our gathering will convene from 1 t‹ 8 P.M. on the patio of our head‹juarters building. If yr u plan to attend, please c›pen the sign-up sheet saved r n the company drive and indicate there how yc u will contribute. Employees are welcome to bring a guest, so l‹ rig as they indicate their intentic›n tc› do sr›. Any questions may be directed to our events coordinator, Noxolo Nwosu, at nnwosuAk1oofphoto.sa.

|  |
| --- |
|  |
|  |
| *Kloof Photography Sign-Up Sheet* |
| Name | Side dish | Bringing a guest?| [ |
| I MasonKivundu | sweetcorn | No | I |
| Clara Singh potatosalad Yes |
| KarlWilliams | garlic bread | Yes ) |
| Said Diallo | jollofrice | Yes | [ |
| , SekouLombard | Yes | j |
| I Patricia Williamson | drinks | Yes | I |
|  |
|  |
|  |



|  |  |
| --- | --- |
| Dawyd Johnson Noxolo Nwosu |  |
| Kloof summer event 3 November |  |
| Dear Ms. Nwosu,  Thank you for organizing the upcoming event. Several of my Kloof colleagues have been discussing the dishes they intend to bring. However, since I have just arrived in South Africa, the culture surrounding a braai picnic is quite new to me. Also, I am not much of a cook, but 1 do want to contribute to the success of the picnic. Please let me know what would be most helpful.  Sincerely,  Dawyd Johnson |  |
|  |



|  |  |  |
| --- | --- | --- |
| 196. What is the reason for the event? | 199. | What will Ms. Nwosu most likely encourage |
| 1. To promote a product 2. To celebrate a store opening |  | Mr. Johnson to do?  (A) Help with setting up |
| (C) To welcome a new company president |  | (B) Bring some meat |
| (D) To mark a company anniversary |  | (C) Assist with grilling |
|  |  | (D) Lead one of the games |
| 197. According to the notice, where will the |  |  |
| event be held? | 200. | What does the e-mail suggest about |
| (A) At a park |  | Mr. Johnson? |
| 1. Near an office building 2. At a retail store |  | 1. He is not a beginner photographer. 2. He enjoys cooking. |
| (D) On a sports field |  | 1. He is not from South Africa. 2. He prefers indoor events. |
| 198. Based on the information in the chart, what |  |  |
| mistake did Ms. Williamson make? |  |  |
| (A) She did not sign up to bring anything. |  |  |
| (B) She did not confirm her intention to |  |  |

attend.

* + 1. She plans to bring something that the company will provide.
    2. She intends to bring more guests than are permitted.

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.