

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. There is coffee in the break room for anyone who a cup before the meeting. | 105. | Janet Rhodes was commended for -------  defending the company's reputation. |
| 1. want 2. wants 3. wanting 4. to want |  | 1. assertively 2. assert 3. assertive 4. assertion |
| 102. Each Ready Wear suitcase comes a | 106. | A second order for 500 recycled paper cups |
| ten-year warranty. |  | ---- last week. |
| 1. if 2. with 3. so 4. upon |  | 1. was placed 2. was placing 3. to place 4. placed |
| 103. Mr. O’SuIIivan oversaw the electrical work in the new apartment building the river. | 107. | One of the for the position is three  years of customer service experience. |
| 1. into 2. as 3. to 4. by |  | 1. associates 2. requirements 3. tips 4. assistants |
| 104. For questions about your hotel reservation, please telephone booking department | 108. | ---- will receive a weekly e-mail reminding them to approve time sheets. |
| at 555-0109.  (A) we |  | 1. Supervises 2. Supervisory |
| 1. us 2. our |  | 1. Supervisors 2. Supervising |
| (D) ourselves |  |  |

|  |  |  |
| --- | --- | --- |
| 109. As of next week, the hotel chain Contempo | 115. | The community swimming pool will be |
| Inns will be new management. |  | constructed three separate stages. |
| 1. across 2. under |  | 1. for 2. far |
| 1. beside 2. near |  | 1. in 2. at |
| 110. Managers can access information about | 116. | The Lanaiya 7 laptop its debut at the |
| - -- staff members by contacting Human |  | annual Delbar Tech Summit. |
| Resources. |  | (A) made |
| (A) whose |  | (B) knew |
| 1. while 2. their 3. much |  | 1. heard 2. drew |
|  | 117. | Enjoy one month free when you start your |
| 111. After eighteen years in business, Chu Home |  | company on Rooster's e-mail Web |
| Health Services remains committed to |  | hosting service. |
| customer --. |  | (A) then |
| (A) satisfaction |  | (B) yet |
| 1. production 2. energy |  | 1. but 2. and |
| (D) opportunity |  |  |
|  | 118. | The bridge project bids turned out to be |
| 112. The obstetrics nurses are working |  | - -- higher than expected. |

under Dorothy Caramella will now be working for Pierre Cocteau.

1. they
2. who
3. when
4. these
5. Visitor parking is behind the office

complex on Mayfield Avenue.

* 1. adjusted
  2. visual
  3. available
  4. urgent

1. Among other , purchasing

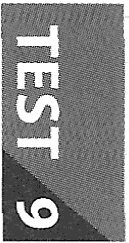
departments negotiate contracts to procure goods at the best possible prices.

* 1. tasks
  2. task
  3. tasking
  4. tasked

1. considering
2. consider
3. consideration
4. considerably
5. Contract negotiations are now close to

completion to sign the deal by Thursday.

* 1. already
  2. quite
  3. such
  4. enough

1. Filber Woodworking reminds customers that direct sunlight will cause damage to

furniture.

* 1. lasting
  2. lasts
  3. last
  4. lastly



|  |  |  |
| --- | --- | --- |
| 121. employees wishing to take time off  must submit the request two weeks in | 126. | Changes to the Top Fizz soft-drink formulation failed to to consumers. |
| advance. |  | (A) remain |
| (A) Each |  | (B) result |
| (B) AII |  | (C) appreciate |
| (C) Every |  | (D) appeal |
| (D) Total |  |  |
|  | 127. | The Liu Supermarket that Jennifer |
| 122. Bronco Building Equipment uses data to |  | Chan will take over as CEO next month |
| make decisions and plot future |  | came as a surprise. |
| operations. |  | (A) announced |
| (A) strategized |  | (B) announcement |
| (B) strategic |  | (C) announcing |
| (C) strategize |  | (D) announcer |
| (D) strategically |  |  |
|  | 128. | ---- extensive renovations, Main Vault |
| 123. In addition to the evening concert series, |  | Bank will temporarily relocate to 1450 |
| Centennial Park will be hosting |  | Barrister Avenue. |
| several events for children this summer. |  | (A) If only |
| (A) nevertheless |  | (B) Since |
| (B) although |  | (C) Due to |
| (C) consequently |  | (D) Though |
| (D) also |  |  |
| 124. Because spaces in the mall now have | 129. | Donell and Franklyn Investments promises incomparable loyalty and to its clients. |
| tenants, foot traffic has increased greatly. |  | (A) transparent |
| (A) that much |  | (B) transparency |
| (B) after which |  | (C) transparencies |
| (C) in case |  | (D) transparently |
| (D) so many |  |  |
| 125. Complete the form carefully to ensure the | 130. | The who work for ARF Recordings  seek out talented but unknown musicians |
| ---- processing of your application. |  | who are hoping to record a first album. |
| (A) rapidly |  | (A) authors |
| (B) more rapidly |  | (B) announcers |
| (C) most rapid |  | (C) dancers |
| (D) rapidity |  | (D) agents |

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.

Notice of Public Meeting

The Fallberg City Library will hold its monthly board meeting on August 19 at 6 p.M. Members of

the community are encouraged to -131 . The agenda,

-132:

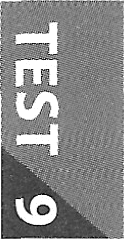
available on the library's Web site,

includes an information session about the proposed library building on the city's east side.

Project Manager Andre Cazal will share design concepts for the building. -: 33: , he will lead a discussion about how construction should be funded. There will be a period for public comment

following the regular agenda items. : 34:

1. (A) write
   * 1. attend
     2. donate
     3. volunteer
2. (A) be
3. being
4. which is
5. what can be
6. (A) In addition
7. As a result
8. As mentioned
9. In the meantime
10. (A) New board members will be appointed in September.
11. The main branch will remain closed until further notice.
12. The project has been canceled due to a lack of public funding.
13. Attendees will have an opportunity to share feedback at that time.





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

To: All Sales Associates From: Dean Verdoorn Date: June 27

Subject: Store improvement

It is very important to us at V and J Camping Supplies that we work together as a unit. Teamwork not only improves productivity but also leads to increased satisfaction for customers and

employees -: 3,: , we will be combining a team-building exercise with an in-store improvement plan that we believe will make employees, management, and customers happy.

We will be redesigning the walls in our stores to look like trees with hollow spaces -: 36: products can be displayed. These outdoor-themed shelves are actually easy-to-assemble

modular wall units. Associates -137: the task to work cooperatively in teams to assemble them.

-13 :

When it is completed, we will stock the shelves and have a fun grand reopening event for

customers.

More information will be forthcoming.

Dean Verdoorn

Buildings Director

|  |  |  |  |
| --- | --- | --- | --- |
| 135. | 1. For that reason 2. For instance 3. Unfortunately 4. On the other hand | 137. | 1. are giving 2. were given 3. have to give 4. will be given |
| 136. | 1. for 2. that 3. whatever 4. where | 138. | 1. Customers have been informed. 2. This project should take one day. 3. An announcement will be made soon. 4. These units are available in several |

colors.

Questions 139-142 refer to the following e-mail.

To: Donald Haroway [<dharoway@indomaiI.co.nz>](mailto:dharoway@indomaiI.co.nz) From: Fix-It Plumbing

Date: 4 August

Subject: Service request Mr. Haroway,

This e-mail serves as confirmation that Fix-It Plumbing will be able to : 3‹- a gas line at your residence at 458 Heron Street. We -140: Bradley Burns, a certified and licensed master plumber, to do this on Monday, 10 August, between 10:00 A.M. and 11:00 A.M. It Should take about an hour

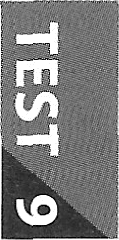
to put in the line -:41

Should you need to cancel the -:42. please contact us right away. This is a particularly busy time of year, and our schedules are quite full.

Elna Dlamini

Fix-It Plumbing

1. (A) fill
2. install
3. inspect
4. examine
5. (A) would have sent
6. were sending
7. sent
8. will send
9. (A) Then your gas stove will be ready to use.
10. Mr. Evans worked in your area last week.
11. Please call us by 9:30 A.M. the day before.
12. We do this job better than our competitors.
13. (A) subscription
14. membership
15. celebration
16. appointment





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

To: Store Managers From: Alain Mareau Date: 4 October

Subject: Recycling Initiative

Hello All,

As one of Australia's top electronics retailers, we always -:43: to maintain our standing as an industry leader. Earlier this year, we began testing a new program that allowed our customers to

bring their used electronic devices to our stores for recycling. In exchange they received discounts on their purchases. The initiative exceeded our expectations -:44.

In late November, all store managers will be sent -:4‹- instructions on how to collect items and send them to our recycling partner. -146: , we will be announcing the program to the public via social media and print ads beginning in mid-November.

Please anticipate further updates and instructions on this exciting initiative.

Sincerely,

Alain Mareau

Vice President, Product Development

1. (A) seek
   1. imply
   2. predict
   3. remember

145. (A) detail

1. details
2. detailed
3. detailing

144. (A) Electronics recycling is helpful for the 146. (A) Instead environment. (B) Additionally

1. Thus we are expanding this program to (C) However

all our locations later this year. (D) For example

1. Several customers had unfortunately failed to retain their receipts.
2. Businesses across the country already recycle many materials.

PART 7

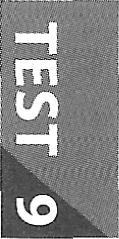
Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), o. (D) on your answer sheet.

Questions 147-148 refer to the following advertisement.

Wayne Rentol Available

A s{ cirklin\* two -bc3rc›c›tn, c lc-Path apartment is available in the village c I Wayne, fifteen miles from the center of Bowling Green. Situated in a mid-rise building that is ten years oleh, the apartment is c‹ nvenient t‹ she ps Muriel cafcs anal within walking dlstarice of the train station. The oven and dishwasher ha e just been replaced, and a fresh tile c‹ untert‹ p has been installed in the k itchen. A new washer ancl c4ryer set is next to the {Pantry. The monthly rent is $950, mclucling utilities. sigs a one-year lease and you can move in as early as August 1. Call (419) 555-0145 to arranq•e a

1. What is suggested about the apartment building?
   1. It is under new management.
   2. It has a large parking area.
   3. It is close to public transportation.
   4. It was constructed one year ago.
2. What is NOT mentioned as a new appliance?
   1. A refrigerator
   2. A clothes dryer
   3. An oven
   4. A dishwasher





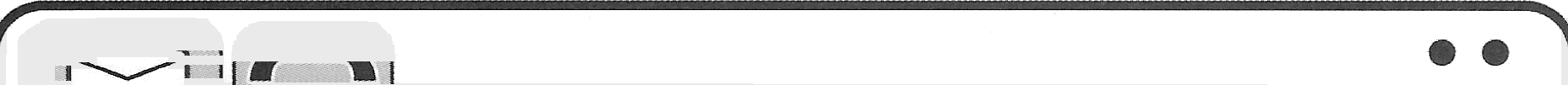
Questions 149-150 refer to the following notice.

We appreciate your purchase from Drapes-A-Lot!

For issues regarding payment, exchanges, and returns, please contact your nearest Drapes-A-Lot retailer. For help with damaged or missing parts, instructions f‹ r do-it-yt urself installation, or questions about your product, call Drapes-A-Lot customer support at (713) 555-0101. Representatives are available to answer questions Monday thru ugh Friday, 9:00 A.XJ. t‹ 5:00 P.X4. Before calling, please have the following information ready: your name and phone number, the purchase order number, and where you made your purchase.

1. What does the notice suggest about Drapes-A-Lot?
   1. It does not offer installation service.
   2. It does not accept returns.
   3. It provides online customer support.
   4. It recently opened retail stores.
2. According to the notice, what information is necessary when contacting customer support?
   1. The serial number of the product
   2. The store location where the product was bought
   3. The credit card number used to make the purchase
   4. The e-mail address of the customer

Questions 151-152 refer to the following text-message chain.



Keith Odom (10:15 A.M.) We're almost finished trimml rig the bushes and trees around the lobby entrance. We'll trim everything in the back garden alter lunch. While we're in the front, though, we're \*oing to weed the flower beds.

Rebecca Truesdell (10:18 A.M.) I thought they were cleaned up earlier this week.

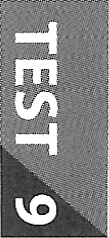
Keith Odom (10:20 A.M.) Rensembet’ it rained. We couldn't net to the weeding on Wednesday.

Rebecca Truesdell (10:25 A.M.) That's right. Yes, please f nish out front first. We have two large parties scheduled for tomorrow. so we want the hotel ent1'ance and grounds to look good.

Keith Odom (10:27 A.M.) Okay. This should nt›t take more than an hour or so.

Rebecca Truesdell (10:28 A.M.) Let use know when you're finished in the back garden. We're expecting the delivery of some new patio furniture later this afternoon, and that will be set up as soon as it iii i ives.

• • l J ] l • •

1. Who most likely is Mr. Odom?
   1. A hotel manager
   2. An event planner
   3. A building inspector
   4. A groundskeeper
2. At 10:25 A.M., what does Ms. Truesdell most likely mean when she writes, “That's right”?
   1. She requested that some trees be trimmed.
   2. She confirmed the guest reservations.
   3. She remembered why a job was not done.
   4. She understood why some furniture had not been delivered.



Questions 153-154 refer to the following advertisement.

*SAFT'S BOOKSHOP*

Moving Sale

From 23 September through 30 September, Saft's Bookshop at 312 High Street will be selling all its store fixtures, furniture, and equipment. This includes the beautiful antique bookshelves from our main storefront window. Don't miss this great opportunity to purchase gently used items to furnish your own store. We are o1fering items at amazing prices and are even willing to negotiate.

Saft's Bookshop will reopen its doors at 4900 Bundar Street in February. It will be signi1icantly more spacious and feature a distinct interior design. Please be sure to visit us at our new location.

1. What is indicated about antique bookshelves?
   1. They will be moved to a location on Bundar Street.
   2. They have been on display in a shop window.
   3. They are in poor condition.
   4. They were built by a famous designer.
2. What is suggested about the new Salt's Bookshop?
   1. It will be on the same street as the current location.
   2. It will be open seven days a week.
   3. It will be larger than the old shop.
   4. It will retain most of its staff.

Questions 155-157 refer to the following newsletter.

Birch Hill Center for the Arts Committee

Supporters' Newsletter

The committee has been hard at work this year! We are c!ose to reaching our goal of building a community arts center that will serve all the people of our lovely tow n of Birch Hill. Here is what we have accomplished so far.

* In January, we completed a community survey about what actin ities to offer in the new Birch Hill Center for the Arts.
* In February, we completed a feasibility report and naiiowed the potential building sites to three possibilities.
* In April, we submitted our project budq•qet proposal to the city council for approval.
* In May. we interviewed several candidates for the managing director position.

During the next two months, we will:

* Select our new managing director
* Choose the location for the center
* COInpletti the constl'uction blueprints
* Finalize the construction budp•et and timeline
* Draft our events calendar

And this fall, we should begin construction on the Bii clv Hill Center for the Arts!

As always, we welcome your input on the process. P1e‹ise send questions or comments to our committee at projcctHbhca.org. lf you are interested in scrving on the committee, please call 952-555-0128.

## When did the committee send a proposed 157. What is someone who wants to join the budget to the city? committee directed to do?

* 1. In January (A) Complete a questionnaire
  2. In February (B) Send an e-mail
  3. In April (C) Visit a Web site
  4. In May (D) Make a phone call

1. Where did the committee gather information about what activities to offer?
   1. From a survey
   2. From a report
   3. From a proposal
   4. From personal interviews



Questions 158-160 refer to the following job advertisement.



Patton Advertising Is Hiring Now!

We are seeking motivated, enthusiastic individuals to join us in our design, finance, and IT departments. Previous experience in the advertising sector is useful but not required.

Our Work

Here at Patton, we’ve designed advertisements and created marketing strategies for a wide range of clients. This work has included designing logos and Web sites, as well as creating ads for local radio and a national billboard. Under the leadership of CEO Annie Adesina, we're looking to expand in new directions and tackle even more exciting projects.

Some Employee Comments

* “In my frst six months as a designer at Patton, I've already had the chance to work with several clients and even lead my own team. The work isn't always easy, but if you enjoy a fast-paced, challenging environment, you'll really thrive here.” *Thomas Kuti*
* “I've been working as a legal consultant at Patton for just under a year now, and I've enjoyed every moment. There's a fantastic working culture, with generous employee benefits including a gym membership and paid time off for volunteering. It's the best company I've ever worked for.” *Sabina Hussain*

Visit our Web site [www.pattonads.com/careers](http://www.pattonads.com/careers) to see vacancies and apply for jobs.

1. The word “sector” in paragraph 1, line 2, is 160. What is true about both Mr. Kuti and closest in meaning to Ms. Hussain?
   1. portion (A) They enjoy volunteering in their spare
   2. industry time.
   3. region (B) They think everyone would enjoy
   4. operation working at Patton.

(C) They are team leaders in their

1. What is Mr. Kuti's job?
   1. Designer
   2. Lawyer
   3. IT technician
   4. CEO

departments.

(D) They have worked at Patton for less than a year.

Questions 161-163 refer to the following letter.

31 July

Dr. Shamalie Mowatt Cornwall University Hospital 22-28 Victoria Avenue

Kingston 6

Dear Dr. Mowatt,

It is a pleasure to recommend Mr. Renaldo Silva for your nursing programme.

— [1] —. Mr. Silva has served as an assistant to our two on-site registered nurses at Summer Camp West, four days a week for the past two summers. The young campers here have grown quite fond of Mr. Silva. They appreciate his kind but dedicated approach to wellness. — [2] —. He is patient and nurturing, and I am confident that he will succeed in a nursing programme such as yours.

As a nurse myself for more than three decades, I have worked with young professionals in various settings, including large hospitals, small clinics, schools, and, for the past several years, exclusively at Summer Camp West. — [3]

I therefore strongly believe that Mr. Silva will be an active and successful programme participant.

— [4] —. If you have any questions about Mr. Silva, please feel free to call me at

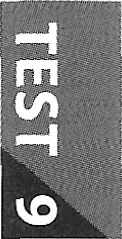
(876) 555—0140.

Yours sincerely, Benita Oliveira

1. Who most likely is Dr. Mowatt?
   1. The owner of a summer camp
   2. The director of a training program
   3. A candidate for a health-care position
   4. A professor of human biology
2. What is indicated about Ms. Oliveira?
   1. Her child attends Summer Camp West.
   2. She has been employed in health care for over 30 years.
   3. She works at Summer Camp West four days a week.
   4. She supervises nursing staff at a hospital.
3. In which of the positions marked [1], [2), [3], and [4] does the following sentence best belong?

“As such, I can attest to Mr. Silva's professionalism and his compassion for those in his care.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]



Questions 164-167 refer to the following document.

Sky-High Roofing

Workers doing construction or repair work on roofs face multiple potential hazards. Ladders, skylights, and physical exposure to the natural elements involve risks. Stay safe by using commonsense practices. Follow these guidelines.

Dress for safety.

* Wear long-sleeved shirts, even in warm weather, and keep your wrist cuffs buttoned
* Wear long pants without cuffs, as they can snag on roofing material and catch debris
* Wear work boots that cover the ankles, and replace boots when the soles show excessive wear

Use personal protective equipment.

* Wear gloves that cover the wrists, making sure there is no gap between the top of the gloves and the bottom of the sleeve cuffs
* Use protective eyewear

Begin the day right.

* Review the work plan with all members of the team
* Check the condition of ladders and all safety equipment I confirm that I have reviewed and understood these guidelines.

Signature: Date:

1. For whom is the document most likely intended?
   1. Ladder manufacturers
   2. Clothing designers
   3. Home inspectors
   4. Roof installers
2. The word “practices" in paragraph 1, line 3, is closest in meaning to
   1. regular actions
   2. physical exercises
   3. professional businesses
   4. performance rehearsals
3. What is indicated in the document?
   1. Sky-High Roofing specializes in solar panel installation.
   2. Homeowners are responsible for marking hazardous areas.
   3. Clothing that covers the arms and the legs is essential.
   4. Roofers must attend a company workshop.
4. What is NOT mentioned in the document as a safety measure?
   1. Using safety glasses
   2. Using earmuffs
   3. Wearing sturdy footwear
   4. Performing equipment checks

Questions 168-171 refer to the following article.

CARBERRY (April 15)—From its inception, the Carberry Public Works Building has met with little appreciation from the public. When architects unveiled the blueprints for the structure, longtime residents argued that its bright colors and angular shapes did not blend well with Carberry's distinctive redbrick buildings. Local concerns even sparked the creation of a social media g•roup, whose members urged residents to voice their opinions at town council meetings and in other public forums. — [1]

In the end, a more conservative version of the original building design was drafted and the grand opening was planned tor April 28. — [2] —. However, the owners of nearby buildings started to report drainage issues caused by significant water runoff.

1. What was the subject of initial complaints about the Carberry Public Works Building?
   1. Its size
   2. Its design
   3. Its location
   4. Its purpose
2. What is suggested about the town of Carberry?
   1. It is postponing an event.
   2. It is seeking a new town manager.
   3. It has multiple projects for next year.
   4. It has fewer residents than nearby towns.
3. How will the town address Ms. Molina's concerns?
   1. By improving the signage at the Axios Office Building
   2. By reimbursing her for a utility bill
   3. By directing water away from an area
   4. By expanding a building's parking area

“When the property was an open field with grass arid trees. excess rainwater was quickly absorbed into the ground,” explains Trudy Molina, owner of the Axios Office Building. “Now water pools up and floods adjacent parkinp• areas during heavy rains.” — [3]

According to town manager Bert Montiel, the unfortunate result of the building project was unforeseen, and construction engineers are working swiftly to correct the issue before the Public Works Building opens. — [4j —. A team has begun the installation of additional gutters and connecting drains to divert the water to the neighborhood's underground sewer system. The work should be completed in

time to celebrate the building's opening in

late May.

1. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

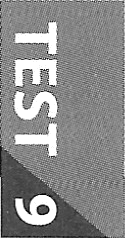
“Dozens of people did just that.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]





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

Reese, **Tamara [1:30 P.M.]** Thank you for contacting Green City Tours. How may I

assist you?

**Chambers, Curtis** [1:32 EM l Hello. I am writing about Yorke Corporation's upcoming trip to Vancouver. I believe that Green City Tours has arranged for all meals to be included for the participants. Is that correct?

**Reese, Tamara** [1.33 P.M.] No, the terms of the contract specifically state that “Participants will be hosted to both a welcome reception and a farewell dinner. All other meals are to be covered at the participants' own expense during the program.” Please let me know if there are any more questions you have about this trip.

**Chambers, Curtis [1:35 P.M.]** That's disappointing! Our previous employee trips have included all meals. Could I be connected with a supervisor? I'm quite certain that this option should have been included in the contract.

Diaz, Marta [1:37 P.M.] Good afternoon, Mr. Chambers. I apologize for any misunderstanding concerning Yorke Corporation's contract terms with Green City Tours. The contract was created in accordance with the requests of Franklin Wang, your company's CFO. It was his stipulation that intervening meals not be included. We could make recommendations for some other dining options.

**Chambers, Curtis** [1:40 P.M.]

That's OK. Thank you both for your assistance. I'm going to consult with Mr. Wang about the situation. I may be in touch with you again soon.

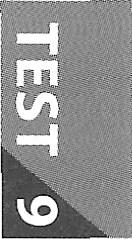
1. Why does Mr. Chambers contact Green City 174. Tours?
   1. To plan a trip for new employees
   2. To question a credit card charge
   3. To inquire about the details of a trip
   4. To provide emergency contact

What most likely is Ms. Diaz’ job?

1. Customer service manager
2. Vancouver city administrator
3. Travel blog writer
4. Hotel concierge

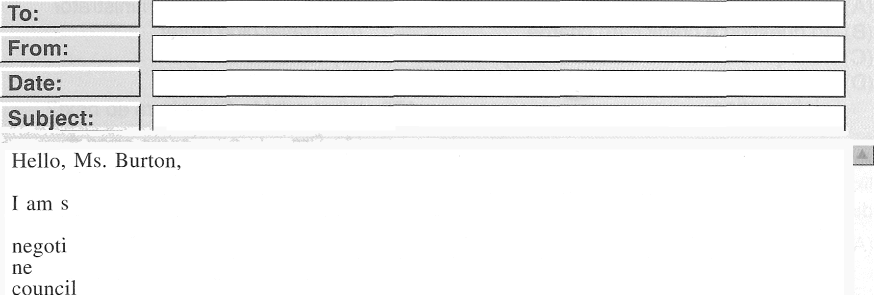
information

1. At 1:35 P.M., what does Mr. Chambers most likely mean when he writes, “That's disappointing"?
   1. He does not agree with the restaurant recommendations.
   2. He is frustrated with being unable to attend the trip.
   3. He does not think Ms. Reese can answer his question.
   4. He does not like some contract terms.
2. What will Mr. Chambers do next?
   1. Prepare a welcome speech
   2. Research a historical site
   3. Speak with a colleague
   4. Sample some food items





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



Nadja Burton <manager\_pub1icaffairs Hjaspertonintlairport.coiu> Ron Hylton <rhylton H cityofjasperton.gov>

October 3

Ribbon-cutting ceremony

orry to tell you that, because of an unexpected scheduling conflict, Mayor Blau must cancel her appearance at next week's event. The mayor is proud to have played a part in

ating a noise-reduction agreement between Jasperton International Airp‹ii‘t and arby homeowners, and she regrets that she will not be there to celebrate. The city

chairperson will take her place.

By the way, we heard the good news about Arovion Air—congratulations! A lot of people traveling to East Asia on business will be happy to take advantage of this.

Regards,

Ron Hylton, Communications Director Oliice of the Mayor

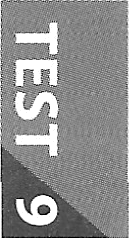
Airport and City Leaders to Celebrate Project Completion

JASPERTON (October 5)—A ribbon-cutting ceremony will be held at Jasperton International Airport on October 12. The event will mark the completion of the extension of airport runway 1 fi. City council chairperson Rosalie Colman and airport director Norris Yuan will gather with other invited guests to cut the ribbon at 9:30 A.M.

The runway extcns ion project, which becan five months ago, was not without controversy. Complaints by \*roups of horrleowners concerned about noise pollution eventually led to the construction of concrete noise bari‘iers tiiat were not a part of the initial project plan.

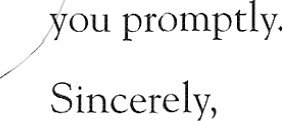
The extension of runway 15 usheivs in a new era for travel in the region. The runway is now long enough to accommodate the wide-body aircraft that can travel lengthy international i outes. At le‹ist ‹one Ion\*-haul carrier is already preparing to fly nonstop from Jasperton to East Asia.

1. Why most likely was the e-mail written?
   1. To give notification of a change in plans
   2. To issue an invitation
   3. To modify a flight reservation
   4. To summarize a recent meeting
2. How did Mayor Blau support a project?
   1. She helped obtain some construction permits.
   2. She helped two groups reach an agreement.
   3. She established a relationship with an overseas airline.
   4. She negotiated with the city council for increased funding.
3. What is being publicized in the article?
   1. The dedication of a new airport
   2. The appointment of an airport director
   3. The design of a new wide-body aircraft
   4. The opening of an extended runway
4. What is suggested about Arovion Air?
   1. It is under new management.
   2. It is popular for its low ticket prices.
   3. It will provide long-distance flights.
   4. It recently relocated its headquarters.
5. Who most likely will represent Jasperton's mayor at a ceremony?
   1. Ms. Burton
   2. Ms. Colman
   3. Mr. Hylton
   4. Mr. Yuan





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



December 2

Paul Reggar, Manager

Peldcr Opticians 930 Plain Street

Tainisville VT 05003 Dear Mr. Re(far,

I recently visited your store and was unable to find eyeglass frames that were the right Size fr r inc. Ms. M‹ nan waitcc4 ran ilc and was very helpful, but yc u hall virt ua1ly no adult styles that fit my small, narrow face. 1 home that in the \*uture you will have rn‹»e petite frames f‹ r women.

I Ground a pretty pair of glasses online at Your Best Frames that are a petite size. I plan t‹ purchase them this week. It I huy the frames, could I have them sliiyaped directly to your ste re for you to make ancl insert the lenses I look fc›rwarci to hearing back frc m

Stephanie Potts

Date: Customer:

Ship to:

Order number:

Price:

Processed by: Notes:

YOUR BEST FRAMES

[www.yourbestframes.com](http://www.yourbestframes.com/)

December S

Stephanie Potts

201Broad Street, Tamisville VT 05003

# Manager, Pelder Opticians RE: Order for S. Potts

930 Main Street, Tamisville VT 05003

28T34T2

# Order details: 1 pair women's frames by Sue Lane Color/Style: Black/Petite frame 9374-87

$127.00

Credit card: LANA Bank \*\*\*\* \*\*\*\* \*\*\*\* 7872

Simon Gyula

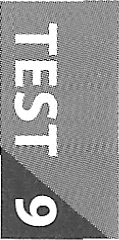
## Ship directly to Pelder Opticians, per Ms. Potts. Expected delivery by December 12. Paid in full.

1. What is the purpose of the letter?
   1. To ask how to return a product
   2. To inquire about a repair
   3. To make a special request
   4. To ask about a shipping date
2. Where does Ms. Morgan work?
   1. At a shipping company
   2. At a retail clothing store
   3. At an optician's shop
   4. At a credit card company
3. What is suggested about Pelder Opticians?
   1. It is located on Broad Street.
   2. It has a large selection of petite eyewear.
   3. It has an online store that sells frames.
   4. It will insert lenses into frames bought elsewhere.
4. To whom is Your Best Frames shipping a

package?

* 1. Mr. Reggar
  2. Ms. Potts
  3. Ms. Lane
  4. Mr. Gyula

1. What is indicated about the order?
   1. It was submitted on December 2.
   2. It is expected to arrive by December 5.
   3. It has already been paid for.
   4. It contains an extra pair of frames.





Questions 186-190 refer to the following Web page, schedule, and letter.



Milford Janitorial Service (MJS)

Assignment schedule for the evening of Monday, June 10

\*Note that beginning next month, the Blue Team and the Gold Team will switch cleaning roles.

|  |
| --- |
| [http://www.milfordjanitorialservice.com](http://www.milfordjanitorialservice.com/) |
| Milford Janitorial Service  956 Meadowvale Road, Milford, Connecticut 06460  Let Milford Janitorial Service (MJS) help you showcase your workplace in its best light. Using top-rated cleaning products, MJS serves large and small businesses based on their specific needs and schedule. Our professionally cerhfied staff delivers quality, stress-free cleaning services seven days a week. Interested?  Here is the process.   1. Contact MJS with your request, describing how we can best serve you. 2. We will visit your place of business for a free consultation. 3. We contact you with recommendafions and a cost estimate within 72 hours. 4. You review our estimate and if satisfied, you sign our contract. |
|  |

|  |  |  |
| --- | --- | --- |
| Location | Details | Team |
| Hallender Office Supply | Dusting and vacuuming | Silver Team |
| Shoreside Bank | Window cleaning | Blue Team\* |
| Larimar Café | Restroom cleaning | Green Team |
| Powder's Laundromat | Floor cleaning and polishing | Gold Team\* |
| J. Mallery Accounting | Dusting and vacuuming | Silver Team |

Irene's Formal Wear • 1800 Canopy Lane • Milford, Connecticut 06461

]unc1Y

Mi1fc›rcJ Janit‹aria1 Ser ice

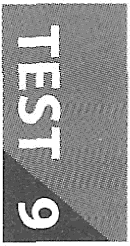
956 Meadowvale Road

Mills rcJ, Cc›nnecticut 06460 Hello,

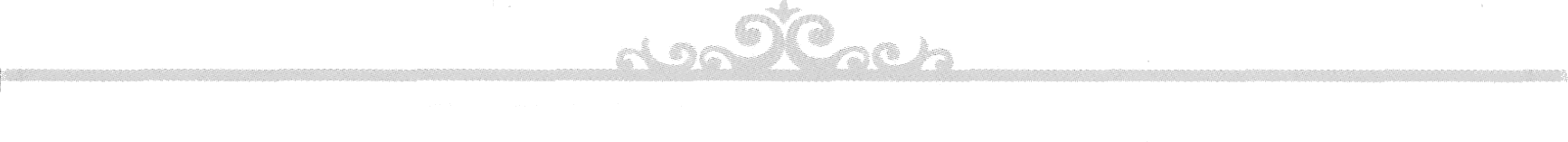
Yc ur company was referred to me by a customer of mine. I have a specific need, rec{uiring professional floor cleaning and polishing in the large lobby of rny business. It is important that the lobby is always sparkling. I woulcl like this service prc›vided weekly, laeginntnp ‹ n July 1. L‹›okin lorwarcl to hearing h‘oin yt›u sr on.

it cerely,

Irene Nogue tra Irene's Fr›rma1 Wear

1. What is indicated about MJS?
   1. It is under new management.
   2. It is renewing its annual contracts.
   3. It specializes in residential cleaning.
   4. It provides services every day of the week.
2. For whom is the schedule intended?
   1. Clients of MJS
   2. Cleaning product suppliers
   3. Employees of MJS
   4. Job seekers
3. Where will the Silver Team be on June 10 ?
   1. Shoreside Bank
   2. Larimar Café
   3. Powder's Laundromat
   4. J. Mallery Accounting
4. What will an MJS representative most likely do next in response to the letter?
   1. Call Irene's Formal Wear to provide references
   2. Make a visit to Irene‘s Formal Wear
   3. E-mail an estimate to Ms. Nogueira
   4. Send a contract to Ms. Nogueira
5. Which team will most likely be assigned to work at Irene's Formal Wear in July?
   1. The Silver Team
   2. The Blue Team
   3. The Green Team
   4. The Gold Team

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



Deelish Barbecue Catering Menu BBQ and Fixings Buffet: $17.95 per person

Choose two meats and two side dishes.

Meats: Beef, chicken, pork, sausage

Sides: Green beans and onions, potato salad, macaroni and cheese, baked beans

Comes with salad, drink (soft drink, coffee, or tea), and bread (cornbread or dinner roll).

Extra sides available by the pound

$6.50: Green beans and onions

$6.00: Potato salad

$5.00: Macaroni and cheese

$4.00: Baked beans

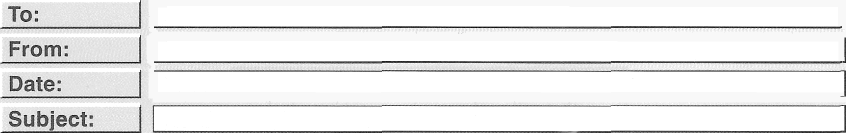
Breakfast Buffet (priced per person)

Choice A ($8.95): Assorted pastries and fresh fruit plus drink (coffee, tea, milk, or fruit juice)

Choice B ($10.95): Pancakes with syrup and all of Choice A Choice C ($13.95): Assorted omelets and all of Choice A

Contact our events manager with any questions or issues with your order.

|  |  |  |  |
| --- | --- | --- | --- |
| INVOICE  Deelish Barbecue Catering | | | |
| {{em Unit Cost Quantity | | | Amount |
| BBQ and Fixings Buffet | $17.95 | 30 | $538.50 |
| Extra side | $6.00 | 3 | $18.00 |
| Delivery charge  (Order to be delivered June 23) |  |  | $20.00 |
| Breakfast Choice C | $13.95 | 30 | $418.50 |
| Delivery charge  (Order to be delivered June 24) |  |  | $20.00 |
| Subtotal |  |  | $1,015.00 |
| Tasting fee |  |  | $14.00 |
| Sales tax (6%) |  |  | $61.74 |
| Total Due Now |  |  | $1,090.74 |



Derrick Arnaud <darnaud Hdeelishbbq.com> Marissa Keum <inkeuin L< keumaccortiatancy.com>

June 3 lnvoice

Dear Mr. Arnaud,

Thank you for sending the invoice. I just have a few questions about thc invoice and was hoping you could help.

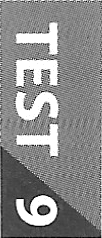
When we spoke by phone last week, you mentioned that you would deduct our tasting fee ($14.00 for two people) from our total purchase price, but the invoice does not show this.

I also had asked if I could pay half the balance now and the other half when the food is delivered. Would this ai i angeiaient still work‘! 11 so, I will make the deposit pay hem once I receive the new invoice.

Sincerely, Marissa Keum

|  |  |  |
| --- | --- | --- |
| 191. According to the menu, what item is NOT | 194. | Who most likely is Mr. Arnaud? |
| included with the BBQ and Fixings Buffet? |  | (A) A catering supervisor |
| 1. Salad 2. Drink 3. Bread |  | 1. A customer 2. A restaurant owner 3. A food critic |
| (D) Fruit |  |  |
|  | 195. | Based on the e-mail, what does Ms. Keum |
| 192. According to the invoice, why is the |  | expect Mr. Arnaud to do next? |
| customer being charged twice for delivery? |  | (A) Call her to review the order |
| 1. The deliveries will occur on separate days. 2. The deliveries will be made outside the |  | 1. Reschedule a delivery 2. Send her a new invoice 3. Provide tasting samples |

usual delivery area.

* + 1. Deelish Barbecue made a mistake in the charges.
    2. The customer made an error in payment.

193. What extra side item did Ms. Keum purchase?

1. Green beans and onions
2. Potato salad
3. Macaroni and cheese
4. Baked beans



Questions 196-200 refer to the following article, press release, and e-mail.

*Clareton Business Digest*

(February 8)—Many companies, especially those that sell mid-priced apparel brands. have embraced an interesting strateg•y. Instc ad of focusing on local and regional markets for their products, they purposely diversify their retail locations. For example, instead ot opening ten stores across East Asia, the coiaipanies may opt to limit locations in East Asia to only a few, while adding new ones in Latin Amer-U3 or the Middle East.

As Chester Mau, a marketings consultant, explained. “This approach serves as a bulier against economic downturns or periods of slower growth in any one geographical area. ’

Some of the companies already pursuing this strategy include Charisma Fashions and The Baby's Closet. With its planned April move into the Latin American market, Lolo Sportswear will follow suit.

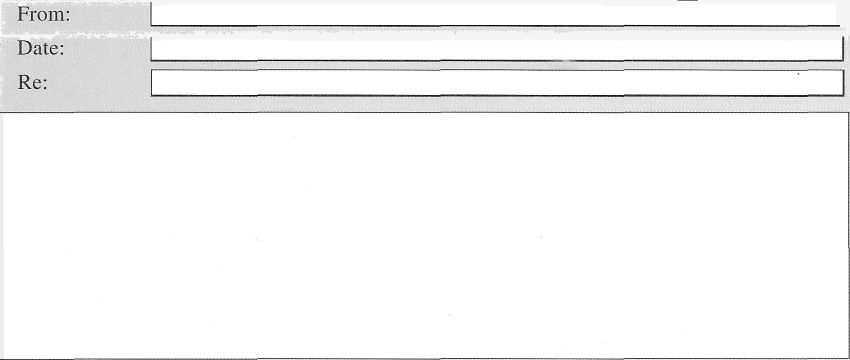
FOR INIMEDIATE RELEASE

June 13

Contact: Maura Keele, inkeele @lolosportswear.com

(Clareton)—Lolo Sportswear announced today that Joseph Chakata will become its new chief executive oflicei. Mr. Chakata will assume responsibilities in July. He pre›\*iously served as CEO for eight years at the leading fashion design tii'rn Coloivspright. Inc.

Mr. Chakata will replace Shirley Alden, who toundecl Lolo Sportsweai and then served as its CEO for eighteen years. Remarked Us. Alden, “I .un pleased to be leaving Lolo Sportswear in such capable hands. The company is ready for its next big cha{ater.” The leadership transition comes after the successful launch in April o1 the colnpany's first overseas stores. An additional expansion is planned for thc end of the year.



Shirley Alden <salden H mai1envoy.com>

September 10 News

Dear Ms. Alden,

I recently learned from our mutual friend Chester Mau that you are ready to begin another commercial venture, this time in the furniture industry. I am sure that it will be a huge success. Please accept my congratulations.

Best wishes, Joseph Chakata

Joseph Chakata <jchakata O lolosportswear.com>

1. Why should a company use the business 199.

strategy described in the article?

* 1. To fill leadership positions more quickly
  2. To increase a brand's visibility
  3. To create a more diverse workforce
  4. To avoid dependence on a single region

According to the press release, who is Ms. Alden?

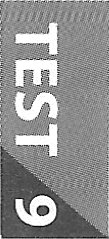
1. The founder of a successful company
2. A marketing consultant
3. A human resources specialist
4. The owner of a business publication
5. In what month did Lolo Sportswear's leadership change?
   1. April
   2. June
   3. July
   4. December
6. What is suggested about I\/lr. Chakata?
   1. He is a fashion designer.
   2. He lives in the Middle East.
   3. He recently graduated from business school.
   4. He will oversee businesses in Latin America.

200. What is implied about Ms. Alden?

1. Her retire'vent in East Asia has been

enjoyable.

1. Her latest venture is in an industry that is new to her.
2. She has previously invested in Colorspright, Inc.
3. She has asked Mr. Chakata for advice.



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.