**4. Reading practice:**

Read the following passages and choose the best answer to each question given.

Passage 01 (Questions 156-157, Test 01, ETS 1200)

**Questions 156-157** refer to the following information.

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| ***Manorville*** *Cosmetic Company*  **Your Opinion Could Be Worth $500**  The Manorville Cosmetics Company is committed to providing you with quality products and excellent service. That is why we want to learn more about your shopping needs and expectations. Please complete the brief survey on the back of this card and mail it to us using the envelope provided. No postage is necessary.  Once we have received your response, your name will automatically be entered in a drawing and the lucky winner will be awarded a $500 gift certificate, good for one or more of our products.  The deadline for submission of your response is May 20. Thank you!  Sincerely,  Mary Cartwright  Mary Cartwright Director of Customer Relations |

**156.** What is the purpose of this note?

(A) To thank customers for a purchase  
 (B) To ask customers for their opinions  
 (C) To announce the winner of a

contest  
 (D) To inform customers of a new

service

**157.** What will one of the customers

receive?

(A) A gift certificate  
 (B) A dinner for two people  
 (C) A cash prize of $500  
 (D) A drawing by a famous artist

Passage 02 (Questions 162-164, Test 05, ETS 5 Tests)

**Questions 162-164** refer to the following information.

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| **VEA Print**  ***Frequently Asked Questions***  A few of our most frequently asked questions about ordering business cards appear below. If you cannot find what you are looking for, please contact us by calling 020 0003 7664 or by e-mailing us at information@veaprint.co.uk.  **Can I place my order by phone or post?** All orders need to be placed on our Web site. Special online order forms are provided that allow you to choose the design ofyour business card and provide your personal information.  **What if inaccurate information is printed on the business cards that I order?** We take great care to print all information according to the specifications you provide. Should you notice any inaccuracies, we will be happy to print your cards again and fill all of your future orders free of charge.  **Can an order be canceled after it has been placed?** To cancel an existing order, you will need to enter your customer code on our Web site. This code will automatically be sent to your e-mail account when we receive your order. |

**162.** What is the purpose of the information?

(A) To notify customers of a delay  
 (B) To answer questions about orders  
 (C) To inform employees of a change

in procedure  
 (D) To apologize for an error

**163.** What is stated about order forms?

(A) They can be mailed to VEA Print.  
 (B) They must be signed by a customer.  
 (C) They must be reviewed by a

manager.  
 (D) They can be found on a Web site.

**164.** According to the information, what is a

customer code required for?

(A) To obtain a discount  
 (B) To update contact information  
 (C) To report a printing problem  
 (D) To cancel an order

Passage 03 (Questions 172-175, Test 03, ETS 5 Tests)

**Questions 172-175** refer to the following information.

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| **Demy NX-Getting Started** p. 4  Congratulations on purchasing a Demy NX Cordless Electric Drill! The following pages will explain the basic guidelines for operating this state-of-the-art power tool.  **Batteries** Your Demy NX Cordless Electric Drill is powered by two Demy rechargeable 18-volt batteries (included in packaging). These are specifically designed for compatibility with your NX Cordless Electric Drill and with the Demy 18-Volt Battery Charger (also included). Before using the drill for the first time, charge the batteries in the charger for at least six hours. Then insert them into the drill’s battery compartment (see page 7 for a detailed diagram).  Because your Demy 18-Volt Battery Charger makes use of the latest in battery charging technology, you should leave your batteries in the charger indefinitely between uses, thus ensuring that your Demy NX Cordless Electric Drill is ready to use at a moment’s notice. The average life of Demy rechargeable 18-volt batteries varies depending on use. To avoid possible damage to your charger or drill, use only Demy brand batteries. |

**172.** Where would the information most

likely be found?

(A) In an advertisement for a Demy

product  
 (B) In an instruction manual for a

power tool  
 (C) In a book on home improvement  
 techniques  
 (D) In a review of popular brands of

tools

**173.** What is indicated about the batteries?

(A) They should be charged every two  
 weeks.  
 (B) They were charged at the factory.  
 (C) They are covered by a limited

warranty.  
 (D) They were designed for use with

the product.

**174.** According to the information, where

should the batteries be stored?

(A) In an air-conditioned location  
 (B) Inside the battery charger  
 (C) Inside the power tool  
 (D) In a protective case

**175.** What does the information warn

against?

(A) Using a battery with a low charge  
 (B) Recharging a battery more than

once in a two-week period  
 (C) Using batteries made by other  
 manufacturers  
 (D) Opening the charger before the

batteries are fully charged