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. Mr. Sokolov ------- a positive review of his 105. Arnby Cable ------- £25.00 to all Internet

stay at the Olana Hotel. subscribers after the weeklong service

(A) write interruption.

(B) wrote (A) refunded

(C) writing (B) accepted

(D) was written (C) divided

(D) deposited

102. The manager often leads new employees

through the safety procedures ------- . 106. The board of directors will meet next

(A) her Monday to examine the current hiring ------- .

(B) herself (A) purpose

(C) hers (B) intent

(D) she (C) assembly

(D) policy

103. The corporate fitness center is equipped

------- fourteen stationary bicycles. 107. Passengers should not leave their seats

(A) at ------- a flight attendant gives them

(B) on permission to do so.

(C) with (A) unless

(D) about (B) rather

(C) instead

104. Professor Phuong will go over the use of (D) otherwise

the laboratory ------- with the interns next

week. 108. The goal of the committee was to evaluate

(A) instruments the company’s bylaws and offer ------- for

improvement.

(B) instrumental

(C) instrumentally (A) renewals

(D) instrumented (B) registrations

(C) recommendations

(D) reimbursements

20

109.

110.

111.

112.

113.

114.

The building’s new ventilation system

circulates heat much ------- than before.

(A) even

(B) most even

(C) evenly

(D) more evenly

Glowood Appliances promises customers

their money back ------- they are not

satisfied with their purchase.

(A) while

(B) and

(C) if

(D) then

The theater doors will close and the show

will start at precisely 8:00 p.m., so guests

are reminded to be -------.

(A) rapid

(B) sudden

(C) punctual

(D) instant

All vacation requests must be made to your

supervisor ------- the requested date.

{A) prior to

(B) except for

(C) previously

(D) because

Most banks now offer clients the option of

receiving their statements electronically or

an-n-== mail.

Construction at Langhall Plaza is going so

well that shops might open before the

expected ------- date.

(A) completion

(B) selection

(C) decision

(D) option

115.

116.

117.

118.

119.

120.

Kohmek, Inc., is seeking a suitable site

—— the construction of its electronics

factory.

(A) for

(B) so

(C) to

(D) more

Studies show that the average audience

forms its ------- of the speaker within the first

few seconds of the presentation.

(A) impress

(B) impressive

(C) impressively

(D) impression

Mr. Cutler has been asked to -------

domestic sales of low-calorie beverages.

(A) oversee

(B) possess

(C) succeed

(D) persist

Cranford Culinary Academy offers 35

different classes for ------- chefs.

(A) aspires

(B) aspirations

(C) aspiring

(D) to aspire

-------, items sold at the Scottville Craft Fair

are unique and of very high quality.

(A) Fairly

(B) Typically

(C) Simply

(D) Entirely

Mamton Home Furnishings -------

customized furniture in Pennsylvania for

more than a century.

(A) manufactures

(B) is manufacturing

{C) has manufactured

(D) manufacture

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TEST1 21

121.

122.

123.

124.

125.

22

Please hold any phone calls for Ms. Tanaka

------- she will be in meetings all day.

(A) as

(B) but

(C) despite

(D) similarly

Dolores Gutierrez excels as an estate

planning attorney who helps clients manage

their assets -------.

(A) effect

(B) effectively

(C) effects

(D) effective

Mr. Singh was ------- about sales of the

fragrance after the first round of customer

focus groups.

(A) extensive

(B) distinct

(C) optimistic

(D) superior

Data from the finance department was used

{0 ------- predict the company’s future

expenses.

(A) either

(B) ever

(C) yet

(D) better

Immediately after the decrease in

production was announced, everyone

began discussing how ------- would impact

work schedules.

(A) us

(B) it

(C) theirs

(D) yours

126.

127.

128.

129.

130.

Every year Arrow Mill, Inc., processes a

noone amount of grain.

(A) durable

(B) direct

(C) resolute

(D) substantial

Tomorrow morning, both escalators in the

store will be turned off periodically in order

to perform ------- maintenance.

(A) required

(B) require

(C) requiring

(D) requires

Those who wish to volunteer at the annual

Sebastian Park flower-planting event this

Saturday ------- to arrive early.

(A) asks

(B) are asked

(C) has been asking

(D) to ask

Although Mr. Yanamura’s theory is -------

controversial, it does help explain the latest

changes in the market.

(A) neatly

(B) urgently

(C) gracefully

(D) certainly

A recent ------- found that property values in

the Agate Valley region had increased by 3

percent between January and June.

(A) assessment

(B) assessed

(C) assessable

(D) to assess

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 information.

The Design Present Conference is an annual event held in Melbourne for graphic-design

professionals. The conference is steadily growing in popularity. Last year, it “731. more than 3,000

attendees from Australia and around the world. The next Design Present Conference, which will

be held from 20 to 23 March, will offer more than 100 workshops, plus keynote speeches and

plenary sessions. This year, several opportunities for professional networking will be added.

Attendees will have the chance to market 7327 to firms in several different industries. Periods for

networking will be included in the 733" each day. Whether you are a design enthusiast, student,

freelance designer, or business owner, Design Present has something for you. a4.

131. (A) attracted 134. (A) Registration begins on 3 February and

(B) entered continues through 18 March.

(C) awarded (B) This speaker is well-known throughout the

(D) promoted industry.

(C) The conference was held in New Zealand in

132. (A) they previous years.

(B) them (D) We'd like to get your feedback on last year’s

(C) themselves conference.

(D) theirs

133. (A) location

(B) situation

(C) machine

(D) schedule

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Le

TEST 1 23

Questions 135-138 refer to the following advertisement.

Housing Specialist Needed

Wallace & Prence Realty is currently seeking a housing specialist to work with our international

clients. We specialize in securing appropriate short-term housing for individuals 35. will be

working in the Toronto area for only a short time. As part of our client-relations department, the

housing specialist 736 guidance to clients preparing for temporary relocation. ------ 7. The

successful candidate must have knowledge of real estate and rental agencies in the Toronto area.

Also required are a minimum of two years of customer-service experience. Individuals with the

necessary “735~ are encouraged to contact us at recruitment@wallaceprence.ca.

135. (A) who 138. (A) questions

(B) accordingly (B) documents

(C) recently (C) references

(D) where (D) qualifications

136. (A) provided

(B) will provide

(C) will have provided

(D) is providing

137. (A) Your travel expenses are covered by

24

Wallace & Prence.

(B) We place clients in apartments throughout

the world.

(C) Duties also include supporting clients after

their arrival.

(D) Incomplete applications will not be

considered.

Questions 139-142 refer to the following newspaper article.

LOWELL (March 3)—Just one year after opening, Viggo’s Sweet Shop on Park Street has

become the place to go for residents wishing to satisfy their sugary cravings. Says owner

Viggo Magnusson, “Returning customers bring friends and relatives with them, so the shop is

always -+-=-—- .” Mr. Magnusson credits the success of his business to the recipes he inherited ..

from his grandmother about a decade ago. ------- .

But the popularity of the pastry shop “fat. Mr. Magnusson with an unanticipated problem: lack of

store space. So when the shoe store next door went out of business recently, he purchased the

property to allow for the Vax of his shop. Renovations will start in April.

139. (A) doubted 141. (A) leave

(B) estimated (B) left

(C) crowded (C) is leaving

(D) organized (D) have left

140. (A) She usually serves them warm. 142. (A) expansion

(B) She created them when she started the (B) supervision

restaurant. (C) submission

(C) His family members prefer eating (D) division

healthy meals.

(D) His social media campaign has also

boosted sales.

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ed

TEST 1 25

Questions 143-146 refer to the following memo.

To: All Employees

From: Jennifer Prasad

Subject: Updated Password Policy

Date: Tuesday, February 8

Dear Employees,

As an enhanced security measure, you will now be required to change the password you use to

access the company network on the first workday of each month. 77 your log-in ID will

remain the same.

Each password must be at least twelve characters long and include one capital letter, one

lowercase letter, one number, and one special character.

An e-mail “Vaa. on the last workday of each month reminding you to set a new password on the

next workday. “745, to do so will result in your being locked out of your account, and you will

have to contact our platform provider, Securities Services, for assistance.

We are doing our best to ensure that our employees and our clients have the highest possible

level of security. a6.

Jennifer Prasad, CEO

143.

144.

145.

26

(A) However 146. (

(B) Therefore (

(C) In addition (

(D) For example (

A) | will see you at the meeting.

B) Write down your new log-in ID.

C) Let me know when this is done.

D) Thank you for your cooperation.

(A

(B) will be sent

(C) will have sent

(D) had been sent

A) Support

B) Absence

C) Failure

D) Approval

a

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles,

é-mails, and instant messages. Each text or set of texts is followed by several questions. Select the

best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following notice.

wey >

Asherton Garden Fair BOB

The City of Asherton proudly presents a Garden Fair

on the grounds of Asherton Manor

Saturday, June 10

11:00 A.M. to 5:00 PM.

Free admission includes

Children’s games, crafts, and local bands

Shuttle buses from nearby Asherton Train and Bus Station

Plants and seeds for sale

Refreshments for purchase—hot and cold beverages, cakes, sandwiches, and more!

Tours of Asherton Manor available for a small fee

Parking available at the manor for $10 per vehicle

For more information:

416-555-0187

\ S

147. What is indicated about Asherton Manor? 148. What will NOT be free at the fair?

(A) It is available for private parties. (A) Games

(B) It is open daily from 11:00 a.m. (B) Music

to 5:00 p.m. (C) Shuttle rides

(C) It always offers guided tours. (D) On-site parking

(D) It is near a train station.

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a

TEST 1 27

Questions 149-150 refer to the following advertisement.

Ff we

Eleanor’s Catering

Make Your Next Event Unforgettable

Looking for a caterer for your special occasion? Search no longer! Eleanor’s Catering

can be of help for every type of social gathering —from small, intimate gatherings to

large, formal events. Eleanor’s offers high-quality, delicious food for all occasions. Our

full-service catering service includes beverages and rentals of tables, linens, dishes, and

cutlery. Our staff will do everything to make your special event a success—we will

deliver everything you need, set it up, and then remove it afterward.

To get a cost estimate, please complete a Catering Request Form on our Web site at

www.cleanorscatering.com. Tasting of menu items is available upon request.

149. What is the purpose of the advertisement? 150. According to the advertisement, what is

(A) To offer a discount to new clients available by special request?

(B) To announce new menu items (A) Food sampling

(C) To describe the services of a business (B) Vegetarian meals

(D) To explain delivery requirements (C) Itemized bills

(D) Decorations

28

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

ve

2 [ rwiest@lupinecityhall.com |

dbryant@ arcospartners.com |

April12. 7 lL.

Dear Mr. Wiest,

I e-mailed you the site survey document on Monday, so it’s strange that you didn’t see

it. Perhaps because I sent it from my personal e-mail rather than my work e-mail, your

server didn’t recognize it and routed it to your junk-mail folder instead. In any case, I

will reattach the document here.

If the site is approved by next week, my team will expedite the completion of the final

blueprints. The property owner hopes to have the fuil building project approved before

the end of the month so that the construction team can start laying the foundation in

June.

Sincerely,

Daniela Bryant

151. According to Ms. Bryant, why might 152. Who most likely is Ms. Bryant?

Mr. Wiest not have seen the original (A) An architect

document? (B) An apartment-building manager

(A) She forgot to attach it to her e-mail. (C) Abanker

(B) She sent it to a different person. (D) A property owner

(C) It may have gone to the wrong e-mail

folder.

(D) The file in it may have been too large.

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ea ae

TEST 1 29

Questions 153-154 refer to the following online chat discussion.

Mandi Garafelli (3:32 P.M.): Hello. Thanks for contacting Picturos Camera customer a

service. How can I help you today?

Theo Ubari (3:33 P.M.): Hi. I recently bought the Picturos 3000. I’m having trouble

downloading photos from the camera to my computer.

Mandi Garafelli (3:35 P.M.): OK. Have you done these steps? 1. Check the connection

\* between the camera and the computer. 2. Turn the camera

off and on again. 3. Reboot the computer with the camera

connected.

Theo Ubari (3:38 P.M.): J tried steps 1 and 2, Nothing improved,

Mandi Garafelli (3:41 P.M.): Before you try step 3, go into your “applications” folder and

look for an icon that says “Picturos 3000.” Do you see it?

Theo Ubari (3:42 P.M.): Yes, it’s there.

Mandi Garafelli (3:43 P.M.): Double click it. Your pictutes should automatically appeat.

Theo Ubari (3:44 P.M.): That worked! Thanks for your help!

Mandi Garafelli (3:45 P.M.): Sure thing. re

#1 iL

153. What has Mr. Ubari NOT done?

30

(A) Purchased a new camera

154. At 3:42 p.m., what does Mr. Ubari most likely

mean when he writes, “Yes, it’s there’?

(B) Connected the camera to the computer (A) He found an icon.

(C) Restarted the camera

(D) Restarted the computer

(B) He moved the camera.

(C) He uploaded the pictures.

(D) He sees the instructions.

Questions 155-157 refer to the following memo.

MEMO

To: All Staff

From: Damian Perez

Date: September 3

Re: — Safety inspection

Tomorrow, September 4, we will have a safety inspection here in the factory. The inspector,

Ms, Hannah Langan, is expected to arrive at 8:30 A.M. and depart by 3:30 PM. Note that there

will be preliminary meetings prior to the inspection itself. The schedule is below

Time Activity Required Attendees | Location

9:00 AM. | Opening meeting All staff Cafeteria

10:00 AM. | Inspector meets with General Manager | Damian Perez Meeting Room C

11:30 aM. | Lunch Damian Perez Cafeteria

12:30 PM. | Operations inspection All staff Factory floor

With the exception of the opening meeting, factory floor workers should be at their regular

stations throughout the day. During the operations inspection, the inspector may visit

workstations and ask about machines. Please respond directly and honestly, and then continue

working as soon as the inspector moves on.

155. Who most likely is Mr. Perez? 157. What does the memo suggest about factory

(A) A factory floor worker floor workers?

(B) A food service worker (A) They must prepare written reports.

(C) The safety inspector (B) They will be able to leave work early.

(D) The general manager (C) Their afternoon work might be

interrupted.

156. When will the inspection begin? (D) Their workstations might be

(A) At 8:30 Am. unavailable.

(B) At 10:00 a.m.

(C) At 12:30 p.m.

(D) At 3:30 p.m.

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TEST 1 31

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

‘From:

| (a Healthhome “<healthhome-noreply @healthhome.n net. uk> —

To: —{[s [Ss teve Mayer <smayer@rmail. co. 2 UK> ~

Date: = [F Friday, 3 July

P Subject: a LO ur new Web site

| Hello,

| We are grateful that you have been a committed subscriber to our Web site. We encourage

| what you need it to be.

| The new design includes social media buttons at the top of the page for improved access.

| health and nutrition.

| We hope you find the new Web site much more intuitive and pleasant to navigate.

Healthhome

you to visit healthhome.net.uk again as soon as possible! You will discover a new look, as

we have created a fresh, appealing, and easy-to-navigate Web site. Our team of Web

developers, writers, and designers has worked for months to make our Web site exactly

The site’s content is much easier to view on tablets and mobile phones than it used to be.

Also, the online store is significantly easier to navigate. Finally, we enhanced the site’s

Education Centre by adding a quiz feature designed to facilitate a greater understanding of

158. Who most likely is Mr. Mayer?

(A) A health professional previous Web site?

(B) A Healthhome Web-site user (A) It did not have an online store.

(C) AWeb-site designer (B) Some people visited it on a daily basis.

(D) A Healthhome article contributor (C) Viewing it on some devices was

difficult.

159. The word “look” in paragraph 1, line 2, is (D) It featured interactive nutrition quizzes.

closest in meaning to

(A) search

(B) appearance

(C) photograph

(D) glance

32

160. What does the e-mail suggest about the

Questions 161-163 refer to the following article.

Webmarch Still Going Strong

After Fifteen Years

(November 20)—Webmarch revolutionized

video consumption when it first launched its

Internet streaming service. —[1]—. For a

monthly fee, customers could watch as many

movies as they liked online. Fifteen years

later, the company continues to grow and

expand. Webmarch now not only streams

movies and television shows but also produces

its own critically acclaimed content. — [2] —.

There are other services, such as Movieriver,

with similar business models, but what makes

Webmarch unique is its global reach.

—[3]—. While currently available in 40

countries, Webmarch announced that it will be

expanding its service to an additional 46

countries by February 8. —[4]—. The

service has content available in sixteen

languages, with subtitles available in an

additional fourteen languages so that people

from all over the world can enjoy the same

programs.

161. What is the purpose of the article? 162. What is true about Webmarch?

(A) To advertise Webmarch’s new online (A) Its competitors offer fewer shows.

streaming service (B) Its customer base has tripled in two

(B) To detail a merger between Webmarch years.

and Movieriver (C) It is currently available in 46 countries.

(C) To profile the history and future of (D) It offers videos in many languages.

Webmarch

(D) To report on Webmarch’s changes in 163. In which of the positions marked [1], [2], [3],

pricing and [4] does the following sentence best

belong?

“It was an immediate success.”

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TEST 1 33

Questions 164-167 refer to the following instructions.

7,ovtech

Zovtech customers are most satisfied when they fully understand how

to use their products and get the most out of them. Because Zovtech’s

products offer many innovative technology features, such as auto-timers

on washing machines and variable light settings on microwave ovens, it

is important to list and explain these features clearly in the user manuals.

When writing the text for a manual, try to put yourself in the user’s position

and consider which features might need a more detailed explanation. Visual

aids such as diagrams or photographs can be especially useful in outlining a

process, and they can also serve to minimize the length and complexity of

verbal instructions. Including specific examples can also help users grasp

complex concepts more quickly as well as determine early in the process if

something is not working properly.

164. For whom are the instructions most likely 167. The word “grasp” in paragraph 1, line 10 is

intended? closest in meaning to

(A) Users of Zovtech products (A) hold

(B) Salespeople in Zovtech stores (B) tighten

(C) Designers of Zovtech products (C) accomplish

(D) Writers of Zovtech product manuals (D) understand

165. What does Zovtech manufacture?

(A) Appliances

(B) Automobiles

{C) Cleaning supplies

(D) Photography equipment

166. According to the instructions, why are

pictures useful?

(A) They can be understood by people in

different countries.

(B) They clearly show when something is

not working properly.

(C) They reduce the amount of written text

needed.

(D) They attract more people to a Web site.

34

Questions 168-171 refer to the following review.

( http:/www.softwareopinion.com ) @)

3 { Home \-

S-Tor Application

Wk ye

“Twas disappointed with the customer service I received.”

| ContactUs |

Reviews

My job involves coordinating large-scale corporate events like trade shows and

conventions. — [1] —. Because I am on the road a lot, I have found S-Tor to be perfect

for storing vendor lists, program schedules, and other important documents that I need to

access digitally wherever I happen to be. -—~ [2] —. In fact, I became so reliant on S-Tor

that I never stopped to consider what | would do if I couldn’t access it one day,

That day finally came, though, and I was disappointed with the customer service I received.

When I contacted the help desk to report that I was unable to log in, | was transferred from

representative to representative, each one walking me through the same troubleshooting

procedure. — [3] —. | was eventually able to get back into the application, but only after

much trial and error. Nonetheless, everyone | spoke with was nice and polite.

In short, [ love the S-Tor application, but I have to be certain that I can quickly get it

running again if something goes wrong. — [4] —. After this experience with S-Tor’s help

desk, I have decided to look at similar products to see how they compare.

——Adele Mohlmann La

168. Who most likely is Ms. Mohlmann? 171. In which of the positions marked [1], [2], [3],

(A) A product tester and [4] does the following sentence best

belong?

(B) An event planner

(C) Acorporate trainer

(

D) Asales representative “Instructing me to repeat the same steps

over and over seemed pointless.”

169. What is indicated about Ms. Mohlmann? (A) [1]

(A) She travels often for her job. n ta

(B) She prefers paper documents. © I

(C) She receives software for free. (D) [4]

(D) She gives frequent presentations.

170. Why was Ms. Mohimann unhappy with

S-Tor’s customer service?

(A) Her issue took too long to resolve.

(B) The instructions given were not clear.

(C) Help-desk employees were unfriendly.

(D) She felt pressured to make a purchase.

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TEST 1 35

Questions 172-175 refer to the following text-message.

36

Piper McNair (12:15 P.M.)

Hi Marcus and Cara. How are your jobs coming along?

Marcus Davison (12:17 P.M.)

The trees have been cut down, and the limbs and trunks are being loaded into the truck. I’m just

about done here at the Jones’ property.

Piper McNair (12:18 P.M.)

| just got a call from a new client, Ms. Mirzoyan. She said a tree in her yard has come down and

she needs it removed right away. A real estate agent is stopping by her house tomorrow morning

with some prospective buyers.

Cara Brooks (12:19 P.M.)

I should be done at the Smith property in about an hour. What is Ms. Mirzoyan’s address?

Piper McNair (12:19 P.M.)

234 Lakeside Avenue. I'll tell her you can be there in a couple of hours.

Cara Brooks (12:20 P.M.)

That works for me.

Piper McNair (12:20 P.M.)

it will probably be a three-hour job. Given the size of the tree, you'll need an extra pair of hands,

so I’ve called Grady.

Marcus Davison (12:21 P.M.)

It's Saturday.

Piper McNair (12:22 P.M.)

| understand, but with Miles out sick for the last four days, | had no choice.

Marcus Davison (12:22 P.M.)

I'm glad he agreed to help out on his day off. We've had more work this spring than usual. Does

he need a ride’?

Piper McNair (12:23 P.M.}

No. Just let him know when you've reached the Mirzoyan residence. I'll tell Ms. Mirzoyan to expect

all three of you this afternoon.

172. Where do the writers most likely work? 175. At 12:21 p.v., what does Mr. Davison most

(A) Ata tree service company likely mean when he writes, “It's Saturday’?

(B) Ata real estate agency (A) He does not have extra time.

(C) At a construction firm (B) He thinks they should not accept more

(D) At an auto repair shop work.

(C) Grady is not usually available then.

173. What does Ms. Mirzoyan expect to do (D) Miles did not make a good decision.

tomorrow?

(A) Purchase a property

(B) Have visitors at her home

(C) Hire a new moving company

(D) Use Ms. MecNair’s business again

174, When will the writers most likely meet at

234 Lakeside Avenue?

(A) In one hour

(B) In two hours

(C) In three hours

(D) In four hours

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TEST 1 37

Questions 176-180 refer to the following article and invitation.

38

Mayor Kowalik Announces

Bus Driver Appreciation Day

FRECOSTA (April 2)—Mayor Ed Kowalik

has declared April 21 the city’s first ever Bus

Driver Appreciation Day. Bus riders are asked

to greet drivers with a warm hello and one of

the city’s specially designed thank-you cards,

which can be printed out from

www.frecosta.gov/transitappreciation. As an

added gesture of gratitude, Mayor Kowalik

will invite bus drivers to attend a sporting

event free of charge next month.

Because the city’s population has increased

over the past two years, Frecosta’s bus drivers

have had to cope with frequent changes to bus

routes. However, next year’s long-anticipated

opening of the Frecosta subway line is

expected to alleviate some of the stress on

drivers while creating more jobs. The subway

line will connect the Bargain Town Shopping

Center on the western end of the city with

Frecosta Stadium, which is located on the

eastem end.

YOU'RE INVITED!

Who: Frecosta Public Transit Services Employees

What: Frecosta Kickers Football Game

Where: Frecosta Stadium FRECOSTA

When: May 7 at 2:00 p.m. KICKERS

In honor of your hard work for the city, we are pleased to offer FREE tickets to

the Frecosta Kickers football game on May 7.

To download your e-tickets, visit www.frecostakickers.com/tickets and enter the

discount code “FPTS OFFER” at checkout. This code will allow you to access

one free ticket. You may also purchase up to five guest tickets for family and

friends at $7 each.

Please join us in the stadium clubhouse at 1:00 pM. for a light snack before the

game. (Note: For transit employees and their guests only.)

176. What does the mayor suggest people do to 179. What will happen at 1:00 p.m. on May 7 ?

thank bus drivers? (A) The stadium will open.

(A) Donate to a fund (B) A football game will begin.

(B) Give the drivers a card (C) Refreshments will be served.

(C) Post an online greeting to drivers (D) An awards ceremony will be held.

(D) Write a letter to the local newspaper

180. According to the invitation, how can transit

177. According to the article, what group of workers obtain tickets?

people has recently become larger? (A) By visiting the bus station

(A) Football fans (B) By calling the mayor's office

(B) Train passengers (C) By arriving to the game early

(C) Frecosta residents (D) By ordering through a Web site

(D) Shopping center customers

178. What is true about some of the people who

will attend the football game on May 7 ?

(A) They will travel to the eastern end of

Frecosta.

(B) They must live in the city of Frecosta.

(C) They must reply to an e-mail from the

mayor,

(D) They may bring only three guests to the

game.

GO ON TO THE NEXT PAGE

er

TEST 1 39

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

To: Burnley warehouse teams

From: Jane Peralta

Date: 1 December

Re: Upcoming changes

Our company recently purchased the JLX software suite to replace our

current RERQ suite. With the new software will come a new process.

Previously, workers in the shipping area would check the paperwork for

the customer’s name and search the company address in the database in

order to create an address label. With the new process, the supply team

completes each order, affixes a bar code sticker to the box, and delivers the

box to the shipping area. In the shipping area, we will use a bar code

scanner in sync with the new software so that scanning a bar code will

automatically print an address label. Addresses for companies that are not

in the database will still need to be looked up in the old RERQ software.

We will continue to observe the delivery speed indicated on the paperwork.

For example, some orders need to arrive by 8 AM. the next morning.

Please continue to highlight the address of such priority deliveries in

yellow, then place those boxes on the shelves marked “priority”.

We are planning to start using the updated shipping process

company-wide from 15 December. One team has been selected to test and

provide feedback on the new software, equipment, and procedures during

the first week of December. If we find any problems at this trial stage, we

may need to postpone the all-around implementation of the new procedure.

[| Jane Peralta ~

From: {| ‘Aram Mansouri

‘Date: | [7 December

. “Subject: | | RE: Fine-tuning work with ILX

\_| members have been forgetting to check the labels for the required delivery speed. Also, I

| look into it?

- | Aram Mansouri

Hello Ms. Peralta,

In reply to your request for feedback, I can say that most aspects of the JLX system are

working well. However, we do need a better way to handle orders going to companies

requiring priority shipping for all their orders, such as Turing Photography. Several of their | -

orders this week did not arrive at their premises by 8 A.M. I think some of our team

was informed our handheld scanners run out of battery power very quickly. Could you

‘hank you,

40

181.

182.

183.

What is the purpose of the memo?

(A) To announce a company reorganization

(B) To explain new procedures

(C) To introduce an efficiency expert

(D) To bring attention to a problem

What step in the shipping process will NOT

change?

(A) Looking up addresses using the

software

(B) Using bar code scanners

(C) Creating bar code stickers for all orders

(D) Putting priority items on a specific shelf

What is implied about Turing Photography?

(A) Its address labels should be highlighted

in yellow.

(B) It purchased software at a reduced

price.

(C) It provides the warehouse with

supplies.

(D) It has received complaints about the

scanners.

184.

185.

What is most likely true about Mr. Mansouri?

(A) His shift begins at 8 a.m.

(B) His team is testing out the JLX

software.

(C) He prefers using the RERQ system.

(D) He handles all priority shipping orders.

What will Ms. Peralta most likely do after

reading the e-mail?

(A) Find a missing package

B) Research long-life batteries

(

(C) Reschedule a deadline

(D) Correct an address

GO ON TO THE NEXT PAGE

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TEST 1 41

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

aaa

\_ http: /}www. ohayonmarketing, com/clients

Home Our Clients Work Samples Contact

Over the past five years we have provided marketing solutions to an ever-growing

client portfolio:

Specialty Foods Apparel Technology

° Blue Bay Bakeries \* Sakurai Sportswear \* Craftspace

° Berry Delectable \* Urban Activewear Company \* Gingi Tech

\* Over-the-Moon Teas \* Chic Wraps \* New Teams Office Systems

\* Surefire Learning Ltd.

4

| Se Email Te

To: au | Sunil Mehta « <sunil. mehta@ gomail.c co.in> fee

From: \_ ~ | Marc Ohayon <mohayon@ohayonmarketing. com> je

‘Date: [May 3 |

Subject: | Hello I

Dear Sunil,

I hope this message finds you well. You may have heard the news that my family and I

are preparing to move from New York to Marrakesh in the fall. In the process, I am

| hoping to move my marketing firm, Ohayon Marketing, to the area as well.

You may remember that after I left Sharp Smart—and moved out of New Delhi—I

\_ | freelanced for Craftspace, which went on to become my company’s first client. In more

recent years, my company has branched out to consult for a large number of businesses

in unrelated industries.

I would like to continue with this work by establishing a client base in Marrakesh. I am

reaching out to you because of your contacts in the business community there. If you

| know anyone who might be interested in the services I offer, would you be so kind as to

let me know?

Best wishes,

‘| Mare

42

To: | | | Marc Ohayon <mohayon@ohayonmarketing. com>

Le

From: | Sunil Mehta <sunil. mehta@ gomail.co.in>\_ Le

Date: : | [May 6 Lr

Subject: | [Marrakesh contact L

Hello, Marc, at

\_| It was a pleasure to hear from you. You remember correctly; [ do have contacts in

Marrakesh. Before we worked together at Sharp Smart, I worked for a company that had

an office in Marrakesh, and I traveled there frequently. I can also recommend several

| hotels, restaurants, and even travel agencies if you would like.

| In response to your inquiry, I will introduce you by e-mail to Ms. Salma Kader. She is

| quite knowledgeable in the region, and I have no doubt that she will be helpful to you.

| Warm regards,

Sunil

186. What is indicated about Ohayon Marketing? 189. Who is Mr. Mehta?

(A) It specializes in family-owned (A) Atravel agent

’ companies. (B) An executive recruiter

(B) It has a diverse client portfolio. (C) A former colleague of Mr. Ohayon’s

(C) It mainly supports export firms. (D) An Ohayon Marketing partner

(D) It earns most of its revenue from the

apparel industry. 190. Why will Mr. Ohayon most likely contact

Ms. Kader?

187. For what industry did Ohayon Marketing

first consult? (A) To remind her to send an itinerary

(B) To rent a new office location

(A) Online education (C) To explore business opportunities

(B) Specialty Foods (D) To get sightseeing recommendations

(C) Apparel

(D) Technology

188. What is suggested about Sharp Smart?

(A) It has offices in New Delhi.

(B) It recently hired several new

employees.

(C) It is under new management.

(D) It recently merged with a larger firm.

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TEST 1 43

Questions 191-195 refer to the following flyer, invoice, and online review.

Steel Wheels Vehicle Insurance

With a top-of-the-line car, you should have top-of-the-line protection.

Choose whichever plan best suits your needs. des

e Maintenance Plan: Includes an annuai inspection, testing, and monthly oil changes

e Repair Plan: Covers repairs needed to the engine and other major systems,

including electrical, exhaust, and cooling. Includes all replacement parts

e Cleaning Plan: Complete interior and exterior cleaning every three months,

including replacement of floor mats when necessary

® Combination Plan: includes benefits of all three plans

Monthly fees vary by vehicle model.

E-mail us at planinfo@steelwheelsins.com for specific cost and plan information.

Lum Motors Sales and Service

Client: Ming Xiong Date: 13 December

Insurance: Steel Wheels

Service Received Covered by Insurance | Billable to Customer

Replaced split radiator hose and clamps $120 $0

New floor mats $0 $250

Total $120 $250

if you wish to examine or keep any parts that have been replaced, please ask to speak to

the mechanic when you pick up your vehicle. Parts will not be kept after the service date.

Recommended products: Goldings synthetic oil for smoother engine functioning

Harmon air filters to protect your engine

Lift-brite fabric treatment to protect cloth seat upholstery

Eversweet spray to keep your interior smelling fresh

[ www. jkarcare.comforum/auto-maintenence/interior - | ie)

Auto Forum L

Great product

by Ming Xiong/29 December 7:43 PM

| can’t recall the name, but | bought this product based on a recommendation

from my car dealer’s service department, and it works very well. The liquid

comes in a blue bottle with yellow lettering. As a father of three, | have a hard

time keeping the interior of my car clean. Many products claim to protect

against stains, but this one actually works. All our spills wipe right off. Even

more impressive is the price. it costs about the same as other brands but

works much better,

191. According to the flyer, why should the 194. What product did Mr. Xiong most likely

reader e-mai! Steel Wheels Vehicle purchase?

Insurance? (A) Goldings synthetic oil

(A) To inquire about plan coverage (B) AHarmon air filter

(B) To obtain a repair estimate (C) Lift-brite fabric treatment

(C) To schedule an appointment (D) Eversweet spray

(D) To find a participating service center

195. According to the online review, what

192. What insurance plan does Mr. Xiong most impressed Mr. Xiong about the product?

likely have? (A) Its reasonable price

(A) The Maintenance Plan (B) Its pleasant scent

(B) The Repair Plan (C) Its innovative packaging

(C) The Cleaning Plan (D) Its sudden popularity

(D) The Combination Plan

193. According to the invoice, what could

Mr. Xiong have requested on December

13?

(A) The mechanic's work certificate

(B) His car's old parts

(C) A full tank of gas

(D) Aloaner vehicle

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TEST 1 45

Questions 196-200 refer to the following mission statement, notice, and announcement.

Mission Statement

The Hulani Harbor Neighborhood Association (HHNA) is a self-governing

organization that strives to promote a safe, vibrant, and enjoyable community

for all. Members live in the Hulani Harbor area and are committed to the

following goals:

1, Ensuring that the Hulani Harbor area maintains a range of housing types

and price levels

2. Preserving the architectural character of historic homes

3. Planning seasonal gatherings and events for residents

4. Promoting open discussion of local issues and initiatives

if)

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The Hulani Harbor Neighborhood Association Quarterly Meeting

| Scheduled for Thursday, April 20, at 7:00 pM.

[

New topics added to the meeting agenda:

\* The Chenaux Company seeks rezoning for 3912 Bennett Avenue, a

residential structure built in 1909. The company is requesting that the

property be approved for commercial use, after which the house would be

completely remodeled. We invite residents to attend the city council meeting

on Monday, April 17, to learn more about the company’s request and then

be prepared to discuss further at the HHNA meeting on Thursday evening.

\*The leadership committee for the Brazoria Creek sector announces a

position opening. Duties include serving as point of contact for residents,

distributing the monthly newsletter, and sharing information with other

leaders of the HHNA. Individuals who are interested in representing

i Brazoria Creek will each be asked to speak briefly before a vote will

| take place.

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[ as the next representative to the HHNA for the Brazoria Creek sector.

| Ms. Redman has held various roles in local public interest organizations.

i She stated, “Although I am retired professionally, the focus of my career

has been supporting people and communities through advocacy and

education. { look forward to helping the community where I have been

\*

a living for over 25 years.”

The HHNA is pleased to announce that Elena Redman has been selected

What does the HHNA indicate in the

mission statement?

(A) It is an independently run group.

(B) It was formed recently.

(C) It is advised by city officials.

(D) It charges membership fees.

Why are residents encouraged to attend a

meeting on Monday, April 17 ?

(A) To receive training in public speaking

(B) To show support for some city

politicians

(C) To get information about a zoning

proposal

(D) To meet some new neighbors

What HHNA goal is most likely being

challenged by the Chenaux Company?

(A) Goal 1

(B) Goal 2

(C) Goal 3

(D) Goal 4

199. What is suggested about Ms. Redman?

(A) She spoke at a meeting in April.

(B) She owned a business in Hulani

Harbor.

(C) She is responsible for distributing the

meeting agendas.

(D) She writes articles for a newsletter.

200. What does Ms. Redman suggest qualifies

her for the representative position?

(A) Her university degree

(B) Her fresh leadership ideas

(C) Her awareness of national issues

(D) Her experience in supporting local

groups

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.

TEST 1 47