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. The Pangea Company will send ------- an 105. Building management ------- asks

e-mail confirming receipt of the application. employees to avoid socializing in the lobby.

(A) your (A) respects

(B) yourselves (B) respected

(C) yourself (C) respectful

(D) you (D) respectfully

102. Mr. Yamamoto’s farewell party was ------- in 106. The theater district is located ------- walking

the cafeteria on Tuesday. distance of the Yafeh Hotel.

(A) meant (A) within

(B) held (B) along

(C) taken (C) below

(D) built (D) down

103. Tours run every day, but there may be ------- 107. As consumers buy more products online,

availability on weekends. retailers are finding ways ------- orders more

(B) limits (A) have delivered

(C) limited (B) are delivering

(D) limitation (C) to deliver

(D) delivers

104. Bentoc Shoes has a loyal customer base

won-=-- it provides high-quality service. 108. Please ------- that environmental inspectors

(A) because must renew their certification yearly.

(B) rather (A) proceed

(C) not only (B) secure

(D) as well (C) note

(D) keep

50

109.

110.

111.

112.

113.

114.

Mr. Yi’s calendar is ------- open for

interviews from 3:00 p.m. to 5:00 p.m. on

Tuesdays.

(A) usually

(B) during

(C) several

(D) longer

The lead role ------- the film Sunpocket was

created especially for Ms. Abebe.

(A) by

(B) at

(C) in

(D) as

Your current online banking session -------,

so please log on to your account again.

(A) has expired

(B) expiring

(C) expiration

(D) to expire

XAG Motors recommends checking your

vehicle’s oil at ------- intervals.

(A) heavy

(B) genuine

(C) regular

(D) immediate

Mr. Wu was responsible for the latest

design ------- at Shu Faucet Company.

(A) innovative

(B) innovatively

(C) innovate

(D) innovation

Rincon Data has just opened a new facility

that is ------- larger than its previous one.

(A) expertly

(B) significantly

(C) prominently

(D) historically

115.

116.

117.

118.

119.

120.

Each year, the relationship between what

people eat and the state of ------- health is

more fully understood.

(A) they

(B) their

(C) theirs

(D) them

------- from customers is valuable in

determining where we need to improve.

(A) Inventory

(B) Feedback

(C) Possibility

(D) Distribution

Poet Yoshino Nagao will read from her

latest ------- collection at Argyle Library on

Friday.

(A) publisher

(B) publish

(C) published

(D) publishes

An inspection of the Coltier Building

identified several ------- defects.

(A) private

(B) instructional

(C) complimentary

(D) structural

Retailers have been reporting ------- strong

sales of swimwear for this time of year.

(A) surprised

(B) surprises

(C) to surprise

(D) surprisingly

Curitour Travel offers ------- throughout Asia

that vary in length, cost, and group size.

(A) excursions

(B) refreshments

(GC) improvements

(D) institutions

GO ON TO THE NEXT PAGE

Peace ad

TEST 2 54

121.

122.

123.

124.

125.

52

As the city’s largest -------, Bailin Hospital

provides more than 1,000 jobs at its west

campus alone.

(A) employment

(B) employable

(C) employing

(D) employer

The venue is small, so not ------- who

requests a ticket to the play will be able to

attend.

(A) the other

(B) one another

(C) everyone

(D) someone

Both the Atkinson Times and the MacMillan

Record have sizable readerships, -------

each targets a different demographic.

(A) unless

(B) although

(C) once

(D) whether

------- the acquisition of a competitor,

Plautner Electric has become the biggest

appliance retailer in the city.

(A) With

(B) Wherever

(C) Together

(D) Above

The shipment delay was ------- caused by

miscommunication within our department.

(A) primarily

(B) eventually

(C) hastily

(D) reluctantly

126.

127.

128.

129.

130.

Because of an ordering error, Vival Market

received an ------- of 200 bags of rice.

(A) exceeding

(B) exceedingly

(C) excess

(D) excessive

Ms. Choi reports that the new accounting

software works well, ------- the computer's

operating system has been updated.

(A) provided that

(B) no sooner

(C) so as to

(D) in view of

Researchers must sign in at the visitor

registration table upon ------- the Briston

Literary Archive.

(A) entered

(B) entering

(C) entry

(D) enter

Over the years, Garnet Advertising has

conenen supported its employees’ volunteer

work for charitable organizations.

(A) currently

(B) upwardly

(C) severely

(D) actively

Ms. Rakel’s new Stockholm office tower is

sure to be recognized as a highlight of -------

architecture.

(A) instant

(B) associated

(C) contemporary

(D) simultaneous

PART 6

Directions: Read the texts that follow. Aword, 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 job advertisement.

Berestoff Ltd. BW a professional procurement officer to oversee bidding and procurement

processes in all company departments. This employee will draft advertisements, prepare contract

documents, process bids, 732" provide training on policy and procedures to company personnel.

The position requires a two-year degree in business administration or a related field. The "4433"

must have a minimum of three years experience as an office manager in a corporate environment,

including recent experience in procurement. 73a.

132. (A) so

(B) while

(C) nor

(D) and

133. (A) application

(B) applicant

(C) applying

(D) apply

134. (A) Likewise, company-owned cars are a

major expense for firms such as ours.

(B) Moreover, excellent organizational skills

are essential.

(C) The top candidate for the position has

been offered a one-year contract.

(D) All employees have been notified of the

policy change.

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Pieces a

TEST2 53

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

To: Hong Kong Office Staff

From: Wai-Lun Yeung

Date: Monday, 4 January

Subject: Interns

Dear Colleagues,

| am writing "735" you that two university students will be arriving next week and beginning their

six-week internships in the Hong Kong office. Their duties will “6 consist of helping the

Corporate Social Responsibility team organise their plans for the coming year. Both interns have

strong backgrounds in responsible business practices. As such, they will be well suited to their

137.

The interns will be using the vacant office in the east wing. 38.

Please let me know if you have any questions or concerns.

All best,

Wai-Lun Yeung

135. (A) information 138. (A) They were far away from our office.

(B) informed (B) That time is usually critical to our work.

(C) informs (C) The room will be theirs for six weeks.

{D) (D

to inform ) It will be for sale in the new cafeteria.

136. (A) cautiously

(B) patiently

(C) largely

{(D) quietly

137. (A

(B

(Cc

(D

roles

donations

articles

locations

SS

54

Questions 139-142 refer to the following memo.

To: All staff

From: Management

Date: October 10

Re: Move to new office

Preparations for the move to our new office are scheduled to take place on Thursday and Friday of

next week. "739. for this are going to be distributed to each employee's cubicle in advance.

Boxes, tape, and markers Fao. on Wednesday afternoon. As you pack your belongings, please

write your name and employee number on the top and sides of each box. ------- . Ahuman

resources employee will come around and record this number to ensure that all of your boxes are

returned to you.

Please take any valuables home with you by Wednesday. The company will not be responsible for

the loss of any items during the move. No open food items may be packed. “Fag unopened

packaged food, such as candy and crackers, may be boxed.

Thank you for your cooperation.

139. (A) Itineraries 142. (A) Moreover

(B) Proposals (B) However

(C) Materials (C) Similarly

(D) Licenses (D) Previously

140. were providing

(A)

(B) will be provided

(C) will provide

(D) are providing

141. (A) Make a note of your total count.

(B) He will want to know how many of each you

have.

(C) Boxes will be shipped at the company’s

expense.

(D) Extra boxes and tape can be found in the

front lobby.

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TEST2 55

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

To: Rudolf Crowley <rcrowley@crowley.com.au>

From: Dafina Ndashe <dndashe@millview-australia.com.au>

Subject: Decision on proposal

Date: 12 August

Dear Mr. Crowley:

| am pleased to inform you that at the Tuesday night meeting the city council approved your

proposal to build an inn at 17 Dickinson Street. You "Tas" a formal letter of approval this week.

aaeone= . Specifically, they were concerned about noise and on-street parking. However, your “445,

144

that the inn would only serve breakfast to guests and would not have a restaurant open to the

general public helped to persuade them. “Tae. they were pleased that the small parking area is

tucked into the back of the property, so curbside parking along the street should not be affected.

Please let me know if you have any questions.

Sincerely,

Dafina Ndashe

Clerk, Millview City Council

143. (A) receiver 145. (A) assure

(B) receiving (B) assures

(C) had received (C) assured

(D) should receive (D) assurance

144. (A) The city council elections are quickly 146. (A) In addition

approaching. (B) In contrast

(B) Indisputably, Dickinson Street is one of the (C) Unfortunately

loveliest streets in the city. (D) Normally

56

(C) As you know, there were some objections

from the people in the neighborhood.

(D) Many small hotels offer complimentary

breakfasts to their guests.

PART 7

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

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

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

Questions 147-148 refer to the following notice.

REGULATIONS

Per state law, all employees at this facility are

required to wear long pants, long sleeves, socks,

and steel-toe shoes. Employees who work with

chemicals are also required to wear masks and :

safety gloves. Eating and drinking are prohibited

except in the cafeteria. i

147. Where would the notice most likely appear? 148, What issue does the notice discuss?

(A) In a laboratory (A) Workplace cleanliness

(B) In a restaurant (B) Lunch breaks

(C) In a clothing store (C) Weekly schedules

(D) In a law office (D) Workplace safety

GO ON TO THE NEXT PAGE

ee ee a

TEST 2 57

Questions 149-150 refer to the following e-mail.

From: : oe | | ‘noreply @electrimaxstores.com

: To: : — {| wtarnowski@mailzm.com

Date: | [Febru

. Subject: {| Repair request #2989231 \_

= LLL

Dear Mr. Tarnowski,

\_| We are sorry to hear you are having trouble with the washing machine you purchased at

‘| an Electrimax store. Your repair request has been received. Within the next 24 hours, we

will call you to set up a service appointment in your home. Note that at the time of

service, our technician will ask to see the original receipt given to you when you

| purchased the machine. Please have it available.

Thank you for using our online communication form. We look forward to serving you.

Electrimax Customer Service Team

149.

58

Why did Mr. Tarnowski use the online form? 150.

(A) To ask for a product replacement

(B) To inquire about delivery options

(C) To request a service appointment

(D) To post a customer review

What is Mr. Tarnowski asked to do?

(A) Register a product

(B) Provide his home address

(C) Present proof of his purchase

(D) Visit an Electrimax store

Questions 151-152 refer to the following information.

New Policy for Remote Participation

On Monday, the board of directors of Heart & Health Charity adopted a

remote participation policy for committees, boards, and working groups

operating under the organization’s umbrella. The policy authorizes the

chairperson of the particular committee to permit a member to participate

by telephone or videoconference when the member cannot physically

attend the meeting. There are forms to fill out and procedures to follow, so

check the Web site for details on how to take advantage of this new policy.

151. What is the information primarily about? 152. According to the information, how can

(A) The charity’s multiple offices people find out more?

(B) Attendance at meetings (A) By going online

(C) Technological improvements (B) By speaking with a chairperson

(D) Ameeting schedule (C) By joining a videoconference

(D) By reading a manual

GO ON TO THE NEXT PAGE

Lc

TEST2 59

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

(a

How many?

A dozen or so.

\

153. At 8:54 a.uv., what does Mr. Vahle mean

60

when he writes, “I'll send out an e-mail’?

(A) He will ask warehouse staff to help

Ms. Singh.

(B) He will place an order for more boxes.

(C) He will inform a colleague about a new

policy.

(D) He will thank Ms. Singh for a job well

done.

Fabien Vahle (8:43 A.M.)

Sita, are you still at the warehouse?

Sita Singh (8:46 A.M.)

Yes, Do you need something?

Fabien Vahle (8:47 A.M.)

Could you bring over some medium-sized

cardboard gift boxes? You can put them in

the closet on the second floor.

Sita Singh (8:48 A.M.)

Fabien Vahle (8:49 A.M.) :

Sita Singh (8:52 A.M.)

That's about how many are left here.

Fabien Vahle (8:54 A.M.)

t guess it’s time to replenish the inventory.

Vil send out an e-mail.

J

154. What will Ms. Singh probably do next?

(A) Take an inventory of boxes

(B) Prepare a gift for Mr. Vahle

(C) Organize a messy closet

(D) Bring boxes to the second floor

Questions 155-157 refer to the following notice.

155. What is the purpose of the notice?

156.

— 3] —

updates as more information becomes available.

Attention All Employees

At 7:30 AM. today, the main server facility lost power during regular security testing.

— [1] —. Power was restored less than one hour later, and the company Web site is

now fully functional. — [2] —. However, many services are still down. Among these

are the main database and all desktop phone services, including voice mail. At this

time, you can access e-mail from mobile devices but not from your office computers.

Our technicians are working to bring all systems back online. However, it may take

until this afternoon for everything to resume working normally. — [4] —.

We understand the importance of these services to your work, and we will issue

(A) To explain how to access a Web site

(B) To provide instructions for using voice

mail

(C) To inform employees of a technology

issue

(D) To advise employees of revisions to a

database

What is indicated about the company

e-mail?

(A) Itis only available on office computers.

(B) It is accessible on mobile devices.

(C) Only office technicians can use it

currently.

(D) It has been updated to provide more

security.

157. In which of the positions marked [1], [2], [3],

and [4] does the following sentence best

belong?

“We humbly ask for your patience until that

time.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

GO ON TO THE NEXT PAGE

TEST2 61

Questions 158-160 refer to the following letter.

Peake Painting Ltd. © 375 Fox Road ¢ Toronto, ON M5B2C1 © 416-555-0101

8 June

Ms, Priti Parekh, Manager

Eagle Point Apartments

23 Concordia Lane

Toronto, ON M5H 1A1

Dear Ms. Parekh:

This letter is a follow-up to our telephone conversation of 6 June. As I mentioned

then, we have been successfully serving many apartment complexes in the Toronto

area for the past fifteen years. I would be happy to supply references.

I also discussed with you the various benefits our service agreement offers. These

include priority scheduling, preventive maintenance, service discounts, and advice

from our expert painters. Our service agreement also covers the repainting of

apartments vacated by tenants and a one-year guarantee on paint and labour.

Enclosed is a copy of our standard contract, which can be adjusted to your specific

needs and requirements. Please let me know if you need any further information.

I look forward to hearing from you soon.

Sincerely,

Nuruddinw Abdullahi

Nuruddin Abdullahi, Owner

Peake Painting Ltd.

Enclosure

158. Why did Mr. Abdullahi send the letter to 160. What did Mr. Abdullahi send with the letter?

Ms. Parekh? (A) Information for tenants

(A) To give some details about his business (B) A bill for services

(B) To describe some available apartments (C) Asample contract

(C) To inquire about a service provided (D) An estimate of costs

(D) To ask for a reference

159. What is NOT mentioned as a feature

covered by the service agreement?

(A) Price reductions

(B) Annual evaluations

(C) Recommendations by specialists

(D) Periodically performed maintenance

62

Questions 161-163 refer to the following report.

161.

162.

Web site traffic report

Prepared by Takani Analytics

For www.hejmo.com

similar Web sites.

Traffic Sources

Direct Traffic: 17%

Redirected Traffic: 53%

company’s Web site.

Search Engine Traffic: 22%

products.

> Popular search engines: Locala, River

Social Media Traffic: 8%

> Popular outlets: myfold, grouple

From home page to sale

20% purchased an item

The following report breaks down how visitors to www.hejmo.com found your Web site.

Based on the results, we advise you to boost your social media presence. Your

Web site traffic from social media sites is approximately 20 percent lower than that of

> These are visitors who typed in your Web address or had it bookmarked.

> These are visitors who followed a link from an advertisement found on another

> Popular referral sites: gardensandhomes.com, modernhousehold.com

» These are visitors who used a search engine to search for specific information or

> Popular search terms: chair, lamp, table, bookshelf, desk

> These are visitors who followed a link from an advertisement posted on social media.

32% of total users never left the home page

48% visited individual product pages without purchasing an item

af.)

U

What Web site traffic source does Takani

Analytics recommend increasing?

(A) Direct traffic

(B) Redirected traffic

(C) Search engine traffic

(D) Social media traffic

What type of products does www.hejmo.com

most likely sell?

(A) Books

(B) Furniture

(C) Advertisements

(D) Gardening equipment

163. What is indicated about www.hejmo.com?

(A) It advertises on other Web sites.

(B) It gets more direct traffic than similar

Web sites do.

(C) It has redesigned its home page.

(D) it has increased its Internet sales.

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ce eee ad

TEST2 63

Questions 164-167 refer to the following article.

CAPE TOWN (18 May)}—The Cape Town

Museum of Art has announced the

appointment of Ms. Simphiwe Nyambi as

head of the museum’s Digital Media

Department, effective on 1 June. — [1] —.

The department is responsible for managing

digital content for the documentation and

interpretation of the museum’s collection. In

her role as chief digital officer, Ms. Nyambi

will explore new digital opportunities for the

museum.

Ms. Nyambi studied journalism in South

Africa and Scotland. —[2]—. Until

recently she lived in Nairobi, Kenya, where

she was the digital editor for African Arts &

164. What is a purpose of the article?

(A) To introduce a new publication

(B) To describe partnerships between

museums and universities

(C) To discuss new methods of

documentation

(D) To announce the hiring of a media

specialist

165. According to the article, where is one place

Ms. Nyambi studied?

(A) Canada

(B) Kenya

(C) Scotland

(D) The United States

166. What is true about Ms. Nyambi?

64

(A) She can see the museum from her

home.

(B) She grew up near Nairobi.

(C) She earned a degree in computer

science.

(D) She owns a large collection of art.

Culture Quarterly. — [3] —. Before

working for the journal, she taught

journalism at colleges in the United States

and Canada.

“IT am delighted to be back in my

hometown,” Ms. Nyambi said in a recent

interview with this publication. — [4] —. “T

feel blessed to have the opportunity to work

for this wonderful museum. It holds a special

place im my heart, dating back to my

childhood. And as of two weeks ago, I have

a clear view of the building from my

apartment. I look forward to sharing the

museum’s amazing collection with the world

through digital media.”

167. In which of the positions marked [1], [2], [3],

and [4] does the following sentence best

belong?

“She replaces Mr. Arthur Maseko, who

resigned in March.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

Questions 168-171 refer to the following online chat discussion.

Sara Davis (9:40 A.M.) | |

Don’t forget that our brainstorming meeting today is at 1:30 in room 143.

Please bring your Suggestions for F the Alder presentation.

Ron Chou (9: 41 A, M. }

I'll be there, Sara. Will you be available after the meeting to discuss the

facilities work request?

Sara Davis (9: 41 A.M. )

Absolutely. Let’s talki in my office immediately afterwards.

: Tania Watson (9: 42 A. M. )

Can you include Patrick Martin in the meeting? He has some good ideas

for communicating with the new “clients.

“Aidan Reynolds (9: 43 A. M. y

| have some advertising and promotional concepts that I’ve drafted.

I’ Hl bring them.

{ Sara Davis (9: 44 A. M. )

Done. Good idea, Tania.

How long do you think the meeting will last? I’m supposed to brief

Scott Kennedy at. 2: 30 on nthe results of the Blackwood presentation.

Ron Chou (9: 45 A. M. }

Great. ve been awaiting to see those, Aidan

Tania Watson (9: “AG A. M.)

(Sara Davis (9 ‘47 A. M. )

We’re scheduled for an hour and a half in the room, but feel free to

leave whenever you need to.

=|

)

168. Why does Ms. Davis invite the writers to the 170. At 9:44 a.m., what does Ms. Davis most

afternoon meeting? likely mean when she writes, “Done”?

(A) To generate new ideas (A) She has completed the Blackwood

(B) To review a client survey presentation.

(C) To discuss a work request (B) She has sent a meeting invitation to

(D) To finalize the Alder presentation Mr. Martin.

(C) She has freed up time for a meeting.

169. What will Mr. Reynolds contribute to the (D) She has finished her work for the day.

afternoon meeting?

(A) Scheduling information 171. Why does Ms. Watson need to leave the

(B) Conference projects afternoon meeting early?

(C) Client strategies (A) She is leaving for a business trip.

(D) Marketing plans (B) She has to provide information to a

colleague.

(C) She must prepare for a presentation.

(D) She is scheduled to greet new clients.

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aac ad

TEST2 65

Questions 172-175 refer to the following article.

66

Quester Expands Marketplace \_

DUBLIN (23 July)—Quester Ltd., the

company that operates the groundbreaking

Quester Web site for job seekers and

employers, has announced that it will now

include technology-related occupations in

its marketplace.

Since its launch more than five years ago,

Quester has focused solely on staffing for

organisations in the health-care sector.

Like health care, the technology sector is

also struggling to find employees who

have the right skills and who can help

meet the demands created by high

growth.

“The employment rate of technology

professionals is already quite high, yet

jobs in the industry are projected to grow

significantly each year over the next

decade,” said Ladli Misra, a founding

partner of Quester.

Quester works by bringing job seekers

together with recruiters and hiring

managers. When companies contract with

Quester, job listings are created with

details of the companies’ open positions.

Job seekers create a skill-set profile and

identify opportunities of interest to them.

Candidates and employers interact,

secking links and bridges between skills

and jobs listed on the Quester site.

Quester’s proprietary algorithm matches

employers and job seekers and then

notifies both. Using a simple messaging-

and-scheduling tool, job seekers can

indicate their interest in a job opening

and employers can send interview

requests. Employers are assigned a

personal guide to walk them through the

process and to ensure the maximum

benefit from the experience. There is no

cost to job seekers.

“Tt’s great for both ends of the

employment market,” said Ms. Misra.

“Job seekers can easily find the most

appropriate opportunities and employers

get the information they need to

efficiently acquire in-demand talent,

usually in less than a month.”

172.

173.

174.

Where would the article most likely appear?

(A) In a medical journal

(B) In a business magazine

(C) In a technology firm’s newsletter

(D) On a hospital’s Web site

The word “meet” in paragraph 2, line 7, is

closest in meaning to

(A) fulfill

(B) join

{C) find

(D) contact

What is indicated about Ms. Misra?

(A) She worked as a medical professional

in the past.

(B) She helped to create Quester.

(C) She is in charge of hiring at Quester.

(D) She expects the health-care sector's

profits to grow.

175. What is suggested about Quester’s

system?

(A) Its technology needs to be upgraded.

(B) It guarantees job seekers a match

within 30 days.

(C) It offers positions in many different

industries.

(D) Its costs are covered by employers.

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Ra

TEST 2 67

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

68

LONDON (20 May)—Narvalis, a marine-

transport company based in Le Havre, France,

announced last week that it has once again

added to its cargo fleet. A Danish vessel,

dubbed the Epsilon, was purchased from a

Copenhagen-based company to be Narvalis’

largest ship. It will be docked in a separate

location for cleaning and inspection before

officially entering service out of Le Havre.

Narvalis maintains a fleet of twenty medium-

and large-sized vessels, transporting primarily

grains and iron ore between international

destinations. “Our board unanimously decided

to invest in this secondhand vessel to expand

our operations,” said company president

Emmanuel Brodeur. “We believe that the

substantial scale of this vessel will allow us to

deliver certain shipments more efficiently.”

From: | | zbernard @narvalis.fr

To: ss { asharma @daruunco.co.in

Date: \_—\_ | | 22 May \_

Subject: | [ Your transport needs - 5

Dear Mr. Sharma,

Thank you for contacting me. I think that the Epsilon would be the best option for your

company’s needs. Given its size, it would take longer to arrive in Mumbai than our other

vessels. However, it provides unparalleled cargo space, which will allow for your goods to

be transported as a single shipment. This will greatly simplify logistics on the receiving

end.

Following its purchase in Copenhagen, the Epsilon was routed to Amsterdam in the

Netherlands for several days. The plan is that it will next head to our headquarters in

Le Havre. However, we can easily send it directly on to Bilbao, Spain, for loading. Please

let me know how you would like to proceed.

Sincerely,

Zacharie Bernard

Client Services, Narvalis

176, What is the Epsilon ? 179. Why did Mr. Bernard write the e-mail?

(A) Acontainer ship (A) To finalize a purchase

(B) A transport truck (B) To apologize for a delay

(C) A freight train (C) To advise a client

(D) Acargo plane (D) To reply to a colleague

177. What is mentioned about the Epsilon ? 180. Where was the Epsifon most likely

(A) It was built by Narvalis. inspected?

(B) It had a previous owner. (A) In Copenhagen

(C) It is frequently used. (B) In Amsterdam

(D) It has passed inspection. (C) In Le Havre

(D) In Bilbao

178. In the article, the word “scale” in

paragraph 2, line 8, is closest in meaning to

(A) portion

(B) level

(C) degree

(D) size

GO ON TO THE NEXT PAGE

ii

TEST 2 69

Questions 181-185 refer to the following memo and form.

To: Fanoula Graphics employees

From: Accounting Department

Re: Expense reimbursement form

Date: December 15

Beginning on January 2, Fanoula Graphics will implement a new process

for reimbursement of business-travel expenses. The new procedure will be

easier to follow, and employees can expect to receive reimbursements much

more quickly than they do under the current system.

Employees will no longer book their own flights and hotels. All travel

arrangements will instead be made by Allison Weber and her team in

Operations. Employees should submit an electronic request form to

Ms. Weber’s team at least two weeks before the first day of travel. If travel

plans are known far in advance, it is preferable to submit requests well

before the submission deadline. Request forms can be found on the

employee portal of the company’s Web site.

After travel, employees should submit an electronic reimbursement form

for all other reimbursable expenses, including meals, tips, car rental or

taxi service, gasoline, laundry services at hotels, and other expenses that

are outlined in the employee portal on the Web site. Please note that

photocopying is no longer considered a reimbursable expense. We ask that

employees prepare copies using our own office equipment before traveling.

Thank you for your compliance. Please refer any questions to Ms. Weber.

Fonoula Graphics Expense Reimbursement Form

Name and department: | Martin Santos, Sales

Date of submission: — | January 29

Purpose of travel: | To visit a client from Mayfurrow, Inc., in Wellfleet, MA

Date of Expense | Payee Purpose Amount

January 3 Photocopies Client meeting $12.74

January 3 Mary’s Restaurant | Dinner $45.93

January 3-4 Len’s Car Rental | Transportation $78.24

January 4 Wellfleet Diner Breakfast $13.35

January 4 Gasoline Transportation | $18.42

Total: $168.68

Please remember to scan and attach all receipts and/or credit card statements.

af

“Tels

70

181. According to the memo, what will happen 184. What amount will NOT be reimbursed to

on January 2 ? Mr. Santos?

(A) AWeb site will be updated. (A) $12.74

(B) Anew procedure will go into effect. (B) $18.42

(C) Anew operations director will be hired. (C) $45.93

(D) Ameeting about travel policies will take (D) $78.24 ’

place.

185. What did Mr. Santos most likely do?

(A) Buy lunch for a client

182. What is indicated about reimbursement

forms? (B) Use a taxi for transportation

(A) They are available in Ms. Weber’s (C) Attach receipts from restaurants

office. (D) Host a client at Fanoula Graphics’ office

(B) They require a manager’s signature.

(C) They must be submitted electronically.

(D) They should be submitted monthly.

183. In the memo, the word “well” in paragraph 2,

line 5, is closest in meaning to

{A) right

{B) much

(C) closely

(D) successfully

GO ON TO THE NEXT PAGE

TEST2 71

Questions 186-190 refer to the following Web page, notice, and e-mail.

C rit Zhou jaciniobusinessinsitute.cc com OO

Jacinto Business Institute UBD

Whether you are just starting out in the business world or looking for ways to expand your

operations, JBI offers a variety of low-priced seminars taught by successful entrepreneurs

from top businesses in the region. Check out our upcoming seminars that will meet weekly

in February!

Basic Financing for Small Businesses

This seminar will review traditional and practical ways to finance your business.

Saturdays, 12:30 p.m. to 3:00 pM.

Starting Out in Leadership

For those new to management, this seminar will examine essential techniques that focus on

productivity and positive workforce motivation.

Tuesdays and Thursdays, 7:00 PM. to 9:30 PM.

Promoting Your Business

Explore strategies for effectively advertising and expanding your business.

Mondays, 6:00 pm, to 9:00 P.M.

Planning a Successful Start-Up

Before you open for business, prepare a detailed plan of your concept using time-honored

strategies.

Tuesdays, 5:00 P.M. to 8:00 P.M.

Notice

Ting Yang to lead JBI seminar

We are delighted to have Ms. Ting Yang joining us in February. She earned

a master’s degree in marketing from Julem University and started out at

Wister Point, Inc., where she rose to the position of marketing director.

The company’s revenue increased greatly during Ms. Yang’s tenure. After

fifteen years at Wister Point, Ms. Yang joined the successful advertising

consulting firm Marvin and Rhodes Advisers. Take advantage of this

opportunity to benefit from her considerable expertise and sign up for her

seminar today!

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186.

187.

188.

|| Jacinto Business Institute <contactus @jacintobusinessinstitute.com>

| Gabriela Torres <gtorres @ flowersbygabriela.com>

S | | March 3

| | February seminar

ubject:

| | Greetings,

\_| The seminar I attended proved valuable. I have long admired Ms. Yang. In fact, she was a

\_| department director at the same firm where I first worked after university. Now that I am

| | looking to grow the business I recently started, the chance to learn from her insights has

| been very helpful. I hope she will return to lead other seminars at your institute.

cS All the best,

| Gabriela Torres

What is indicated about JBI? 189. Why did Ms. Torres write the e-mail?

(A) Its seminars are provided for free. (A) To respond to an opportunity

(B) Its instructors have business (B) To inquire about registration for a

experience. seminar

(C) It specializes in the retail industry. (C) To ask for advice about a business

(D) It was established several years ago. (D) To provide feedback about a seminar

For whom is the notice mainly intended? 190. What is most likely true about Ms. Torres?

(A) Potential JBI students (A) She has a degree in finance.

(B) Current JBI faculty (B) She was employed at Wister Point, Inc.

(C) Graduates of Julem University (C) She will soon teach a seminar at JBI.

(D) Clients at a consulting firm (D) She recently moved to a new town.

What seminar did Ms. Yang most likely

teach?

(A) Basic Financing for Small Businesses

(B) Starting Out in Leadership

(C) Promoting Your Business

(D) Planning a Successful Start-Up

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TEST 2 73

Questions 191-195 refer to the following Web page, online form, and search results.

C

htips:/Awww.copychaser.com )

Home | Our Services | Project Description Form | Client Reviews | Contact Us |

Our Services

At Copychaser, we understand that skillfully written content is essential to a thriving

business. That’s why over the past three decades we have continued to increase our

pool of skilled staff and freelance writers representing a wide range of expertise. And

now we offer you the opportunity to complement your text with artwork developed

by our team of graphic artists. Let Copychaser take care of all your company’s

communication needs.

° Service 1: Marketing Copy. We will craft the perfect message to promote your

products and services, putting your company ahead of the competition.

\* Service 2: Content Development. Whether you need general informational] or

technical articles, we will match you with the expert writer you need.

\* Service 3: Translation. We work with international translation agencies that will

give your Web site content the local flavor you need in order to sell to diverse

markets and populations.

\* Service 4: Training in Writing. We provide in-person workshops and webinars on

general writing skills as well as coaching sessions for individuals or small groups

ona specific type of writing or project.

Fill out our project description form and we will get back to you within 24 hours

with a service proposal to suit your needs.

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\* >is

Project Description Form ba

Name: Yuna Takahashi

Submitted: | 11 January

Project Description:

I'm looking for an expert who can write articles related fo the petroleum business.

This would be for an online periodical that | edit and publish. The ideal writer has

an established background in petrochemicals or in economics as it relates to the

international oil market. A degree in a field related to fossil fuels or economics is

preferred. | need someone who can communicate complex topics clearly while

maintaining scientitic accuracy.

| [> |\*

Copychaser search results for Project 981:

Name Degree and Expertise

Analia Almeida Master of Business Administration. Experience in agricultural

commodity pricing. Consultant in food packaging.

Cara Ponti Doctorate in Physics. Expert in subatomic particle theory and light

spectrum analysis of distant space objects.

Armand Mkhaliphi | Master of Science in Mechanical Engineering. Experience in aircraft

design and quality control. Expert in adhesives used in aircraft

assembly.

Wayne Bryfield Doctorate in Chemical Engineering. Expert in fuel and lubricant

formulation. Presenter on topics related to the oil and gas industries.

191. What does the Web page suggest about 194. What Copychaser service does

Copychaser? Ms. Takahashi need?

(A) Itis a relatively new business. (A) Service 1

(B) It offers video content development. (B) Service 2

(C) It works exclusively with freelancers. (C) Service 3

(D) It has expanded its tearm of writers. (D) Service 4

192. What has Copychaser added recently? 195. Who best fits Ms. Takahashi’s criteria?

(A) Web-site hosting (A) Ms. Almeida

(B) Printing (B) Dr. Ponti

(C) Graphic design (C) Mr. Mkhaliphi

(D) Data storage (D) Dr. Bryfield

193. What is indicated about Ms. Takahashi?

(A) She runs a Web-based publication.

(B) She works for a petroleum company.

(C) She has used Copychaser in the past.

(D) She needs some work done quickly.

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TEST 2 75

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

3

Lanascaping

Make sure your company’s natural features look their best. A tidy first impression is

important. Greenfell Landscaping can help you keep your company’s greenery green!

We have multiple tiers of service designed especially for our commercial clients.

— Eco Keeper Standard: weekly lawn mowing with detailed grass trimming by walkways

and buildings

~Eco Keeper Plus: weekly mowing and trimming, organic fertilizer application, and

weed removal. Our most popular service.

— Master Green Gold: all the lawn-care services of our Eco Keeper Plus plan with the

added benefit of seasonal flower plantings and flower bed maintenance

— Master Green Platinum: all the services of our Master Green Gold plan but with care

for your small trees and shrubs included. Twice-yearly pruning and trimming. Insect

control. We can even bring ornamental potted trees to brighten your entryways.

Contact service@greenfell.com to request an estimate. Costs are based on plan, lawn size,

and type of plantings.

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From: is | | Daphne Mizuno <d.mizuno@pamaturn.com>

To: | { Greenfell Landscaping Service <service@ greenfell.com>

Date: \_| [ Tune 10

Subject: \_ | | Inquiry

Hello,

| My company has recently decided to outsource the lawn care at both our work sites, and

[have been asked to solicit bids for a contract to do the work. I saw your Greenfell

Landscaping flyer and wanted to reach out to you, as we would prefer to work with a

locally owned company rather than a large franchise.

We have two properties with large lawns. Our main offices are on Langley Boulevard, near

the Crossroads Shopping Plaza, and our shipping warehouse is five kilometers from the

| main offices, on Kempton Road. Our needs are fairly simple. We only require that the

grass be kept short for a low but fair cost. We do not have any flower gardens or hedges,

so the mowing is very straightforward.

If you are interested in submitting a bid, please let me know.

Daphne Mizuno, Facilities Manager

Pamaturn Products, LLC

From: | Greenfell Landscaping Service <service @ greenfell.com> |

: To: é | Daphne Mizuno <d.mizuno@pamaturn.com> | .

Date: : - [June 11 |

Subject: - [ RE: Inquiry |

|

: Attachment: [J Reference

| Dear Ms. Mizuno,

Thank you for contacting Greenfell Landscaping about this opportunity. We would like

to bid on this work. Please forward the specifications, and I will begin working up the

bid.

If you need references as part of your process, you can contact Mr. Fred Stolz, the

owner of Dynamo Machine Shop, which is located just down the street from your

warehouse. Fred has been a Greenfell Landscaping customer for over eight years. His

details are attached.

Greenfell Landscaping is fully licensed and insured. You can count on us to provide

excellent, reliable service.

Sincerely,

Brian Karpyak, Owner

Greenfell Landscaping

196. For whom is the flyer specifically intended? 199. According to the second e-mail, what

(A) Private homeowners should Ms. Mizuno do?

(B) Part-time landscapers (A) Submit a competitive bid

(C) Business owners (B) Provide the name of a reference

(D) Environmental researchers (C) Arrange a meeting with Mr. Karpyak

(D) Send Mr. Karpyak the details of a job

197. Why did Ms. Mizuno contact Greenfell

Landscaping in particular? 200. What is most likely true about Mr. Stolz?

(A) Because she saw a discount offer (A) He used to work for Pamaturn

(B) Because it is a local company Products.

(C) Because she recently met the owner (B) His insurance payments are up-to-date.

(D) Because it uses highly specialized (C) He lives near the Crossroads Shopping

equipment Plaza.

(D) His shop is located on Kempton Road.

198. What level of service will Ms. Mizuno most

likely choose?

(A) Eco Keeper Standard

(B) Eco Keeper Plus

(C) Master Green Gold

(D) Master Green Platinum

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 2 77