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.

102.

103.

104.

110

------- is currently Ms. Wonderle’s first year

working as our office’s administrative

assistant.

(A) This

(B) That

(C) These

(D) Those

Riversedge City is ------- to announce new

monthly parking discounts for its residents.

(A) pleasing

(B) pleasure

(C) please

(D) pleased

Sang-Joon Park is retiring after 25 years of

------- with Dahl Legal Consultants.

(A) service

(B) profession

(C) knowledge

(D) relationship

The Trails Store will ------- add a section for

hiking equipment.

(A) eventualities

{B) eventual

(C) eventually

(D) eventuality

105.

106.

107.

108.

Puraforce Staffing can provide your

business ------- temporary employees

during the busy holiday season.

(A) from

(B) with

(C) about

(D) into

In contrast to the ------- outside, the inside

of Taft’s Bakery was warm and welcoming.

(A) to weather

(B) weatherability

(C) weathering

(D) weather

Berrell Foods, a wholesale distributor of

fresh produce, ------- more than 100 grocery

stores in northern Scotland.

(A) contracts

(B) affords

(C) supplies

(D) travels

Payments to the Wendell Lake Association

will be considered late ------- they are

received after January 1.

(A) so

(B) by

(C) to

(D) if

109,

110.

111.

112.

113.

114.

Although the alternate route was -------

marked, many drivers ended up getting lost.

(A) never

(B) next

(C) clearly

(D) noisily

Later today, Mr. Warken ------- interview

times for the job applicant finalists.

(A) has been arranging

(B) will be arranging

(C) was arranged

(D) have arranged

For one week -------, Penny's Grocery is

giving away a free tote bag with every order

of 50 dollars or more.

(A) often

(B) only

(C) over

(D) through

Because of a recent artwork donation, the

Libsing Art Museum will soon be displaying

(A) exhibits

(B) exhibition

(C) exhibited

(D) exhibiting

Albert Doime oversaw smelting operations

in Lydenburg for a ------- time before being

reassigned to Johannesburg.

(A) brief

(B) large

(C) slow

(D) proper

The agreement ------- states that Amy Dyer

will be the general contractor for the Hibley

project.

(A) specific

(B) specifically

(C) specifiable

(D) specified

115.

116.

117.

118.

119.

120.

Executives at Wess Lumber were praised

for addressing employees’ concerns in a

(A) constructing

(B) construction

(C) constructive

(D) construct

Flu season is here, so take advantage of

the free flu shots ------- in the lobby. —

(A) being offered

(B) to offer

(C) offering

(D) offers

Clarkson Smith Legal Services requires that

------- client files be kept in off-site storage

for seven years.

(A) misplaced

(B) inactive

(C) unable

(D) resigned

By ------- to digital accounting, your

business can save time, space, and money.

(A) advising

(B) proving

(C) resolving

(D) switching

Mr. Liu’s long list of awards can be

attributed to his skills ------- a designer.

(A) on

(B) in

(C) as

(D) at

MBR Global Marketing has signed several

new client contracts ------- 12 million pounds

in annual revenue.

(A) totaled

(B) total

{C) totals

(D) totaling

GO ON TO THE NEXT PAGE

Feces ad

TEST4 111

121.

122.

123.

124.

125.

112

------- teaching economics at the local

university, Ms. Ito also writes a monthly

column for a financial magazine.

(A) Besides

(B) Whereas

(C) Either

(D) How

The feasibility study for building a new

bridge was quite complex and included

several -------.

(A) annotate

(B) annotative

(C) annotating

(BD) annotations

The department mentor instructed the

interns to contact her first ------- they had

any questions.

(A) in spite of

(B) as a result

(C) whenever

(D) because

The number of people working at Yolen

Laboratory’s two locations keeps

increasing, and there are now 452

employees ------- .

(A) apart

(B) enough

(C) yet

(D) altogether

Highlee Sportswear, ------- popularity is

widespread among athletes, will add a line

of children’s clothes soon.

(A) whose

(B) some

(C) major

(D) which

126

127.

128.

129.

130.

Employees spoke ------- of former CEO

Olga Sombroek, emphasizing how well

liked she was.

(A) sharply

(B) vaguely

(C) critically

(D) fondly

Although the owners made -------

renovations to their hair salon, they did not

raise any of their prices.

(A) informative

(B) hesitant

(C) extensive

(D) conversational

------- that Mr. Rey has completed the

welding course, he is free to apply for an

internal position with increased

responsibility.

(A) Otherwise

(B) Rather than

(C) Despite

(D) Considering

The play’s rehearsal lasted four hours,

while the play ------- ran for only three.

(A) themselves

(B) them

(C) itself

(D) it

Ms. Sheth has identified the ------- that have

prevented Hentig Industries from expanding

globally.

(A) registers

(B) summaries

(C) opposites

(D) obstacles

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.

Hollydale Medical Center

To All Office Staff:

The move to our new medical center building will take place this weekend. “T3T all items in your

desks must be packed before the end of the day on Friday. The empty boxes 737 to you by

8:00 a.m. on Thursday. When you arrive at our new location on Monday morning, your boxes

should already be in your new office. “7330 If you will be out of the office this Thursday or Friday,

notify me immediately so we can make other arrangements.

We appreciate your cooperation in helping to make this transition to our new location go as 7547

as possible.

Jian Tang, Office Manager

131. (A) Therefore 134. (A) directly

(B) Thirdly (B) smoothly

(C) Regardless (C) slowly

(D) Instead (D) actively

132. (A) delivered

(B) have delivered

(C) will be delivered

(D) had been delivered

133. (A) Enjoy dining at the nearby cafeteria.

(B) You need to check your office mailbox.

(C) The moving company has positive

reviews.

(D) Please begin unpacking right away.

GO ON TO THE NEXT PAGE

ad

TEST4 113

Questions 135-138 refer to the following flyer.

This year marks the twentieth anniversary of Hispanic Heritage Month. “7357 the food court at the

Swift Business Complex will feature cuisines from Hispanic and Latin American countries. Visit the

food court today to kick off the 6. ! Free tapas (small bites) and drinks will be available for

tasting.

Va the Swift Business Complex will be hosting a Hispanic Heritage Expo the week of October

10 in the center of the main atrium. International businesses as well as local vendors will be

participating in this one-of-a-kind event. Each afternoon at 3 p.m., two lucky shoppers will win

leather handbags from Cuero Suave, a Colombia-based trading company located on the fourth

floor. ---=--- .

138.

135. (A) To celebrate 138. (A) The main atrium was completely

(B) It celebrated renovated last spring.

(C) By celebrating (B) Visit the service desk to get your free

(D) The celebration ticket for the drawing.

(C) Try the chicken tacos for a tasty treat.

136. (A) festive (D) The food court will be open for breakfast

) festivities all week.

(A

(B

(C) festively

(D) more festive

137. (A) Rather

(B) However

(C) In addition

(D) On the contrary

114

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

To: Hye-Jin Lee

From: Globiance Technologies

Subject: Information

Date: 5 June

Dear Ms. Lee,

Thank you for "739, the Sciorama X200 social science database. Your selection is a preferred one

among many researchers. We would like to learn about your 740. with this database through a

five-minute survey. As a token of Ta" appreciation, you will be automatically entered into a

drawing to win a $100 gift card from Globiance Technologies. All of your responses will be kept

fidential. -=--—- .

confidenti 743,

The questionnaire is available at www.gt.org/scioramasurvey. Thanks in advance for your

feedback.

Sincerely,

The Survey Team at Globiance Technologies

139. (A) giving 142. (A) They will be used for statistical purposes

(B) performing only.

(C) writing (B) They will determine which solution will be

(D) choosing adopted.

(C) They will reveal what difficulties new hires

140. (A) experience have reported.

(B) experiencing {D) They will be thoroughly reviewed for

(C) experienced errors.

(D) are experienced

141.

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TEST4 1415

Questions 143-146 refer to the following instructions.

Armantax Logistics

Vehicle Inspection Policy

This section deals with completing your “443 vehicle inspection reports. The purpose of these

reports is to ensure proper vehicle maintenance and operation safety.

As an Armanfax Logistics delivery driver, you must complete posttrip checks on your vehicle and

list any defects on special report forms. “Tae to report a problem may result in a breakdown of the

vehicle. Note that reports must be completed at the end of each day. "Tas" °

Pretrip checks are completed by reviewing the previous driver’s inspection report. If it notes

any “a6.” you must acknowledge that necessary repairs have been performed.

143. (A) regular 146.

. ( (A) problems

(B) regulars (B) arguments

( (C) increases

( (D

delays

C) regularly

D) regulate

SS

144. (A) Continuing

(B) Deciding

(C) Failing

(D) Paying

145. (A) Within the next few days, notifications will

be sent out.

(B) They are required even if no defect is

discovered.

(C) Ithas been found on a number of

occasions.

(D) Time off may be requested a week in

advance.

116

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 sign.

B sS

Humint HARDWARE

Notice to Customers

Following the expansion of our store, and prompted by requests from

customers for more products, many of the items between aisles 2 and 20

will now be relocated. Reshelving will occur during the period of April 16

to May 2, at which time we will have additional staff on hand to help you

find the products you need. We are confident you will find the new store

layout an improvement over the old one.

Thank you for your patience.

Management, Humini Hardware

[a

147. What is the purpose of the sign? 148. Why will extra staff be available?

(A) To announce a temporary closure (A) To take inventory

(B) To advertise a new product line (B) To help customers locate certain items

(C) To explain how shelves are arranged (C) To give product demonstrations

(D) To prepare customers for an upcoming (D) To help customers place orders

change

GO ON TO THE NEXT PAGE

re

TEST4 117

Questions 149-150 refer to the following Web page information.

| https //www rivieracarrental.co.uk/598270 OO ——— C0)

Thank you, Mr. Gregersen!

Your Riviera Car Rental booking is now complete.

Today's date: 3 June

Duration: 7 days

Pickup: 14 June in Bristol

Return: 20 June in Cambridge

Credit card: XXXX-XXXX-XXXX-2891

Amount: £310.00

You have opted to prepay your rental, but your credit card will not be charged until 12 June.

Until then you may cancel your booking at no charge. Should you cancel after that date,

a fee will be charged. Also, if you fail to pick up your car (no-show), you will be charged in full,

and the amount is nonrefundable.

i

149.

118

information?

(A) To verify credit card information

(B) To approve a purchase order (C) He can still cancel at no charge.

(C) To describe accommodation options (D) He has requested a small car.

(D) To confirm reservation details

What is the purpose of the Web page 150. What is suggested about Mr. Gregersen?

(A) His credit card needs to be replaced.

(B) His travel expenses will be reimbursed.

Questions 151-152 refer to the following article.

BAKERSVILLE (August 13)—As confirmed

by today’s vote, the city’s building code is

getting a shake-up. Among the changes to go

into effect on November 3 are stricter fire

safety standards for both commercial and

residential buildings, enhanced insulation

requirements, and, most notably, a

requirement that 25 percent of newly

constructed residential homes be equipped

with solar panels.

The solar initiative has been met with broad

support among voters, lawmakers, and home

builders. The new rule will increase the total

amount of green energy produced and reduce

dependency on fossil fuels. Supporters also

say that increasing demand for solar panels

and hardware will drive prices down, so that

this technology will be increasingly

affordable. Finally, though the building phase

will be more costly than usual, homeowners

will save on electricity bills in the long term.

The state will open a phone hotline to answer

questions from builders, property owners,

contractors, and other affected parties

beginning on October 15 and continuing

through the end of the year.

151. When does the new code become 152. According to the article, what will become

effective?

(A) On August 13

(B) On October 15

(C) On November 3

(D) On December 31

more expensive?

(A) Construction costs

(B) The price of solar panels

(C) Home maintenance costs

(D) Household electricity bills

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eee cd

TEST4 119

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

Axel Thorne (9:13 A.M.) \_

Hi everyone. Our staff meeting scheduled for 3 RM. today has

been postponed ung next tweak.

Beryl Smith (9: 14 A M. ~

Will it be at the: same time next t Tuesday?

rene Axel Thorne (9:1 15 A. M >.

-. That's right, and the same place, in the conference room on the

first floor

Deanna Dahl (9:16 A. M A)

I'm going to be on vacation next week, Could you send me the

meeting minutes, Please?

Axel Thorne (9: 17 A. M. )

No problem. Tl take ¢ care of that. Enjoy your v vacation,

Deanna Dahl (9: 19 A. M. A)

Thanks! I'll review everything you talked about when I get back

153. What has changed about the meeting? 154. At 9:17 a.v., what does Mr. Thorne most

(A) The time likely mean when he writes, “No problem’?

(B) The date (A) He will send Ms. Dahl a copy of notes

(C) The location about the meeting.

(D) The topic (B) He will ask someone to replace

Ms. Dahl at the meeting.

(C) He will give Ms. Dahl a project to work

on while she is away.

(D) He will meet with Ms. Dahl when she

returns.

120

Questions 155-157 refer to the following instructions.

Skylight Gardens.

Your Neighborhood Garden Center

Plant Care Tips

i Effective plant care starts with choosing the right pot

| for your houseplant. Make sure that there are holes

in the bottom of the pot to let water flow out.

Next, purchase soil from your local garden center.

Store-bought potting soil typically contains fertilizer

to help indoor plants grow. Using dirt from your own

outdoor garden is risky. This dirt can be filled with

insects, disease, and weeds, all of which can be

harmful to indoor plants.

After potting, pour water on the soil and flowers of

your plant. Always check the soil before watering. If

the soil is still moist, there is no need for more water.

To maintain a healthy plant, pinch or cut off parts of

\_\_\_ the plant that have turned brown or withered. Doing

| so helps to facilitate new growth, Each spring, repot

| your plant in a larger pot to allow room for the root

system to grow.

155. Why are readers advised to purchase soil? 157. The word “turned” in paragraph 4, line 2, is

(A) To avoid digging up their yards closest in meaning to

(B) To promote plant growth (A) built

(C) To support local garden centers (B) rotated

(D) To ensure that water is evenly (C) disturbed

distributed (D) become

156. What tip is NOT mentioned in the

instructions?

(A) Keep the plant in the sun.

{B) Replace the pot every year.

(C) Feel the soil before adding water.

(D) Use a pot with holes in it.

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TEST4 121

Questions 158-160 refer to the following notice.

Attention Conference Centre Staff:

The Geylang Conference Centre is hosting the Singapore Banking Conference

on 20 April. The welcome desk will be open from 8:00 AM. to 10:00 AM. When

checking in, conference attendees will need to present a valid form of identification.

Acceptable forms of identification include a passport, a driver’s license, or a

company-issued photo ID. After checking in, attendees will be handed a welcome

packet, which includes a conference schedule, a map of the facility, and their ticket

to the evening banquet. If attendees arrive after 10:00 A.M., they should be directed

to the security desk, where someone will check them in.

Please note that some attendees will be staying at the conference centre’s hotel.

They should be directed to the hotel lobby, where they can leave their luggage.

Hotel personnel will bring the luggage to the appropriate guest rooms when the

rooms are ready.

If you have any questions about your duties for the day, please contact Jia-Wei Teo

at extension 231.

158. What is the purpose of the notice? 160. According to the notice, what will happen at

(A) To inform staff about procedures for an the end of the conference?

event (A) Packets will be collected.

(B) To provide attendees with a schedule (B) Luggage will be put in storage.

(C) To ask for volunteers to work at an (C) An evaluation form will be handed out.

event (D) A banquet will be held.

(D) To give information about conference

speakers

159. The word “present” in paragraph 1, line 3, is

closest in meaning to

(A) introduce

(B) show

(C) attend

(D) gift

122

Questions 161-163 refer to the following article.

GABORONE (6 May)—Local resident

Sophie Shagwa has met a goal many

application developers relish. — [1] —.

Her app, Dream Sweet, which she created

as a participant in the Next Generation

Apps programme, has been downloaded

more than 10,000 times.

“Simply put, this app helps users attain

their dreams and ambitions,” Ms. Shagwa

said. “The app does this by providing a

series of questions to help users identify

their goals and break them down into

achievable parts.”

Recently, she added a much-requested

calendar feature. — [2] —. Daily

reminders and encouraging text messages

are sent around the times when certain

161. What does the article mainly discuss?

(A) The recruitment of young people for a

new program

(B) The profile of the creator of a piece of

software

(C) How apps and related products are

priced

(D) Recent changes across the software

industry

162. What does the Dream Sweet app help

users to do?

(A) Reach their goals

(B) Create visual text messages

(C) Design artistic posters

(D) Sponsor new app developers

parts of the goal should be accomplished.

Additionally, Ms. Shagwa designs

calendars, notebooks, and posters with

inspirational phrases that can be

purchased through the app. — [3] —.

“They’re lovely to look at and provide

visual reminders that your goals are

important and that you have the ability to

achieve them,” she said.

The app is free, but additional features,

such as personalized coaching and

progress tracking, cost extra. Ms. Shagwa

uses some of her profits from the Dream

Sweet app to sponsor new app developers

who want to join the Next Generation

Apps programme. — [4] —.

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

and [4] does the following sentence best

belong?

“Users can now plan a specific timeline of

actions in order to be successful.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

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a

TEST4 123

Questions 164-167 refer to the following e-mail.

To:

| elvin.williams@ gxtinvestments.com

| barry.robledo @ gxtinvestments.com

From: |

Date: |

| May 17

Subject:

|

| 301 N. Powell

|

Attachment: | (} Photos

LULU

Elvin,

purchase.

photographs of the problem areas.

Sincerely,

Barry Robledo

I walked through the property at 301 N. Powell Avenue today. I was able to see the

reception area, the offices, and the kitchen, but the utility closet in the west hallway was

locked. I am sure an inspector will be able to verify that the furnace and electrical circuit

board in that space are in good working order should we choose to proceed with a

The building has all the space we need to accommodate our clients, including a large

parking area. However, there are some issues that we will need to address if we move

forward: the carpet in the reception area is discolored; some floor tiles in the east hallway

are cracked; and there is chipped paint in the conference room. The small water stain on

the ceiling of the conference room may indicate a leak in the roof. I have attached

Given the low price of the property, I think we should consider this location. We could

update the space and still come in under budget. Our current lease expires in three months,

so we will need to make a decision quickly. Let me know what you think.

164. Why did Mr. Robledo send the e-mail?

(A) To request the extension of a lease

(B) To suggest opening a branch office

(C) To support relocating a business

(D) To oppose the sale of a property

165. What was Mr. Robledo NOT abie to view?

(A) The reception area

(B) The kitchen

(GC) The furnace

(D) The conference room

166. The word “address” in paragraph 2, line 2,

is closest in meaning to

(A) attend to

(B) write on

(C) publicize

(D) place

124

4167. What is one of the problems Mr. Robledo

mentions?

(A) Some tiles have been broken.

(B) Akey has been misplaced.

(C) The parking area is too small.

(D) The location is inconvenient.

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

t

Akio Nishi [3:35 P.M.]: Did you both see the e-mail from Barbara with furniture options |

for the lobby?

Isidora Basque [3:37 PM.]: Look at the brown leather chairs with wheels. They are so much

more stylish than the current chairs.

Akio Nishi [3:38 P.M.]: They are attractive, but they don’t seem sturdy. What do you

think of the big green ones with the plush seats?

Kriya Patel [3:39 P.M.]: Tam opening it now.

Isidora Basque [3:40 P.M.]: They look comfortable. But space is limited, and we need at

least four chairs in the lobby. Those green chairs are really big.

Kriya Patel [3:42 P.M.]: Are you still looking at the Premium Office section?

Akio Nishi [3:43 P.M.]: No, we're discussing the Budget Office options now.

Kriya Patel [3:44 P.M.]: Oh, good. Those choices are more affordable.

Akio Nishi [3:46 P.M.]: We should probably select a reception desk before the chairs.

Do you like the second one, the yellow desk? T do.

Kriya Patel [3:47 P.M.]: I think it would fit nicely in that space. It is the same size as the

current desk,

Isidora Basque [3:48 PM.]: I think it’s perfect. I'll tell Barbara now that we all lilke that desk,

Let’s touch base about the chairs after we have had the chance to

look at all the choices. re

+ [>

168. What is mainly being discussed? 170. What is suggested about the lobby?

(A) Anew office location (A) It currently has large furniture.

(B) Adecorating budget (B) It does not have a lot of space.

(C) An interior design firm (C) It is located on the second floor.

(D) New furniture choices (D) It is stylishly decorated.

169. At 3:39 p.u., what does Ms. Patel most 171. What will Ms. Basque most likely do next?

likely mean when she writes, “I am opening (A) Place an online order

it now" (B) Distribute a catalog

(A) She is going to read a recent e-mail. (C) Contact a coworker

(B) She is looking in a desk drawer. (D) Hire a receptionist

(C) She is unwrapping a package.

(D) She is preparing to eat lunch.

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Reenter nce a

TEST4 125

Questions 172-175 refer to the following article.

126

AFEC Offers Pathway to Success

By Pauline Weston

BRIDGETOWN (29 October)—From 14 to

16 November, the Association of Female

Entrepreneurs of the Caribbean (AFEC) will

be hosting its fourth biennial forum at the

Centre for Labour Force Development in

Bridgetown, Barbados. This year’s theme,

“From Aspiration to Sensation,” is centered

on the essential skills and tools needed to

start, run, and grow a successful business.

—[1]—. About 350 women will be

interacting with some of the region’s most

successful women business leaders through

a series of presentations. — [2} —.

One presenter will be Serena Telting,

owner of Suriname-based children’s clothing

manufacturer Serenatee. She welcomes the

Opportunity to share her experience with

conference goers. — [3] —. “Specifically,”

she says, “I will be promoting a set of sound

practices that I have adopted over my fifteen

years in the apparel industry. Those might

shield emerging entrepreneurs from the

challenges I faced early on in my career.

Because I lacked adequate advice when I

started my business, I made some mistakes

that nearly ruined it.”

Attendees are keen on engaging with

their established peers. Madelon Picard, a

native of Martinique who plans to open a

nursery school on the island, says, “I am

eager to learn how my role models dealt with

challenges and accomplished their

achievements.” — [4] —. Ms. Picard also

referenced the assistance she has received

from the Martinique Business Society

(MBS), of which she is a member. “The

MBS is fully funding my participation in the

AFEC forum, from hotel accommodation

and airfare to meals and local transport.” She

is far from the exception. Organisers say

they have seen a significant increase in

financial support for attendees since the first

AFEC forum.

172. Why was the article written? 174. What is NOT true about Ms. Picard?

(A) To discuss some of the challenges (A) She received sponsorship from a trade

female entrepreneurs face organization.

(B) To highlight the need for more role (B) She wants to start an educational

models in business institution.

(C) To show the importance of business in (C) She is looking forward to the AFEC

the Caribbean forum.

(D) To publicize an upcoming business (D) She is one of the organizers of the

gathering event.

173. What is suggested about Ms. Telting? 175. In which of the positions marked [1], [2], [3],

(A) She had a difficult start to her career. and [4] does the following sentence best

(B) She attended the first AFEC forum. belong?

(C) She distributes her products across the “They will also have the opportunity to

Caribbean. attend one-on-one career coaching

(D) She has been promoting good business sessions.”

practices for fifteen years. (A) [1]

(B) [2]

(C) [3]

(D) [4]

GO ON TO THE NEXT PAGE

TEST4 127

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

From: 2 | | Carlos Garcia

To: oe =| Grace Wu

: Subject: a“ [ Employee of the Month - \_ \_

Date: : [| July 25 a

Dear Grace: .

: candidate for Franklin Appliances’ Employee of the Month. We have been working

I am writing to nominate a member of our production team, Dwight Clinton, as a

diligently to complete the design of a more energy-efficient air-conditioning unit by our

July 31 deadline, and Mr. Clinton’s participation on the team has made it possible for us to}.

meet our challenging targets.

In his eight years at Franklin Appliances, Mr. Clinton has demonstrated the capacity to

grow both professionally and personally. He began as an apprentice and has steadily

worked his way up to Testing Engineer. Mr. Clinton has been instrumental in helping us

| realize the company’s mission of designing high-quality energy-saving refrigerators, ovens,

| washing machines, and cooling systems. It would be difficult to envision meeting our

product deadlines without his contribution to every project he is assigned to.

Thank you for your consideration.

Carlos

128

To: All employees

From: Grace Wu

Date: August 1

Subject: Employee of the Month

It is my privilege to announce that Dwight Clinton has been chosen to be

our July Employee of the Month. Franklin Appliances promotes an

environment of creative collaboration, and Mr. Clinton has demonstrated

the leadership and support necessary to help make this mission a reality.

Thanks in large part to his commendable efforts, we are pleased to

announce that our newest product, the Eco-Cool Wave, was successfully

launched yesterday.

Mr. Clinton has dedicated a large part of his professional life to rising

through the ranks at Franklin Appliances. His story is indicative of the

supportive environment that the company offers by promoting internally

and providing professional growth as well as development opportunities.

Franklin Appliances is honored to present Mr. Clinton with two paid

personal days to use at his discretion. The next time you see Dwight,

please offer your congratulations!

176. Why did Mr. Garcia send the e-mail? 179. What is indicated about Franklin

(A) To recommend an employee for an Appliances?

award (A) It has a small staff.

(B) To report a design modification (B) It designs energy-efficient products.

(C) To ask for extra help with a task (C) It encourages competition among staff.

(D) To request that a launch be postponed (D) It has been in business for two

decades.

177. What most likely is Mr. Garcia’s job title?

(A) Human Resources Director 180. What is stated about Mr. Clinton in the

(B) Vice President of Sales memo?

(C) Chief Executive Officer (A) He will be promoted.

(D) Production Team Leader (B) He is moving to a larger office.

(C) He will receive extra time off.

178. What is the Eco-Cool Wave? (D) His only job has been at Franklin

(A) Awashing machine Appliances.

(B) A refrigerator

(C) An air conditioner

(D) Aceiling fan

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SE

TEST4 129

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

130

(C hitp:/Avwwinganirobotics.co.uk — ; \_ \_ ~) )

Ingani Robotics

In today’s mail-order industry, turnaround time is key. Ingani’s machines can take

the physical labour out of item retrieval. Our self-navigating, fully rechargeable

freight movers can increase your efficiency without the need for extra staff. They

function safely in shared environments with people. All machines are equipped

with tethering hooks to secure pallets or boxes. See below for measurements and

speed of our popular and upcoming models.

Unit Name | Almora Q1| Almora SI | Belma Q1 | Belma SI

(under development)

Height 950 mm 930 min 356 mm 256 mm

Width 530 mm 500 mm 1,150 mm 856 mm.

Speed 4.2 km/h 4 km/h 2.5 km/h 2.3 km/h

«|. : eaumrs Ee = Seon ae ae ee : one ne ee oa cS a >

To: edwinraster@inganirobotics. co. uk

aalmansouri@ vemta, co.uk

Date:

ea

From: |

|

Subject: {ru

|

[ 3 April

LU

peoming © order

Dear Mr. Raster,

Thank you for updating me on the status of the Belma $1. Our facilities expansion will

not be complete until next month, so I will wait until then to place the order.

As you know, we have been loyal customers for several years, having purchased two of

the narrowest Almora units three years ago and an additional four last year. I wanted to

inquire whether we might be eligible for a discount on bulk orders similar to the one we

received for last year’s order. We are planning to buy six of the new units but could be

persuaded to purchase more. Please let me know, and thank you again for following up.

Sincerely,

Aliya Almansouri

Senior Purchasing Manager, Vemta Ltd.

181. Where are Ingani Robotics’ products 184. What product does Vemta Ltd. already use?

intended to be used? (A) The Almora Q1

(A) In call centers (B) The Almora $1

(B) In warehouses (C) The Belma Q1

(C) In automotive factories (D) The Belma $1

(D) In research laboratories

185. What is indicated about Ms. Almansouri?

182. What is mentioned about Ingani Robotics’ (A) She may increase the size of Vemta

machines? Ltd.’s next order. -

(A) They are fuel efficient. (B) She may get a bigger discount on

(B) They can travel up to four kilometers. Vemta Ltd.’s next order.

(C) They work safely around people. (C) She has referred clients to Mr. Raster.

(D) They are gaining in popularity. (D) She has moved to a new office.

183. According to the e-mail, when will Vemta

Ltd. most likely buy from Ingani Robotics?

(A) In April

(B) In May

(C) In three months

(D) Next year

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TEST4 131

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

about what they learned.

requests.

Thank you.

Ken Harrise

HI == ‘E-mail’ = ==

To. ss A Staff |e

From: | Ken Harrise i :

Date: \_ \_ | February 8 |

Subject: | Professional development |

Hello,

This spring, I would like to encourage all employees to take up to two full work days to

attend professional development workshops. At the conclusion of each workshop, I

would like participants to prepare a brief presentation for their department colleagues

Each department will receive a customized list of pertinent workshops for consideration.

Please contact your department manager if you would like to pursue an opportunity for

professional development that is not on the list. We will do our best to support all

Manager: Nancy Welker

Approved workshops for Harrise Systems’ Information Technology (IT) Department

Title Facilitator Date Description

Developments in Data Security | Leslie Mehra March 5 Strategies and exercises

for protecting your

company’s data

Managing Big Data Janet Sabol March & Overview of software

systems used to manage

data efficiently

Our Online Presence and Terrence Brewster } April 2 The role of IT departments

Social Media in educating and managing

staff regarding workplace

computer use

IT Administration Dan Michaels April 18 The expanding duties of an

IT administrator

132

eee —————— Ema’ = ee

To: | Nancy Welker ~

From: | Paul Cheung

“ Date: : | April 20

Subject: | Workshop completion

Dear Nancy,

Thanks,

Paul

As per Mr. Harrise’s suggestion, I attended the workshop “Our Online Presence and

Social Media.” I learned about the guidance we can offer employees who use social

media, and I am prepared to present a report highlighting the workshop’s content. Please

let me know a convenient day and time for this activity, and I will schedule one of the

conference rooms for our IT team. I have some printed material to distribute as well.

186.

187.

In the first e-mail, what are professional

development participants asked to do?

(A) Inform their manager of their absence

at least two days in advance

(B) Share information about their training

with colleagues

(C) Develop their own list of professional

contacts

(D) Leave instructions for colleagues so

their usual responsibilities are

covered

What does the first e-mail mention about

the workshops?

(A) They have been chosen with particular

departments in mind.

(B) They must be attended in sequence.

(C) Their facilitators are department

managers at Harrise Systems.

(D) Their topics were suggested by IT staff.

188. Whom can IT staff ask about alternative

professional development activities?

(A) Ms. Mehra

(B) Ms. Sabol

(C) Ms. Welker

(D) Mr. Brewster

189. When did Mr. Cheung attend a workshop?

(A) On March 5

(B) On March 8

(C) On April 2

(D) On April 18

190. What does Mr. Cheung still need to do?

(A) Select a presentation topic

(B) Invite a facilitator

(C) Contact Mr. Harrise

(D) Reserve a meeting room

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TEST4 133

Questions 191-195 refer to the following e-mail, Web page, and advertisement.

= 4 [ All Sail <ailstaif © siclendgroup. co.za> | :

From: {| Orson Stanley <ostanley @sielendgroup. co. 7a> ~ fe a

Date: \_ i [ { February = a

Subject: \_ a | Farewell party \_ >]

-| Dear Colleagues,

| implemented state-of-the-art budget-management software and presided over. a threefold

| part-time alongside his brother at the local firm Chartera Consultants. Gerard will also

| League.

| Please join us in attending Gerard’s farewell party at 7:00 P.M. on Friday, 28 February, at

| Longres Ballroom here in Durban. Light refreshments will be served, and the company

-| contributions to the company.

| Thanks,

As you may have heard, our friend and colleague Gerard Clegg will be leaving Sielend

Group at the end of February after 22 years. During his tenure as CFO, Gerard

growth in company revenues.

Gerard has expressed mixed feelings about departing but says that he plans to work

continue to be involved with youth five hours a week at the nonprofit Reach-Out Durban

president will present Gerard with a plaque to show our appreciation for his many

If you plan to attend, please e-mail my assistant Seojung Lee to let her know. We would

like to know in advance how many people to expect, We look forward to seeing you there.

Orson Stanley

\_[ hto:iwww.charera.co.za : | \_ ~ : - : : oo ie! ox

Chartera Consultants

Chartera Consutiants offers professional fi financial guidance and expert acoounting services.

\_Home al : . \_ About Us| is : -

“Services “Lg News | Contact Us .

Staff News

We are happy to introduce Chartera Consultants’ newest team member, Gerard Clegg. Mr. Clegg

has a wealth of experience in all aspects of corporate finance. For over two decades he worked

\_\_as CFO for a successful medical equipment manufacturing firm. Mr. Clegg holds a master of

- business administration in finance from Stolz Institute.

134

191.

192.

193.

Reach-Out Durban League’s Annual Fundraiser

Saturday, 14 July, at 10 A.M.

Join us for a fun-filled day and help raise money for an important cause at Paxton

Community Center. Compete for a number of prizes, including the top prize, a

dinner for two at the award-winning Port St. Johns Restaurant.

Last year’s event raised over ZAR20,000 toward our critical mission. Reach-Out

Durban League is a 100% volunteer-run organisation, and all event proceeds go

toward providing academic development opportunities to Durban area youth.

Register for our annual fundraiser at www.rodl.org.za.

What does the announcement mention

about Mr. Clegg?

(A) He is planning to start a new firm.

(B) He is planning to move away from

Durban.

(C) He will start working with a family

member.

(D) He will consult part-time for Sielend

Group.

What will happen at Mr. Clegg’s farewell

party?

(A) Dinner will be served.

(B) Local musicians will perform.

(C) Mr. Clegg will introduce the new CFO.

(D) Mr. Clegg will be presented with a gift.

What type of business is Sielend Group?

(A) A medical equipment manufacturer

(B) Aconstruction company

{C) Aregional accounting firm

(D) Asporting goods supplier

194.

195.

According to the advertisement, what is a

goal of Reach-Out Durban League?

(A) To offer educational opportunities

(B) To protect the environment

(C) To promote local health-care services

(D) To provide career counseling

What most likely is Mr. Clegg’s connection

to Reach-Out Durban League?

(A) He is an investor.

(B) He is a volunteer.

(C) He is an employee.

(D) He is a sponsor.

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TEST4 135

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

CLAREGAL TOURS aA

Claregal Tours has been showing visitors Western Ireland’s most iconic sights for the past

fifteen years. Our buses are comfortable, air-conditioned, and include Wi-Fi. Our experienced

drivers and guides are well versed in Ireland’s history and culture. All excursions are day-long

tours and leave from the bus terminal in Galway.

Aran Islands (ARI423)

Spend the day island hopping between these three beautiful islands where you will see ancient

ruins, visit a local farm, and have a chance to explore by bicycle. Ferry transportation fees included.

Adult: €30, University Student: €25, Child: €20

Aran Islands and Cliffs of Moher (AIM523)

Take your time exploring one of the scenic Aran Islands, Inisheer, and then take a ferry to get

up close to the Cliffs of Moher. Ferry transportation fees included.

Adult: €40, University Student: €35, Child: €30

Connemara (CON234)

See the beautiful national park of Connemara, where nature is at its finest. Choose from several

hiking options with varying degrees of difficulty.

Adult: €35, University Student: €30, Child: €25

136

Galway (GAL324)

Get off the bus and into the city with this walking tour of Galway. Along the way, you will have

the chance to hear traditional music, visit a pub, and see an Irish step dancing performance.

Adult: €20, University Student: €18, Child: €15

“Attachment: - {09 July Trip

Ton o, 4 [Alan Trippier; Siobhan Canney \_ — fe

From: oe | Helen Doyle 7 |

Date: ‘(8 July ie

ae Subject: el Tomorrow’s tour fo

Hi Alan and Siobhan,

I have attached the final list of passengers for tomorrow’s tour with its itinerary. Alan

will be the driver/guide, and Siobhan will be doing passenger check-in. The clients have

requested that you drive them to a café to get breakfast before going to Inisheer, which

is different from our usual itinerary, but I agreed. It should take one hour. Just a

reminder that last month we changed the departure time from 9:30 AM. to 9:15 AM.

Alan, when you are finished with the tour today, please come by my office. I would like

to set your schedule for August.

See you tomorrow,

Helen Doyle

Your Manager, Claregal Tours

To: Yori Sliti <yerri.sliti@icmail.com>

Te || To

From: af | Claregal Tours <info @claregaltours. co.ie> fos

| Date: \_-{ [ 8 July }

Ee Subject: a i Tour confirmation |

Dear Mr. Sliti, : =

\_| Your Claregal Tours day trip for twenty guests is confirmed for tomorrow at 9:15 A.M.

|| Please make sure to be at the Galway Bus Terminal fifteen minutes before your departure.

| All guests should give their €40 fee directly to your guide.

|| Enjoy your trip!

Claregal Tours

196. What is true about Claregal Tours? 199. What tour will Mr. Trippier most likely lead

(A) It specializes in hiking excursions. on July 9?

(B) It has tours in multiple countries. (A) ARI423

(C) Its prices change every year. (B) AIM523

(D) It has been in operation for fifteen (C) CON234

years. (D) GAL324

197. What do the tours have in common? 200. What is likely true about the guests on

(A) They include a ferry ride. Mr. Sliti's trip?

(B) They include visits to islands. (A) They requested Ms. Canney as their

(C) They depart from the same location. guide.

(D) They offer free lunch. (B) They are all adults.

(C) They have already paid for the tour.

198. What is the purpose of the first e-mail? (D) They will receive a discount.

(A) To provide information for an upcoming

tour

(B) To give Mr. Trippier his August schedule

(C) To change an employee’s assignment

(D) To introduce a new employee

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.

TEST4 137