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. Free Internet service ------- available in the 105. Mr. Sweeney is most pleased when -------

lobby but not in the guest rooms. press releases are published unedited.

(A) being (A) he

(B) to be (B) him

(C) are (C) his

(D) is (D) himself

102. A third branch ------- Starshorn Hair Salon 106. Whenever company costs -------

will open in Georgetown’s industrial district. significantly, the budget is adjusted.

(A) up (A) rise

(B) of (B) rises

(C) along (C) risen

(D) in (D) rising

103. The March shipment to Busan can fit an 107. This is a ------- to all employees to submit

------- thirteen containers. expense reports by the end of the month.

(A) adding (A) remind

(B) additional (B) reminded

(C) addition (C) reminding

(D) add (D) reminder

104. Ms. Tran ------- the clients fifteen different 108. Please e-mail Human Resources if you are

apartments in one afternoon. able to help set up the events room -------

(A) made the annual office party.

(B) opened (A) since

(C) passed (B) before

(D) showed (C) into

(D) except

140

109.

110.

111.

112.

113.

114.

Aita Corporation will hire roughly 50 new

employees ------- the next year.

(A) over

(B) while

(C) somewhere

(D) ideally

Dine Out Magazine will publish an article

next month about people who ------- go to

the same restaurant.

(A) repeated

(B) repeatedly

(C) repeat

(D) repetition

The aircraft's ------- flight had arrived late,

so its scheduled 10:15 a.m. departure was

delayed.

(A) committed

(B) entitled

(C) previous

(D) spacious

Blue Form Company offers its employees

aannn-- in their working location and hours.

{A) flexible

(B) flex

(C) flexibility

(D) flexed

The latest sales figures ------- to the vice

president that the company was doing weil.

(A) reinforcing

(B) reinforcement

(C) reinforces

(D) reinforced

Management at the Sidol Factory is

researching different ------- to enhancing

employee productivity.

(A) instincts

(B) decisions

(C) occasions

(D) approaches

115.

116.

117.

118.

119.

120.

Only two percent of the focus group

participants reported ------- disliking the new

ice-cream flavor.

(A) stronger

(B) strong

(C) strongly

(D) strongest

Our line of passenger cars includes the

latest ------- technology to protect vehicles

and their passengers.

(A) safety

(B) more safely

(C) most safely

(D) saves

Jetways Japan and Night Sky Airways have

— a planned merger, which is under

review by government regulators.

(A) treated

(B) flown

(C) announced

(D) spread

The old Abita Theater was demolished one

week ago, and construction of an office

complex at the site is ------- underway.

(A) yet

(B) usually

(C) soon

(D) already

Wreen Watch’s latest smart watch offers

------- features not found in other products.

(A) similar

(B) multiple

(C) broken

(D) careful

Although the conference does not -------

begin until Friday, many participants have

informal meetings scheduled for Thursday.

(A) official!

(B) officiate

(C) officials

(D) officially

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a

TEST5 141

121.

122.

123.

124.

125.

142

Each year the Metro Enterprise Association

honors a local business that has made a

------- impact on the city.

(A) comfortable

(B) significant

(C) difficult

(D) granted

Martaska Technologies requires ------- new

employees receive at least two weeks of

training before starting work.

(A) that

(B) for

(C) and

(D) when

Retailers were given one year to ------- their

terminals to accommodate new credit card

technology.

(A) upgrade

(B) progress

(C) motivate

(D) describe

Marketers find that older consumers

respond best to facts and statistics, -------

for teenagers, the best strategy is humor.

(A) such as

(B) whereas

(C) due

(D) almost

Because of a processing error, Elmore

Distributors ------- shipped cases of frozen

fish to a bakery.

(A) equally

(B) illegibly

(C) accidentally

(D) vigorously

126.

127.

128.

129.

130.

With ------- from the board of directors, CEO

Brian Krieder is aggressively pursuing fresh

revenue sources.

(A) authorization

(B) authorizes

(C) authorize

(D) authorized

Mr. Itomitsu’s recent book on fitness

encourages readers to strive for a healthy

aoncee= between physical exertion and rest.

(A) quantity

(B) supply

(C) balance

(D) number

------- an anonymous donation, the

Metropolitan Hospital was able to purchase

new imaging equipment.

(A) In case

(B) As though

(C) Owing to

(D) If only

Employees ------- cars are parked in

designated client spaces should move them

immediately.

(A) those

(B) other

(C) who

(D) whose

The design team considered many possible

------- before settling on the red and black

color scheme for the corporate Web site.

(A) functions

(B) combinations

(C) destinations

(D) roles

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 e-mail.

You are receiving this e-mail 37, you have contacted Brell Home in the past about our

houseware products or have visited our Web site. If you no longer wish to receive our e-mails,

you can be removed from our list. 4337 But do you really want to miss out on discount offers for

products that will help you turn your house into an “73, home? We hope you will choose to

remain a subscriber so that we can continue to send “{3a. for the most popular new products for

your home.

131. (A) even 133. (A) invites

(B) because (B) invited

(C) during (C) inviting

(D) among (D) invitation

132. (A) Simply reply to this e-mail with the 134. (A) pieces

word “unsubscribe.” (B) contracts

(B) The issue has not yet been resolved. (C) samples

(C) Please provide your order number. (D) coupons

(D) Our products are made by local

artisans using natural materials.

GO ON TO THE NEXT PAGE

TEST5 143

Questions 135-138 refer to the following notice.

Please note that the south lobby of the building will be closed from 7:00 p.m. this evening

to 7:00 a.m. tomorrow morning. Routine “735 will be performed on the heating and cooling

systems. "7360" the central air conditioning will be turned off between these hours.

We have scheduled any necessary 1377 to take place outside of regular business hours.

Ti5. If you need access to the building during these hours, please use the north lobby or the

basement-level entrances. They will be unlocked and extra lighting will be provided in these two

areas.

Thank you,

Building Management

135. (A) maintenance 138. (A) Extra office chairs will be available.

(B) maintained (B) Our goal is to minimize your discomfort

(C) maintains while you are in the office.

(D) maintainable (C) The thermostat setting needed to be

reset.

136. (A) Asa result (D) The employee entrance code is

(B) Even though changing again next month.

(C) On the contrary

(D) In comparison

137. (A) designs

B) repairs

C) meetings

D) strategies

(

(

(

(

144

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

To: Kristina Tursi <ktursi@fratellitursi.com>

From: Steven Bracchio <sbracchio@worldsmail.net>

Date: August 24

Subject: Thank you

Dear Ms. Tursi,

Thank you for your time today. | "739, enjoyed meeting and interviewing with your team. It is clear

to me that Fratelli Tursi is a dynamic company “740 for great success.

“a . As we discussed, | am comfortable conducting business in the Italian language, and

beyond that, | believe my marketing skills would strongly support Fratelli Tursi’s efforts to grow

internationally.

| understand that the partners will be considering whom to call in to the office for aa" interviews.

Please let me know if you require additional information about me. | very much look forward to

hearing from you.

Steven Bracchio

139. (A) closely 142. (A) initial

(B) skillfully (B) optional

(C) quickly (C) further

(D) thoroughly (D) experienced

140. (A) positioned

(B) position

(C) positions

{D) positionally

141. (A) My salary has risen with my increased

responsibilities.

(B) The office space is well designed.

(C) | think my skills are a good match for

the needs of your sales team.

(D) Please use my personal e-mail address

to reach me.

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EE

TEST5 145

Questions 143-146 refer to the following letter.

Dear Small-Business Owner:

Do you change your opening and closing times depending on the season? According to market

research, a quarter of all small businesses periodically “143, their operating hours. However,

such changes are not always accurately reflected in the search engine results and on the many

Web sites that show your operating hours to your customers. Inaccurate information can lead to

customer frustration, which can drive them to do business with your competitors. ------ .

One of our services is designed to help you monitor "F465. your operating hours are being shown

on the Web. To learn more about our tools and services, please see the enclosed brochure. We

would be happy to work with you -=----- your business’s opportunities.

Sincerely,

Richard N. Batterman

Account Representative

Muros Solutions

Enclosure

143. (A) adjust 145. (A) how

(B) report (B) until

(C) display (C) why

(D) examine (D) unless

144, (A) Today’s search engines are more 146. (A) maximization

sophisticated. (B) to maximize

(B) Many of them prefer to shop online. (C) maximum

(C) Our competitors face similar issues. (D) having maximized

(D) Once lost, they can be hard to bring

back.

146

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.

SSSR SERIES

\* © ATTENTION \*

As part of our transition to new ownership, the Wesselman Hotel is in the

process of making some landscaping improvements, including adding

flower beds along the walkways. We apologize for the current unsightly

condition of the grounds, but soon we will have an impressive floral

: display. Thank you for your patience, and we hope you willreturntosee

= our grounds once our gardeners have completed their work. 8

'

147. What is the purpose of the sign? 148. What is mentioned about the Wesselman

(A) To explain why an area is inaccessible Hotel?

(B) To highlight a new service being offered (A) It has a new owner.

(C) To express regret for the hotel’s (B) It has more vacancies than usual.

appearance {C) It is offering a seasonal promotion.

(D) To promote gardening positions that will ({D) It is a popular venue for special events.

soon be available

GO ON TO THE NEXT PAGE

a

TEST5 147

Questions 149-150 refer to the following text message chain.

| Mi-Yeon Chun [9:01 A.M]

\_ Hi, Trudy. Do you happen to have the codes

| for the new online system?

' Trudy Acosta [9:02 A.M.]

| Do you mean the ones we need to report

~ how many hours we have worked each week?

" Mi-Yeon Chun [9:03 A.M.]

| Yes, exactly.

\_ Trudy Acosta [9:04 A.M.]

~ Twill look for them, but at the moment |

have to meet Mr, Carlyle about an urgent

\_ issue with our mobile banking app. Some i

- customers are unable to access their accounts.

[ll e-mail you the codes when I get back to

/ my desk.

Mi-Yeon Chun [9:06 A.M]

\_ OK. Thank you!

149. Where do the writers most likely work? 150. At 9:03 a.m., why does Ms. Chun write,

(A) At a building security company “Yes, exactly”?

(B) At an employment agency (A) She thinks that a new online system is

(C) At a computer device manufacturer easy to use.

(D) At a financial institution (B) She is sure that she has recorded her

work hours.

(C) She is confirming that Ms. Acosta is

correct.

(D) She is reporting that she has worked a

full week.

148

Questions 151-152 refer to the following note card.

|. Thank you for sending me another of your company’s food blenders in exchange

ting. One thing that is \_

: oteasytodecipherand

8 |becon 5 leg vashings. Thismaybea

|\_\_ problem with the imprinting on the device. The measurement lines need to be

|\_\_engraved or p ly dl te

|\_.important for recipes that require pre

cisely measured ingredients. \_

151. What is suggested about Ms. Daley? 152. What does Ms. Daley mention about

(A) She wants to return a defective part. measurement lines?

(B) She needs updated instructions. (A) They are hard to read.

(C) She purchased the wrong product. (B) They are a minor problem.

(D) She was asked for her opinion. (C) They are an issue with several blender

models.

(D) They are printed in a dark color.

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TEST5 149

Questions 153-154 refer to the following e-mail.

From: | Tom Martinez <tmartinez @isppm.com> " ] =

To: = | Reshmi Singh <rsingh @itresources.ca> |

— Subject: [ISPPM Top 20

Date: (3 April |

Dear Ms. Singh,

\_| We are currently accepting nominations for Internet Security and Patent Protection

| Magazine's Top 20 list. The ISPPM Top 20 is the preeminent guide for businesses

seeking expertise for safeguarding the value of intellectual property. Finalizing the

Top 20 list is a challenging task, and we value your contribution to this process.

If you would like to make any nominations for this annual listing, please do so by 17

April. Visit our Web site and enter the details of the consultants you believe should be

included in this year’s listing, along with a brief explanation for your nominations.

Please note that we do not accept self-nominations or nominations from colleagues

working in the same company. The final list will be published in June.

We look forward to reviewing your nominations.

Kind regards,

Tom Martinez, Technical Editor

153. What is Mr. Martinez requesting? 154. How is Ms. Singh being asked to respond?

(A) Articles for a magazine (A) By accessing a Web site

(B) Best ideas for using social media (B) By mailing in a form

(C) The names of skilled consultants (C) By attending a meeting in June

(D) Strategies for securing computer (D) By sending an e-mail to Mr. Martinez

equipment

150

Questions 155-157 refer to the following product description.

Clearhold Coating is a newly developed, transparent waterproofing system that is

superior to traditional pigmented coatings. Clearhold is ideal for application to

masonry-block constructions—both new and existing—as well as to interior and

exterior decorative elements.

Clearhold can also be applied to concrete and masonry subfloors, which is not

possible with our competitors’ waterproofing materials. Clearhold will stop humidity

from seeping up through subfloors and can be applied before installation of adhesive

and floor coverings such as carpet, tile, laminate, or hardwood.

Clearhold will be available in stores starting in January. For more information, visit

www.clearholdcoating.com.

155. What does Clearhold Coating do? 157. How is Clearhold Coating an improvement

(A) It provides protection from moisture. on products already on the market?

(B) It ensures that floors look shiny. (A) It is resistant to heat.

(C) It adds color to brick and stone. (B) It can be used on subfloors.

(D) It shields masonry from scratches. (C) It is made with nontoxic ingredients.

(D) It can be applied to many types of

156. What does the description indicate about furniture.

Clearhold Coating?

(A) It is intended for outdoor use only.

(B) It contains natural pigments.

(C) It is suitable for both new and old

masonry.

(D) It requires a single application.

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TEST5 151

Questions 158-160 refer to the following instructions.

158.

159.

152

SR ee eee eee eee eee eee eee eee a cena

(Rene ne ere tn peers co ee oe ee me ce

Caring for your Minot Griddle

Thank you for purchasing the nonstick Minot Griddle. With proper care, you and your

family will enjoy cooking pancakes, grilled sandwiches, and much more for years to

come. First, it is important to protect the griddle from contact with metal that can scratch

the nonstick surface. — [1] —. Also, the nonstick feature of your griddle is sensitive to

changes in temperature. Be sure not to immerse the hot griddle in cool water, which can

cause warping and peeling. — [2] —. Instead, allow the griddle to cool before washing.

Finally, careful handwashing will prolong the life of your Minot Griddle. Do not use

harsh scrubbers such as steel wool. Gentle washing with a cloth or soft sponge is

preferred. — [3] —.

—— [4] —. Should you have any questions about your Minot Griddle, please visit our

customer Web site at www.minot.co.uk.

kL Becerra PRA SOE AL EAS IN ORR SI SST TETAS SAT ERIE TSA

For whom are the instructions most likely 160. In which of the positions marked [1], [2], [3],

intended? and [4] does the following sentence best

(A) A product manufacturer belong?

(B) A store employee “Therefore, avoid using metal cooking

io cookware owner utensils with the griddle.”

support professiona

Ppewe (A) [1]

What method is recommended for washing (B) [2]

the item? () [3]

(D) [4]

(A) Scrubbing it with steel wool

(B) Immersing it in cool water

(C) Wiping it with a soft sponge

(D) Cleaning it without soap

Questions 161-163 refer to the following e-mail.

‘| All Patient Distribution List —

|

[Meyers Dental Clinic —\_—— |

| August 12 ~ \_\_ \_\_ . | s

Extended services

Dear Patient,

| We are pleased to announce that, as of September 1, Meyers Dental Clinic will offer

extended hours to better meet your needs for appointments outside regular workday hours.

| With the hiring of an additional dentist and assistant, we will be able to offer regular

| appointments Monday to Saturday between 7:00 A.M. and 6:00 PM. Dr. Meyers will

| continue to offer urgent appointments as late as 7:00 PM.

| If you would like to reschedule an existing appointment, please call our office at 555-0132.

/ Thank you for trusting us with your dental care.

: : Best regards,

Erica Trumble, Office Manager

161. What is the purpose of the e-mail? 163. What is indicated about Meyers Dental

(A) To inform customers of schedule Clinic?

changes (A) It is a new business.

(B) To announce a new dental product (B) It has some new employees.

(C) To supply information on dental hygiene (C) It will expand to a second location.

(D) To confirm an appointment (D) It offers only morning appointments.

162. The word “meet” in paragraph 1, line 2, is

closest in meaning to

(A) oppose

(B) experience

(C) gather together

(D) provide for

GO ON TO THE NEXT PAGE

TEST5 153

Questions 164-167 refer to the following article.

Closing Early on Summer Fridays

HOUSTON (June 3)—Summer just became

more relaxing for employees of Aftnax

Software, where the company recently

instituted a Summer Friday policy. — [1] —.

From now until the first week in September,

the office closes at 1 PM. so employees can

go home early.

“It’s great to have that 1 PM. cutoff,”

says Clay Jackson, an Aftnax employee for

the past decade. — [2] —. “Some nights I

can stay in the office until seven or eight if I

have a project I need to finish. But knowing

that the office is closing its doors early on

Friday frees me up to spend more time with

my family.”

In addition to boosting workers’ morale,

164, What is the purpose of the article?

165.

166.

154

(A) To detail the results of a study on

employee morale

(B) To describe an effective business

practice

(C) To announce a change in executive

leadership

(D) To profile a company new to the area

What is indicated about Mr. Jackson?

(A) He works an overnight shift.

B) He works from home on Fridays.

C) He used to work for Remmor Tech.

D) He has worked for Aftnax Software for

ten years.

According to Ms. Odoms, what is the

rationale for having a Summer Friday

policy?

(A) It attracts top talent to Remmor Tech.

(B) It creates a positive work environment.

(C) It allows employees to work later on

other days.

(D) It lets employees spend more time with

their families.

studies have found that scheduled downtime

actually increases productivity. — [3] —.

The number of firms offering this perk has

increased by 23 percent in the past five

years.

Remmor Tech, one of the first local

companies to institute a similar policy, says

that ever since it began offering time off on

Fridays twelve years ago, it has seen a

marked improvement in employee

satisfaction. — [4] —.

“Our employees’ happiness is important

to us,” says Alexandra Odoms, the CEO of

Remmor. “We know that if we care about

our employees, then our employees will care

about the work they do for us.”

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

and [4] does the following sentence best

belong?

“And companies are taking notice.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

Questions 168-171 refer to the following Web page.

| http:/www.masterint.co.uk - CO)

HOME ABOUT FORMS INTERNSHIPS fj

Master International offers internships to university students and recent graduates

who are passionate about the software industry and would like to gain real-world

experience in coding, product development, marketing, and security. Our products

are used by businesses worldwide.

Each unpaid internship position lasts for a period of four months and requires

an on-site commitment of at least three full days per week. Applications must be

received by 1 November (for the spring program), | April (for summer), or

1 July (for autumn). Current university students are encouraged to check with their

academic institution to determine whether course credits may be granted. Although a

few interns may subsequently be offered permanent full-time employment, a job

offer is not guaranteed.

Master International receives hundreds of internship applications throughout the

year. After an initial review, a select few will be contacted in advance of each

four-month cycle for an in-person or telephone interview.

HOW TO APPLY

To get started, we require the following:

e A completed employment application (located in the Forms tab)

\* A letter indicating area of interest and relevant coursework

\* Two letters of recommendation

Submit all documents to:

Master International

Personnel Department

34 Crawley Square ie

London, England SE7 9BQ =

168. What most likely is Master International? 170. What is suggested about the Master

(A) An employment agency International internship program?

(B) An international bank (A) It is collaborating with a local university.

(C) A software firm (B) It was created within the past year.

(D) A study-abroad program (C) It offers paid positions to all

participants.

169. By what date must an application be (D) It is highly competitive.

submitted for a summer internship?

(A) January 1 171. What is an applicant NOT required to

(B) April 1 submit?

(C) July 1 (A) Employment history

(D) November 1 (B) Acompleted application form

(C) Recommendation letters

(D) Adescription of relevant courses

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TEST5 155

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

156

Jaya Pillay (9:04 A.M.)

Paul and Kristen—are you two going to the meeting this morning? I need

a favor because I’m running late.

Paul Smythe (9:06 A.M.)

a Tam. What do you need?

| | Jaya Pillay (9:07 A.M.)

Could you say a few words about last weekend’s film festival in Atlanta?

Kristen Tervo (9:07 A.M.)

Wait, what time is the meeting?

Jaya Pillay (9:08 A.M.)

10:30 A.M.

Paul Smythe (9:08 A.M.)

Sure. What do you want me to say?

\_| Kristen Tervo (9:09 A.M.)

Oh right. I won’t be there today. ’m busy working on an issue for David

in Finance.

\_| Jaya Pillay (9:10 A.M.)

OK. Paul, just say something about how attendance was great, and the

team should feel proud of themselves for their hard work.

Paul Smythe (9:11 A.M.)

Sure. When you attive, will you be saying anything about the expansion

: | into Florida next quarter?

| Jaya Pillay (9:12 A.M.)

Yes, but most of the meeting will be about developing strategies to sell

more tickets on opening weekends in our existing theaters.

Kristen Tervo (9:14 A.M.)

That’s good to know. I’m meeting with the vice president of developmen

| tomorrow. Pll be sure to fill her in on what we’ve been doing,

172.

173.

For what type of business do the writers

most likely work?

(A) Aconstruction company

(B) Afinancial services firm

(C) Amovie theater chain

(D) A travel agency

At 9:09 a.m., what does Ms. Tervo imply

when she writes, “Oh right’?

(A) She agrees that the festival was a

success.

(B) She now remembers when a meeting

will begin.

(C) She thinks that Mr. Smythe is the best

person to speak.

(D) She is confirming that she will purchase

some tickets.

174.

175.

What will be the main focus of the

10:30 a.m. meeting?

(A) Developing a financial report

(B) Expanding into new territories

(C) Planning a future festival

(D) Increasing the number of customers

What does Ms. Tervo say that she will do

tomorrow?

(A) Provide an update to a supervisor

(B) Lead a discussion on finances

(C) Develop a marketing strategy

(D) Travel to Atlanta for business

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eres

TEST5 157

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

af Hathai Khwan |

— oo | | Jim Frollo —— —— = = :

Date: | [ July 15 \_ — |

Subject: \_ a4 LP Possible solution |

Dear Ms. Khwan,

Thank you for getting the team together so quickly to deal with the problem recently

reported by passengers. The congestion in the departures area, particularly at check-in, has

‘| been an ongoing source of customer complaints. Some airlines, such as Sunleaf, have

| addressed similar problems at their gates by creating additional business-class lines for

check-in. I suggest that instead we ask airlines to place more staff at their economy

check-in lines. However, this would require more kiosks and counters. Without extensive

remodeling, there just is not enough room here at Granite Springs Airport.

We need to put together a proposal for next month’s budget meeting. I will let

Ms. Pembroke know that we are working on a plan. It can be added to this year’s budget.

The other issue we still need to discuss is adding more restaurants. Passengers continue to

comment about that on surveys.

| Thanks,

Jim Frollo

158

GSP Puts Travelers First

By Katherine Herncane

(October 10)—Earlier this month, news

circulated that the management of Granite

Springs Airport (GSP) was considering a big

change that would shorten the time passengers

wait in line without affecting the price of their

ticket.

In a conversation with the Granite Springs

Journal earlier this week, Airport Operations

Chief Claire-Lise Pembroke confirmed that

the airport will begin remodeling in the spring

to expand the check-in counters for economy

travelers. Her team is also planning upgrades

to airport dining options.

“We are excited about the expansion, which

will improve the experience for all of our

passengers,” Pembroke said. “The renovations

should be completed by the end of next year.”

176.

177.

178.

According to the e-mail, what has been a

consistent problem at Granite Springs

Airport?

(A) Flight delays caused by construction

(B) Limited food selections on aircraft

(C) Poorly managed gate areas

(D) Complaints about the high cost of travel

In the e-mail, the word “room” in paragraph

1, line 7, is closest in meaning to

(A) space

(B) lodging

(C) chance

(D) location

What does the e-mail suggest about

travelers at Granite Springs Airport?

(A) They especially like traveling with

Sunleaf Airlines.

(B) They are content with the dining options

at the airport.

(C) They need to walk a long distance to

get to airline gates.

(D) They are regularly asked to provide

feedback.

179.

180.

According to the article, what will remain the

same after the renovations?

(A) Food services

(B) Gate numbers

(C) Ticket prices

(D) Check-in areas

What is suggested about Mr. Frollo?

(A) His remodeling experience will be

useful in the spring.

(B) His proposal will be implemented by the

end of next year.

(C) He recently started his position at the

airport.

(DB) He will soon be interviewed by the

Granite Springs Journal.

GO ON TO THE NEXT PAGE

TEST5 159

Questions 181-185 refer to the following e-mails.

Te —

[ FROM: =

DATE: :

SUBJECT. [ Event photographs —

(ATTACHMENT: IL Order form \_ \_

Dear Employees:

| Photographs from Nitin Kumar's retirement party on 3 April are now available. To see the album,

visit Happy Moon Photography's Web site at happymoonphotography.co.in and enter our company

name and ID number (933704). You may order individual prints for %400 each, or choose from one

of the four packages listed below.

\* Basic (21270): Four 10x15 prints

\* Basic Plus (32150): Four 10x15 prints and two 13x18 prints

\* To Share (24120): Eight 10x15 prints and four 13x18 prints

\* For Everyone (%7930): Sixteen 10x15 prints and eight 13x18 prints

\_| Enter discount code 10 PERCENT in the coupon field at checkout when you order online and

\_| receive free shipping and a 10 percent discount. Alternatively, you may complete the order form

\_| attached to this e-mail and return it to me.

| Photographs are available online for 30 days. For purchases after that time, please call Happy

| Moon’s customer support line at 11 2679 5004.

| Regards,

| Sirisha Rao, Special Events Coordinator

| TO: a Va “Gununath Pandit <gpandit @ akrzindustries.co. n>

| FROM: IL “<service @happymoonphotography.co.in> OO

| | DATE: IE 10 May a

| SUBJECT: | Order number 38919

: Dear Mr. Pandit,

| Thank you for ordering from Happy Moon Photography! Please review your completed

purchase below. Your photographs should arrive in the mail no later than 23 May.

Event: Nitin Kumar Retirement Party, AKRZ Industries

\_| Four 10x15 photographs of image 204: 21270

-| Discount 10 percent: -2127

| Total: 31143

| Planning an event? Book one of our photographers before 15 June and receive a

| 20 percent discount.

160

181. According to the first e-mail, what must 184. What package did Mr. Pandit most likely

employees do to view photographs of the purchase?

party? (A) Basic

(A) Enter an ID number (B) Basic Plus

(B) Open an attachment (C) To Share

(C) Meet with a photographer (D) For Everyone

(D) Contact customer support

185. What is indicated about Mr. Pandit?

182. What is NOT true about the photographs of (A) He recently retired.

the party? (B) He plans corporate events.

(A) They can be purchased individually. (C) He booked a photographer for June 15.

(B) They were taken on April 3. (D) He entered a discount code online.

(C) They are organized into four albums.

(D) They will be available online for 30

days.

183. Why was the second e-mail sent?

(A) To provide a tracking number

(B) To request a payment

(C) To confirm a transaction

(D) To promote a new service

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Le

TEST5 161

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

HAMILTON (3 February)—The Ruakura

Trairing Centre (RTC) is relocating to the

Springdale Industrial Park. Spokesperson

Jax Wu said RTC hopes for a grand opening

in May, with only a slight interruption of the

usual course schedule.

The new facility, which offers training

and accreditation for work in a variety of

fields, including roadwork, mining, and

construction, is opening at the right time,

according to Mr. Wu. “There are numerous

job openings now in these specialized fields,

especially around Hamilton,” Mr. Wu stated.

The new location will be more

convenient for people to reach than RTC’s

current building on Clarkston Road. There is

a public transit stop directly in front of the

industrial park, and there is free parking as

well.

For more information, visit

Web site at www.ruakuratc.co.nz.

RTC’s

Course Offerings

~~ Register \_

Ruakura Training Centre (RTC) Grand Opening

Sunday, 16 August, 1:00 PM. to 4:00 PM.

Join us on Sunday, 16 August, as we open our new centre at Springdale Industrial Park.

Courses will begin on Monday, 17 August. See below for our first week’s offerings. To

register for any of these courses, go to the Register tab. If you have questions, e-mail our

registrar, Ms. Phoebe Gordon, at pgordon @ruakuratc.co.nz. RTC can also train on-site at

your location; for further details see the Course Offerings tab.

17 August: Work Safety Refresher, Mr. Jenkins, Instructor

18-19 August: Basic Worksite Traffic Management, Ms. Agarwal, Instructor

19 August: Work Safety Refresher, Ms. McKenzie, Instructor

20-21 August: Heavy Equipment Licensing, Mr. Waipuka, Instructor

21-22 August: Basic Worksite Traffic Management, Mr. Yeo, Instructor

162

Sta cee | Phoebe Gordon <pgordon @ruakuratc.co.nz> |

From: [Abraham Lutui <alutui@bluemills.co.nz> |

: ‘Subject: [| Request |

Date: — 114 August |

Dear Ms. Gordon:

I am registered for the 17 August work safety refresher course. However, I am currently

in Tonga on business, and my return flight arrives on that date. Would it be possible for

you to switch my registration to the 19 August course instead?

Sincerely,

Abraham Lutui

186. What is the main focus of the article? 189. What is indicated about RTC’s courses?

(A) Acompany’s closing celebration (A) They are fully booked.

(B) Aroad improvement project (B) They are all two-day sessions.

(C) Advances in manufacturing technology (C) They may be offered more than once

(D) The relocation of a training facility per month.

(D) They require full payment in advance.

187. What does Mr. Wu mention in the article?

(A) He will be teaching a new course. 190. What is most likely true about Mr. Lutui?

(B) Many jobs are available in the area. (A) He is registered for Mr. Jenkins’ course.

(C) Local transportation should be (B) He previously worked at RTC.

improved. (C) He had to reschedule his flight.

(D) There is a problem with a parking (D) He is interested in a travel career.

structure.

188. What is suggested about RTC?

(A) Its tuition fees have increased.

(B) Itis hiring new instructors.

(C) The opening of its new location was

delayed.

(D) The registration period for classes was

extended.

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TEST5 163

Questions 191-195 refer to the following invoice and e-mails.

Gleelan Commercial Cleaning

632 Oakland St., Halifax, NS B3J 3J5

www.gleelancleaning.com.ca

Phone: 902-555-0111

Invoice: 705526 Date: 1 October

Bill to: © Endora Gellis Account: 30056JA

Jant Advertising

1900 Barrington St., Suite 230

Halifax, NS B3] 1P2

Date of service Description Price

6 September Office cleaning $80

13 September Office cleaning $80

Rug cleaning $135

20 September Office cleaning $80

27 September Office cleaning $80

Window washing $115

Preferred customer discount (10%): -$57

Balance due: $513

For billing questions, please contact our billing manager at

billing@gleelancleaning.com.ca.

| Lam writing concerning the invoice we received at Jant Advertising yesterday. It appears

there has been a mistake. We had requested that the windows be washed at the end of last

month, but you had to cancel that particular service. However, a charge for it is included

on the invoice. We would like to schedule the window washing for early this month, if

| possible, before the weather gets too cold. In the meantime, could you please send us a

corrected invoice?

Best,

| Endora Gellis

Jant Advertising

From: —\_| [ Endora Gellis <egellis@ jantad.com.ca> =

To: [ | Gleelan Commercial Cleaning <billing @gleelancleaning.com.ca> ~ La

Subject: e || Billing question’ — OO |

Date: | | 2 October : :

Hello,

164

E-Mail Message

From: Burt Radke <bradke@ gleelancleaning.com.ca>

To: Endora Gellis <egellis @jantad.com.ca>

Subject: RE: Billing question

Date: 3 October

Te]

Dear Ms, Gellis,

Thank you for contacting us regarding your September services. On behalf of our

Billing Department, I would like to apologize for the mistake. You are correct that we

canceled the window washing that was scheduled. There was a rainstorm on that day.

We will remove the charge and send you a corrected invoice today. And because it was

our error, please note that we will still provide the full discount that was listed on the

invoice for September.

I have checked with the scheduling department, and they can reschedule your window

washing for 1] October to coincide with your regular office cleaning. Please confirm if

this is suitable for Jant Advertising.

Thank you for your continued business with us.

Sincerely,

Burt Radke

Gleelan Commercial Cleaning

191. What does the invoice indicate about Jant 194. What is suggested about Jant Advertising?

Advertising? (A) It will receive $57 off the full price.

(A) It has its offices cleaned weekly. (B) Itis currently seeking experienced

(B) It recently moved to a new location. cleaning staff.

(C) It replaced its carpeting in September. (C) Its offices will close early on October

(D) It had some windows repaired. 11.

(D) It has multiple locations throughout the

192. What amount does Ms. Gellis want city.

removed from the invoice?

(A) $80 195. Who most likely is Mr. Radke?

(B) $115 (A) A window installer

(C) $135 (B) A billing manager

(D) $513 (C) An office cleaner

193. According to Mr. Radke, why was a service

canceled?

(A) There were not enough cleaners

available.

(B) The equipment was not functioning.

(C) There was a mistake on the schedule.

(D) The weather conditions were poor.

(D) Ascheduling assistant

GO ON TO THE NEXT PAGE

TESTS 165

Questions 196-200 refer to the following listing, e-mail, and review.

Listing Type: Single-family properties

Location: Bonatra Acres in Windham County

Last updated: October 28

Bonatra Acres is a lovely residential community in Windham County featuring

two-, three-, and four-bedroom single-family homes near schools, public

transportation, and beautiful parks.

The Lalique and Grand Barron models feature an eat-in kitchen, a large living area,

and a garage. The Andover model, the most affordable home, is a one-story home

with a patio in the rear. The Mickala is a uniquely-styled home featuring upstairs

bedrooms with oversized windows. The Harrison is a two-story model with

modern upgrades.

Properties Currently Available for Sale

166

| | worked with you to find his business property.

| and at least two bathrooms. [ am available to visit homes on Wednesday mornings and

. Thank you,

~ |; Chun Lai

Address Bedrooms | Bathrooms | Model

126 Hickory Drive | Three Two Grand Barron

912 Birch Place Two One Andover

21 Lilac Lane ‘Two One Mickala BN

- - Bonatra

108 Pine Avenue Three One Lalique Acres

To: | | Valerie Sidkoff <v.sidkoff @emikproperties.com> Jess

From: | [ Chun Lai <chunlai @anymail.com> J

Date: | [October 30\_ |

Subject: \_| | New place to live |

Dear Ms. Sidkoff, |

EMIK Properties comes highly recommended by my manager, David Mwabili, who

I am wondering whether you also sell residential properties in the area. My wife and I are

looking to move to Windham County with our children to be closer to our jobs. We will

need easy access to public transportation. I would be grateful if you could recommend

some listings for reasonably priced homes in that area, ideally with two or more bedrooms

Thursday afternoons.

June Preston, October 16

I recently purchased a home from EMIK Properties and had the pleasure of

working with Valerie Sidkoff, the company’s owner. She patiently showed me

many houses in my preferred area and was attentive to my needs. My only

concern about EMIK Properties is that it seems to prioritize commercial

clients over residential ones. The agency reserves Thursday and Friday

afternoons to show exclusively commercial properties. While this did not

affect me, it could be a problem for others looking to buy a home.

Nl —|Pl¥

196. What does the listing indicate about 199. What Bonatra Acres property best meets

Bonatra Acres? Mr. Lai’s needs?

(A) It was built recently. (A) 126 Hickory Drive

(B) It is located near parks. (B) 912 Birch Place

(C) It features apartment units for sale. (C) 21 Lilac Lane

(D) It is close to a city. (D) 108 Pine Avenue

197. What Bonatra Acres model is currently 200. When will Mr. Lai most likely visit

unavailable? properties?

(A) The Lalique (A) On a Wednesday morning

(B) The Grand Barron (B) On a Wednesday afternoon

(C) The Andover (C) On a Thursday morning

(D) The Harrison (D) On a Thursday afternoon

198. What does the e-mail indicate about

Mr. Lai?

(A) He will be getting a new job soon.

(B) He heard about EMIK Properties from

his supervisor.

(C) He owns EMIK Properties.

(D) He currently lives in Windham County.

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 5 167