**MỤC LỤC**

|  |  |
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**CẤU TRÚC ĐỀ THI TOEIC FORMAT CŨ**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Section** | **Part** | **Current version of TOEIC Format** | | | **Time** | **Score** |
| **Descriptions** | | **Number of questions** |
| Listening Comprehension | 1 | Photographs | | 10 | 45 mins | 495 |
| 2 | Question-Response | | 30 |
| 3 | Conversations | | 30 |
| 4 | Talks | | 30 |
| Reading Comprehension | 5 | Incomplete Sentences | | 40 | 75 mins | 495 |
| 6 | Text Completion | | 12 |
| 7 | Reading Comprehension | Single Passage | 28 |
| Double Passages | 20 |
| **Total** | **7 parts** | | | **200 questions** | **120 mins** | **990** |

**CẤU TRÚC ĐỀ THI TOEIC FORMAT MỚI**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Section** | **Part** | **New version of TOEIC Format** | | | **Time** | **Score** |
| **Descriptions** | | **Number of questions** |
| Listening Comprehension | 1 | Photographs | | 6 | 45 mins | 495 |
| 2 | Question-Response | | 25 |
| 3 | Conversations | | 39 |
| 4 | Talks | | 30 |
| Reading Comprehension | 5 | Incomplete Sentences | | 30 | 75 mins | 495 |
| 6 | Text Completion | | 16 |
| 7 | Reading Comprehension | Single Passage | 29 |
| Double Passages | 10 |
| Triple Passage | 15 |
| **Total** | **7 parts** | | | **200 questions** | **120 mins** | **990** |

**BẢNG QUY ĐỔI ĐIỂM RC**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Number of correct answers | Estimated Score | Number of correct answers | Estimated Score | Number of correct answers | Estimated Score | Number of correct answers | Estimated Score |
| 0 | 5 | 25 | 120 | 50 | 245 | 75 | 370 |
| 1 | 5 | 26 | 125 | 51 | 250 | 76 | 375 |
| 2 | 5 | 27 | 130 | 52 | 255 | 77 | 380 |
| 3 | 10 | 28 | 135 | 53 | 260 | 78 | 385 |
| 4 | 15 | 29 | 140 | 54 | 265 | 79 | 390 |
| 5 | 20 | 30 | 145 | 55 | 270 | 80 | 395 |
| 6 | 25 | 31 | 150 | 56 | 275 | 81 | 400 |
| 7 | 30 | 32 | 155 | 57 | 280 | 82 | 405 |
| 8 | 35 | 33 | 160 | 58 | 285 | 83 | 410 |
| 9 | 40 | 34 | 165 | 59 | 290 | 84 | 415 |
| 10 | 45 | 35 | 170 | 60 | 295 | 85 | 420 |
| 11 | 50 | 36 | 175 | 61 | 300 | 86 | 425 |
| 12 | 55 | 37 | 180 | 62 | 305 | 87 | 430 |
| 13 | 60 | 38 | 185 | 63 | 310 | 88 | 435 |
| 14 | 65 | 39 | 190 | 64 | 315 | 89 | 440 |
| 15 | 70 | 40 | 195 | 65 | 320 | 90 | 445 |
| 16 | 75 | 41 | 200 | 66 | 325 | 91 | 450 |
| 17 | 80 | 42 | 205 | 67 | 330 | 92 | 455 |
| 18 | 85 | 43 | 210 | 68 | 335 | 93 | 460 |
| 19 | 90 | 44 | 215 | 69 | 340 | 94 | 465 |
| 20 | 95 | 45 | 220 | 70 | 345 | 95 | 470 |
| 21 | 100 | 46 | 225 | 71 | 350 | 96 | 475 |
| 22 | 105 | 47 | 230 | 72 | 355 | 97 | 480 |
| 23 | 110 | 48 | 235 | 73 | 360 | 98 | 485 |
| 24 | 115 | 49 | 240 | 74 | 365 | 99 | 490 |
|  |  |  |  |  |  | 100 | 495 |

TEST 01

|  |
| --- |
| **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. When filling out the order form, please \_\_\_\_\_\_\_ your address clearly to prevent delays.

(A) fix  
(B) write  
(C) send  
(D) direct

**102.** Ms. Morgan recruited the individuals that the company \_\_\_\_\_\_\_ for the next three months.

(A) will employ  
(B) to employ  
(C) has been employed  
(D) employ

**103.** The contractor had a fifteen percent \_\_\_\_\_\_\_ in his business after advertising in the local newspaper.

(A) experience  
(B) growth  
(C) formula  
(D) incentive

**104.** The free clinic was founded by a group of doctors to give \_\_\_\_\_\_\_ for various medical  
conditions.

(A) treatment  
(B) treat  
(C) treated  
(D) treating

**105.** Participants in the walking tour should gather \_\_\_\_\_\_\_ 533 Bates Road on Saturday morning.

(A) with  
(B) at  
(C) like  
(D) among

**106.** The artist sent \_\_\_\_\_\_\_ best pieces to the gallery to be reviewed by the owner.

(A) him  
(B) himself  
(C) his  
(D) he

**107.** The figures that accompany the financial statement should be \_\_\_\_\_\_\_ to the spending category.

(A) relevance  
(B) relevantly  
(C) more relevantly  
(D) relevant

**108.** The building owner purchased the property \_\_\_\_\_\_\_ three months ago, but she has already spent a great deal of money on renovations.

(A) yet  
(B) just  
(C) few  
(D) still

**109.** We would like to discuss this problem honestly and \_\_\_\_\_\_\_ at the next staff meeting.

(A) rarely  
(B) tiredly  
(C) openly  
(D) highly

**110.** The store’s manager plans to put the new merchandise on display \_\_\_\_\_\_\_ to promote the line of fall fashions.

(A) soon  
(B) very  
(C) that  
(D) still

**111.** During the peak season, it is \_\_\_\_\_\_\_ to hire additional workers for the weekend shifts.

(A) necessitate  
(B) necessarily  
(C) necessary  
(D) necessity

**112.** \_\_\_\_\_\_\_ that the insulation has been replaced, the building is much more energy-efficient.

(A) Now  
(B) For  
(C) As  
(D)Though

**113.** Mr. Sims needs a more \_\_\_\_\_\_\_ vehicle for commuting from his suburban home to his office downtown.

(A) expressive  
(B) reliable  
(C) partial  
(D) extreme

**114.** The company \_\_\_\_\_\_\_ lowered its prices to outsell its competitors and attract more customers.

(A) strategy  
(B) strategically  
(C) strategies  
(D) strategic

**115.** \_\_\_\_\_\_\_ Mr. Williams addressed the audience, he showed a brief video about the engine he had designed.

(A) Then  
(B) So that  
(C) Before  
(D) Whereas

**116.** For optimal safety on the road, avoid \_\_\_\_\_\_\_ the view of the rear window and side-view mirrors.

(A) obstructs  
(B) obstructed  
(C) obstruction  
(D) obstructing

**117.** Having proper ventilation throughout the building is \_\_\_\_\_\_\_ for protecting the health and well-being of the workers.

(A) cooperative  
(B) visible  
(C) essential  
(D) alternative

**118.** \_\_\_\_\_\_\_ sales of junk food have been steadily declining indicates that consumers are becoming more health-conscious.

(A) In addition to  
(B) The fact that  
(C) As long as  
(D) In keeping with

**119.** The sprinklers for the lawn’s irrigation system are \_\_\_\_\_\_\_ controlled.

(A) mechanically  
(B) mechanic  
(C) mechanism  
(D) mechanical

**120.** The library staff posted signs to \_\_\_\_\_\_\_ patrons of the upcoming closure for renovations.

(A) notify  
(B) agree  
(C) generate  
(D) perform

**121.** Mr. Ross, \_\_\_\_\_\_\_ is repainting the interior of the lobby, was recommended by a friend of the building manager.

(A) himself  
(B) he  
(C) who  
(D) which

**122.** The guidelines for the monthly publication are \_\_\_\_\_\_\_ revised to adapt to the changing readers.

(A) courteously  
(B) initially  
(C) periodically  
(D) physically

**123.** \_\_\_\_\_\_\_ an ankle injury, the baseball player participated in the last game of the season.

(A) In spite of  
(B) Even if  
(C) Whether  
(D) Given that

**124.** The governmental department used to provide financial aid, but now it offers \_\_\_\_\_\_\_ services only.

(A) legal  
(B) legalize  
(C) legally  
(D) legalizes

**125.** At the guest’s \_\_\_\_\_\_\_, an extra set of towels and complimentary soaps were brought to the room.

(A) quote  
(B) graduation  
(C) request  
(D) dispute

**126.** The upscale boutique Jane's Closet is known for selling the most stylish \_\_\_\_\_\_\_ for young professionals.

(A) accessorized  
(B) accessorize  
(C) accessorizes  
(D) accessories

**127.** The company started to recognize the increasing \_\_\_\_\_\_\_ of using resources responsibly.

(A) more important  
(B) importantly  
(C) importance  
(D) important

**128.** \_\_\_\_\_\_\_ restructuring several departments within the company, the majority of the problems with miscommunication have disappeared.

(A) Since  
(B) Until  
(C) Below  
(D) Like

**129.** The riskiest \_\_\_\_\_\_\_ of the development of new medications are the trials with human subjects.

(A) proceeds  
(B) perspectives  
(C) installments  
(D) stages

**130.** \_\_\_\_\_\_\_ seeking a position at Tulare Designs must submit a portfolio of previous work.

(A) Anyone  
(B) Whenever  
(C) Other  
(D) Fewer

|  |
| --- |
| **PART 6**  **Directions:** Read the texts that follow. A word, phrase or sentence is missing in some of the sentences. Four answer choices are given below each of the sentences. 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.

|  |
| --- |
| To: samsmith@digitaiiT.com  From: sharronb@email.com  Date: September 24  Subject: Business Contract  Dear Mr. Smith,  I am Sharron Biggs, CEO and founder of BiggsGraphics. I recently came across your  advertisement \_\_\_\_\_\_\_ the partnership of a graphic design company for a number of your  **131.**  projects. BiggsGraphics has \_\_\_\_\_\_\_ experience working with various small businesses and  **132.**  companies in designing advertising campaigns, logos, and websites. \_\_\_\_\_\_\_ Our website  **133.**  www.biggs-graphics.com also has some information about our company.  I’m interested in working with your company on your projects and hope we can build a beneficial  partnership. I look forward \_\_\_\_\_\_\_ your reply.  **134.**  Sincerely, Sharon Biggs  CEO, BiggsGraphics |

**131.** (A) seek

(B) to seek

(C) seeking

(D) are seeking

**132.** (A) extensive

(B) restricted

(C) generous

(D) limitless

**133.** (A) I would really appreciate the

opportunity to work with you.

(B) I heard that DigitalIT is a great

company.

(C) In fact, our designs are often copied

by other companies.

(D) I have attached a number of our past

designs to illustrate what we specialize in.

**134.** (A) at

(B) to

(C) with

(D) from

**Questions 135-138** refer to the following announcement.

|  |
| --- |
| Thank you for shopping at Larson’s China. Our products are known for their modern and unique  patterns and color combinations, as well as \_\_\_\_\_\_\_ and strength. \_\_\_\_\_\_\_ Please note,  **135.** **136.**  however, that repeated drops and rough handling will \_\_\_\_\_\_\_ eventual breakage. We suggest  **137.**  you store them carefully and that you don’t use harsh chemicals, steel sponges, or \_\_\_\_\_\_\_  **138.**  scrubbing when cleaning them. Please visit our website at www.larsonchina.com for information  about handling and care or call us at 555-1234 if you have any questions or concerns. |

**135.** (A) durable

(B) durability

(C) durableness

(D) durable

**136.** (A) Larson’s utensils and silverware go

great with the dinnerware.

(B) Our most popular line, the Spring

Flower China is sold out at most locations.

(C) Visit our store to check out our other

beautiful products.

(D) They are dishwasher- and microwave-

safe and we’re confident that you’ll be using them for years to come .

**137.** (A) result in

(B) occur to

(C) ending at

(D) stop with

**138.** (A) ambitious

(B) combative

(C) aggressive

(D) complacent

**Questions 139- 142** refer to the following notice.

|  |
| --- |
| Entry Position: Gold & Slide Accounting Firm  We are looking for enthusiastic candidates with an educational background in finance or  \_\_\_\_\_\_\_. All candidates should have some computer experience. Job experience is not  **139.**  \_\_\_\_\_\_\_ but preferred. Candidates with a bilingual language ability \_\_\_\_\_\_\_ favored.  **140. 141.**  Positions include jobs in accounting, statistics, and general office assistant. If you are  interested, please visit our website at www.G&Saccountingfirm.com/employment for more  information. You can send your cover letters and resumes to Karen Hill at khiii@G&S.com. We  will begin interviewing candidates on Monday, November 5. \_\_\_\_\_\_\_  **142.** |

**139.** (A) account

(B) accountant

(C) accounting

(D) accounted

**140.** (A) basic

(B) decisive

(C) additional

(D) necessary

**141.** (A) is being

(B) will be

(C) has been

(D) were being

**142.** (A) We sincerely thank you for your

interest.

(B) The positions begin the following

month.

(C) Please call us for more information.

(D) We apologize for any inconvenience.

**Questions 143-146** refer to the following notice.

|  |
| --- |
| To: Kitchen staff, office employees  From: Manager, Larry Park  Date: March 23  Subject: Renovations  To all kitchen staff and Harmon employees,  From Sunday, March 23 to Thursday, March 27, the employee cafeteria kitchens will undergo  renovations as new appliances and equipment \_\_\_\_\_\_\_ in to replace the old ones. \_\_\_\_\_\_\_  **143.** **144.**  Instead, the convenience shops will carry more sandwiches, prepared lunch boxes, and snacks  for the employees during this time.  The renovations will increase the number of sinks, ovens, and stove tops so that a larger  volume of meals can be provided \_\_\_\_\_\_\_ the lunch and dinner rushes. We apologize for the  **145.**  inconvenience but we hope that the changes will \_\_\_\_\_\_\_ the services in the cafeteria.  **146.** |

**143.** (A) are bringing

(B) have brought

(C) bring

(D) are brought

**144.** (A) This will take a lot of work.

(B) As a result, the convenience shops will

be closed.

(C) Because of this, hot meals will not be

available for the patrons.

(D) There will be noise and chaos as a

result.

**145.** (A) before

(B) after

(C) during

(D) within

**146.** (A) develop

(B) improve

(C) rectify

(D) recover

|  |
| --- |
| **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 e-mail.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  | | --- | | employees@simnesolutions.com |   **To**   |  | | --- | | managament@simnetsolutions.com |   **From**   |  | | --- | | Seminar Opportunity |   **Subject**   |  | | --- | | February 5 |   **Date** |
| Dear Female Employees,  Only one week remains until registration will be closed for the Women’s Leadership Seminar. This seminar is offered free of charge to all of our female employees at Simnet Solutions. To accommodate our female employees’ busy schedules, identical seminars will be held on two different dates-February 21 and February 23.  In order to register for this specially designed seminar, you must e-mail James Taylor in human resources by 5:00 P.M. on February 12. This seminar will teach our female employees about how to communicate with confidence and credibility in the workplace.  The Simnet Solutions Management Team |

**147.** What is indicated about the seminar?

(A) It will feature speaker James Taylor.

(B) It is held annually.

(C) Its fee is more expensive than the last

one.

(D) It is designed for women.

**148.** When will the free registration offer end?

(A) On February 5

(B) On February 12

(C) On February 21

(D) On February 23

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

|  |  |
| --- | --- |
|  | |
| **Kyle** | 2:42 |
| Nancy, it’s Kyle. I’m in conference room B setting up for the meeting at 5. The projector doesn’t work. Can you search for another in the supply room? | |
|  | |
| **Nancy** | 2:45 |
| Hey. No problem, I’m headed there now. | |
|  | |
| **Kyle** | 2:46 |
| Thanks, I really appreciate it. | |
|  | |
| **Nancy** | 2:57 |
| Kyle, there are no projectors here. I’ve called the IT department and asked if they have any spare  ones. I’ll get back to you when I get a reply. | |
|  | |
| **Kyle** | 3:00 |
| Thanks again. Oh and can you check for extra microphones? | |
|  | |
| **Nancy** | 3:08 |
| There are two here. I’ll take them both. Meanwhile, the IT department says they don’t have extra projectors but they’ll send a guy down now to check what’s wrong. They say it worked fine at yesterday’s presentation. | |
|  | |
| **Kyle** | 3:09 |
| Great! I’ll see you soon then. | |
|  | |

**149.** Where most likely is Nancy?

(A) At a conference room

(B) At the IT department

(C) In the supply room

(D) In her office

**150.** What did Nancy mean when she said “I’m

headed there now”?

(A) She was going to the location.

(B) She would lead the. presentation .

(C) She knew where the room was.

(D) She was going straight to meet him.

**Questions 151-152** refer to the following ticket.

|  |
| --- |
| Purchased By: Tim Bailey  **Tate Theater**  **The Kelly Cooper Concert**  **Time: 7:00 P.M. Date: Friday, May 20**  **Section: General Admission Row: F Seat: 26**  - Guests seated in general admission should arrive at least 30 minutes before the  concert begins.  - For those coming by car, the location of the theater can be found on our Web site at  www.tatetheater.com.  - All ticket sales are non-refundable. |

**151.** What is Mr. Bailey advised to do?

(A) Contact the theater for a refund  
(B) Select his preferred seat on a Web site

(C) Arrive at the venue in advance  
(D) Post a review later

**152.** According to the ticket, what can be

viewed on the theater’s Web site?

(A) A list of past performances  
(B) Driving directions  
(C) Concert reviews  
(D) Pictures of the theater

**Questions 153-154** refer to the following information.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Gilmore Good Buy**  **Order Confirmation**  Name: Jenny Collins Customer ID: F833J Address: 808 Columbus Avenue, New York, NY 10025 Order date: August 22   |  |  | | --- | --- | | **ltem(s)** | **Price** | | Springform pans (5 @ $5.00 each) | $25.00 | | 4 oz. cocoa butter | $10.99 | | Confectioner’s glaze (3 @ $5.90 each)\* | $17.70 | | Cupcake pans (2 @ $4.00 each) | $8.20 | | Merchandise Total | $61.89 | | Delivery | $8.99 | | Total | $70.88 | | Payment: Credit Card XXXX XXXX XXXX 4026 | |   \* Notes: Will be delivered at a quicker speed to prevent melting or damage. |

**153.** What kind of business are the items most

likely intended for?

(A) A shopping mall  
(B) A bakery  
(C) An appliance store  
(D) A convenience store

**154.** What is indicated about the order?

(A) It will be paid in installments.  
(B) It will be sent separately.  
(C) It has been discounted.  
(D) It will be delivered at no charge.

**Questions 155-157** refer to the following article.

|  |
| --- |
| ***Community Victory***  After a months-long battle to stop the development of a new shopping mall on the location of the former Rivervalley Courthouse, residents, local businesses, and civic groups are cheering the decision to keep the 150-year-old building intact. – [1] – “We’re disappointed,” added Brandford Construction’s CEO. “We felt that the community would benefit and grow, but obviously, residents want to preserve their history and I respect that.”  Instead, efforts are being made to restore the old deserted courthouse to its former glory. – [2] – “The community is getting together for this and we are collecting donations to have the building renovated,” said local resident Enid Tran. “We hope to make a public library or school out of the building.”  - [3] – “It’s been here for as long as I can remember. In fact, my grandfather worked as a clerk there,” added a local business owner, Kevin Lamb. “It’s an iconic symbol of our community and we don’t want it destroyed.” The community has already raised over $100,000 through an online petition and donations keep pouring in. – [4] – The community hopes that restoration of the building begins within the next couple of months. |

**155.** What is indicated about the old

courthouse?

(A) Branford Construction wants to

renovate the building.

(B) The residents want to turn the building

into a shopping mall.

(C) It may become a public library or

school.

(D) It may be destroyed.

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

and [4] does the following sentence belong?

“Branford Construction, the development

company that originally planned to build

the shopping mall, is looking to build the

mall outside of the Rivervalley Community.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

**157.** What is suggested about the fundraising

efforts?

(A) The community made a lot of money

from the land.

(B) It has been occurring online.

(C) The city government has been helping.

(D) They haven’t raised enough money.

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  | | --- | | Stacey Johnson <sjohnson@toplineelec.com> |   **To**   |  | | --- | | Josh Fleck <jfleck@toplineelec.com> |   **From**   |  | | --- | | October 22 |   **Date**   |  | | --- | | Strategic Planning |   **Subject** |
| Dear Ms. Johnson,  District management at Topline Electronics would like to inform you about a new development that will be affecting your store. Another competing consumer electronics store will be opening in the Crayville area on November 12.  In order to ensure that Topline Electronics does not lose business to this new store, district management is advising you to run a special sale on our new line of curved UHD televisions. These televisions provide state-of-the-art features at moderate prices. By showing your customers that Topline Electronics offers the best deals in the area, you will be able to maintain customer loyalty. We will be shipping the new televisions to your store within the next week. We suggest you prepare a prominent display space in your store to feature them. You should also update your Web site to advertise the sale.  Smooth communication between you and us is vital to effective operational practices. If you have any questions concerning the new televisions or the marketing campaign in general, please don’t hesitate to contact district management.  Sincerely,  Josh Fleck,  District Manager Topline Electronics |

**158.** Who most likely is Ms. Johnson?

(A) A store manager  
(B) A customer  
(C) A product developer  
(D) A marketing specialist

**159.** What is indicated about Topline

Electronics?

(A) It recently opened a new store

location.

(B) It will be relocated to the Grayville

area.

(C) It is concerned about market

competition.

(D) It was nominated for an annual award.

**160.** What is Ms. Johnson NOT instructed to

do?

(A) Add new information to a Web site  
(B) Hire additional staff  
(C) Contact management if necessary  
(D) Arrange a sale display area

**Questions 161-164** refer to the following text message chain.

|  |  |
| --- | --- |
|  |  |
| **Nickson, Harry** | 10:10 |
| Any word yet from the distributors about the desks and office chairs we were  supposed to get on Tuesday? | |
|  | |
| **Jordan, Johnny** | 10:11 |
| Monica is waiting to hear from them. Last I heard, there has been a bit of a delay due to problems at the manufacturing site. Apparently one of the conveyor belts is down. | |
|  | |
| **Nickson, Harry** | 10:12 |
| Have you told this to our clients at P&R Industries? | |
|  | |
| **Jordan, Johnny** | 10:13 |
| No, because I want to get a definitive answer from our manufacturers first before I relay any sort of a message about a delay. Hey Monica, have you gotten a response yet? | |
|  | |
| **Stein, Monica** | 10:14 |
| Yes, I just spoke with them. Great news, it looks like we can get the job done on Friday as originally scheduled. The desks and chairs will arrive directly at P&R Industries from the assembly lines on Thursday. | |
|  | |
| **Nickson, Harry** | 10:15 |
| That’s great to hear. Please inform Mr. Kline about this. We can get started on the 5th-floor offices and work our way down once the furniture arrives. | |
|  | |
| **Stein, Monica** | 10:15 |
| I’m on it. | |
|  | |
| **Jordan, Johnny** | 10:16 |
| Alright, and I’ll get a large crew there so that the work can be finished by  Friday as planned | |
|  | |
| **Nickson, Harry** | 10:17 |
| Yes, please make sure that the job is done not only efficiently but also well.  They have a couple of other buildings that they may want our services for. | |
|  | |
| **Jordan, Johnny** | 10:18 |
| I’ll keep that in mind. | |
|  | |

**161.** What kind of business do the online

speakers work at?

(A) A law firm

(B) An office supply company

(C) A furniture shop

(D) A moving company

**162.** When will the crew begin work?

(A) Tuesday

(B) Wednesday

(C) Thursday

(D) Friday

**163.** What will Johnny Jordan probably do next?

(A) Contact the distributors

(B) Organize a meeting

(C) Gather a large crew

(D) Call the client

**164.** What does Monica Stein mean by “I'm on

it”?

(A) She’ll organize the movers.

(B) She’ll wait until she gets more

information.

(C) She’ll visit the manufacturers.

(D) She’ll contact the client

.

**Questions 165-167** refer to the following business profile.

|  |
| --- |
| **Fulton Stainless Steel Products**  Fulton Stainless Steel Products is a large-scale manufacturer making stainless steel industrial kitchen appliances in factories in Germany and France. The company’s products are trusted by chefs and bakers around the world to be durable, long-lasting, and of superb quality. The company produces kitchen stoves, ovens, microwaves, refrigerators, food processors, electric kettles, coffee makers, and other products.  After acquiring the Visor Home Products Company in a deal last month, the company expected its overall profits to increase 20% compared to the last fiscal year. As a result, to meet increased demand the company will employ more than 300 full-time workers in our six factories, and offer good pay with an excellent benefits package. The company considers all of its employees valuable members of the Fulton family. Additionally, the company continues to research and develop new products to satisfy its customers and compete with other companies. |

**165.** Who is most likely to be a customer of

Fulton Stainless Steel Products?

(A) A car manufacturer  
(B) A restaurant  
(C) A real estate agency  
(D) A clothing store

**166.** What did Fulton Stainless Steel Products

do last month?

(A) It held a press conference.  
(B) It opened a new factory.  
(C) It obtained a company.  
(D) It laid off some workers.

**167.** What is mentioned about Fulton Stainless

Steel Products?

(A) It recently provided extra funding for

research and development.

(B) It has released a budget proposal for

next year.

(C) It offers a benefits package to its part-

time employees.

(D) It plans to hire additional employees to

work in factories.

**Questions 168-171** refer to the following article from a company newsletter.

|  |
| --- |
| **Employee Winner of National Contest**  One of our employees here at Arrow Design Laboratory, Jennifer Holt, has won first place in a Web design contest hosted by the Association of Web Designers. Entrants were judged according to clarity of idea, quality of execution, and aesthetics. Ms. Holt was selected among over 300 different applicants. We applaud her achievement and are so happy to have her as an employee at Arrow Design Laboratory.  The Association of Web Designers (AWD) is an organization founded in 2002 with the goal of emphasizing the importance of Web design and protecting the rights of Web designers. The AWD has members all over the world and is constantly gaining new members. The AWD hosts a variety of contests in order to promote Web design as a professional field. The AWD believes that good design can enhance people’s lives and build better communities.  As a recipient of the first place for the Web design contest, Ms. Holt will receive a cash prize as well as free membership in the Association of Web Designers. In addition, she has been invited to give a speech at the Annual Web Designers’ Conference to be held next month in Los Angeles, California. The AWD will be holding more contests in the future, and those interested should visit the Web site at www.awd.com/ contests to find out more information. |

**168.** Why most likely was the article written?

(A) To introduce a new employee  
(B) To report on an award winner  
(C) To announce an annual competition  
(D) To describe a change in company

policy

**169.** The word “founded” in paragraph 2, line 1,

is closest in meaning to

(A) discovered  
(B) learned  
(C) established  
(D) equipped

**170.** What is suggested about the Association

of Web Designers?

(A) It holds a conference every year.  
(B) It is based in Los Angeles.  
(C) It currently offers free membership.  
(D) It donates to community projects.

**171.** According to the article, what can be found

on the Web site?

(A) A transcript of a speech  
(B) An application for an open position  
(C) Details about upcoming contests  
(D) A list of Ms. Holt’s accomplishments

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

|  |
| --- |
| 16 July, Newtown-Health Shack is downtown Newtown’s hottest new hangout for fitness buffs and corporate employees alike. – [1] – Owners Jill and Barry Baker opened the shop last month to rave reviews and long lines. Getting a seat or table at Health Shack can take as long as 30 minutes on a good day and the place is always crowded no matter the time of day. Health Shack offers only six items on its menu; all are protein shakes including the best sellers, Apple Pie, Peanut Butter Cup, and Tuity Fruity. – [2] – “We were overwhelmed by the response,” says Jill Baker. “In fact, everything spread by word of mouth so we didn’t even need to advertise.” Fitness Instructor Julian Miles said, “I love coming here for a quick lunch that won’t wreck my fitness goals. I even recommend this place to all my patrons.” – [3] – “I come here to get a healthy but satisfying meal during my short break with my co-workers,” added businessman Tim Hammer. “Without Health Shack, we’d be eating junk food.” – [4] – Health Shack is open from 7:00A.M. to 8:00 P.M. from Mondays through Fridays, and from 9:00A.M. to 7:00 P.M. on Saturdays. It closes on Sundays. The owners hope to add new flavors to the menu in the coming months. |

**172.** What is suggested about the shop?

(A) It is very successful.

(B) It only offers take -out.

(C) It has been open for a long time.

(D) Only fitness experts patron the shop.

**173.** What is suggested about Health Shack

products?

(A) They are very delicious

(B) They are healthy

(C) They are cheap

(D) They are easy to get

**174.** Why don’t the owners advertise?

(A) They don’t have enough money.

(B) They are too busy.

(C) Their customers recommend the place

to others.

(D) They don’t want to.

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

and [4] does the following sentence belong?

“Despite the limited number of products

on the menu, customers can’t get enough

of the tasty but healthy shakes that are onoffer.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

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

|  |
| --- |
| **Summer Lecture Series** Sponsored by the Department of City Planning at Wurnster University  The Department of City Planning is excited to announce a summer lecture series that will be focusing on budgeting issues that concern local residents and municipalities. Financial management is one of the most important duties of local government’s operations. We hope to improve the status of budgeting at the local government level across the nation through community involvement and participation. All lectures will be held in the Hayston Building on the Wurnster campus.  **> Monday, February 1, 6:00 P.M., Room 401** Speaker: Tim Powell, Professor of Policy Analysis at Wurnster University Strategic Planning-Learn how to develop budgets in order to monitor progress toward community goals and successful outcomes.  **> Wednesday, February 3, 7:00 P.M., Room 305** Speaker: Melissa Simmons, Kennedy Institute for Policy Making Focusing on Our Children-Studies show that building playgrounds and sports facilities for children helps make better communities.  **> Monday, February 8, 6:00 P.M., Room 202** Speaker: Hank Ross, Michigan Municipal League Managing Our County’s Parks-Learn how to preserve our local parks as a valuable community resource.  **> Wednesday, February 11, 5:30 P.M., Room 404** Speaker: Scott Watson, Executive Director, Local Government Academy Economic Opportunities and Local Ecology-Economic opportunity is often accompanied by potential risks to the surrounding ecosystem, and balancing the two can be difficult.  Please contact Patricia Flores at pflores@wurnster.edu for additional information |

|  |
| --- |
| **To:** Patricia Flores <pflores@wurnster.edu> **From:** Jake Patterson <jpatterson@wurnster.edu> **Subject:** Lecture Series **Date:** January 24  **---------------------------------------------------------------------------------------------------------------------------------** Dear Ms. Flores,  I work for facilities management here at Wurnster University. It was recently brought to my attention that there is a scheduling conflict concerning one of your lecture dates. Room 305 has been reserved for every Wednesday this semester by the Wurnster Debate Club. Therefore, I’m sorry to inform you that you will need to move the location or the time of this talk. You can visit the facilities management Web site in order to check the availability of other room locations and reschedule the talk.  Jake Patterson |

**176.** Who most likely is the lecture series

intended for?

(A) Community members  
(B) Building superintendents  
(C) University professors  
(D) Hospital patients

**177.** In the brochure, the word “through” in

paragraph 1, line 5, is closest in meaning to

(A) over  
(B) via  
(C) across  
(D) until

**178.** What most likely will be discussed at the

lecture on February 11?

(A) How to balance yearly budgets  
(B) How to meet infrastructure needs  
(C) How to avoid environmental damage  
(D) How to stimulate economic

development

**179.** According to Mr. Patterson, whose lecture

must be rescheduled?

(A) Mr. Watson’s  
(B) Mr. Ross’s  
(C) Ms. Simmons’s  
(D) Mr. Powell’s

**180.** What is Ms. Flores instructed to do on a

Web site?

(A) Download a document  
(B) Change a room reservation  
(C) Update personal information  
(D) Facilitate a forum

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

|  |
| --- |
| **To:** Sally Russel <srussel@ptmail.com> **From:** Kelly Bennet <kbennett@msplanning.com> **Date:** December 7 **Subject:** Wedding Services  **Attachment:** Packages |
| Dear Ms. Russell,  We received your e-mail on Tuesday, December 4, inquiring about our wedding planning and event services. We specialize in all kinds of weddings (small- or large-scale, indoor or outdoor, and various kinds of decors tailored to your dream wedding). We are sure to have a solution just right for you.  You wrote that you want a wedding package that is less than $5,000 and that will be held at a large venue close to a major highway because you expect many guests from all over the country. As l understand it, your other preferences are as follows:  • an outdoor venue • a photographer and videographer available at all times for documentation • decorations including colorful flowers and elegant tablecloths  I’ve attached a list of all our possible wedding packages that you might be interested in. They are all located within 15 minutes' drive of Highway 519. Please look through the provided information to decide which location fits your needs best. Once you have made a decision, please inform me via e-mail when you would like the wedding to be held. This will help me secure a reservation for you.  Thanks,  Kelly Bennett MS Planning |

|  |  |  |  |
| --- | --- | --- | --- |
| **Package** | **Total Fee** | **Location** | **Notes** |
| Diamond | $5,500 | Hardy Theater | Everything from the Emerald package, plus a live string quartet |
| Emerald | $4,300 | Zenith Park | Everything from the Ruby package, plus photo and video shoots |
| Ruby | $3,000 | Country Springs Hotel | Everything from the Sapphire package, plus decorated tables and beautiful flowers |
| Sapphire | $1,750 | Jubilee Garden | Buffet lunch and a variety of beverages |

**181.** What can be inferred about Ms. Russell?

(A) She is Ms. Bennett’s co-worker.  
(B) She is planning a honeymoon.  
(C) She is currently engaged.  
(D) She works for a catering company.

**182.** Who most likely is Ms. Bennett?

(A) A professional musician  
(B) A wedding photographer  
(C) An interior designer  
(D) An event planner

**183.** What is suggested about all the locations

on the list?

(A) They are close to a main road.  
(B) They are indoor venues.  
(C) They are located in the same city.  
(D) They require a down payment.

**184.** What information is Ms. Russell asked to

provide?

(A) A potential date  
(B) A meal selection  
(C) A list of guests  
(D) A meeting location

**185.** What package would probably best suit

Ms. Russell’s needs?

(A) Diamond  
(B) Emerald  
(C) Ruby  
(D) Sapphire

**Questions 186-190** refer to the following e-mails.

|  |
| --- |
| **To:** Bountiful Harvest <info@bountifulharvest.com> **From:** Emily Hall <emilyhall@zipline.com> **Date:** June 3 **Subject:** Food Delivery |
| To whom it may concern,  My name is Emily Hall and I am the owner of a vegetarian restaurant located in downtown Huntsville. I am contacting you because I am interested in receiving regular shipments of fresh, organic vegetables to my restaurant weekly. My restaurant is just starting, so I do not need a large quantity of goods. After looking into different farms in the area, I chose to contact Bountiful Harvest because of your promise to deliver certified organic food. Therefore, I would like to receive a price estimate for the cost of having fresh vegetables delivered directly to our restaurant on a weekly basis.  Emily Hall |

|  |
| --- |
| **To:** Emily Hall <emilyhall@zipline.com> **From:** Bountiful Harvest <info@bountifulharvest.com> **Date:** June 4 **Subject:** RE: Food Delivery |
| Dear Ms. Hall,  Thanks for contacting our farm. At Bountiful Harvest, we offer fresh organic produce that can be delivered directly to a customer’s location on a regular basis. Our vegetables are harvested from the field and delivered immediately, which means that you are getting wholesome, nutritious, organic produce to serve at your restaurant. We also offer additional items such as fresh meat, cheese, and milk. Below is a table detailing the various pricing options we offer.   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Package Option** | **Features** | **Weight** | **Delivery Frequency** | **Price Per Delivery** | | Personal | This package feeds approximately 2-3 people and contains fresh seasonal vegetables. | 5 lb. | Once a week | $15 | | Small | This package is ideal for small businesses and includes fresh seasonal vegetables. | 50 lb. | Once a week | $140 | | Medium | This package is for medium-sized businesses needing a constant supply of fresh vegetables and meats. | 130 lb. | Twice a week | $500 | | Large | This package is our largest package and includes vegetables, meats, and dairy products. | 250 lb. | Twice a week | $800 |   The prices listed above do not include the delivery price. Customers who do not pick up their packages in person will have to pay an extra $6 per package to be delivered. However, for customers who sign up for an entire year’s worth of deliveries, we will deliver your package for free. The purchase of additional items will also affect the final price of your package. Additional options are available on our Web site. Payments can be made via cash, credit card, check, or money order on the day of delivery.  We know that our customers especially care about the quality of the food. Therefore, we offer a mini package free of charge so you can assess our food. Please call Greg Lemons at 555-8141 to take advantage of this opportunity.  Indira Singh |

|  |
| --- |
| **To:** Bountiful Harvest <info@bountifulharvest.com> **From:** Emily Hall <emilyhall@zipline.com> **Date:** June 5 **Subject:** Harvest Schedule |
| Dear Ms. Singh,  Thank you for responding so promptly to my email. I appreciate the offer of the complimentarydelivery, but I think I would like to just go ahead and set up regular deliveries. I may be interested in setting up a year’s worth of deliveries, but I would first like to get a list of the range of produce that you will be offering through the different seasons. As I own a vegetarian restaurant, I will need to have an idea of the types of produce that will be delivered so I can prepare my menus accordingly. Thank you so much for your consideration, and I look forward to working with Bountiful Harvest!  Kind regards,  Emily Hall |

**186.** What is the purpose of the first e-mail?

(A) To request cost information  
(B) To inquire about a policy change  
(C) To postpone an order  
(D) To report an incorrect invoice

**187.** What package option most likely fits Ms.

Hall’s needs best?

(A) Personal  
(B) Small  
(C) Medium  
(D) Large

**188.** What information is NOT needed for a final

price?

(A) Length of contract  
(B) Method of delivery  
(C) Additional items  
(D) Distance of shipping

**189.** What is indicated in Emily Hall’s e-mail?

(A) She wants to try it for a month.

(B) She wants the free gift.

(C) She is interested in a long-term

contract.

(D) She doesn’t want winter produce.

**190.** Why does Emily Hall want to know about

the vegetables that will be available throughout the year?

(A) She loves vegetables.

(B) She is thinking about adding meat.

(C) She might hire another employee.

(D) She wants to plan her future menus.

**Questions 191-195** refer to the following notice and e-mail.

|  |
| --- |
| **Important Notice**  Dear Castelli customers,  Our quality assurance team has revealed that five hundred jars of Castelli’s Classic Spaghetti Sauce do not meet our high standards of product quality.  The defect has been caused by an improper seal on the lid of the jar, and may have resulted in the contents spoiling due to contact with air. We are currently warning customers not to eat this product.  What you should do: If you have already purchased a jar of Castelli’s Classic Spaghetti Sauce, please send an e-mail to our Customer Service Department at cs@castellifood.com. One of our employees will provide you with a product replacement voucher. Please include your name, full address, phone number, and the product’s serial number in the e-mail. Customers will receive a $12 voucher for each jar purchased. Please do not try to get a refund for this product at a retailer.  Please remember that no other Castelli food products are affected. We encourage you to continue purchasing our products. |

|  |
| --- |
| **To:** cs@castellifood.com **From:** Tony Hester <tonyhester21@webzit.com> **Date:** March 29 **Subject:** Replacement Voucher |
| To whom it may concern,  My name is Tony Hester and I appreciate the precautionary step. Around two weeks ago.  I purchased two jars of Castelli’s Classic Spaghetti Sauce from an Ace grocery store in Hermantown, Minnesota. A week later, I purchased one more jar of it at the same place.  I have attached the image file of both receipts to this e-mail. I would like to receive a product replacement voucher for these defective products. My address is:  Tony Hester 27 Bloom Street Hermantown, MN 55811  I look forward to receiving a reply soon.  Tony Hester |

|  |
| --- |
| **To:** Tony Hester <tonyhester21@webzit.com> **From:** cs@castellifood.com **Date:** March 30 **Subject:** Voucher |
| Dear Mr. Hester,  Thank you very much for contacting Castelli Foods. We are committed to ensuring that our customers can continue to rely on the Castelli line of quality foods for all their dining needs. As such, we are happy to provide you with three vouchers for the cans of Classic Spaghetti Sauce you recently purchased. Please find the vouchers enclosed.  In addition to the vouchers for the Classic Spaghetti Sauce, we would like to offer you vouchers for our new line of linguini and spaghetti pasta, Pasta Prima. Please accept these as another way for us to say that we are sorry, and we hope that you continue to turn to us for delicious Italian flavors.  Sincerely,  Jan Olson  Customer Care Specialist |

**191.** Where would the notice most likely be

found?

(A) In a restaurant  
(B) In a staff break room  
(C) In a shipping agency  
(D) In a grocery store

**192.** What is indicated about the jars?

(A) They were not closed tightly.  
(B) They are currently out of stock.  
(C) They were priced incorrectly.  
(D) They were delivered to the wrong

address.

**193.** According to the notice, what is NOT

mentioned as advice for customers?

(A) Avoiding consuming the product  
(B) Reporting on the product  
(C) Returning the product to a store  
(D) Purchasing other Castelli products

**194.** In the e-mail to Mr. Hester, what additional

gift does Castelli offer?

(A) Pasta sauce

(B) A recipe book

(C) Vouchers for produce

(D) Vouchers for new products

**195.** Castelli is sending the vouchers for several

reasons; what is NOT one of them?

(A) To keep customers loyal

(B) To say that they were sorry

(C) To be fair to their customers

(D) To gain new customers

**Questions 196-200** refer to the following form, memo and notice.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Auburn City Restaurant Inspection**  Restaurant Name: Polito’s Pizza Location: 43 Clark Street Inspection Date: January 22  A: Comply completely with safety and health requirements with no violations B: Conform to most safety and health requirements with a few minor violations C: Not meet some safety and health requirements with some violations D: Not satisfy many safety and health requirements with serious violations that could result  in harm or illness for a customer  (Fines will be imposed for any C or D level violations related to food preparation and storage.)   |  |  | | --- | --- | | **Item** | **Score** | | 1. Personnel regularly wash hands and follow hygienic practices. | B | | 2. Raw meats and vegetables are refrigerated at proper temperatures. | A | | 3. All ingredients are properly stored and labeled. | C | | 4. Dishes and utensils are cleaned and sterilized | A | | 5. Fire extinguishers are easily accessible | B | | 6. Fire exits are clearly marked. | C | | 7. Floors are clean and dry. | B |   To avoid additional penalties, restaurants are warned to correct violations before their next inspection.  Restaurant Owner: Greg Kluck Inspector: Melissa Tenner |

|  |
| --- |
| **MEMO**  **To:** All Employees <employees@politospizza.com> **From:** Greg Kluck <gregkluck@politospizza.com> **Subject:** Inspection results **Date:** January 25  **-------------------------------------------------------------------------------------------------------------------------------------------** Dear employees,  The results from our recent inspection on January 22 indicate that there are a few problems that we need to address. First, it was brought to my attention that fire exit signs need to be installed again. The most serious violation concerned the improper storage and labeling of food. All ingredients stored for later use must be labeled with an exact date and detailed contents. If we do not label containers properly, spoiled food could accidently be served to customers. We received relatively low grades for employee hygiene and the cleanliness of our facilities. All employees are required to wear their uniform and hairnet at all times and wash their hands after every bathroom visit. We also need to mop floors more often and keep them dry. In order to correct these poor situations, I will be posting a checklist that all employees will be required to complete every morning. It will include necessary preparations to ensure that we are not breaking any regulations. This measure will go into effect on January 29.  If you have any questions about these changes, please bring them up at the staff meeting tomorrow. |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **NOTICE TO ALL EMPLOYEES**  The checklist below must be signed by every employee on every day that they have a shift at Polito’s Pizza. Only sign the task once it has been completed or checked. Failure to fill out the checklist with the date, time, and signature will be treated as a violation of Polito’s new health standards.  **POLITO’S CHECKLIST**   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | **Polito’s** | **Sun** | **Mon** | **Tue** | **Wed** | **Thu** | **Fri** | **Sat** | | Rotate Food | K.P. | K.P. | K.P. | K.P. |  |  | K.P. | | Mop Floors | K.P. | K.P. | K.P. | K.P. |  |  | K.P. | | Uniforms | K.P. | K.P. | K.P. | K.P. |  |  | K.P. | | Wash hands | K.P. | K.P. | K.P. | K.P. |  |  | K.P. | |

**196.** Why was the inspection conducted?

(A) To monitor compliance with food

industry regulations

(B) To rate the taste and quality of cuisine  
(C) To inspect the structural safety of the

building

(D) To evaluate the effectiveness of new

policies

**197.** Why has Polito’s Pizza been charged a

fine?

(A) Because fire extinguishers were not in

place

(B) Because containers of food were not

marked appropriately

(C) Because raw meats and vegetables

were handled incorrectly

(D) Because the facilities were not cleaned

according to standards

**198.** What does Mr. Kluck ask his employees to

do?

(A) Apologize to customers  
(B) Wear a name tag at all times  
(C) File a complaint with Ms. Tenner  
(D) Fill out a required form

**199.** What will happen if an employee fails to

sign the work checklist?

(A) They will have a violation on their

record.

(B) They will have to pay a fine.

(C) They will have to come in on the

weekends.

(D) They will be fired.

**200.** Based on Polito’s Checklist, what can we

infer about K.P.?

(A) He works at night.

(B) He did not work on Thursday and

Friday.

(C) He will be fired for violations.

(D) He is slow at work.

TEST 02

|  |
| --- |
| **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.** With the help of one of the IT technicians, the missing accounting files have been \_\_\_\_\_\_\_.

(A) recover  
(B) recovers  
(C) recovering  
(D) recovered

**102.A** private reception for gallery donors will be \_\_\_\_\_\_\_ on March 5, prior to the grand opening of the exhibit.

(A) held  
(B) faced  
(C) claimed  
(D) made

**103.** Aurora Furnishings is finding it difficult to make a profit in its \_\_\_\_\_\_\_ competitive market.

(A) increases  
(B) increased  
(C) increasingly  
(D) increase

**104.** A minor electrical malfunction was discovered by the pilot \_\_\_\_\_\_\_ before the plane took off.

(A) barely  
(B) shortly  
(C) absolutely  
(D) exclusively

**105.** We will make a final decision about changing the landscaping of the property after reviewing the \_\_\_\_\_\_\_ costs.

(A) estimation  
(B) estimate  
(C) estimated

(D) estimating

**106.** MyHealth Co. has produced a wide range of vitamin supplements for \_\_\_\_\_\_\_ two decades.

(A) along  
(B) during  
(C) over  
(D) when

**107.** The April edition of *Fishing and More* magazine looks \_\_\_\_\_\_\_ different from previous issues because of the new art editor.

(A) completed  
(B) complete  
(C) completely  
(D) completing

**108.** The customer’s order \_\_\_\_\_\_\_ will be sent by e-mail within twenty-four hours.

(A) confirmation  
(B) confirms  
(C) confirmed  
(D) confirm

**109.** The maintenance team’s repair requests should be \_\_\_\_\_\_\_ in groups according to the urgency.

(A) organizing  
(B) organize  
(C) organized  
(D) organizes

**110.** Following Ms. Rivera’s \_\_\_\_\_\_\_ statement, the official awards ceremony for Plex Industries will commence.

(A) brief  
(B) straight  
(C) former  
(D) steep

**111.** Due to the high volume of foot traffic, the shop must polish its floors more \_\_\_\_\_\_\_ than usual during the peak season.

(A) frequent  
(B) frequented  
(C) frequency  
(D) frequently

**112.** The Master Gardeners Club had to \_\_\_\_\_\_\_ its monthly meeting because the community center’s conference room was double-booked.

(A) prepare  
(B) oppose  
(C) postpone  
(D) extend

**113** Financial advisors report that older investors tend to be \_\_\_\_\_\_\_ than their younger counterparts.

(A) cautious  
(B) cautioned  
(C) more cautious  
(D) caution

**114.** Mr. Albrecht’s \_\_\_\_\_\_\_ in replying to the HR director’s e-mail demonstrated that he was highly interested in the position.

(A) promptness  
(B) prompted  
(C) prompt  
(D) promptly

**115.** The soccer players usually practice on the main field at Waterbury Park, but they sometimes practice \_\_\_\_\_\_\_.

(A) everybody  
(B) twice  
(C) yet  
(D) elsewhere

**116.** The accountants were unable to produce a full report by the deadline, but promised that \_\_\_\_\_\_\_ would give a summary of the important points.

(A) their  
(B) themselves  
(C) they  
(D) theirs

**117.** Despite having some problems with the sound system during the performance, the concert was an \_\_\_\_\_\_\_ experience for everyone.

(A) enjoyable  
(B) enjoyment  
(C) enjoys  
(D) enjoyably

**118.** \_\_\_\_\_\_\_ the building has an excellent location and a modern interior, it is popular among visitors.

(A) In view of  
(B) Provided that  
(C) Other than  
(D) Seeing that

**119.** The Parks and Recreation Department offers \_\_\_\_\_\_\_ opportunities for volunteers to improve the community.

(A) reward  
(B) rewards  
(C) rewarded  
(D) rewarding

**120.** The vacant rooms on the inn’s second floor have \_\_\_\_\_\_\_ been cleaned.

(A) most  
(B) every  
(C) some  
(D) all

**121.** The short story cannot be reprinted \_\_\_\_\_\_\_ explicit permission from the writer.

(A) without  
(B) regarding  
(C) among  
(D) unlike

**122.** The restaurant has a \_\_\_\_\_\_\_ decorated room that is perfect for hosting children’s parties.

(A) cheerful  
(B) cheerfully  
(C) cheerfulness  
(D) cheer

**123.** A wildlife expert is scheduled to give a talk on the \_\_\_\_\_\_\_ that the factory has had on the surrounding forest.

(A) components  
(B) degree  
(C) requirements  
(D) impact

**124.** The landlord raised the monthly rent for the first time in several years, and \_\_\_\_\_\_\_ so.

(A) reasonable  
(B) reasonably  
(C) reason  
(D) reasons

**125.** As long as there are no further delays, the factory will be fully \_\_\_\_\_\_\_ by June 18.

(A) operational  
(B) operate  
(C) operates  
(D) operation

**126.** Thanks to his experience, Mr. Warren is \_\_\_\_\_\_\_ capable of completing the job on his own.

(A) certainly  
(B) certain  
(C) certainty  
(D) certify

**127.** Because of \_\_\_\_\_\_\_ fuel costs, some people are choosing to stay home for the summer vacation rather than drive to tourist sites.

(A) rising  
(B) above  
(C) dependable  
(D) lengthy

**128.** The green light on the side of the water purifier lights up \_\_\_\_\_\_\_ the filter needs to be replaced.

(A) likewise  
(B) whenever  
(C) therefore  
(D) whereas

**129.** Two items in Ms. Burke’s order were out of stock, so her invoice was adjusted \_\_\_\_\_\_\_.

(A) continuously  
(B) accordingly  
(C) immeasurably  
(D) recognizably

**130.** The notice indicated that a first aid training course will be provided free of charge to \_\_\_\_\_\_\_ next month.

(A) residents  
(B) residence  
(C) residential  
(D) resides

|  |
| --- |
| **PART 6**  **Directions:** Read the texts that follow. A word, phrase or sentence is missing in some of the sentences. Four answer choices are given below each of the sentences. 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.

|  |
| --- |
| **Employee Spring Training**  Lawrence Paper is dedicated to helping all of its employees fulfill their potential. That is why we  have once again organized 2 days of spring training. Human Resources has put together a wide  range of topics for this year’s workshops, \_\_\_\_\_\_\_ sales techniques, computer skills,  **131.**  communication strategies, and goal setting. We still have two workshop time slots available, so  if there is something you’ve been dying to learn about, please let us know. It’s quite possible we  \_\_\_\_\_\_\_ it into this year’s spring training. \_\_\_\_\_\_\_ Feel free to \_\_\_\_\_\_\_ any ideas you might  **132.** **133.** **134.**  have to Nancy Kensington in the human resources department.  NLKensington@lawrencepaper.com |

**131.** (A) distributing

(B) locating

(C) including

(D) advancing

**132.** (A) were incorporating

(B) should incorporate

(C) are incorporating

(D) could incorporate

**133.** (A) If we get many suggestions, we could

also hold a workshop on the following

weekend, December 4th.

(B) We’ll be finalizing our choices by the

end of the week.

(C) A large amount of time and energy

has gone into organizing this conference.

(D) Inviting friends and family to these

events is always encouraged.

**134.** (A) create

(B) request

(C) submit

(D) transfer

**Questions 135-138** refer to the following advertisement.

|  |
| --- |
| **Vander Properties**  Vander Properties has been serving Houston for over 29 years. It is through our commitment to  providing the highest degree of expertise market knowledge and \_\_\_\_\_\_\_ service that we are  **135.**  recognized as an industry leader.  We specialize in \_\_\_\_\_\_\_ and corporate real estate here in the Denver area. \_\_\_\_\_\_\_ you are  **136.** **137.**  looking to buy a new home or start a new business, we are the people you should be talking  with. With our office centrally located downtown, we have our eyes on the whole city.  Browse our site for listing, or give us a call today. \_\_\_\_\_\_\_  **138.**  www.vanderproperties.com  Phone: (313) 782 -9919  Address: 834 Walton St. |

**135.** (A) personalize

(B) personalizes

(C) personalizing

(D) personalized

**136.** (A) productive

(B) promoted

(C) relevant

(D) residential

**137.** (A) Whether

(B) Even if

(C) Even though

(D) Whenever

**138.** (A) Take a drive out of town and come

see us today.

(B) We appreciate your assistance.

(C) Of course, drop-ins are always

welcome.

(D) Our kitchen is open from eight to five

daily.

**Questions 139-142** refer to the following notice.

|  |
| --- |
| Pizza Chef Wanted  Papa Gino’s is hiring, and all \_\_\_\_\_\_\_ applicants will be considered. \_\_\_\_\_\_\_ Even if you have  **139.** **140.**  no experience, training will be provided if you meet our requirements. To meet our requirements,  you must have a \_\_\_\_\_\_\_ health card, reliable transportation, and be able to work evenings and  **141.**  weekends. Please apply in person at Papa Gino’s on State and Pine. \_\_\_\_\_\_\_ look forward to  **142.**  meeting you. |

**139.** (A) qualify

(B) qualifying

(C) qualified

(D) to qualify

**140.** (A) We are looking for candidates that

have some experience in Italian food.

(B) We are looking for candidates that

have experience fishing.

(C) We are looking for people who can

fish.

(D) We are looking for people who want to

practice.

**141.** (A) valid

(B) working

(C) effective

(D) strong

**142.** (A) She

(B) They

(C) We

(D) He

**Questions 143-146** refer to the following letter.

|  |
| --- |
| November 11  John Adams  Tri-State, Apt 408  New York, NY  10873  Dear Mr. Adams,  I am pleased to inform you that you \_\_\_\_\_\_\_ as one of the finalists for the position of sales  **143.**  director at Goldie Saks. Over 1 00 applicants applied for the \_\_\_\_\_\_\_ but we have narrowed  **144.**  down our list to 8 candidates. You will be called in for an interview on November 15 from 1:00  P.M. to 6:00P.M. \_\_\_\_\_\_\_ The location will be the company headquarters. Our assistant,  **145.**  Miss Lane, will meet you at the main lobby and take you to the interview room.  For the candidates that do well in these interviews, there will be a second interview. We will let  you know as soon as possible whether you \_\_\_\_\_\_\_.  **146.**  Please call us at 555-1234 if you have any further questions.  We hope to see you soon.  Sincerely,  Jennifer Law  Executive Manager |

**143.** (A) were choosing

(B) had chosen

(C) have been chosen

(D) chose

**144.** (A) position

(B) location

(C) career

(D) appointment

**145.** (A) The building is easy to locate.

(B) We would like you to come in at 1:00

P.M.

(C) Our interviewers will ask you several

questions.

(D) You will be given a specific schedule.

**146.** (A) enable

(B) approve

(C) refuse

(D) qualify

|  |
| --- |
| **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 158-159** refer to the following advertisement.

|  |
| --- |
| **This Amazing World Photography Competition**  The monthly travel magazine *This Amazing World* is offering a discounted subscription rate for those who sign up during the month of November. *This Amazing World* has been in print for over 30 years and offers readers insider tips and expert know-how to help you plan the vacation of your dreams. The magazine includes vacation package advertisements, reviews from travelers, and insightful essays to introduce you to various cultures, cuisines, and travel destinations.  Submit your travel photos to our This Amazing World Photography Competition for a chance to win a fantastic vacation to Scotland! The winner of the top prize will receive round-trip tickets and a $2,000 travel voucher for a hotel stay for you and one other person. |

**158.** What is mentioned about the magazine?

(A) It is a literary journal.  
(B) It awards a complimentary vacation to

the winner.

(C) It accepts digital photos only.  
(D) It features photos of Scotland.

**159.** What is suggested about the competition?

(A) It is sponsored by professional

photographers.

(B) It includes a recipe book as a

supplement.

(C) It provides travel advice.  
(D) It has an online version.

**Questions 149-151** refer to the following text message chain.

|  |  |
| --- | --- |
|  | |
| **Liz Bradley** | 8:14 |
| Sir, the arrangements have been made for your meeting with Mr. Johnson tomorrow afternoon. I’ve reserved a table for two at Sheraton Restaurant  at 1:00 P.M. | |
|  | |
| **Bernie Gibbs** | 8:17 |
| Thank you. And have you compiled the reports that I’ll need at the meeting? | |
|  | |
| **Liz Bradley** | 8:18 |
| Most of them, yes. I’m still waiting for Michael Steel’s reports. He told me that he would have them ready for me sometime this morning. | |
|  | |
| **Bernie Gibbs** | 8:20 |
| Well, they should have been completed last night. Can you contact him and see what’s going on? | |
|  | |
| (Michael Steel has been added to the conversation 8:26) | |
|  | |
| **Liz Bradley** | 8:27 |
| Michael, Mr. Gibbs wants to know where the reports are. Are you finished with them? | |
|  | |
| **Michael Steel** | 8:28 |
| I apologize for the delay. Our intern accidentally deleted some files. I had to scour the database to locate the backup material. It was a bit of a headache sorting through the files that I needed but I think I have everything organized and I’m printing them out now. | |
|  | |
| **Liz Bradley** | 8:29 |
| Can you bring them to me as soon as you’re done? | |
|  | |
| **Michael Steel** | 8:30 |
| Of course. I’ll be there in 10 minutes. | |
|  | |

**149.** Who most likely is Liz Bradley?

(A) An intern

(B) A receptionist

(C) A business partner

(D) An executive

**150.** Why was Michael Steel added to the

conversation?

(A) To have him give an update about the

missing reports

(B) To inform him about the upcoming

meeting

(C) To let him know about the deadline

(D) To scold him for his lack of punctuality

**151.** What does Michael imply when he says he

“had to scour the database to locate the backup material”?

(A) He took his time writing the report.

(B) He had to back up all the information

first.

(C) He needed time to find the missing

data.

(D) The computer was out of order.

**Questions 152-153** refer to the following Web page.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Turner & Co.**  158 Baskin Road, Redwood Bay, UK Phone: 243-555-1541   |  |  |  |  |  | | --- | --- | --- | --- | --- | | HOME | ABOUT US | PRODUCTS | REPLACEMENT | CONTACT US |   Turner & Co. has produced beautiful, energy-efficient windows that meet the taste and expectations of our customers since its founding in 1949. When you choose Turner & Co., you are buying more than just a window. You will be receiving the excellent services of our professionals who have been performing superb work for decades. We are passionate about helping you choose a quality window that exactly fits the specifications of your home. Additionally, we are fully committed to environmental protection and have recently been recognized for our sustainable business practices by the Environmental Protection Agency (EPA). |

**152.** What is being advertised?

(A) An insurance company  
(B) A window manufacturer  
(C) A landscaping company

(D) A window cleaning service provider

**153.** What is indicated about Turner & Co.?

(A) It is a family-run business.  
(B) Its branches are located nationwide.  
(C) It is an eco-friendly company.  
(D) It has recently hired experienced

employees.

**Questions 154-155** refer to the following text message.

|  |
| --- |
| **From:** Sam Bell **To:** Jane Brooks  Jane, please let me know Mr. Fraser’s phone number. He has some data I need right now. I am a little behind schedule on the monthly financial report, and I need to dedicate all my time to it today. |

**154.** Why was the message sent?

(A) To ask for a favor(B) To postpone a deadline  
(C) To cancel a meeting  
(D) To request a document

**155.** What is indicated about Mr. Bell?

(A) He is unable to attend a meeting.  
(B) He expects profits to increase.  
(C) He is trying to meet a deadline.  
(D) He was recently hired.

**Questions 156-158** refer to the following article.

|  |  |
| --- | --- |
| SEOUL (July 19) – Breanun’s Group opened the doors to its first B&G clothing shop on the famed Abgujeong Rodeo street in South Korea to long lines of frantic shoppers. – [1] – The frenzy was over the limited edition line designed by Marichio Bucci in partnership with B&G. Within just a couple of hours of opening the doors, most of the Bucci design items were sold out. Similar reports of chaos and empty shelves which once held items from the Bucci line were echoed in major cities around the world including New York, London, Tokyo, and | Milan. – [2] – Although B&G has released limited edition collaborations with other famous designers, this is the first time that B&G shops have reported a complete depletion of items within hours of its release. The Bucci and B&G collaboration is the most successful to date and, already, talks are in progress over future collaborations for more clothing lines . – [3] – Meanwhile in Seoul, shoppers who were unable to purchase from the Bucci line were disappointed but excited to have the popular retailer open in Korea. – [4] – |

**156.** What is indicated about B&G?

(A) They have stores around the world.

(B) They only sell items designed by Bucci.

(C) The company has a few branches in

Korea.

(D) Their products usually sell out within

hours.

**157.** What is reported about the Bucci and B&G

collaboration?

(A) It took years to put together.

(B) It was only sold in select stores.

(C) It’s one of the most profitable

collaborations for the company.

(D) It will only be a one-time event.

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

and [4] does the following sentence belong?

“This is a first for the company since all previous limited designer edition lines were simply a one-time partnership.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

**Questions 159-161** refer to the following memo.

|  |
| --- |
| MEMO  **To:** All staff **From:** Elizabeth Paine **Date:** January 24 **Subject:** Sick leave  Attention employees,  We are going to make adjustments to our policies concerning sick leave here at Zimnet Corporation. We are considering reducing the number of paid vacation days, and instead increasing the number of paid sick days available to employees. Before we make any changes, we would like to gather the opinions of employees on this matter. Please e-mail Tony Nugent at tonynugent@ zimnet.com. He will be collecting and analyzing your responses. Afterward, management will produce a corresponding policy proposal by February 24. Once the proposal has been made, a meeting will be called to discuss its implementation among all of our employees. I hope this process can be helpful to all of our employees, and please be active in your participation.  Sincerely,  Elizabeth Paine |

**159.** What is the purpose of the memo?

(A) To suggest a budget proposal  
(B) To solicit feedback  
(C) To revise incorrect information  
(D) To announce survey results

**160.** Who most likely is Mr. Nugent?

(A) A medical doctor  
(B) A product developer  
(C) An investment analyst  
(D) A personnel employee

**161.** According to the memo, what will Ms.

Paine probably do soon after February 24?

(A) Announce a merger  
(B) Hire a medical specialist  
(C) Participate in a tour  
(D) Schedule a meeting

**Questions 162-165** refer to the following text message chain.

|  |  |
| --- | --- |
|  | |
| **Penny Jones** | 3:27 |
| I just got a call from Martin that his client Mr. Patrick would like to have his order two weeks earlier than originally planned. So, by next week Monday essentially. Do you think this is possible? I’d like your input. | |
|  | |
| **Karen Norman** | 3:28 |
| There’s no problem on our end . Most of the leather has already been cut.  We’ve already sent many of the pieces to be sewn. The rest of the work should take a couple of hours. | |
|  | |
| **Neil Park** | 3:29 |
| The handles are complete and about half the bags are near completion. I’ll  get them to Lauren soon. I think we should be able to finish sewing the bags  by tomorrow evening. | |
|  | |
| **Penny Jones** | 3:30 |
| I’m glad to hear that most of the handbags are almost finished. Lauren, how  long will it take to get the hardware attached or sewn in? | |
|  | |
| **Lauren Nichols** | 3:31 |
| We’re currently working on the Jenk and Cenk twin’s orders… | |
|  | |
| **Penny Jones** | 3:32 |
| We have more than enough time to complete the twin’s orders so I can  authorize your workers to put aside that project for now. How long will Mr. Patrick’s order take? | |
|  | |
| **Lauren Nichols** | 3:33 |
| The zippers need to be sewn in but the studs will be glued, which makes the  work easier. I think we need about a day. | |
|  | |
| **Kevin Harding** | 3:34 |
| It’ll take us only a couple of hours to have the order packaged safely to be  shipped. | |
|  | |
| **Penny Jones** | 3:35 |
| Thank you so much. I’ll let our client know. | |
|  | |

**162.** What kind of business does the client

most likely own?

(A) A clothing shop

(B) A furniture company

(C) A shoe store

(D) A handbag business

**163.** According to the conversation, whose

department must complete the work first?

(A) Karen Norman’s

(B) Neil Park’s

(C) Lauren Nichols’

(D) Kevin Harding’s

**164.** At 3:31, why does Lauren Nichols say

“We’re currently working on the Jenk and

Cenk twin’s orders”?

(A) To inform everyone that they have

their own clients

(B) To explain why they refuse to help

(C) To imply that they are busy with

another project

(D) To make everyone speed up their work

**165.** What will Penny Jones most likely tell Mr.

Patrick?

(A) That his order will be finished two

weeks later

(B) That his request can be fulfilled

(C) That his order will cost him extra

money

(D) That there may be a delay to his order

**Questions 166-168** refer to the following notice.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Business Hours in Early March**   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | | 2:00 P.M.-9:00 P.M. | 2:00 P.M.-8:00 P.M. | 3:00 P.M.-9:00 P.M. | 4:00 P.M.-9:00 P.M. | 2:00 P.M.-9:00 P.M. | 2:00 P.M.-10:00 P.M. | 9:00 A.M.-6:00 P.M. |   Due to the current construction on Shilling Street, we have been forced to revise our business hours for the first week in March (see the chart above.) During the morning hours, the construction makes it difficult for customers to reach our location by car. We will be extending our evening hours to accommodate this change. Additionally, due to the construction, our parking lot is also currently inaccessible. Therefore, during this period, customers are asked to utilize public parking spaces available on Patch Street. We apologize for this inconvenience and strive to be back to normal soon. |

**166.** What is being announced?

(A) A renovation project  
(B) A store expansion  
(C) A change in operating hours  
(D) A work schedule

**167.** When most likely is the construction NOT

being performed?

(A) On Monday  
(B) On Wednesday  
(C) On Saturday  
(D) On Sunday

**168.** Why are customers asked to go to Patch

Street?

(A) To find a place to park  
(B) To visit a new store location  
(C) To take part in a promotional event  
(D) To receive a sample

**Questions 169-171** refer to the following advertisement.

|  |
| --- |
| For Sale by Owner  **Palmer Standard Cabin Yacht**  Asking price: $45,000 or best offer  **Basic Specifications:** This boat was built four years ago. It is 12 feet wide by 36 feet long. The hull is made of fiberglass, making it light yet strong. The boat includes 2 double bedrooms as well as a sleeper sofa, kitchen, and bathroom.  **Features:** This boat is very stable and offers a spacious deck. It is perfect for large families and social gatherings. It includes an eight-speaker sound system with USB connectivity. It also has a lockable storage compartment where personal belongings can be kept.  **Additional Information:** I have owned and operated this boat for three and a half years. The boat comes with a five-year warranty that still has one and a half years remaining. The warranty is transferable to the buyer upon purchase. If you would like to see or test-ride the boat, contact Gary Thompson at 654-555-8715. |

**169.** What is indicated about the Palmer

Standard Cabin Yacht?

(A) It is a fishing boat.  
(B) Its original paint color has been

changed.

(C) It can accommodate a group of people.

(D) It is currently being repaired.

**170.** What is NOT mentioned as a feature of

the Palmer Standard Cabin Yacht?

(A) Capability to play music  
(B) A lightweight construction material  
(C) Ample sleeping accommodations  
(D) A fuel-efficient engine

**171.** What most likely is true about Mr.

Thompson?

(A) He will give a boat tour to a potential

buyer.

(B) He has young children.  
(C) He works at a shipyard.  
(D) He wants to sell the warranty

separately.

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

|  |
| --- |
| **Travel & Recreation**  123 Gilmore Street  Orange County, CA 48857  November 15  Mr. Peter Kang  3820 RiverValley Heights  Seattle, WA 19387  Dear Mr. Kang,  We at Travel & Recreation thank you for your subscription to our magazine. As you have been a long time subscriber. I am excited to inform you about out new subscription plan for our VIP members. – [1] – As a member, you will continue to receive monthly editions of our magazine and access to our new online e-magazine services. You can simply download a digital version of the print magazine to any mobile device at no extra cost.  – [2] – Furthermore, you can access background information about our author, journalists, and guest writers, as well as detailed information about the locations and places that are covered in the magazine. In addition, you can access the recipes to the most popular restaurants around the world and, most exciting of all, we will hold an exclusive competition for our VIP members with a chance to win a trip for two to Hawaii. – [3] – Our regular subscribers, as well as VIP members, will have a chance to win a dining experience at 5-star restaurant Bellisimo.  Again we thank you for your continued support and we hope you enjoy the many changes we have made to our services as we strive to entertain and educate our loyal subscribers. – [4] – Please fill out the application form that is attached to this letter. Please check which subscription plan you wish to join. If you send in a $100 fee, you will receive the regular subscription plan. If you send in a $200 fee, you will become a VIP member.  We appreciate your support and hope to hear from you soon.  Sincerely,  Victoria Adams |

**172.** Why was a letter sent to Mr. Kang?

(A) To remind him to send in his travel

journals

(B) To explain about a new subscription

plan

(C) To inquire about his travel plan

(D) To determine his qualifications for a

position

**173.** What did Ms. Adams send with the letter?

(A) A travel itinerary

(B) A new contract

(C) An application form

(D) A revised schedule

**174.** In the middle of the first paragraph of the

letter, the term “at no extra cost” is closest in meaning to:

(A) For a small fee

(B) With a donation

(C) Quite easily

(D) For free

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

and [4] does the following sentence belong?

“Your subscription expires next month, but we invite you to consider joining our VIP membership.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Taylor Fabrics** Invoice  Ordered by: Tammy Fleck Order taken by: Craig Dell Order date: August 11 Estimated delivery date: August 14-16  Delivery address: 628 Green Circle Drive, Austin, TX 78701  E-mail: tfleck@capnet.comMobile phone: (512) 555-9782   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Quantity** | **Item** | **Description** | **Price** | | | 4 yards | Fabric 10 | Solid white | $28.00 | | | 5 yards | Fabric 38 | Floral pattern | $50.00 | | | 6 yards | Fabric 41 | Checkered pattern | $48.00 | | | 2 yards | Fabric 48 | Leopard pattern | $30.00 | | |  | | | Tax | $15.60 | | Shipping | $12.00 | | Total | $183.60 | | Payment method: Billed to credit card account ending in 4680 If you have questions about your order, please e-mail us at customerservice@taylorfabrics.com. All of our packages sent within the United States are guaranteed to arrive within 10 days of order confirmation. If they don’t arrive on time, we promise to reimburse you for 30% of your total purchase. | | | | | |

|  |
| --- |
| **To:** customerservice@taylorfabrics.com **From:** Tammy Fleck <tfleck@capnet.com> **Date:** August 25 **Subject:** Delivery Delay |
| Dear Customer Service, I received my order from Taylor Fabrics yesterday that I placed two weeks ago. Not only was the package delivered later than promised, but one of my orders was incorrectly shipped. The invoice correctly reflects my wish to receive 5 yards of the floral pattern fabric, but only 2 yards of it were delivered. Because of this error, I won’t be able to complete the dress I was making for my friend’s birthday. I am very disappointed. Once this issue has been resolved and the additional fabric has been sent, please send a text message to my mobile phone.  Thank you,  Tammy Fleck |

**176.** Who most likely is Mr. Dell?

(A) A designer  
(B) A salesperson  
(C) A customer  
(D) A manufacturer

**177.** What is implied about Ms. Fleck?

(A) She is a long-term customer of Taylor

Fabrics.

(B) She is a professional fashion designer.  
(C) She is a former employee of Taylor

Fabrics.

(D) She will be partially paid back for her

purchase.

**178.** Why did Ms. Fleck send the e-mail?

(A) Her credit card was incorrectly charged.  
(B) She wants to return an item.  
(C) She received the incorrect quantity of

an item.

(D) One of her orders had the wrong

pattern.

**179.** Which fabric will Ms. Fleck need more of to

make a dress?

(A) Fabric 10  
(B) Fabric 38  
(C) Fabric 41  
(D) Fabric 48

**180.** How should Taylor Fabrics customer

service contact Ms. Fleck?

(A) By text message  
(B) By voice mail  
(C) By e-mail  
(D) By letter

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

|  |
| --- |
| **Next Month at the Belmont Historical Society**  **Documentary Film Night: “Exploring the Arctic” May 5, Spruce Theater**  **Photo Exhibition: “America in the 20th Century” Opening Night, May 9, Linda Cameron Art Gallery**  **Author Talk: Glen Campbell, “The Culture of Early America” May 14, Chris Charlton Auditorium**  **Musical Performance: “American Folk Masters” May 22, Spruce Theater**  Children and seniors are allowed free entry to all events. Additionally, if you pay the registration fee and become a member of the Belmont Historical Society on our Web site, you can attend any event free of charge.  For questions about booking group visits, contact David Smith at  dsmith@belmonthistoricalsociety.com. For more details regarding upcoming events and venue locations, or to rent one of our venues, visit us at www.belmonthistoricalsociety.com. |

|  |
| --- |
| **To:** David Smith <dsmith@belmonthistoricalsociety.com> **From:** Jared Tate <jtate@clarkuniversity.com> **Date:** April 22 **Subject:** Group Visit |
| Dear Mr. Smith,  Hello, my name is Jared Tate and I am a professor in the History Department at Clark University in downtown Maryville.  I am teaching an introductory history course for freshmen this semester, and I thought it would be helpful to attend the event featuring Mr. Campbell. His talk is very pertinent to the subjects we are currently covering in class.  I was also wondering if it would be possible to arrange a question-and-answer session between Mr. Campbell and my group of about 50 students. Please tell him that we are looking forward to seeing him.  I appreciate your reading my e-mail and I hope to hear back from you soon.  Jared Tate  History Department, Clark University |

**181.** What is indicated about the Belmont

Historical Society?

(A) It does not allow children into some

events.

(B) It is run by the city of Belmont.  
(C) It was founded by Linda Cameron.  
(D) It will hold its events at several places.

**182.** What most likely is Mr. Tate currently

teaching?

(A) Environmental conditions of the Arctic  
(B) Early American history  
(C) American folk music  
(D) Modern photography

**183.** What is NOT mentioned as being available

on the Belmont Historical Society Web  
site?

(A) Information about scheduled events  
(B) Member registration  
(C) Rental details  
(D) Descriptions of previous events

**184.** In the e-mail, the word “introductory” in

paragraph 2, line 1, is closest in meaning  
to

(A) basic  
(B) required  
(C) profound  
(D) optional

**185.** What does Mr. Tate request?

(A) A signed copy of a book  
(B) A detailed survey  
(C) A chance to meet a speaker  
(D) A group discount

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Newton Library**  **April Program and Events Schedule**   |  |  |  |  | | --- | --- | --- | --- | | **Date and Time** | **Event** | **Location** | **Additional Notes** | | April 2  7 P.M. | A Trip to the Past:  Silent Film Series | Decker Hall | Join us for a viewing of several films showcasing early American film history. | | April 5  3 P.M. | Youth Creative Writing Workshop | Youth Wing, Room 304 | Open to all students in high school who want to improve their writing skills. | | April 10  11 A.M. | Beginner English Conversation Club | Education Center, Room 102 | Join other adults who are learning to speak English. This class is free. | | April 16  5 P.M. | Never Too Late to Learn | Media Lab, Room 202 | Learning to use a computer is not just for young people. Join us as we explore the sea of information, using computers. (For senior citizens) | | April 29  10 A.M. | Story Play | Youth Wing, Room 301 | Play with toys and hear a story. (For ages 0-5) |   We would like to thank all of you who made financial donations that allowed for the purchase of new laptops and the construction of the Media Lab. |

|  |
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| **To:** Richard White <rwhite@newtonlibrary.edu> **From:** Linda Carter <lcarter121@seprus.com> **Date:** April 1 **Subject:** Beginner English Conversation Club |
| Hi Mr. White, My name is Linda Carter and I am the instructor for the Beginner English Conversation Club to be held on April 10 . I noticed that the library recently built the Media Lab with funds raised by library patrons. I was hoping to change classrooms in order to use my new educational resources by integrating computers into my English conversation class. Could you please reschedule my class to be provided in the same classroom as Never Too Late to Learn instead of the Education Center? I think my students will appreciate the practical English skills they can learn on computers. Also, could you please send an e-mail to all of the students who have signed up for the class? They will need to be informed about the room change.  Thank you in advance for your assistance,  Linda Carter |

|  |
| --- |
| **To:** Richard White <rwhite@newtonlibrary.edu> **From:** Linda Carter <lcarter121 @seprus.com> **Date:** April 2 **Subject:** Room Change |
| Dear Ms. Carter,  I would be happy to move your Beginners English Conversation course to the classroom with the updated media lab; for your reference, this is room 3A. Unfortunately, I do not have the emails for all of the students who signed up for your course. Many students only provided their names. I could post a sign at the entrance to the library advertising your course and make a note of the room change, if that would be acceptable for you. Please let me know if you would like me to do this.  Thank you and all the best,  Richard White  Library Projects Coordinator |

**186.** What is suggested about Newtown

Library?

(A) It recently renovated its facilities.  
(B) It will hold a fundraising event soon.  
(C) It offers educational activities for

various ages.

(D) It is closed on Mondays.

**187.** What event is most suited for film

students?

(A) Story Play  
(B) Youth Creative Writing Workshop  
(C) A Trip to the Past  
(D) Never Too Late to Learn

**188.** In the e-mail, the word “held” in paragraph

1, line 2, is closest in meaning to

(A) carried  
(B) attended  
(C) delayed  
(D) conducted

**189.** Why can’t Richard White send Linda’s

students an e-mail?

(A) He doesn’t have their e-mails.

(B) It is not his job.

(C) He does not have the time.

(D) The library is not equipped with that

kind of technology.

**190.** What is Richard White’s solution to the

problem of informing Linda’s students

about the room change?

(A) He can e-mail them.

(B) He can direct them to the right room

when they enter.

(C) He will post a sign.

(D) He will draw them a map with

directions.

**Questions 191-195** refer to the following e-mail, article and sign-up sheet.

|  |
| --- |
| **To:** Richard White <rwhite@newtonlibrary.edu> **From:** Linda Carter <lcarter121 @seprus.com> **Date:** April 2 **Subject:** Room Change  **Attachment:** budget.doc |
| Dear Mr. Walker,  I am finalizing the calendar of summer events for our company. Because we went over budget last year on employee appreciation events, I think it would be wise to find more affordable recreational activities. Attached is a breakdown of projected expenses for summer events that I have planned.  July 6: Anchorage Flower Festival  July 22: Art in the Park at Lawrence Park  August 6: Bicycle Tours of the Anchorage Countryside  August 19: Horseback Riding at Sweet Meadow Ranch  I have scheduled fewer outdoor activities this year compared to last year. This year I would like to take advantage of a new outdoor recreational opportunity that I read about on the Anchorage Reporter Web site. You can read the article by clicking on this link: www.anchoragereporter.com/new\_trails.  Please let me know your opinion,  Suzie Mason Human Resources Manager |

|  |
| --- |
| **Anchorage Reporter** Bike Tours of the Anchorage Countryside to Start August 6  May 2–The Anchorage Bike Club will be hosting an annual bike riding event this summer, beginning on August 6 and running through August 7. The event will start at 10 A.M. on both days at the Anchorage Community Center. If you are driving a vehicle to the starting point, it would be better to use the parking lot behind the community center.  Anchorage Bike Club President Jean Frost stated, “The rides will range from 5 to 20 miles and will take bikers through scenic areas in Anchorage. Overall, the bike tours will go ahead at a leisurely pace so that bikers of all skill levels can participate. However, local bikers with ample experience might lead a faster-paced group.”  Bikers in the tours will learn about riding techniques, bicycle maintenance, and proper nutrition half an hour before the event starts. All participants must have biking helmets on. They are also encouraged to bring their own water to prevent dehydration while biking. |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **BICYCLE TOUR SIGN-UP SHEET**  If you intend to participate in the August 6 bicycle tour, please write down your name, department, and level of experience or fitness. If we have enough people sign up as advanced , we can coordinate two separate tours. If there are not enough for two tours, we would like to encourage all riders to stay together so that everyone can join in the team building exercises we have planned. Thank you for your participation and we look forward to seeing everyone at the event!   |  |  |  | | --- | --- | --- | | **Name** | **Department** | **Fitness/experience** | | Tom Cruz | Sales | Beginner | | Vin Jones | Inventory | Beginner | | Sally Jenkins | Inventory | Beginner | | Barbara Blaster | Reception | Advance | | Hope Kinski | Sales | Beginner | |

**181.** What does Ms. Mason suggest doing?

(A) Keeping within a budget for

recreational activities

(B) Appointing a new manager of human

resources

(C) Increasing the number of temporary

employees

(D) Scheduling more outdoor activities

compared to last year

**182.** What date does Ms. Mason suggest for

this year’s new activity?

(A) July 6  
(B) July 22  
(C) August 6  
(D) August 19

**183.** In what section of the Web site would the

article most likely appear?

(A) Economy  
(B) Leisure  
(C) Entertainment  
(D) Politics

**194.** Based upon the Bicycle Tour Sign-up

Sheet, what can we infer about the

upcoming bicycle tour?

(A) It will be cancelled.

(B) There will be two groups, one for

beginners, one for advanced.

(C) There will be only one group.

(D) They will stop along the way for a

group meal and photo.

**195.** What will Barbara Blaster most likely do on

the bicycle tour?

(A) She will become bored and quit the

tour.

(B) She will complain that more people

should sign up as advanced.

(C) She will join a faster-paced group of

more experienced bikers.

(D) She will stay with the group to

participate in group activities.

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

|  |
| --- |
| **Four Seasons Apparel Outlet**  All returns must be sent back to Four Seasons Apparel Outlet within 7 days of delivery. They can be exchanged for a different item or returned for a refund. If you choose a refund, we will credit the card used for purchase.  Individuals with official memberships can utilize our delivery tracking service and receive frequent shopper discounts.  **Return shipment(s) to:** Four Seasons Apparel Outlet, 144 Fenton Rd., Denver, CO 80725 (303-555-4387)  **Check the box that best describes your problem:**  \_\_\_ Product contained a defect or damage \_\_\_ Product did not match expectations \_X\_Wrong item was delivered Other \_\_\_\_\_\_\_\_\_  **Personal Information:**  Name: *Sally Nelson* Order Number: *2245* Phone: *432-555-6729*  Address: *2154I Oak St., Denver, CO 80725* E-mail: *snelson@dandon.net*  \_X\_ Exchange \_\_\_ Refund  I ordered a medium-sized Snowy Christmas Sweater from your online store on April 22, but I mistakenly received a small-sized one. I would like to\_\_\_\_ exchange it for the correct one.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |
| --- |
| **From:** Debra Clarke <debraclarke@fourseasons.com> **To:** Sally Nelson <snelson@clandon.net> **Date:** April 30 **Subject:** Exchange |
| Dear Ms. Nelson,  We have received your request to exchange the sweater you purchased. We sincerely apologize for this mistake. We shipped the correct item immediately as per your request. Your shipment can be tracked on our Web site using the following tracking number: 447H57J.  Because this was our mistake, we have returned $7 to your credit card in order to reimburse you for the return shipping costs. Please check your balance to confirm this.  If you experience any future problems with this order, you may call me at 303-555-4387. I will help you solve any problem that may arise.  Debra Clarke |

|  |
| --- |
| **From:** Sally Nelson <snelson@clandon.net>  **To:** Debra Clarke <debraclarke@fourseasons.com>  **Date:** May 4  **Subject:** Return Error |
| Dear Ms. Clarke,  I was glad to receive your email regarding my return and am thankful that Four Seasons was thoughtful enough to refund my shipping cost.  That being said, I checked my account and have received the promised refund.  Additionally, the new sweater that was sent to me was the right size, but I had ordered the Snowy Christmas design. What I received was Winter Festival. They are both nice sweaters, but my husband really liked Snowy Christmas better. Could you please send the design that I originally ordered? I will send the Winter Festival sweater back after I receive the correct order and my shipping refund.  Thank you!  Sally Nelson |

**196.** What problem with the shipment does Ms.

Nelson report?

(A) It was damaged.  
(B) It does not fit.  
(C) It arrived late.  
(D) It has not reached its destination.

**197.** In the e-mail, the phrase “as per” in

paragraph 1, line 2, is closest in meaning  
to

(A) regardless of  
(B)except for  
(C) rather than  
(D) according to

**198.** What is indicated about Ms. Nelson?

(A) She recently moved to Denver.  
(B) She ordered a gift for a friend .  
(C) She has a Four Seasons Apparel

Outlet membership.

(D) She waited too long to request a

refund.

**199.** What problem with the replacement

shipment does Ms. Nelson report?

(A) The size was incorrect.

(B) The design was incorrect.

(C) The size and design were incorrect.

(D) Too much money was refunded to her

from her original purchase.

**200.** When will Ms. Nelson return her Winter

Festival sweater?

(A) When she receives her correct order

and the shipping refund.

(B) When she has time.

(C) When her husband is happy with his

sweater.

(D) When Four Seasons apologizes for

her inconvenience.

TEST 03

|  |
| --- |
| **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.** Not far \_\_\_\_\_\_\_ the train station lies Starlight Park, which is a popular destination for tourists and locals alike.

(A) from  
(B) with  
(C) next  
(D) until

**102.** The sales director will give a brief talk \_\_\_\_\_\_\_ the keynote speaker is introduced.

(A) before  
(B) opposite  
(C) about  
(D) between

**103.** The charity’s new reading program is \_\_\_\_\_\_\_ to increase literacy rates in developing countries over the next ten years.

(A) project  
(B) projecting  
(C) projected  
(D) projects

**104.** Engaging in social \_\_\_\_\_\_\_, Ms. Mason quickly expanded her network after moving to a new city.

(A) active  
(B) activities  
(C) activates  
(D) activated

**105.** Artists wanting to participate in the contest should submit their work by the \_\_\_\_\_\_\_ of June 30.

(A) admission  
(B) possibility  
(C) deadline  
(D) output

**106.** Drake Pharmaceuticals is \_\_\_\_\_\_\_ to have world-renowned chemist Jonas Lund as its senior lab technician.

(A) absent  
(B) fortunate  
(C) approximate  
(D) respective

**107.** The Zans Corporation \_\_\_\_\_\_\_ manufacturing all of its luxury wallets and footwear domestically next year.

(A) was starting  
(B) started  
(C) will start  
(D) has started

**108.** Some voters have a clear \_\_\_\_\_\_\_ for candidates who have practiced law.

(A) selection  
(B) reflection  
(C) component  
(D) preference

**109.** The clerk said that \_\_\_\_\_\_\_ fifteen customers had been waiting outside the store for it to open.

(A) rougher  
(B) roughly  
(C) rough  
(D) roughness

**110.** The leaky faucet has been repaired, so visitors may \_\_\_\_\_\_\_ use the first-floor restroom.

(A) however  
(B) once  
(C) now  
(D) quite

**111.** The \_\_\_\_\_\_\_ of the disease can be significantly slowed by taking the medicine developed by Dr. Toft’s team.

(A) progressed  
(B) progression  
(C) progressive  
(D) progressively

**112.** Unfortunately, when the hurricane hit the area, residents as well as public officials were \_\_\_\_\_\_\_ unprepared.

(A) subsequently  
(B) totally  
(C) beneficially  
(D) currently

**113.** The company plans on \_\_\_\_\_\_\_ the salespeople for the expenses they incurred while attending the conference.

(A) reimbursement  
(B) reimbursed  
(C) reimburse  
(D) reimbursing

**114.** Ms. Carlton felt comfortable crossing the road because there were no vehicles coming in her \_\_\_\_\_\_\_.

(A) directly  
(B) direction  
(C) direct  
(D) directs

**115.** \_\_\_\_\_\_\_ the television coverage of the general election, a number of high-profile candidates were interviewed live on air.

(A) During  
(B) About  
(C) While  
(D) Since

**116.** Mr. Hicks \_\_\_\_\_\_\_ seating near the stage in the concert hall for important clients.

(A) cooperated  
(B) entertained  
(C) loosened  
(D) reserved

**117.** Fritz Center, the venue \_\_\_\_\_\_\_ hosts the film industry’s awards banquet, is undergoing an ambitious expansion project.

(A) that  
(B) where  
(C) what  
(D) even

**118.** The monthly staff dinners give employees from different departments the chance to interact with \_\_\_\_\_\_\_ on a personal level.

(A) other  
(B) neither  
(C) every  
(D) each other

**119.** Landlords are required to \_\_\_\_\_\_\_ with the regulations set by the Regional Department of Safe Housing.

(A) reinforce  
(B) comply  
(C) fulfill  
(D) interfere

**120.** A sturdy support beam was added to the first story of the building for \_\_\_\_\_\_\_ reasons.

(A) structures  
(B) structurally  
(C) structure  
(D) structural

**121.** Eco Unite is a non-profit organization \_\_\_\_\_\_\_ to educating the public about environmental issues.

(A) proposed  
(B) deferred  
(C) dedicated  
(D) observed

**122.** It is essential that the logo for Prime Vitamins be integrated \_\_\_\_\_\_\_ all of its catalogs and mailings.

(A) into  
(B) of  
(C) as  
(D) than

**123.** Despite receiving rejections from several major publishers, Ian Wright \_\_\_\_\_\_\_ to become a world-famous novelist.

(A) gave up  
(B) figured out  
(C) brought down  
(D) went on

**124.** Mr. Burrows was praised for creating \_\_\_\_\_\_\_ user manuals which can be easily understood.

(A) inform  
(B) informant  
(C) informs  
(D) informative

**125.** Even though Ms. Garcia had a small account at the financial institution, the employee treated her \_\_\_\_\_\_\_ she were a major investor.

(A) rather than  
(B) in spite of  
(C) as if  
(D) provided that

**126.** When you return an item by mail, be sure the receipt is \_\_\_\_\_\_\_ to the request form to expedite processing.

(A) attachment  
(B) attached  
(C) attaching  
(D) attach

**127.** The witness saw only a \_\_\_\_\_\_\_ figure standing near the lamppost shortly before the crime was committed.

(A) solitary  
(B) spare  
(C) previous  
(D) random

**128.** Ben Sanders \_\_\_\_\_\_\_ designed the suitcase to fold up easily for compact storage.

(A) innovatively  
(B) innovate  
(C) innovative  
(D) innovation

**129.** Because the weather was warmer than usual this summer, the crops \_\_\_\_\_\_\_ a few weeks early.

(A) have been harvesting  
(B) will have harvested  
(C) are harvesting  
(D) will be harvested

**130.** \_\_\_\_\_\_\_ auditing the financial records of Rockford Consulting, the accountant will submit an official report.

(A) In addition  
(B) Given  
(C) For example  
(D) Upon

|  |
| --- |
| **PART 6**  **Directions:** Read the texts that follow. A word, phrase or sentence is missing in some of the sentences. Four answer choices are given below each of the sentences. 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.

|  |
| --- |
| Urgent! Journeyman Plumber Needed  Ace Plumbing is looking for an experienced plumber to join our \_\_\_\_\_\_\_ business here in  **131.**  Columbia. \_\_\_\_\_\_\_ We have always been a family-owned-and-run business, but with the  **132.**  \_\_\_\_\_\_\_ increase in Columbia’s population over the last three years, we have an opportunity  **133.**  to welcome in a new journeyman plumber. The candidate should have experience with all  \_\_\_\_\_\_\_ of plumbing, both commercial and residential. Please send your resume to  **134.**  aceplumbing@gmail.com and we will schedule an interview. |

**131.** (A) expanding

(B) expecting

(C) contracting

(D) controlling

**132.** (A) Ace Plumbing has been servicing the

Columbia area since 1954.

(B) We have little connection to the

community.

(C) We have been struggling to pay our

bills.

(D) Ace Plumbing is in financial trouble.

**133.** (A) monstrous

(B) dramatic

(C) impossible

(D) insane

**134.** (A) pieces

(B) flows

(C) installations

(D) types

**Questions 135-138** refer to the following web page.

|  |
| --- |
| Learn social media marketing tactics only at Genius Marketing’s Power Conference  Are you ready to take your social media marketing to the next level? Then \_\_\_\_\_\_\_ Genius **135.**  Marketing’s Power Conference and learn cutting-edge social media marketing tactics. \_\_\_\_\_\_\_  **136.**  This could be the most educational two days of your year.  Genius Marketing will give you real-world tactics to boost your paid and organic social media  marketing efforts. \_\_\_\_\_\_\_ you buy social media advertising or focus on organic social media **137.**  engagement, Genius Marketing’s Power Conference is the conference you need to attend this  year. You’ll be inspired by experts, meet others with your challenges, and get actionable tactics  to drive traffic, increase sales and \_\_\_\_\_\_\_ customer satisfaction.  **138.**  To apply, just click the link below.  APPLICATION |

**135.** (A) attend

(B) attends

(C) attended

(D) attending

**136.** (A) Guide people in the industry to

greatness by joining today.

(B) The conference will be in Houston on

May 3 and 4.

(C) Registration for this two-week course

will be on November 20.

(D) Classes will be held throughout the

month of March.

**137.** (A) Either

(B) Whether

(C) Rather

(D) Not only

**138.** (A) divide

(B) engage

(C) devalue

(D) endure

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

|  |
| --- |
| To: Nancy Craft  From: Omar Patel  Date: January 16  Subject: Pre-shipping Procedures  At the manufacturing team meeting, \_\_\_\_\_\_\_ was raised that inventory wasn’t always being **139.**  properly stored before being shipped. \_\_\_\_\_\_\_ to that concern, the team decided to review the  **140.**  written procedure to determine if additional steps should be added. \_\_\_\_\_\_\_ Please try to **141.**  arrange the schedules of the team in the packaging and storage wing so a majority of the  managers can attend this meeting.  I am confident that the packaging and storage team management \_\_\_\_\_\_\_ that the written **142.**  procedure leaves no room for any inventory to accidentally be improperly stored. Any  suggestions made by the packaging and storage team will only enhance a superior checklist. |

**139.** (A) understanding

(B) concern

(C) challenges

(D) patience

**140.** (A) So

(B) Due to

(C) Regardless of

(D) Provided

**141.** (A) A meeting of the packaging and

storage team has been set for Tuesday, January 23.

(B) All employees should be asked to

review the procedure before starting

work on Tuesday.

(C) The meeting will investigate the

possibility of redundancies in the

packaging process.

(D) Additional training sessions plan to

be added sometime at the end of

December.

**142.** (A) is discovering

(B) have been discovered

(C) will discover

(D) has discovered

**Questions 143-146** refer to the following letter.

|  |
| --- |
| June 3, 2016  Yui Minakuchi  143 Dean St. Apt. 3  Brooklyn, NY 10787  Dear Ms. Minakuchi,  It is my pleasure to inform you that Hannover Design would like \_\_\_\_\_\_\_ you to interview for our  **143.**  summer intern program. We are only interviewing fifteen candidates this year for the six    positions we have available. You will be pleased to know that you were selected out of a group  of over 200 people \_\_\_\_\_\_\_ applied for an interview.  **144.**  We will be holding interviews on March 6 and 7 from 1:00 to 6:00 P.M. We would like for you to  come on the 6th at 1:30 P.M. if you are able to. If not, we can \_\_\_\_\_\_\_ for you to come on the  **145.**  7th. \_\_\_\_\_\_\_ If you have any questions, feel free to call our office (212-347-9919) and the **146.**  human resources department will be able to assist you. We look forward to hearing from you  soon.  Sincerely,  Max Wright  Office Manager  Hannover Design  212 -326-1268  M.Wright@hannoverdesign.com |

**143.** (A) to invite

(B) will invite

(C) has invited

(D) will be inviting

**144.** (A) whom

(B) that

(C) whose

(D) which

**145.** (A) order

(B) arrange

(C) oblige

(D) attend

**146.** (A) You will need to bring a completed

application and some type ofidentification card.

(B) Please let us know as soon as

possible if you will be able to attend.

(C) We wish we were able to accept your

offer, but we must decline it.

(D) Please RSVP and indicate if you plan

on bringing a guest.

|  |
| --- |
| **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 memo.

|  |
| --- |
| **MEMO**  **To:** All Employees **From:** David Koch **Subject:** Important information **Date:** May 22  We will be holding our annual meeting for shareholders on June 3. I will be giving a short presentation during the opening ceremony, and I hope everyone can attend. Below is a basic schedule of the meeting.  **Opening ceremony 1:00 P.M. Annual report 2:00 P.M. Discussion 4:00 P.M. Dinner 6:00 P.M.** |

**147.** What is the purpose of the memo?

(A) To remind employees of a project

deadline

(B) To suggest revisions to an annual

report

(C) To provide a schedule for an event  
(D) To report to shareholders on annual

profits

**148.** At what time will David Koch speak?

(A) 1:00 P.M.  
(B) 2:00 P.M.  
(C) 4:00 P.M.  
(D) 6:00 P.M.

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

|  |  |
| --- | --- |
|  | |
| **Judy Lynch** | 10:12 |
| Will we be able to charge this dinner gathering to the company credit card? | |
|  | |
| **Nathan Lee** | 10:13 |
| Unfortunately, no. The company policy changed just last month. Only meetings conducted with clients during lunch or dinner can be covered as company expenses. | |
|  | |
| **Judy Lynch** | 10:14 |
| That’s too bad. I guess we’ll just have to split the bill this time. | |
|  | |
| **Nathan Lee** | 10:14 |
| Yes, but at least you can go to any restaurant you want. | |
|  | |
| **Judy Lynch** | 10:15 |
| True. I’ll let everyone know. Thanks! | |
|  | |

**149.** Why does Judy contact Nathan?

(A) To get him to pay for the dinner

(B) To get information about company

expenses

(C) To ask if he wanted to join the dinner

(D) To get recommendations for a good

restaurant

**150.** At 10:14, what does Judy mean when she

writes “we’ll have to split the bill”?

(A) They will charge the company.

(B) They will ask the accounting

department.

(C) They will have to choose who will pay.

(D) They will each have to pay a portion of

the cost.

**Questions 151-152** refer to the following letter.

|  |
| --- |
| January 19  Dear Mr. Peterson,  The results have come back from the blood test you had done. Please call us at your earliest convenience to reserve a time when you can meet with Dr. Herman.  We would like to remind you that due to changes in laws pertaining to health insurance, all patients are encouraged to make sure that their contact and insurance information is current and accurate. This can be done either by calling our customer service line at 555-6842 or stopping by the front desk on your next visit.  Sincerely,  Laura Pinkerton  Superior Health Clinic |

**151.** What most likely will Mr. Peterson do in

the near future?

(A) Renew an insurance policy  
(B) Schedule a doctor’s appointment  
(C) Apply for a clerical position  
(D) Run a blood test

**152.** What is Mr. Peterson asked to do?

(A) Submit an insurance form  
(B) Reply to the letter  
(C) Verify personal information  
(D) Fill out a survey

**Questions 153-154** refer to the following flyer.

|  |
| --- |
| **Shopping Local**  **Seattle Business District Association**  Did you know?  • **Shopping local puts twice as much revenue into the economy than using chain retailers.**  • **Shopping local supports the city of Seattle through Local taxes.**  • **Shopping local helps the environment. It saves gas and causes Less air pollution.**  • **Shopping local creates more jobs in Seattle and improves Living standards in the community.**  We would Like to encourage all residents of Seattle to support their Local communities by shopping at traditional Local stores and markets.  To find out more and Learn about all the great shops and services available to Local residents, visit the Web site of the Seattle Business District Association at www.sbda.org. |

**153.** What is the purpose of the flyer?

(A) To promote sustainable living  
(B) To notify shoppers about a sale  
(C) To announce a new business opening  
(D) To influence shopping patterns

**154.** What is NOT mentioned as a benefit of

shopping local?

(A) It facilitates a job market.  
(B) It is environmentally friendly.  
(C) It supports the local economy.  
(D) It encourages foreign investments.

**Questions 155-157** refer to the following article.

|  |
| --- |
| ***Grandview Business News***  The Burnelle’s launched their meal delivery service for busy families just six months ago, and the business is flourishing, exceeding expectations. – [1] – Their small shop Farm-to-Table, located in Central Grandview Heights, has been forced to increase staff by 120% to keep up with demand. The whole premise of the idea came up after Rachel and Robert Burnelle had their first child. Both working parents had constantly turned to fast food for their meals and realized that many of their friends did as well. They wanted healthier options which most fast-food franchises don’t provide. – [2] – The business is so popular that they have been getting orders from outside the city. “The response has been overwhelming,” Says Rachel. “Our customers especially appreciate the freshness and quality of our meals.” Janet, a customer from the start added, “not only is the food healthy, it’s not that much more expensive than fast-food meals, but it’s much better for you.” – [3] –  The Burnelles say they are planning to expand their delivery routes and open three Farm-to-Table grocery shops with ready-made meals around the city of Grandview within the next year. – [4] – |

**155.** What is the article about?

(A) The changing role of fast food

companies

(B) The importance of healthy eating

(C) The expansion of farmland at

Grandview

(D) The success and growth of a small

business

**156.** What is the main selling point of Farm-to-

Table meals according to the article?

(A) It is delivered very quickly.

(B) It is very inexpensive.

(C) It is healthy.

(D) It is delicious.

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

and [4] does the following sentence

belong?

“That is when the Burnelles decided to quit

their office jobs and start their own healthy

food delivery service for working people.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

**Questions 158-160** refer to the following notice.

|  |
| --- |
| **Attention Shoppers**  We regret to inform you that there has been a general recall on all Kent brand ladders manufactured between March 30 and July 30 this year.  **• The ladders do not comply with mandatory safety standards and could be unstable.**  **• The ladders could move while standing on them and could contribute to dangerous falls.**  **• Do not use the ladders for any reason. Contact the Kent Company to receive a refund or a replacement product. Customers will receive a full refund even without proof of purchase as long as they return the ladders.**  The Kent Company can be reached by calling 1-800-555-2493. Press 8 in order to be transferred to a representative who deals exclusively with product recalls. We sincerely apologize for this inconvenience. |

**158.** Where most likely could this notice be

found?

(A) At a real estate office  
(B) At a hardware store  
(C) At a movie theater  
(D) At a grocery store

**159.** What are customers warned about?

(A) Using a defective product(B) Renewing a warranty  
(C) Submitting an order form  
(D) Filing a complaint

**160.** According to the notice, how can more

information be obtained?

(A) By filling out a form  
(B) By consulting an instruction manual  
(C) By contacting a company  
(D) By watching a video tutorial

**Questions 161-164** refer to the following online chat discussion.

|  |  |  |
| --- | --- | --- |
| **J&R International Group Discussion** | | |
|  | | |
| 9:15 | Patricia Noble (moderator) | Good morning everyone. I’ve posted some ideas for the upcoming Leadership Workshop in June. |
| 9:16 | Patricia Noble (moderator) | Please share some of your ideas. We would like some input. |
| 9:20 | Jared Davis | It looks very standard. Can we add some activities such as camping expeditions or something? |
| 9:21 | Lawrence O'Donnell | I don’t know if I’ll be able to attend this time. My group is finishing up a major project. Camping sounds great though. |
| 9:22 | Patricia Noble (moderator) | Camping is a good idea but it’ll take more time to plan. We’ll definitely keep this in mind for the next workshop. |
| 9:24 | Jimmy Rhee | I don’t think videos are very effective. How about getting more speakers to present? I’d rather interact with someone. |
| 9:27 | Monica Choi | I’m looking forward to the camping idea. But for this workshop, I agree with Jimmy. Videos can be quite boring. |
| 9:30 | Jared Davis | I noticed that John Olive is not presenting this time. What happened? He was very popular. I’d like to attend his workshop. |
| 9:41 | Patricia Noble (moderator) | John hasn’t confirmed with us yet because he may have conflicting schedules. He’s trying to work around his schedule. |
| 9:52 | Isabella Price | I’d like to attend John/s workshop as well. I noticed that there are still a couple of empty slots. Would anyone be interested in hearing Ge Xi? I’d love to get a different cultural aspect. |
| 9:58 | Ja red Davis | Great idea! Ge Xi has had a lot of experience as a supervisor in China and she always has some interesting stories. |
| 10:01 | Jimmy Rhee | I second that. I would certainly like to hear what Ge Xi presents. And speaking of cultural perspectives/ Adam has had experience managing employees in a number of countries. He’d be interesting I think. |
| 10:09 | Isabella Price | Yes, let’s get Adam to present in the workshop. |
| 10:15 | Adam Cruz | Wow, I’m flattered by your vote of confidence. I certainly wouldn’t mind participating in the workshop. I’m free in the afternoons. |
| 10:19 | Patricia Noble (moderator) | Thank you Adam. I’ll put you down for the 3:00-4:00 P.M. slot if that’s OK with you. |
| 10:30 | Adam Cruz | That sounds great. And could you send me a guideline if you have one? |
|  | | |

**161.** Who are most likely participating in this

group discussion?

(A) The general public

(B) All employees of the company

(C) Employees from different countries

(D) Managers and other group leaders of

the company

**162.** What’s being discussed?

(A) The best presentations from the

meeting

(B) The best speakers at the company

(C) The schedule for the workshop

(D) International co-workers

**163.** At 10:15, what does Adam Cruz mean

when he writes “I”m flattered by your vote

of confidence”?

(A) He’s thankful that people want him to

be manager.

(B) He’s grateful that people see him as a

good leader.

(C) He’s happy he has been selected by

his co-workers for the job.

(D) He’s honored that his international

experience has been recognized.

**164.** What will Patricia Noble probably do next?

(A) Email some information to a co-worker

(B) Set up a meeting for employees

(C) Meet with international workers

(D) Call co-workers about the changes

**Questions 165-167** refer to the following e-mail.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | | Samantha Russell <srussell@speednet.com> |   **To**   |  | | --- | | Sam Berger <sberger@highlandshotel.com> |   **From**   |  | | --- | | Reservation |   **Subject**   |  | | --- | | July 1 |   **Date**   |  | | --- | | receipt |   **Attachment** |
| Dear Ms. Russell,  Thank you for choosing Highlands Hotel as the location for your upcoming celebration. We are contacting you to confirm the details of your reservation for rooms on the nights of July 12 and 13. You have reserved all 12 rooms on the fourth floor of our hotel. Additionally, you will have unrestricted access to the main conference room for exclusive use on both of those days. You mentioned that family members from all around the country will be gathering for this event. We will provide you with any assistance you need during your stay.  Our hotel supplies free Wi-Fi as well as access to our Internet cafe, where guests can use our computers for free when they want to surf the Internet or send e-mail. This cafe will be available from 5:00 A.M. to 12:00 P.M. Also, guests are encouraged to eat at our awarding-winning restaurant, which is open from 7:00 A.M. to 10:00 P.M. This e-mail also contains a receipt for your $100 deposit paid by credit card on June 30. If you would like to view the layout and seating for our conference room, you can visit our Web site at www.highlandshotel.com.  Sincerely,  Sam Berger Highlands Hotel |

**165.** What kind of event is being held on July 12

and 13?

(A) A family reunion  
(B) A business conference  
(C) A shareholders’ meeting  
(D) A job fair

**166.** What is NOT mentioned as a benefit of the

reservation?

(A) Exclusive use of an entire floor  
(B) Complimentary meals  
(C) Access to a conference room  
(D) Free Internet access

**167.** According to the e-mail, what can Ms.

Russell find on the Highlands Hotel Web  
site?

(A) A reservation number  
(B) A hotel restaurant menu  
(C) A seating plan  
(D) A discount coupon

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

|  |
| --- |
| **Attention Members of Super Fit Gym**  One workout plan doesn’t work for everyone. That is why here at Super Fit Gym we offer the largest variety of fitness programs in the area. You are sure to find something fun and exciting that helps you meet your fitness goals. Now we are excited to bring you a new dance fitness program. The class will run this summer from June 12 to August 23. Dance is an interesting and interactive way to exercise. It is also appropriate for those individuals who are not able to engage in strenuous physical activity.  Those who wish to sign up for this dance class are encouraged to sign up in pairs. If you don’t have someone to sign up with, you will team up with another individual on the first day of a class. Registration will be available from May 10 to June 1. You can register on our Web site by filling out a registration form. A class fee must be paid at the time of registration by credit card.  In accordance with our rules and regulations, those who wish to receive a class fee refund must withdraw from a class a week or more before the scheduled start date. No refund will be given to those who withdraw from a class after that deadline.  For more details concerning class content, schedules, and fees, contact our manager, Scott Peterson, at (231) 555-2523.  Sincerely,  Super Fit Gym Staff |

**168.** What is the purpose of the notice?

(A) To postpone an opening ceremony  
(B) To hire new instructors  
(C) To explain payment options  
(D) To announce a new class

**169.** What most likely will happen on June 12?

(A) Some instructors will be absent.  
(B) Some members will be assigned

partners.

(C) Some refunds will be given.  
(D) Some certificates of completion will be

issued.

**170.** According to the notice, what is the latest

date that participants can receive a refund  
for the class?

(A) May 10  
(B) June 5  
(C) June 12  
(D) August 23

**171.** What is mentioned as a reason to contact

Mr. Peterson?

(A) To schedule an appointment  
(B) To inquire about a class  
(C) To update personal contact details  
(D) To withdraw from a class

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

|  |
| --- |
| **MEMO**  **To:** All Employees  **From:** Veronica Jackman, Executive Manager  **Date:** October 10  **Subject:** Staffing  – [1] – Shella Robert, our marketing director will be away on a business trip to Singapore from October 21 to November 5. In her absence, Michael Lee will temporarily take over some of her responsibilities at Goldman’s Department Store. However, for those of you who have projects near completion with Ms. Roberts, we ask that you make final arrangements with her before October 15. – [2] – Some of the urgent projects have already been discussed with Michael. If your project can wait for Shella’s return, we ask that you inform both Shella and Michael so that other projects can go forward.  – [3] – I realize this may seem like an inconvenience, especially so close to the holiday season, but I have great confidence that Michael will be able to handle the responsibilities in Shella’s absence. Michael has worked closely with Shella and will deal with the newer projects handed to him. – [4] –  If you have further questions or concerns about this, please contact Shella before October 20 or me at any time. |

**172.** Where do the recipients of the e-mail

work?

(A) At a marketing firm

(B) At a law office

(C) At a department store

(D) At a travel agency

**173.** What is indicated about Sheila Roberts?

(A) She is getting a new job.

(B) She has been promoted.

(C) She is going on vacation.

(D) She is going on a business trip.

**174.** When should employees with nearly

completed projects contact Sheila by?

(A) October 15

(B) October 20

(C) October 21

(D) November 5

**175.** In which of the positions marked [1], [2],

[3] and [4] does the following sentence

belong?

“Michael will arrange separate meetings

with different departments during Sheila’s

absence to ensure a smooth transition and communication during his temporary tenure.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

**Questions 176-180** refer to the following Web page and article.

|  |
| --- |
| http://www.instituteforruralservice.com |
| **Rural Community Outreach Program**  As part of its ongoing commitment to enhance the standard of living in rural communities across the state, the Institute for Rural Service provides annual grants for rural communities. The goal of this program is to support local efforts to sustain a convenient and satisfying life in the countryside. The grants available this year are as follows:  **Business Development Grant: $250,000 Community Development Grant: $150,000 Communications Development Grant: $200,000 Educational Development Grant: $100,000**  The institute will give priority to proposals that reflect a comprehensive approach to community development, promote community engagement, and make rural communities a better place to live and work. The grants will allow rural communities to take the first step toward a project or plan that can help improve the lives of rural community members. For the past decades, the grants have been used for a variety of purposes such as state-of-the-art farming equipment, road maintenance, communications infrastructure, educational facilities, and investments for young rural entrepreneurs.  Download this application to apply for a grant. The deadline for submission is February 28. |

|  |
| --- |
| **Village of Cranton Wins Funding**  CRANTON, March 22–The Institute of Rural Service announced today that the village of Cranton is this year's recipient of the Educational Development Grant. The grant will be used to fund the construction of a large playground that will provide recreational activities for children under 12. Since the opening of the new electronics factory last year, the number of families in the area has risen dramatically. As a result, children have been left with less and less space to play in. The new playground will allow children to play and enjoy themselves when they are not at school.  Cranton is proud to be the recipient of this grant and plans to apply for more grants in the future to improve the living conditions of the town and attract more residents. |

**176.** What is the purpose of the Web page?

(A) To report that a project has been

completed

(B) To encourage applications for a grant  
(G) To announce a recipient of a grant  
(D) To introduce local entrepreneurs

**177.** According to the Web page, what is NOT

mentioned as a purpose of an Institute of  
Rural Service grant?

(A) Providing funds for local business

people

(B) Building the basic systems for

communications

(C) Organizing community health checkups

(D) Purchasing farming equipment

**178.** How much funding did Granton receive?

(A) $100,000  
(B) $150,000  
(G) $200,000  
(D) $250,000

**179.** According to the article, what will the grant

enable Granton to do?

(A) Improve local farming conditions  
(B) Renovate an elementary school  
(G) Hire more qualified teachers  
(D) Provide a play area for children

**180.** What is indicated about Granton?

(A) It has received grants in the past.  
(B) It plans to open a new factory.  
(G) Its population has increased.  
(D) It will hold a community festival.

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

|  |
| --- |
| **From:** Carrie Cook <carriecook@freshfarmsgrocery.com> **To:** Charles Bell <charlesbell434@globalnet.com> **Subject:** Membership Card **Date:** May 4 |
| Dear Mr. Bell,  Your Silver Star Membership Card at Fresh Farms Grocery will expire on the 28th of this month. Your membership card entitles you to special sale prices as well as special points on most Fresh Farms Grocery purchases. Once you accumulate enough points, they can be redeemed for a discount on your next purchase. Without a valid Silver Star Membership Card, you will lose the ability to accumulate these frequent shopper points.  Please do not attempt to renew your membership over the phone. In order to do that, please stop by the customer service desk at one of our store locations. If you have any other questions, please call us at 204-555-2648.  Carrie Cook Customer Service Representative Fresh Farms Grocery |

|  |  |  |  |
| --- | --- | --- | --- |
| **Fresh Farms Grocery**  **Membership Card Form**  First Name: Charles Last name: Bell Membership Number: 14245FDA   |  | | --- | |  |   Create my membership card   |  | | --- | | X |   Renew my membership card   |  | | --- | |  |   Cancel my membership card  Membership card categories and fees:  Gold Star: Premium membership, $90 a year Silver Star: Business membership, $70 a year Bronze Star: Household membership, $50 a year Shooting Star: Short-term membership, $10 a month  Please note: Premium membership is reserved for those who hold shares in the Fresh Farms Grocery company. Food vendors and restaurant owners are eligible to apply for the Silver Star Membership Card. |

**181.** What is the purpose of the e-mail?

(A) To announce seasonal discounts  
(B) To notify Mr. Bell of an outstanding fee  
(C) To remind Mr. Bell to renew a

membership

(D) To offer a free upgrade to Mr. Bell

**182.** What does the membership card allow Mr.

Bell to do?

(A) Benefit from frequent shopping  
(B) Park in designated spaces  
(C) Receive expedited shipping  
(D) Purchase new products in advance

**183.** What is Mr. Bell asked to do?

(A) Call the customer service desk  
(B) Visit the store in person  
(C) Write a customer review  
(D) Attend a regular event

**184.** How much does Mr. Bell currently pay a

year?

(A) $50  
(B) $70  
(C) $90  
(D) $120

**185.** What is indicated about Mr. Bell?

(A) He is a celebrated chef.  
(B) He runs a food-selling business.  
(C) He is a shareholder of Fresh Farms

Grocery.

(D) He applied for his membership this

year.

**Questions 186-190** refer to the following letter, brochure and schedule.

|  |
| --- |
| May 12  Dear Mr. Gray,  You are a long-time member of the Georgian Society of Architects (GSA). We would like to inform you that we are adding some changes to the services provided to members this year. Specifically, we will be adding a new Gold Class level membership that will give privileged members access to more resources than ever before. We are excited to tell you that you meet all of the qualifications for this special membership offer and may sign up immediately. You should be receiving a brochure in the mail soon that will provide more information. We hope that you decide to join this amazing Gold Class membership.  As you know, the GSA’s annual members’ conference will be held on June 14 at the Stargate Conference Center in Atlanta, Georgia. We noticed you have already registered your attendance. We can’t wait to see you there. If you need any further assistance making arrangements, don't hesitate to call our offices at (124) 555-5251.  Yours truly, *Joan Ross* Georgian Society of Architects |

|  |
| --- |
| **Georgian Society of Architects GOLD CLASS MEMBERSHIP**  In order to qualify for this special membership, applicants must have at least 20 years of experience in the field, as well as hold a degree in architecture from an accredited university.  Benefits include: instantly expand your contacts through access to our database of over 50,000 practicing colleagues, pay half the regular price when registering for conferences hosted by GSA, and receive our monthly newsletter, which contains the latest market research and economic analysis to help your business.  Gold Class members will also be eligible to apply for professional liability insurance coverage offered exclusively to our Gold Class members.  To apply, simply fill out the form attached to this brochure and mail it to our headquarters. The $40.00 application fee can either be paid by check or credit card by calling our accountant at (124) 555-5253. |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **STARGATE CONVENTION CENTER SCHEDULE OF EVENTS**  **JUNE 14**  **GEORGIAN SOCIETY OF ARCHITECTS**   |  |  | | --- | --- | | 9:00 A.M.-9:45 A.M. | Sign in at the desk in the lobby | | 10:00 A.M.-11:45 A.M. | Guest Speaker Jerry Jenkins Jr. in Conference Room A | | 12:00 P.M.-1:30 P.M. | Lunch in the Diamond Room | | 2:00 P.M.-4:00 P.M. | Regional Presentation in Conference Room A | | 6:00 P.M.-9:00 P.M. | Dinner and cocktail in the Sapphire Lounge |   Please remember to bring your Society ID to ensure a smooth registration for the day’s events! |

**186.** What is the purpose of the letter?

(A) To publicize a conference   
(B) To advertise a new membership  
(C) To confirm an appointment   
(D) To attract a new member

**187.** What is Mr. Gray encouraged to do?

(A) Register for a conference   
(B) Reschedule an appointment  
(C) Upgrade his service   
(D) Pay by credit card

**188.** What is indicated about Mr. Gray?

(A) He has worked as an architect for over

two decades.

(B) He spoke at last year’s GSA members’

conference.

(C) He contributes to an architecture

journal.

(D) He forgot to pay his membership fee in

April.

**189.** What time should Mr. Gray sign in on the

day of the conference?

(A) 8:45 A.M.-10:00 A.M.

(B) 9:00 A.M. exactly

(C) Anytime

(D) 9:00 A.M.-9:45 A.M.

**190.** How many meals are included in the

event?

(A) Breakfast, lunch and dinner

(B) Brunch and dinner

(C) Dinner and cocktails

(D) Lunch and dinner

**Questions 191-195** refer to the following notice and e-mail.

|  |
| --- |
| **Colonial Heights Nursing Home**  Colonial Heights is proud to have served the elderly population of Houston, Texas, for over 30 years. Our nursing home is equipped with state-of-the-art facilities. Our five-story building allows each floor to offer individualized levels of care for our residents. Our building houses a rehabilitation gym and we also provide psychological counseling services for residents.  We currently have openings for several positions. We are looking to hire a nursing home administrator who has at least three years of experience and a valid license. There is also an opening for an admissions coordinator. Those applying for the admissions coordinator job must have a bachelor’s degree and at least two years of related experience. We are also looking for hospice workers who can provide personal care to residents in a compassionate and caring manner. Previous experience is not necessary, so everyone interested is welcome to apply for this position.  You can see this job listing and submit an application online by visiting our Web site at www.chnh.com. |

|  |
| --- |
| **To:** Tommy Jenkins <tommyjenkins7@zeusnet.com> **From:** Greg Parker <g\_parker@chnh.com> **Subject:** Hiring procedure **Date:** September 14 |
| Dear Mr. Jenkins,  Congratulations! You have made it through the first round of the application process for the position of admissions coordinator. We require that all applicants visit Colonial Heights Nursing Home in order to attend an in-person interview. I would appreciate it if you let me know about a convenient time for your interview by September 17.  I look forward to meeting you.  Sincerely,  Greg Parker Human Resources Manager Colonial Heights Nursing Home |

|  |
| --- |
| **To:** Greg Parker <g\_parker@chnh.com>  **From:** Tommy Jenkins <tommyjenkins7@zeusnet.com>  **Date:** September 15  **Subject:** Hiring Procedure |
| Dear Mr. Parker,  Thank you so much for giving me the opportunity to interview for the position of admissions coordinator. You requested that I inform you about my availability for September 17. I have another interview at 10:00 A.M., but I will be able to be at Colonial Heights Nursing Home by 1:00 P.M. I hope this is convenient for you. Shady Pines Nursing Home, as you know, is a competing facility located on the other side of town, and the hours they offer are very attractive. I would prefer to work in a modern facility such as Colonial Heights.  I look forward to interviewing with you and touring your facilities.  Sincerely,  Tommy Jenkins |

**191.** What is mentioned about Colonial Heights

Nursing Home?

(A) It has five locations in Texas.  
(B) It has operated for over half a century.  
(C) It provides art classes.  
(D) It offers mental health services.

**192.** According to the notice, what position does

not require experience?

(A) Nursing home administrator  
(B) Hospice worker  
(C) Admissions coordinator  
(D) Front desk receptionist

**193.** What is indicated about Colonial Heights

Nursing Home?  
(A) It plans to expand its facilities.  
(B) It accepts applications through its Web

site.

(C) It offers the highest wages in the state.  
(D) It recently renewed its operating

certificate.

**194.** Why might Tommy Jenkins decide not to

work for Colonial Heights Nursing Home?

(A) They do not have physical fitness

centers.

(B) Their facilities are not modern.

(C) The job is too far away.

(D) Shady Pines Nursing Home can give

him a better schedule.

**195.** When can Tommy Jenkins be at the

interview at Colonial Heights?

(A) 10:00 A.M.

(B) Before 1:00 P.M.

(C) After 1:00 P.M.

(D) After 4:00 P.M.

**Questions 196-200** refer to the following e-mails.

|  |
| --- |
| **To:** Jake Baldwin <baldwinj@technet.com> **From:** Dream Oasis Hotel <booking@dreamoasishotel.com> **Date:** September 22 **Subject:** Your Reservation **Attachment:** invoice.html |
| Dear Mr. Baldwin,  Thank you for reserving a room at the Dream Oasis Hotel. You have booked a room with a double bed for the nights of October 13 and 14.Your reservation number is 5259.  I am writing to inform you that you must pay your balance by September 29 in order to confirm your reservation. Your total room fee is $165.25 for both nights. Payment can be made via credit card by visiting our Web site at www.dreamoasishotel.com and entering your reservation number. You may also call us and complete your payment over the phone. If payment is not received by September 29, your reservation will be canceled automatically. Please see the attached invoice for related details.  When you arrive at the airport, the easiest way to travel to our hotel is by subway. We are located next to exit 3 at City Hall Station. If you have trouble finding us, please don’t hesitate to call us at 555-2134. A staff member is available 24 hours a day to assist you.  Thank you again for choosing our hotel,  Amy Lee Customer Services Manager Dream Oasis Hotel |

|  |
| --- |
| **To:** Dream Oasis Hotel <booking@dreamoasishotel.com> **From:** Jake Baldwin <baldwinj@technet.com> **Date:** September 23 **Subject:** RE: Your Reservation |
| Dear Ms. Lee,  I am writing in regard to my reservation at the Dream Oasis Hotel for October 13 and 14. I received your e-mail about the payment for my upcoming stay at the hotel. However, I would like to inquire about extending my stay for an extra night. I recently heard that there will be a local food festival held on October 16 and I would like to attend it. Therefore, I would like to stay at your hotel until October 15. Please let me know a revised room fee so that I can make the correct payment as soon as possible.  Jake Baldwin |

|  |
| --- |
| **To:** Jake Baldwin <baldwinj@technet.com>  **From :** Amy Lee <alee@dreamoasishotel.com>  **Date:** September 24  **Subject:** The 15th |
| Dear Mr. Baldwin,  You are right to be excited about the food festival that will be held on the October 16th. Unfortunately, this event has become so popular that the city fills up for that weekend. I regret to inform you that there is no vacancy at the Dream Oasis Hotel for the night of the 15th. I went ahead and looked into some of our partner hotels in the area, but those properties also are at full occupancy. I do hope you are able to find someplace to stay in the city so you can enjoy the festival while you are in town; I just wish it could have been with us. You could try the Executive Inn in Fairview; it is a large hotel and they do have vacancies.  Sincere apologies,  Amy Lee  Customer Service Manager  Dream Oasis Hotel |

**196.** What is the purpose of the first e-mail?

(A) To explain a cancellation policy  
(B) To request a payment  
(C) To reschedule a reservation  
(D) To offer a special service

**197.** What is Mr. Baldwin asked to provide

when making a payment online?

(A) His telephone number  
(B) His e-mail address  
(C) His room number  
(D) His reservation number

**198.** What information is NOT included in Ms.

Lee’s e-mail?

(A) The cost of the stay  
(B) The travel insurance  
(C) The location of a hotel  
(D) Staff contact information

**199.** Why can’t Mr. Baldwin stay at the Dream

Oasis Hotel on the night of the 15th?

(A) The hotel is full because of the food

festival.

(B) The hotel is full because it is very

popular.

(C) The hotel is full because there is a

convention in town.

(D) The hotel is full because the food at

the hotel is very good.

**200.** What does Amy Lee recommend?

(A) That Mr. Baldwin try another hotel in

town

(B) That Mr. Baldwin try a hotel in Fairview

(C) That Mr. Baldwin try to attend the food

festival next year

(D) That Mr. Baldwin ask again on the

14th, in case there is a cancellation

TEST 04

|  |
| --- |
| **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.** All of the trees on the property were damaged in the storm \_\_\_\_\_\_\_ the one near the rear entrance.

(A) except  
(B) considering  
(C) still  
(D) along

**102.** Mr. Hotei had to undergo several medical tests before receiving \_\_\_\_\_\_\_ diagnosis from the physician.

(A) he  
(B) him  
(C) himself  
(D) his

**103.** Entrepreneur James Mosby is featured in the most \_\_\_\_\_\_\_ issue of the magazine.

(A) final  
{B) former  
(C) recent  
(D) later

**104.** The official decision made by the judge must be based \_\_\_\_\_\_\_ on the evidence presented.

(A) cooperatively  
(B) strictly  
(C) tensely  
(D) remarkably

**105.** Due to his decades of experience, Mr. Finley was responsible for the training of the \_\_\_\_\_\_\_ for the new gym.

(A) instructors  
(B) instructive  
(C) instructively  
(D) instructed

**106.** Customers at Blaze Restaurant may use the valet parking service or park the vehicles \_\_\_\_\_\_\_.

(A) their  
(B) themselves  
(C) they  
(D) theirs

**107.** Last year, the young chemists contributed \_\_\_\_\_\_\_ to the development of a new adhesive.

(A) construction  
(B) constructively  
(C) constructive  
(D) constructed

**108.** The experts at Prime Carpentry can handle any piece of wooden furniture, restoring it \_\_\_\_\_\_\_ its original condition.

(A) to  
(B) by  
(C) at  
(D) with

**109.** The library has requested funding for \_\_\_\_\_\_\_ doors for the convenience of patrons.

(A) underway  
(B) automatic  
(C) frequent  
(D) energetic

**110.** After noticing the wardrobe’s \_\_\_\_\_\_\_ condition, the owner of the antique shop lowered its price.

(A) deteriorates  
(B) deteriorating  
(C) deterioration  
(D) deteriorate

**111.** For the past decade, Henley Vivian \_\_\_\_\_\_\_ to be a talented and motivated journalist.

(A) is proving  
(B) proving  
(C) prove  
(D) has proven

**112.** \_\_\_\_\_\_\_ who suffers from sleep problems could benefit from drinking this herbal tea.

(A) Ourselves  
(B) Whichever  
(C) Anyone  
(D) Others

**113.** An additional route was added to the rail line to reduce travel times in the southern \_\_\_\_\_\_\_.

(A) accent  
(B) function  
(C) distance  
(D) region

**114.** During the holiday season, Schwartz Department Store will \_\_\_\_\_\_\_ special makeup gift sets.

(A) solve  
(B) carry  
(C) impress  
(D) occupy

**115.** Buying a home for the first time can be complicated and even \_\_\_\_\_\_\_ without help from a licensed real estate agent.

(A) nervous  
(B) risky  
(C) decreased  
(D) initial

**116.** The Brownsville Homeless Shelter has helped thousands of people since its \_\_\_\_\_\_\_ last year.

(A) creative  
(B) created  
(C) create  
(D) creation

**117.** The semifinalists for the community art contest will be \_\_\_\_\_\_\_ by a panel of judges tomorrow.

(A) selected  
(B) ignored  
(C) prevented  
(D) complemented

**118.** The penalties for canceling the cell phone contract early were \_\_\_\_\_\_\_ stated in the agreement.

(A) express  
(B) expression  
(C) expressly  
(D) expressed

**119.** \_\_\_\_\_\_\_ the researcher’s report, eating fresh fruits and vegetables more often is a better health goal than avoiding fast food.

(A) Even though  
(B) Rather than  
(C) According to  
(D) Because of

**120.** To make the tour accessible to Spanish speakers, the language \_\_\_\_\_\_\_ plans to provide translation services.

(A) interpreted  
(B) to interpret  
(C) interpreting  
(D) interpreter

**121.** Joggers are asked to keep to the right side of the path, as \_\_\_\_\_\_\_ cyclists will need space to pass on the left.

(A) many  
(B) each  
(C) much  
(D) either

**122.** Prior to a viewing by potential buyers, the real estate agent makes sure the home is \_\_\_\_\_\_\_.

(A) presentation  
(B) presenting  
(C) presentable  
(D) present

**123.** For the payment \_\_\_\_\_\_\_ last week, the necessary state and federal taxes must be paid by the recipient.

(A) was remitted  
(B) remitted  
(C) remitting  
(D) to remit

**124.** Everyone is in favor of shortening working hours, but \_\_\_\_\_\_\_ the president approves the change, nothing will happen.

(A) without  
(B) until  
(C) yet  
(D) because

**125.** The manufacturing company’s recent \_\_\_\_\_\_\_ to reduce on-site accidents was appreciated by the staff.

(A) attempt  
(B) industry  
(C) value  
(D) faculty

**126.** The dining room furniture was left \_\_\_\_\_\_\_ in the house because the new owner bought it.

(A) intended  
(B) intention  
(C) intentional  
(D) intentionally

**127.** The Garrison Theater will \_\_\_\_\_\_\_ allow student groups to view rehearsals during the day.

(A) vaguely  
(B) substantially  
(C) occasionally  
(D) previously

**128.** *Pro Sports* magazine made a name for itself \_\_\_\_\_\_\_ the publication of a series of exclusive interviews with top athletes.

(A) like  
(B) both  
(C) so  
(D) with

**129.** Only \_\_\_\_\_\_\_ delegates wearing their ID badges will be allowed into the conference venue.

(A) those  
(B) who  
(C) each  
(D) that

**130.** \_\_\_\_\_\_\_ the candidate’s official announcement that he will run for office, he met privately with his advisors.

(A) In advance of  
(B) As long as  
(C) On behalf of  
(D) So as to

|  |
| --- |
| **PART 6**  **Directions:** Read the texts that follow. A word, phrase or sentence is missing in some of the sentences. Four answer choices are given below each of the sentences. 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.

|  |
| --- |
| Employee Workshop  T&R Group strives to help employees reach their potential by offering leadership retreats,  employee training, and various workshops . This month, we \_\_\_\_\_\_\_ workshops for those  **131.**  interested in \_\_\_\_\_\_\_ their computer skills with several classes on how to use Professional  **132.**  Office, create a personal website, and run the message app. We have a couple of other slots  that are currently \_\_\_\_\_\_\_ and will accept suggestions from employees. \_\_\_\_\_\_\_ Please email  **133.** **134.**  Jonas at jsmith@TRgroup.com if you are interested in attending any of the workshops.  We hope you take advantage of the programs offered. |

**131.** (A) offers

(B) were offering

(C) are offering

(D) have offered

**132.** (A) correcting

(B) diminishing

(C) elaborating

(D) improving

**133.** (A) dependent

(B) independent

(C) free

(D) obtainable

**134.** (A) Suggestions related to gaming and

entertainment will not be accepted.

(B) The most popular requests will be

considered for the workshops.

(C) We ask all managers to make a

suggestion.

(D) We hope the workshop is a success

and wish you the very best.

**Questions 135-138** refer to the following advertisement.

|  |
| --- |
| Citrusine: Total Flu for Night-time  Get ready for cold and flu season with Citrusine. Citrusine is a \_\_\_\_\_\_\_ medicated night-time  **135.**  tea that can treat symptoms of the flu including fever, aches and pains , nasal congestion,  cough, and sore throat. Wake up feeling \_\_\_\_\_\_\_ and ready to conquer another day. Citrusine  **136.**  should not be taken if you’re planning to operate machinery or drive a vehicle. Keep out of the  reach of children. \_\_\_\_\_\_\_  **137.**  Citrusine is the number-one-selling medication \_\_\_\_\_\_\_ the flu and is guaranteed to provide  **138.**  results if taken as directed. Visit our website for more information.  www.citrusine.com |

**135.** (A) easing

(B) stimulating

(C) soothing

(D) consoling

**136.** (A) refreshing

(B) refreshed

(C) refreshes

(D) refresh

**137.** (A) The medication may cause serious side

effects if not taken properly.

(B) Children should take Citrusine for Kids

instead.

(C) The packets look like candy and may

pose problems.

(D) And if symptoms persist for more than

ten days, consult a physician.

**138.** (A) for

(B) during

(C) with

(D) after

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

|  |
| --- |
| To: Janet Doe  From: Greenscape  Date: June 28  Subject: Inquiry  Ms. Doe,  We thank you for your inquiry. Greenscape has been the leading landscaper for businesses in  the greater downtown area for over 10 years. \_\_\_\_\_\_\_ we specialize in gardens and Japanese-  **139.**  style landscape art, we also maintain lawns and fields. But to answer your question, yes, we  even clear away thick shrubbery and trees. We can send a person to \_\_\_\_\_\_\_ the amount of  **140.**  time it will take and the approximate costs. Furthermore, if you \_\_\_\_\_\_\_ to replace the dense  **141.**  shrubs with a lawn or garden, you can work with one of our designers to come up with a  landscape you can be happy with.  \_\_\_\_\_\_\_ We are more than happy to serve you .  **142.** |

**139.** (A) Although

(B) Because

(C) Therefore

(D) However

**140.** (A) conclude

(B) calculate

(C) estimate

(D) guess

**141.** (A) wishing

(B) wish

(C) wished

(D) wishes

**142.** (A) We welcome any business opportunity

with you.

(B) Please don’t hesitate to email any

questions you have.

(C) Please call us at 555-1245 if you are

interested in a consultation.

(D) Visit our website for more information.

**Questions 143-146** refer to the following advertisement.

|  |
| --- |
| **Black Hill Beans**  Black Hill Beans is a Louisianan coffee company and the pioneer of the Louisiana coffee fruit.  We oversee a vertically \_\_\_\_\_\_\_ supply chain that starts with the highest quality coffee and  **143.**  coffee fruit from Black Hill, Louisiana. We \_\_\_\_\_\_\_ three award-winning beans, Summer  **144.**  Harvest, Dark Southern and Black Earth. All can be shipped to you \_\_\_\_\_\_\_ 24 hours  **145.**  anywhere in the continental U.S. Black Hill Beans’ coffee is also sold at every Launders  Superstore in the U.S.  Whether you’re looking for excellent coffee or a bit of southern comfort, Black Hill Beans is the  right choice for your coffee. \_\_\_\_\_\_\_ It’s nice to feel patriotic while you drink. Visit us online  **146.**  today to hear more about our story.  www.blackhillbeans.com |

**143.** (A) integrates

(B) to integrate

(C) integrated

(D) integration

**144.** (A) locate

(B) select

(C) evaluate

(D) produce

**145.** (A) within

(B) by

(C) until

(D) at

**146.** (A) Try the best-selling frozen beverage

around.

(B) It’s American-made and organic.

(C) Let us help you find the right supplier.

(D) This discount is only available through

October 1.

|  |
| --- |
| **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.

|  |
| --- |
| **Notice**  Crawford Apparel has refurbished dressing rooms where you can try on clothes before you make a purchase.  - Please take only an item or two into a dressing room at a time.  - You may leave your personal belongings such as a wallet or a purse with one of our clerks for safekeeping.  - Any personal items left behind in a dressing room will be kept in the lost-and-found room near the entrance. |

**147.** For whom is the notice most likely

intended?

(A) Storekeepers  
(B) Customers  
(C) Designers  
(D) Clerks

**148.** According to the notice, where can missing

items be found?  
(A) In a police station  
(B) In an information center  
(C) In a storage area  
(D) Behind a counter

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

|  |  |
| --- | --- |
|  | |
| **Linda Bates** | 6:55 |
| I’m late. I woke up late. | |
|  | |
| **Melinda Cruz** | 6:56 |
| When can I expect you? | |
|  | |
| **Linda Bates** | 6:57 |
| I’ll be there in an hour. | |
|  | |
| **Melinda Cruz** | 6:58 |
| Should I leave without you? | |
|  | |
| **Linda Bates** | 7:02 |
| No, just make sure the van is loaded when I get there. | |
|  | |
| **Melinda Cruz** | 7:02 |
| Will do. | |
|  | |
| **Linda Bates** | 7:03 |
| Thanks. | |
|  | |
| **Melinda Cruz** | 7:08 |
| I’ll see you soon. Drive carefully. | |
|  | |
| **Linda Bates** | 7:10 |
| Yep. I am . | |
|  | |

**149.** What is suggested about Ms. Bates?

(A) She works for Ms. Cruz.

(B) She is being held up by traffic.

(C) She is currently operating an

automobile.

(D) She is frequently late.

**150.** At 7:02, what does Ms. Cruz mean when

she writes, “Will do”?

(A) She will be waiting for Ms. Cruz.

(B) She plans to load the vehicle.

(C) She is frustrated by Ms. Bate’s

tardiness.

(D) She has finished parking the van.

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  | | --- | | Patricia Mueller <patmueller@fine-mail.net> |   **To**   |  | | --- | | Mark Hutchings <mhutchings@grosvenoronline.com> |   **From**   |  | | --- | | June 4 |   **Date**   |  | | --- | | Re: Hotline |   **Subject** |
| Dear Ms. Mueller,  Thank you for your feedback on our technical service hotline. We had not realized that calls were taking so long to connect to an operator, and we have managed to resolve the problem, which was caused by a glitch in the telephone switchboard software. As a gesture of goodwill, I would like to issue you a coupon for our online store for the value of $25. To redeem it, simply sign in to your store account at www.grosvenoronline.com and enter the coupon code H58K55 into the box on the main page.  Yours sincerely,  Mark Hutchings Customer Service Representative, Grosvenor Online |

**151.** Why did Mr. Hutchings send the e-mail?

(A) To promote a special seasonal offer  
(B) To confirm an address for an order  
(C) To show appreciation for a comment  
(D) To request further information about a

problem

**152.** What will Ms. Mueller most likely do on her

next visit to Grosvenor Online?

(A) Sign up for a membership program  
(B) Claim the value of a coupon  
(C) Use the customer feedback form  
(D) Update her billing information

**Questions 153-154** refer to the following Web page.

|  |
| --- |
| http://www.jannisar.com |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | | Home | Products | Contacts | About Us | Account |   Congratulations! Because of your high level of regular activity on our site, you have been selected to become a Premium Gold Member. Please fill out the following form to complete the process:   |  |  | | --- | --- | | First name |  | | Surname |  | | Shipping address |  | | Authorization code |  | | E-mail address |  | | Comments: | |   Check the boxes for the merchandise categories that are of interest to you. (You may check more than one.)  Electronics [ ] Music [ ] Books [ ] Furniture [ ] Computer Games [ ]  Please note that as a Premium Gold Member you will receive e-mail notifications four times a year on special offers for the categories selected. Your account details will be verified by e-mail within the next 24 hours. An e-mail confirmation will be sent. Follow the instructions in that e-mail to confirm your membership. |

**153.** Who most likely is the Web page aimed

at?

(A) A new customer for an auction Web

site

(B) An online marketing agency

representative

(C) A supplier to a retail outlet  
(D) A long-term customer of an online

retailer

**154.** What is the reader asked to do?

(A) Indicate product preferences  
(B) Supply payment details  
(C) Print and sign the form  
(D) Report shipping delays

**Questions 155-157** refer to the following article.

**------------------------------------------------------------------------------**

**It’s Raining Cats and Dogs**

Brentwood (May 2) – – [1] – Brentwood City finally has its very own cat cafe called Catastrophe and dog cafe called Hotdogs, both opened by owners Kevin and Ginger Blake. Both cafes opened last month to fanfare and a great deal of press coverage. – [2] – “Business has been booming;” says Kevin Blake. “We knew we’d be successful; we just didn’t think we’d be this successful.” Not only are customers enthusiastically flocking to both cafes to hang out with the animal while drinking coffee and tea, many of them are adopting the animals and giving them forever homes. – [3] – “We thought it would be a good idea to take in some of the animals because of the overcrowding in many of the shelters;” explained Ginger Blake. “And customers have a chance to interact with the animals, which is the best form of advertisement for the shelters.” Since the cafes’ opening, more than 10 dogs and 15 cats have been adopted. “I don’t yet own a dog, but I’ve always wanted one,” says Laurie Jordan, a regular customer. “I come here to play with them. Maybe one day I’ll find a dog that I really want.” – [4] –

Because of the success, the Blakes are considering expanding by purchasing the adjacent shops. “We need more space to fit all our customers and the animals,” explained Kevin. “It can get very crowded at times.” The Blakes are looking to renovate the dog cafe next month and the cat cafe during the fall.

**------------------------------------------------------------------------------**

**155.** What is indicated about the cafes?

(A) They serve an assortment of snacks.

(B) They sell puppies and kittens.

(C) They serve coffees and teas.

(D) They offer pet products.

**156.** What is reported about the cats and dogs?

(A) Several have been adopted.

(B) They are permanent residents of the

cafes.

(C) They are friendly towards the

customers.

(D) They are trained to entertain.

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

and [4] does the following sentence belong?

“But the hype hasn’t slowed down.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

**Questions 158-160** refer to the following advertisement.

|  |
| --- |
| **Relax and unwind at New Wave Spa!**  Take a break from your hectic day with professional spa treatments from New Wave Spa, located at 458 Worley Avenue. Whether you stay for an hour or a full day, you’ll leave feeling refreshed and energized. Check out our regular packages below:  **Classic Getaway** ($120)-Try this basic package that’s perfect for those on the go.  30-minute back and neck massage / cucumber facial treatment / lilac body wrap  **Rose Garden** ($155)-let the scent of roses revive your senses.  45-minute full-body massage / rosewater skin treatment/ manicure  **Ocean Experience** ($180)-Take advantage of the ocean's healing powers in our most popular package.  60-minute full-body massage / head-to-toe sea salt scrub / hot stone treatment / seaweed facial treatment  **Complete Rejuvenation** ($210)-Indulge yourself in the Luxury of a full day of treatments.  90-minute full-body massage/ relaxation scalp massage/ mud mask facial treatment/ rosemary purifying scrub / manicure/ pedicure  Book in advance to secure your spot by calling 555-2940. Groups of four or more people will receive a free lunch of sandwiches, steamed vegetables, and freshly squeezed juices. All patrons will be given a free New Wave lounging robe on their third visit to our facility. |

**158.** What is the advertisement mainly about?

(A) The expansion of a health facility   
(B) A discount on luxury services  
(C) The relocation of a spa  
(D) A business’s standard options

**159.** Which package includes a heat treatment?

(A) Classic Getaway   
(B) Rose Garden  
(C) Ocean Experience   
(D) Complete Rejuvenation

**160.** What will groups of four or more people be

given?

(A) A free robe   
(B) A reduced rate  
(C) A complimentary meal  
(D) A private room

**Questions 161-164** refer to the following online chat discussion.

|  |
| --- |
| **Bill Flake** (9:41)  Hello, I’d like to get an update on the progress of the drapes that the Manilla Family ordered.  **Lucy Mitt** (9:41)  We’re still waiting for the lace silks from Hand-Made Lace but we received most of the other fabrics yesterday. Our seamstresses will get to work on those today.  **Bill Flake** (9:42)  Then do you think the project will be completed by this Friday as the Manilla’s wanted?  **Lucy Mitt** (9:43)  I’m not sure. It’ll depend on when the lace arrives. Our group can start sewing some of the pieces together, but we need the lace to complete the intricate designs.  **Bill Flake** (9:44)  Can you contact Hand-Made Lace and find out when the shipment arrives?  **Lucy Mitt** (9:45)  Actually, Richard is taking care of that. Any word from them, Richard?  **Richard Choi** (9 :45)  Yes, I just got off the phone with them. There was a bit of a delay because the lace artisans used the wrong silks. They had to re-work the lace. We’ll receive them this afternoon. They sent a rush delivery to us.  **Bill Flake** (9:46)  Excellent. Then can the drapes be finished at the end of this week?  **Lucy Mitt** (9:47)  No problem. We’ll work around the clock to get them finished on time.  **Bill Flake** (9:48)  I’m glad to hear that. They are long-time customers and they needed the drapes for their new condo this weekend. |

**161.** What kind of business do the participants

in the online chat probably work at?

(A) A clothing company

(B) A bridal shop

(C) A custom drapery shop

(D) A fabric warehouse

**162.** When will the shipment of lace arrive?

(A) In the morning

(B) In the afternoon

(C) The next day

(D) At the end of the week

**163.** At 9:47, what does Lucy Mitt mean when

she says, “We’ll work around the clock”?

(A) Her team will watch the time carefully.

(B) Her team will work as quickly as

possible.

(C) Her team will take as much time as

they need.

(D) Her team will work all day and night if

they have to.

**164.** What will Bill Flake probably do next?

(A) Call the client

(B) Cancel the order

(C) Request a shipment of lace

(D) Organize a meeting

**Questions 165-167** refer to the following schedule.

|  |
| --- |
| **Duluth City 5th Annual Summer Fun Festival Sunday, July 23** |
| **10:00 A.M. to 6:00 P.M. *Local Nature Art Competition***  Duluth artists will be displaying their paintings of local nature and wildlife in the Duluth Community Center. Visitors are asked to cast their vote for their favorite painting. The winner will be announced at the start of the singing competition. |
| **11 :00 A.M. to 12:00 P.M. *Magic Show***  Please join us for an astonishing magic show. Magician Mick Turner is famous for his creative and entertaining magic tricks. |
| **12:00 P.M. to 2:00 P.M. *Live Jazz Concert***  Enjoy live jazz in the park performed by New York-based jazz band The Holloway Band. They will be playing a variety of jazz standards. They will also have their most recent record for sale. |
| **10:00 A.M. to 7:00 P.M. *Renewable Energy Expo***  Local company Sunshine Energy will be displaying some of its newest renewable energy projects, including solar panels and portable cell phone chargers. |
| **7:00 P.M. to 9:00 P.M. *Singing Competition***  Local residents are encouraged to take part in this year’s singing competition. Those who would like to participate can register by visiting our Web site at www.duluthcitysff.com and filling out the necessary form. |
| For more information, please call us at 555-0157. |

**165.** When will the winner of the art competition

be announced?

(A) 2:00 P.M.  
(B) 6:00 P.M.  
(C) 7:00 P.M.  
(D) 9:00 P.M.

**166.** According to the schedule, what will be

available for purchase?

(A) A work of art  
(B) A musical album  
(C) A cell phone accessory  
(D) A solar panel

**167.** How can participants sign up for the

singing competition?

(A) By visiting an information booth  
(B) By contacting the community center  
(C) By visiting a Web site  
(D) By sending an e-mail

**Questions 168-171** refer to the following flyer.

|  |
| --- |
| **Movies in the Park**  This fall Glenwood Springs Park will host a weekly Movies in the Park night for residents of Glenwood Springs. In cooperation with various local business sponsors including Paxton, Inc., and GS Mall, family-friendly movies will be shown every Friday night at the center of the park. Tickets are not necessary for these events because they are free to the public.  Running from September through November, Movies in the Parke promises a wonderful line-up of fun and touching movies for the whole family. You are encouraged to bring blankets and chairs as well as picnic snacks. Movie starting times depend on sunset times, so it is advised to come early to secure your spot beforehand. Please visit our Web site at www.glenwoodsprings.org/movies to see a schedule of upcoming films and a list of our local sponsors.  In the event of heavy rain, low temperatures, or strong winds, the film screening may be canceled. If this occurs, the announcement for the film cancelation will be made both on our Web site and on the local radio. You can also ask about event cancelations by calling the Glenwood Springs Department of Parks and Recreation at 715-555-5358. |

**168.** What is the purpose of the flyer?

(A) To announce park renovation plans  
(B) To publicize a community event  
(C) To solicit donations  
(D) To promote a new film

**169.** Who will provide funding for Movies in the

Park?

(A) A local radio station  
(B) The residents in Glenwood Springs  
(C) The Department of Parks and

Recreation

(D) The businesses in Glenwood Springs

**170.** What is NOT mentioned as a

recommendation for participants?

(A) Bringing food  
(B) Purchasing tickets in advance  
(C) Consulting a schedule  
(D) Arriving early

**171.** According to the flyer, why would the

phone number be used?

(A) To make a reservation  
(B) To inquire about a schedule change  
(C) To ask for driving directions  
(D) To cancel an appointment

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

|  |
| --- |
| **Wrightman Towers**  1234 Broadway Street  New York, NY 49858  – [1] – Located in the financial district of the city, Wrightman Towers offers spectacular views of the city landscape and offers office spaces that are ideal for any company that wishes to operate within the heart of New York. Just one block from the subway station and located within walking distance of public buses and taxis, Wrightman Towers is conveniently located. – [2] – The first-floor lobby offers security as employees and residents must scan their way through the security gates to the elevators behind. At the time the spacious lobby is welcoming with its luxurious interior designs and friendly staff of attendants. – [3] –  The third and fourth floors are available for rent to businesses and corporations. High ceilings and tall glass windows offer open space and beautiful natural lighting. Hurry and send in your requests to day. – [4] – Only serious inquiries will be taken and interviews must be conducted in person. Please visit our website at www.wrightmantowers.com/rent for more information. You can take a virtual tour of the premises. Or you can call our offices at 555-1234. |

**172.** What is indicated about the rental space?

(A) It is only for private residents.

(B) It is only for businesses.

(C) It is available to the public.

(D) It is very expensive.

**173.** What is indicated about the location of

Wrightman Towers?

(A) It is near public transportation.

(B) It has heavy traffic around the building.

(C) There are no parking spaces.

(D) It is just outside the city.

**174.** What is featured on the website?

(A) A listing of all occupied spaces

(B) An exclusive discount promo code

(C) A virtual tour of the rental space

(D) A history of the building

**175.** In which of the positions marked [1], [2],

[3] and [4] does the following sentence

belong?

“These spaces are in high demand.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

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

|  |
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| **Kenneth Global Journalism Internship**  The Kenneth Global Journalism Internship will provide you with great opportunities to train with the world’s most renowned international multimedia news agency, work with professional reporters and editors, and gain valuable experiences in fast-paced newsrooms in big cities such as London, Berlin, and Paris. It will offer talented college graduates an opportunity to learn and develop their journalistic skills and first-hand knowledge.  This is a paid internship that offers free lodging as well as lunch and dinner. Interns will receive several weeks of formal training focused on writing skills, journalism ethics, and basic workplace knowledge. They are also able to take advantage of other regularly scheduled training opportunities during the internship, free of charge. The internship will last 4 months, beginning on August 1.  Applications for the internship can be found on our Web site at www.kennethglobal.com and must be submitted by June 20. Applicants who advance past this stage will be asked to interview at our headquarters on June 27. Any questions can be directed toward Ruby Hart at rubyhart@kennethglobal.com or asked in person at our headquarters in Austin. |

|  |
| --- |
| **From:** Kyle Lane <kylelane12@mpnet.com> **To:** Ruby Hart <rubyhart@kennethglobal.com> **Subject:** Internship **Date:** June 28 |
| Dear Ms. Hart,  I am extremely grateful to have advanced past the first round of the Kenneth Global Journalism Internship's selection process. Applicants are supposed to interview in person on the specified date, but unfortunately I am scheduled to attend an important conference in Dallas with my professor. However, because I live in the same city as your headquarters, it would not be difficult to arrange an alternative time for me to interview.  Thanks again for considering me for this position. I look forward to hearing back from you concerning a possible interview date. In the meantime, I will do my best to prepare myself.  Regards,  Kyle Lane |

**176.** What is indicated about internship

applicants?

(A) They must have prior work experience.  
(B) They must attend an upcoming

conference.

(C) They must submit a letter of

recommendation.

(D) They must hold a bachelor’s degree.

**177.** What is true about the internship?

(A) It includes meals and accommodations.  
(B) It is for professional journalists only.  
(C) It will end in August.  
(D) It is an unpaid position.

**178.** What other benefit is offered to interns?

(A) Health insurance  
(B) Additional training  
(C) Employee discounts  
(D) Paid vacation

**179.** When is Mr. Lane supposed to attend an

interview?

(A) On June 20  
(B) On June 27  
(C) On June 28  
(D) On August 1

**180.** Where does Mr. Lane live?

(A) In Dallas  
(B) In Austin  
(C) In Berlin  
(D) In London

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

|  |
| --- |
| **To:** Sam Berry <sberry@princetheater.com> **From:** Bessie Wagner <bessiewagner@Iinsuniversity.edu> **Date:** July 4 **Subject:** Openings |
| Dear Mr. Berry,  My name is Bessie Wagner and I am currently a student in the theater department at Lins University. I have almost finished my degree, and I am starting to look into possible career opportunities for my future. A professor of mine recommended that I contact you at the Prince Theater to ask about possible positions at your company.  At Lins University, I specialized in the production elements of theater. Through both academic and practical experiences, I learned the useful skills necessary for stage management. As of September, I will be available to work either part-time or full-time and apply myself fully to whatever task is assigned to me.  I would really appreciate it if you let me know if there are any available positions starting this fall.  Bessie Wagner |

|  |
| --- |
| **Prince Theater**  **Job Openings**  **• Artistic Intern** Unpaid internship in the artistic department in all aspects of administration and production. This person will perform assistant duties for the artistic director.  • **Assistant Technical Director** Part-time position responsible for production management and stage machinery. Applicants should have related experience in stage management.  • **Director of Ticket Operations** Full-time position responsible for overall management of ticket operations for all events taking place at the theater. Responsibilities include box office operations as well as planning and implementing all ticket sales processes, and supervision of the ticketing staff.  • **Marketing Director** Full-time position responsible for marketing concerning all of the productions put on by the theater. Oversee the preparation of high-quality promotional materials to attract theatergoers to our plays, musicals, and concerts.  - All full-time employees of Prince Theater are eligible for complimentary access to all productions.  - All of the positions will be open starting this October. - For more information or to apply, contact Sam Berry by e-mail atsberry@princetheater.com. |

**181.** What is indicated about Ms. Wagner?

(A) She is a stage actress.  
(B) She teaches classes on stage design.  
(C) She will graduate soon.  
(D) She is Mr. Berry’s co-worker.

**182.** Why did Ms. Wagner write to Mr. Berry?

(A) To seek a job opportunity  
(B) To schedule an interview  
(C) To express her gratitude  
(D) To register for a training course

**183.** What is NOT suggested about the Director

of Ticket Operations?

(A) He or she has to manage various

types of events.

(B) He or she must direct the work of other

employees.

(C) He or she can watch any shows free of

charge.

(D) He or she must plan promotional events.

**184.** What do all of the advertised jobs have in

common?

(A) They need musical talent.  
(B) They will be available in the fourth

quarter.

(C) They are part-time positions.  
(D) They require a degree in theater.

**185.** What job is most suitable for Ms. Wagner?

(A) Artistic Intern  
(B) Assistant Technical Director  
(C) Director of Ticket Operations  
(D) Marketing Director

**Questions 186-190** refer to the following article and letter.

**---------------------------------------------------------------------------------------------------------------------**

April 5-Clearwater Hospital in downtown Scranton has launched a new pen pal letter writing program between terminally ill hospital patients and adult volunteers. Hospital director Zack Chambers, who was recently presented with an Outstanding Leader Award from the National Health Care Alliance, started the program to create stronger connections between the hospital and the community. Mr. Chambers encourages adults of all types and occupations to apply even if they don’t feel completely qualified. Simply visit the Clearwater Hospital Web site and become a member of the hospital free of charge.

“I hope through this program, volunteers can form close relationships with patients to help them get through these difficult times in their lives,” said Mr. Chambers. He also hopes that the program will lead to more people visiting terminally ill patients in person.

**---------------------------------------------------------------------------------------------------------------------**

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| Clearwater Hospital  May 4  Monica Greene 4100 Washington Road Scranton, Wisconsin 54481  Dear Ms. Greene,  I was delighted to receive your letter. I am very excited to have been paired with you as pen pals. I hope we can learn a lot from each other and build a lasting friendship.  As you know, I live in California, which is a long way from Wisconsin. I hope that in the coming months I can find some time off work and visit you. Please let me know when the most convenient time would be for me to meet you.  I look forward to hearing from you,  Jessica Wright |

|  |
| --- |
| Dear Jessica,  You don’t know how much I appreciate your kind words. Although the staff at Clearwater are very kind, I feel the need to connect with people who are not part of the staff. My surviving family also live a great distance away, in Florida, and so most of the time I am just communicating with the paid staff or the other patients. I would welcome a visit, if you truly wanted to come, and the best time would be for our meeting is the Thanksgiving holiday party here at the center I suppose. My own family might be here as well. If it is too much for you, or if you can’t get the time off of work, don’t worry about it too much. I do hope that we can continue to communicate through our letters.  All the best,  Monica Greene |

**186.** What is the article about?

(A) A volunteer program  
(B) A doctor’s retirement  
(C) A new software company  
(D) A writing competition

**187.** What is mentioned about Mr. Chambers?

(A) He is a patient at Clearwater Hospital.  
(B) He teaches writing skills to adults.  
(C) He is the head of a health care

organization.

(D) He was honored for his leadership.

**188.** What does Mr. Chambers invite people to

do?

(A) Sign-up for a newsletter  
(B) Schedule regular health checkups  
(C) Visit patients in critical condition  
(D) Write a letter of recommendation

**189.** Who does Monica Greene spend most of

her time with?

(A) Clearwater’s staff

(B) Her family

(C) Jessica Wright

(D) Her friends

**190.** When does Monica Greene want Jessica

to visit?

(A) Christmas

(B) New Year’s Eve

(C) The 4th of July

(D) Thanksgiving

**Questions 191-195** refer to the following letter and e-mail.

|  |
| --- |
| Mr. John Morris 1423 Bernard Avenue Millville, CA 90117  Dear Mr. Morris,  24/7 Fitness is the most successful workout facility in the United States. With over 3 million members nationwide, our franchise has become known as a reputable and trustworthy brand. Our success is a result of great relationships between us the franchiser and our franchisees.  You are receiving this mailing because you expressed interest in partnering with 24/7 Fitness in order to open a new location in your town. According to our preliminary research, your town has a large population of young, single people working in the professional field. This is our target demographic, and means the business outlook for your 24/7 Fitness location is positive in your town. If you would like more information about the specific terms and regulations when partnering with 24/ 7 Fitness, please don’t hesitate to call me at 347-555-3363. Additionally, if you would like to talk to another franchise owner, that information can be supplied by one of our associates.  Sincerely,  Lori Swanson Chief Operating Officer |

|  |
| --- |
| **To:** Zack Carter <zcarter@zenmail.com>  **From:** John Morris <jmorris@cbnet.com> **Subject:** 24/7 Fitness **Date:** March 6 |
| Dear Mr. Carter,  My name is John Morris and I am a small business owner living in the Millville area. I am currently in negotiations with 24/7 Fitness to open my own location here in Millville. As someone who works with 24/7 Fitness, you would help me a lot by sharing your opinions.  I am interested in how you assess 24/7 Fitness as a franchiser. I operated several franchises in the past, and I always found that trust and honesty are the most important factors in a successful relationship. More importantly, I was also wondering what kind of support is provided by the parent company. Before opening your location, did you receive adequate training to allow you to smoothly begin operating your business? Any advice you can give me would be much appreciated.  Sincerely,  John Morris |

|  |
| --- |
| **To:** John Morris <jmorris@cbnet.com>  **From:** Zack Carter <zcarter@zenmail.com>  **Subject:** 24/7 Fitness  **Date:** March 7 |
| Dear Mr. Morris,  I am happy to provide some insight into the operation of a 24/7 Fitness franchise. I have been working with 24/7 Fitness as a franchise owner for 10 years now. I actually run three different branches now. I completely agree with you that trust and honesty are the two most important aspects of any business relationship. On that count, I believe the fact that I own three franchises is testament to my faith in the franchiser.  Let me put your mind at ease. First off, 24/7 Fitness has a very specific way that they want their brand to develop no matter who owns the branch. The parent company will not only provide training, but they insist on controlling the actual layout of the facilities from the locker rooms to the free weights. They want any of their 3 million members to be able to walk into any one of their gyms and feel at home. Until you have been operating for one full year, you must make monthly reports to corporate headquarters detailing all aspects of sales, membership, and a flow chart describing the usage of the facilities. It really is hands on until they have confidence you can represent the brand. I hope this helps you decide to join the 24/7 Fitness team!  All the best,  Zack Carter |

**191.** According to the letter, what is the key to

24/7 Fitness’ success?

(A) Effective communication with regional

owners

(B) Rapid nationwide expansion  
(C) A team of experienced researchers   
(D) Comprehensive training of employees

**192.** Where did Mr. Morris most likely get Mr.

Carter’s contact information?

(A) From a 24/ 7 Fitness representative   
(B) From 24/7 Fitness’ Web site  
(C) From Mr. Carter’s blog   
(D) From Mr. Carter’s employee

**193.** What concerns Mr. Morris most about 24/7

Fitness?

(A) The reputation of its brand  
(B) The financial status  
(C) The types of assistance  
(D) The mandatory regulations

**194.** What is the purpose of Zack Carter’s

e-mail?

(A) To ask for information about a

franchise

(B) To tell John Morris about 24/7 Fitness

and the training they provide

(C) To persuade John Morris to avoid

becoming an owner of a 24/7 Fitness

franchise

(D) To remind 24/7 Fitness of their

responsibility to their franchisees

**195.** In Zack Carter’s e-mail, what is indicated

about 24/7 Fitness?

(A) They want all of their fitness centers to

be nearly identical.

(B) They would like their franchisees to

personalize their locations.

(C) They would like to sell more

supplements and memberships next

year.

(D) They require their franchisees to send

quarterly reports about usage.

**Questions 196-200** refer to the following e-mails.

|  |
| --- |
| **To:** Kevin Scott <kevinscott@startrealty.com> **From:** Steven Mason <smason@turnerelectronics.com> **Date:** February 2 **Subject:** A warehouse |
| Dear Mr. Scott,  My name is Steven Mason and I work for the consumer electronics company Turner Electronics. I am currently scouting for a warehouse in the Pittsburg area. As you know, having an effective distribution strategy is critical for every company in today's fast-paced business world.  Therefore, I am looking for a warehouse located in the outskirts of Pittsburg. The warehouse needs to be located close to the highway. We are shipping a high volume of products, so we would prefer a dedicated warehouse to be used exclusively for Turner Electronics operations. A warehouse with a spacious loading bay for large trucks is necessary. Additionally, a warehouse that also has office space would be ideal. Because of the valuable nature of our products, we would like a warehouse that provides precautions against theft and damage.  I look forward to hearing your response soon.  Steven Mason Turner Electronics |

|  |
| --- |
| **To:** Steven Mason <smason@turnerelectronics.com> **From:** Kevin Scott <kevinscott@starrealty.com> **Date:** February 3 **Subject:** Re: A warehouse |
| Dear Mr. Mason,  It seems that as your company expands, you would like to improve the operations of your distribution network and deliver products to sellers more quickly. We have a variety of warehouse options, and I trust one of them will fit your company’s needs. All locations have a state-of-the-art security system as well as experienced staff.  Location 1 – $3,499 per month for a 10,000-square-foot warehouse space shared by multiple businesses. Because this location is a shared operations site, we offer it at a discounted price.  Location 2 – $5,500 per month for an older warehouse located in downtown Pittsburg. This warehouse is currently empty, and therefore can be used by your company exclusively. It also features a walk-in freezer. Location 3 – $6,500 per month for a very spacious warehouse located a few miles outside of Pittsburg. Although currently used by two other businesses as a storage space, it can be converted into a warehouse only for your company. Location 4 – $2,600 per month for a medium-size warehouse. This warehouse is provided at a discounted price because it has no area for trucks to unload cargo conveniently. It is best for smaller-sized operations.  These are the locations currently available for use. If you have any questions or would like to visit a location in person, please contact me.  Kevin Scott |
| **To:**  Kevin Scott <kevinscott@startrealty.com>  **From:** Steven Mason <smason@turnerelectronics.com>  **Date:** February 3  **Subject:** Location 3 |
| Dear Mr. Scott,  Thank you so much for responding to my inquiry so quickly. Although none of the warehouses is exactly what I was looking for, I think the best option for our business will be Location 3. This, of course, is contingent on the other two businesses moving their storage into another warehouse. Our operations, as I noted in my first e-mail, are expanding, and I want to make sure that we have ample room to grow. I am delighted that there is security at your warehouses as well.  I have some time early next week if it would be possible to take a walk through Location 3. I think once I get a feel for the space, I will be able to make a firm decision. Please contact me by phone at your convenience so we can set up a time.  You can reach me at (351) 546-9899.  All the best,  Steve Mason  Turner Electronics |

**196.** What is the purpose of the first e-mail?

(A) To look for a rental space  
(B) To finalize a business proposal  
(C) To ensure the arrival of a shipment  
(D) To advertise a property for sale

**197.** Who most likely is Mr. Mason?

(A) A warehouse manager  
(B) A truck driver  
(C) A security guard  
(D) A distribution manager

**198.** According to Mr. Scott, what does Turner

Electronics intend to do?

(A) Hire more experienced truck drivers  
(B) Enhance supply chain efficiency  
(C) Improve overall product quality  
(D) Expand into the Asian market

**199.** According to the third e-mail, what has to

happen for Turner Electronics to move into

Location 3?

(A) The rent must be reduced.

(B) Two businesses must find other places

to store their belongings.

(C) The space must be converted to

include an office.

(D) There must be a security added to the

building.

**200.** In the third e-mail, what is the most likely

day that Mr. Mason will be available for a

walkthrough of Location 3?

(A) Monday

(B) Thursday

(C) Friday

(D) Saturday

TEST 05

|  |
| --- |
| **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.** Should the customer believe that the proposed color scheme is not \_\_\_\_\_\_\_, the interior designer can make adjustments.

(A) attract  
(B) attractive  
(C) attracted  
(D) attractively

**102.** For Friday’s dinner reservation, please \_\_\_\_\_\_\_ the number of seats from eight to ten guests.

(A) increase  
(B) reflect  
(C) merge  
(D) invite

**103.** Mr. Brandt asked for the banner to be hung \_\_\_\_\_\_\_ the exterior wall of the building.

(A) up  
(B) next  
(C) on  
(D) with

**104.** In case you have problems with the device in the future, you should retain your newly \_\_\_\_\_\_\_ receipt.

(A) expressed  
(B) predicted  
(C) issued  
(D) approached

**105.** If the patient’s nasal problem does not show signs of improvement \_\_\_\_\_\_\_ two days, he should visit the clinic again.

(A) because of  
(B) regarding  
(C) apart from  
(D) within

**106.** Those giving demonstrations at the department store \_\_\_\_\_\_\_ explained the product’s features and benefits.

(A) enthusiasm  
(B) enthusiast  
(C) enthusiastically  
(D) enthusiastic

**107.** Because its latest exhibit is highly valuable, the Gabe Gallery took more precautions than it \_\_\_\_\_\_\_ did in the past.

(A) ever  
(B) yet  
(C) such  
(D) much

**108.** \_\_\_\_\_\_\_ making structural changes to a house must first apply for a building permit.

(A) Our  
(B) Who  
(C) Them  
(D) Anyone

**109.** Employees who attend the workshop on improving communication skills will be given a certificate of \_\_\_\_\_\_\_ by the instructor.

(A) achieved  
(B) achieving  
(C) achieve  
(D) achievement

**110.** \_\_\_\_\_\_\_ its distinguished faculty in the science department, the university has state-of-the-art laboratory facilities.

(A) In addition to  
(B) Otherwise  
(C) As well  
(D) Hardly ever

**111.** The donations received from the fundraiser \_\_\_\_\_\_\_ among the charity’s three locations equally.

(A) have divided  
(B) is being divided  
(C) are dividing  
(D) will be divided

**112.** \_\_\_\_\_\_\_ the building’s age, the ventilation system must be up-to-date with all safety codes.

(A) Instead of  
(B) Toward  
(C) Regardless of  
(D) Since

**113.** The train delays on the Trenton line were caused by a \_\_\_\_\_\_\_ error at one of the stations.

(A) proceed  
(B) proceeded  
(C) procedural  
(D) procedurally

**114.** As we expect to receive hundreds of applications for the position, please \_\_\_\_\_\_\_ your resume to two pages.

(A) limit  
(B) follow  
(C) refrain  
(D) unfold

**115.** The lecturer \_\_\_\_\_\_\_ on the country’s struggle for independence when he gives his talk.

(A) has focused  
(B) is focused  
(C) will focus  
(D) focusing

**116.** The welcome activity is an opportunity to improve communication \_\_\_\_\_\_\_ volunteers before the project begins.

(A) among  
(B) like  
(C) above  
(D) under

**117.** The balconies connected to the rooms at the Orwell Hotel provide a \_\_\_\_\_\_\_ view of a private beach.

(A) stunningly  
(B) stuns  
(C) stunning  
(D) stunned

**118.** The travel agent’s \_\_\_\_\_\_\_ of the ticket purchase was sent to the customer by e-mail as soon as the payment was made.

(A) extent  
(B) confirmation  
(C) awareness  
(D) proposal

**119.** After examining the vehicle, the mechanic had \_\_\_\_\_\_\_ identified the reason why the engine lost power.

(A) corrections  
(B) correctly  
(C) correct  
(D) corrects

**120.** Because of her hearing disability, Ms. Frasier will be \_\_\_\_\_\_\_ by a sign language expert so she can participate in the meeting.

(A) convinced  
(B) anticipated  
(C) accompanied  
(D) cautioned

**121.** The project development team is partially responsible for the selection and \_\_\_\_\_\_\_ of potential building sites.

(A) appraisal  
(B) appraises  
(C) appraise  
(D) appraised

**122.** The easy-to-prepare meal packets come with all the ingredients necessary for an individual dinner \_\_\_\_\_\_\_ boiling water.

(A) except  
(B) despite  
(C) elsewhere  
(D) past

**123.** The education center provides training  
classes in key skills \_\_\_\_\_\_\_ that the  
unemployed can find jobs more easily.

(A) so  
(B) ever  
(C) only  
(D) as

**124.** The terms of the licensing agreement are quite \_\_\_\_\_\_\_ and do not require legal experience to be understood.

(A) energetic  
(B) frequent  
(C) straightforward  
(D) accomplished

**125.** The informational materials sent to conference attendees \_\_\_\_\_\_\_ the presentation schedule and social events.

(A) expand  
(B) solicit  
(C) allow  
(D) outline

**126.** You may have the merchandise sent directly to your home or pick it up in person at the store, \_\_\_\_\_\_\_ you prefer.

(A) both  
(B) whichever  
(C) everybody  
(D) another

**127.** \_\_\_\_\_\_\_ occurring substances are used in the vitamin supplement instead of chemicals.

(A) Naturally  
(B) Natural  
(C) Naturalize  
(D) Nature

**128.** The bus driver used a side street rather than the main highway, \_\_\_\_\_\_\_ avoiding rush hour traffic.

(A) such as  
(B) than  
(C) unless  
(D) thereby

**129.** The crew members \_\_\_\_\_\_\_ the main section of the building by the time the waste removal trucks arrive at 3:30.

(A) demolish  
(B) will have demolished  
(C) demolished  
(D) had demolished

**130.** Should you find any manufacturing \_\_\_\_\_\_\_ in your ultra-high-definition television, contact the place of purchase as soon as possible.

(A) premises  
(B) defects  
(C) impacts  
(D) distractions

|  |
| --- |
| **PART 6**  **Directions:** Read the texts that follow. A word, phrase or sentence is missing in some of the sentences. Four answer choices are given below each of the sentences. 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 advertisement.

|  |
| --- |
| Come visit Wild Water Parks, your summer destination for family and friends of all ages. We  have kiddie pools, we have outdoor pools, we have indoor pools, we have waves, and we have  \_\_\_\_\_\_\_ water slides, including our Death Fall, the largest slide in the state. We have  **131.**  everything for everyone in \_\_\_\_\_\_\_ group. Don’t forget our delicious snack stands and  **132.**  restaurants. We also have gift shops and playgrounds. \_\_\_\_\_\_\_ You can get tickets by calling  **133.**  123-5555 or a season’s pass for a \_\_\_\_\_\_\_ of the price. Call now and experience the fun!  **134.** |

**131.** (A) excite

(B) excited

(C) exciting

(D) excitement

**132.** (A) their

(B) his

(C) our

(D) your

**133.** (A) The pools are the best place to stay.

(B) We even have a dog park for that furry

companion of yours.

(C) The chefs are top notch and the food

is second to none.

(D) Hurry before the season is over and

the promotion is finished.

**134.** (A) fraction

(B) section

(C) division

(D) total

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

|  |
| --- |
| Date: June 21  To: Mike Harris  From: Rhonda Cross  Subject: RE: Landscaping and Maintenance  Thank you for your \_\_\_\_\_\_\_ about our services. Arbor Care is a green lawn care and  **135.**  landscaping business. We only use environmentally friendly techniques and products when  caring for the grounds of any business. We’ve been working in the Portland area for \_\_\_\_\_\_\_  **136.**  20 years. Currently, we are serving more than 150 businesses in the downtown area.  As to your specific request, yes, we can easily remove dead trees and replace them with  something that fits the \_\_\_\_\_\_\_ landscaping. To give you an exact quote, we would need to  **137.**  stop by and access the situation in person. To have one of our garden technicians stop by,  please call us at (713) 678-9916. \_\_\_\_\_\_\_  **138.** |

**135.** (A) submission

(B) placement

(C) review

(D) inquiry

**136.** (A) over

(B) around

(C) until

(D) through

**137.** (A) exist

(B) existed

(C) existing

(D) exists

**138.** (A) It is a pleasure doing business with you.

(B) We hope to hear from you soon.

(C) Please send us an email.

(D) Best wishes for your continued

success.

**Questions 139-142** refer to the following notice.

|  |
| --- |
| **Outbound Sales Lead Specialist/ Telemarketer**  Location: Atlanta, GA  Job Code: 3766  # of openings: 4  The Sales Lead Specialist will place outbound calls to \_\_\_\_\_\_\_ customers seeking to purchase  **139.**  various services such as insurance, tax help, financial help, telecommunications, or  transportation. They will also call on leads from our existing customer base. Cold calls are  required.    You will work directly with customers via the telephone and e-mail to describe products and  services in order to persuade potential and current customers to purchase new products and  services. The job will also require you to educate customers on product and service offerings.  \_\_\_\_\_\_\_ There is also a minimum requirement for monthly sales that is set at $7,500 in net  **140.**  revenue. \_\_\_\_\_\_\_ , the job calls for all employees to continually be taking product education  **141.**  course that will help you better serve our customers.  To be eligible for the position, you must have one or more years in telesales, strong customer  service skills, and superior closing skills.  If you feel you \_\_\_\_\_\_\_ these requirements and are looking for a lucrative exciting experience,  **142.**  please click below. |

**139.** (A) substantial

(B) potential

(C) optimal

(D) logical

**140.** (A) The more you purchase, the more

opportunity you’ll have for advancement.

(B) This managerial position will require

an organized and highly motivated

individual.

(C) If you could help find your replacement,

it would be much appreciated.

(D) It will be crucial for you to place a

minimum of 150 outbound calls each

day.

**141.** (A) Actually

(B) However

(C) Additionally

(D) Therefore

**142.** (A) meet

(B) to meet

(C) meeting

(D) met

**Questions 143-146** refer to the following notice.

|  |
| --- |
| From: James Jones, Executive Manager  To: Sales Agents  Date: July 15  Subject: Policy Change  Dear Sales Agents,  There has been a recent change to our reimbursement policy. In the past, you simply had to pay  out of pocket first then provide your receipts after renting vehicles, taking business trips, or  \_\_\_\_\_\_\_ other business expenses. \_\_\_\_\_\_\_, now you will be required to fill out an application  **143.** **144.**  which will need to be approved by the accounting department first. \_\_\_\_\_\_\_ If you spend  **145.**  beyond the amount given in the card, you will have to pay out of your own pocket and will not be  reimbursed for that.  Please read the attachment to get further details on what expenses can and cannot be \_\_\_\_\_\_\_  **146.**  by the company. |

**143.** (A) incur

(B) incurred

(C) incurring

(D) to incur

**144.** (A) However

(B) Therefore

(C) Furthermore

(D) Since

**145.** (A) They will not approve any card not

authorized by a bank.

(B) You will have to spend from your own

credit card.

(C) Then you will be provided with a

company card which holds limited

funds.

(D) They must decide whether our budget

allows for our expenses.

**146.** (A) certain

(B) acknowledged

(C) established

(D) approved

|  |
| --- |
| **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 calendar.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Time** | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** |
| 9:00 A.M. – 11:00 A.M. | Yoga Level 1: Room 4 |  | Fitness Training: Room 1 | Kickboxing Level 1:  Room 3 |  |
| 11:00 A.M. – 2:00 P.M. |  | Weight Training: Room 2 |  |  | Yoga Level 2: Room 4 |
| 2:00 P.M. – 4:00 P.M. | Cycling:  Room 1 | Kickboxing  Level 2:  Room 3 |  | Nutrition Advice  Room 5 (book a personal appointment at reception) |  |
| 4:00 P.M. – 6:00 P.M. | Yoga Level 3:  Room 4 |  | Fitness  Training:  Room 1 |  | Marathon  Training:  Room 2 |

**147.** Where most likely would this calendar be

seen?

(A) In the sports section of a newspaper  
(B) In a welcome packet for a cooking

class

(C) On the wall in a gym facility  
(D) In a program for a sports tournament

**148.** Which activities take place in the same

room?

(A) Yoga and kickboxing  
(B) Marathon training and cycling  
(C) Yoga and nutrition advice  
(D) Cycling and fitness training

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

|  |  |
| --- | --- |
|  | |
| **WANDA KNIGHT** | 9:04 |
| I just sent you the itinerary for your trip to Chicago on Friday. | |
|  | |
| **TED GALEZNIC** | 9:05 |
| Perfect. Thanks! | |
|  | |
| **WANDA KNIGHT** | 9:05 |
| Mike Ross wants you to add a meeting with Diamond Publishing while you’re up there. | |
|  | |
| **TED GALEZNIC** | 9:10 |
| No problem. | |
|  | |
| **WANDA KNIGHT** | 9:11 |
| Okay. I can reach out to them. If you’re too busy, that is. | |
|  | |
| **TED GALEZNIC** | 9:13 |
| It won’t be a problem. I’m supposed to have a drink with Javier Sanchez from Diamond Sat. night. | |
|  | |
| **WANDA KNIGHT** | 9:13 |
| Nice. | |
|  | |
| **TED GALEZNIC** | 9:20 |
| When the guy is married to your sister, you’re bound to see him. | |
|  | |
| **WANDA KNIGHT** | 9:21 |
| Ah, that’s right. | |
|  | |

**149.** What is suggested about Mr. Sanchez?

(A) He works for an accounting company.

(B) He is related to Ted Galeznic.

(C) He was recently married.

(D) He will visit Chicago on Friday.

**150.** At 9:11, what does Ms. Knight mean when

she writes, “I can reach out to them”?

(A) She can thank them.

(B) She can contact them.

(C) She can visit them.

(D) She can assist them.

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  | | --- | | Accounting Department <designers@ptcdesign.com> |   **To**   |  | | --- | | Robert Brown <robertbrown@ptcdesign.com> |   **From**   |  | | --- | | Monday, March 29 |   **Date**   |  | | --- | | Upcoming Meeting |   **Subject** |
| Hello, everyone,  Our client from Japan, Mr. Sato, will be arriving the day after tomorrow to discuss an upcoming merger of our two companies. I ask that our accounting department work together to produce a financial statement for the first quarter in preparation for this meeting. Anyone who needs further data in order to complete this document should e-mail me without hesitation. Please finish this task by Tuesday afternoon. This document needs to detail all of our company’s financial activities, including all of our assets and investments.  Thanks,  Robert Brown, CEO PTC Design |

**151.** When is Mr. Sato scheduled to arrive at

Mr. Brown’s company?

(A) On March 28  
(B) On March 29  
(C) On March 30  
(D) On March 31

**152.** Who most likely will contact Mr. Brown?

(A) Employees who want to transfer to the

accounting department

(B) Employees who need additional

information

(C) Employees who need a deadline

extension

(D) Employees who disagree about a

merger

**Questions 153-154** refer to the following invitation.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **American Architects Society Annual Awards**  You are cordially invited to attend this year’s event, to be held at the Merriton Hotel in Houston, Texas, on Friday, July 24. As a member, you may bring up to two guests.   |  |  | | --- | --- | | **7:00 P.M.** | **Reception** | | **7:30 P.M.** | Welcome speech and introduction  by Barry Humphreys, President of the American Architects Society | | **7:30 P.M.** | Dinner–Vegetarian options available–please specify whenconfirming attendance | | **9:00 P.M.** | Awards ceremony–Best Design, Best Newcomer, Best ResidentialBuilding, Best Public Building-Presented by comedian AlexDashwood | | **10:30 P.M.** | **A special live performance from award-winning band The Pop Tones** |   RSVP to Event Coordinator Janice Harton at janice.harton@amarchsoc.net no later than April 21. |

**153.** Who most likely are the invitation

recipients?

(A) Directors for building companies  
(B) Members of an association  
(C) Architects for the local government  
(D) Award ceremony nominees

**154.** How can attendance be confirmed?

(A) By calling the Merriton Hotel  
(B) By e-mailing Barry Humphreys  
(C) By visiting Alex Dashwood  
(D) By contacting a coordinator

**Questions 155-157** refer to the following article.

**------------------------------------------------------------------------**

**Northshore Financial News**

June 29-A local mainstay at Northshore City may soon go national. – [1] – The Northshore Creamery first opened its doors in 1951 by owner Bill Bradley and has become an iconic landmark of the city with its huge rotating ice cream cone on the roof of the shop. Over the years it has remained a local favorite hangout for the residents of the city and soon captured the eyes of tourists driving through. – [2] – Bill Jr. took over the business and expanded the shop to keep up with the demand of locals and tourists. Northshore Creamery was even selected as a top-ten shop to visit by Travel & Tour Magazine.

In 1988, Northshore Creamery was featured in the hit Hollywood movie Future Then and Now, which made it the top ice cream shop to visit by out-of-towners and tourists.

– [3] – Efforts were made by various corporations to buy the business from the Bradley family, but Bill Jr. and his son William insisted on keeping the business within the family, which pleased the residents of Northshore. – [4] – We’re keeping things small in scale and we’re slowly expanding,” explained William. “In order to keep the quality of our ice cream fresh and just the way my grandfather created his recipes, we don’t want to take any short cuts, which is why we need time.

**------------------------------------------------------------------------**

**155.** What is the purpose of the article?

(A) To advertise the products of a shop

(B) To explain the details of a new

business venture

(C) To discuss the history of a family

business

(D) To explain the prices of the products

**156.** What is indicated about Northshore

Creamery?

(A) It was purchased by a large corporation.

(B) It became famous in town because of

a movie.

(C) It is the pride and joy of the locals.

(D) It doesn’t have enough money to

expand .

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

[3] and [4] does the following sentence

belong?

“Now, the family is ready to open two new

franchises in neighboring cities and, within

5 years, plan to open 6 new shops around

the country.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

**Questions 158-160** refer to the following announcement.

|  |
| --- |
| **Announcement from Acreton City Council**  April 3  Acreton City Council will be creating a new task force charged with reducing unnecessary spending over the next fiscal year. The team of twelve people will be comprised of local business leaders, union representatives, civil servants, and financial consultants. Group members are due to be selected by the end of this month and will begin work almost immediately the following month planning ways to reduce annual local government costs by 10% over the next year by eliminating waste.  Applications for a position are being accepted at this time. Please contact the city council at admin@acretoncc.gov for any information about getting yourself or your organization involved in the project. |

**158.** What is the announcement mainly about?

(A) The formation of a new employment

union

(B) The creation of a financial oversight

committee

(C) The launch of a recruitment effort  
(D) The start of a change in local

legislation

**159.** When is the group due to begin work?

(A) At the beginning of May  
(B) At the end of the year  
(C) At the beginning of the summer  
(D) At the end of this month

**160.** What should interested parties do to get

involved?

(A) Sign a petition  
(B) Attend a meeting  
(C) Send an e-mail  
(D) Fill out a form

**Questions 161-164** refer to the following online chat discussion.

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Janet Logan | [2:15] | I just got off the phone and Mr. King informed me that he wanted his order a couple of weeks earlier than originally planned. Do you think this may be possible? |
| Margaret Lee | [2:16] | There’s no problem on our end. We have all the fabrics ready and cut into their appropriate shapes and sizes. They are ready for the sewing machines. |
| Jason Brown | [2:17] | My team is currently working on the orders from Mr. Bartelli. We have  over 1000 units to sew and another order from Carla Bean after that. |
| Janet Logan | [2:18] | Mr. Bartelli doesn’t need his order until the end of the month and Ms.  Bean’s orders can wait until next week. I can authorize your team to begin this order first. |
| Jason Brown | [2:19] | What is being made and how many units are needed? |
| Janet Logan | [2:20] | Long-sleeved men’s dress shirts. We need 100 units in small, 300 in medium, 300 in large, and 100 in extra-large. |
| Jason Brown | [2:21] | OK then, I think we can finish those in two days. |
| Peter William | [2:22] | We can get buttons on all 800 units within 2-4 hours. |
| Janet Logan | [2:23] | Thank you so much. I appreciate your help. I’m glad that we can accommodate one of our best clients this way. |
|  |  |  |

**161.** At 2:16, what does Margaret Lee mean

when she writes “There’s no problem on

our end”?

(A) Her team can achieve their goals.

(B) Her team can help the other teams .

(C) Their project will take some time.

(D) The problems will be minimal.

**162.** For what type of company does Janet

Logan work?

(A) A shoe shop

(B) A clothing manufacturer

(C) A fashion magazine

(D) A menswear boutique

**163.** According to the discussion, which

department needs the most time?

(A) Ms. Lee’s department

(B) Mr. Brown’s department

(C) Mr. William’s department

(D) Ms. Logan’s department

**164.** What will Janet Logan most likely tell Mr.

King?

(A) That his order will be delayed for a

month

(B) That his order can be completed within

two weeks

(C) That his request will be difficult to

achieve

(D) That his order can be completed early

**Questions 165-167** refer to the following memo.

|  |
| --- |
| **Unsworthy Manufacturing**  **Date:** Wednesday, October 17 **Subject:** Recycling  In response to pressure from local environmental groups, as of November 1 we will be separating all of our industrial waste for recycling. Collections will be made twice weekly on Tuesdays and Fridays from the regional recycling center, which will be supplying colored receptacles for different kinds of waste. All oils should be placed in the green container. All metals and glass belong in the red one. All paper waste should go into the blue one. Plastics will be collected for recycling as normal.  As this new policy also carries a financial benefit to the company, managers in all manufacturing bays are responsible for ensuring that the new protocols for waste disposal are followed, and failure to comply with the policy could result in disciplinary action.  Further information about our updated environmental practices will shortly be available on the Web site. Training sessions for managers will be held on Monday, October 22, but please contact me if you have any further questions in the meantime.  Regards,  Davis Jeeland Operations Director, Unsworthy Manufacturing |

**165.** What is the reason for the change?

(A) The company owners want to save

money on labor.

(B) A new recycling center opened near

the business.

(C) The local government changed its

regulations.

(D) Environmentalists in the area

requested it.

**166.** What can be inferred about Unsworthy

Manufacturing?

(A) It has good relations with local

authorities.

(B) It already recycles its plastic industrial

waste.

(C) It recently increased its workforce.  
(D) It updates its environmental policy

regularly.

**167.** What should supervisors do next week?

(A) Attend a workshop on new procedures  
(B) Update the company's Web site pages  
(C) Make room for new waste receptacles  
(D) Inform their teams of the changes

**Questions 168-171** refer to the following letter.

|  |
| --- |
| **Normanville Farmers’ Market**  April 9  Dear Normanville Resident,  This year’s first Normanville Farmers’ Market will be open on Saturday, April 14, on Clark Street between Main Street and Park Street. The farmers’ market will be available between 9 A.M. and 5 P.M. The mayor of Normanville, Tom Daley, will be present to deliver an address at the opening ceremony. A lot of local farmers, food vendors, and street performers will be at the venue.  “This vibrant market will give our local farmers a nice place to sell their fresh produce. Additionally, because we cut out some middle processes, our prices are lower than those of average grocery stores,” said Suzy Hammer, executive director of the Normanville Farmers’ Association.  Ms. Hammer also mentioned that currently there is not enough parking space to accommodate shoppers. The Normanville Farmers’ Association plans on expanding parking space in the coming months after the market has opened this Saturday. In the meantime, she advises Normanville residents who will visit the market to use public transportation in order to avoid parking difficulties.  The Normanville Farmers’ Market is different from other grocery stores that supply mass-produced food products. The market will provide organic produce that is full of essential vitamins and minerals. As you know, the market will also help the local economy.  Please come this Saturday and see what the Normanville Farmers’ Market has to offer!  Sincerely,  Normanville Farmers’ Association |

**172.** Why was the letter written?

(A) To describe a policy change  
(B) To introduce a new grocery store  
(C) To advertise a market opening  
(D) To announce election results

**173.** What is indicated about Ms. Hammer?

(A) She is a vendor at a farmers’ market.  
(B) She represents other farmers.  
(C) She owns a family-run farm.  
(D) She is the mayor of Normanville.

**174.** What problem is mentioned?

(A) Inadequate parking spots  
(B) Unfair product pricing  
(C) Lack of quality control  
(D) Inclement weather

**175.** What is NOT mentioned as a benefit of

shopping at the venue?

(A) A boost for the local economy   
(B) Competitive prices  
(C) Healthy produce   
(D) Longer opening hours

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

|  |
| --- |
| **Lost and Found**  Parkway City is bracing for another holiday season and urging its citizens and tourists to keep track of their belongings. – [1] – Every year, more than 2000 items show up at the city lost and found located at Parkway City Hall. “but we get even more lost items during the holiday season,” explained Jean King, the managing director of the lost and found. “From around November 25 to January 2, we get a 25% increase in the number of items that are brought to us.  – [2] – Everything from keys, sunglasses, umbrellas, and jewelry to electronic devices, luggage, and shopping bags full of newly purchased items have been brought to the center over the years. “The strangest items we got was a suitcase full of period piece costumes,” says Jean. “The intern working for a film at the time was happy to get it back.”  – [3] – If the items are not claimed within 90 days, they are auctioned off at a public event to raise money for the community center. – [4] – |

**172.** What is the purpose of the article?

(A) To advertise an event for the holidays

(B) To warn citizens of increased crimes

(C) To inform people about lost and found

items

(D) To give information about an auction

**173.** What is suggested about Jean King?

(A) She searches for lost items.

(B) She works for the city.

(C) She is an intern.

(D) She manages the community center.

**174.** What is suggested about the lost items?

(A) They are not kept indefinitely at the

center.

(B) They are usually claimed by their

owners.

(C) They are destroyed when unclaimed.

(D) They are generally new items.

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

and [4] does the following sentence best

belong?

“Many people do come to claim their

missing items, but a vast majority is still left unclaimed.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

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

|  |  |
| --- | --- |
| **Tech Life Hires New CEO** | |
| New York, April 12-Amid a crisis of low sales and disappointing performance, the technology company Tech Life has hired Steve Cross as its new chief executive officer. Previously, he was the chief financial officer at the technology investment firm Esta Resources in San Francisco, California. He assumed the position of CEO at the company-based in Dallas, Texas-just this Monday. Stockholders voted unanimously for the appointment, hoping the new CEO will bring renewed vitality and strength to the company. | “Mr. Cross has an impressive record as a business leader who makes smart decisions,” commented Lynn Dyer, the director of human resources at Tech Life. “We have faith that he will lead us in a new direction that will help develop new markets and optimize our company operations in general.”  Steve Cross graduated from Chester University in Harrisburg, Pennsylvania, with a master’s degree in business administration. He once served as head of the American League of Business Leaders and is a dedicated family man. |

|  |
| --- |
| **To:** Steve Cross <scross@techlife.com> **From:** Lynn Dyer <ldyer@techlife.com> **Subject:** Welcome! **Date:** April 15 |
| Dear Mr. Cross,  It has been almost two years since we met. I am so glad to be collaborating with you again after we worked in the same department at Esta Resources. I felt we cooperated very well at that time, and I had been hoping to work with you again. You will find that we have very dedicated and hard-working teams here. If there is anything I can do to help you make the transition, please don’t hesitate to ask.  Additionally, Tech Life has recently added five new managers to our company. If you have time, please visit them when they will all be attending a mandatory training session at 3:00 P.M. this afternoon in Room 403.  Sincerely,  Lynn Dyer Director of Human Resources Tech Life |

**176.** What problem is Tech Life facing?

(A) A shortage of employees  
(B) An urgent audit  
(C) A decline in profitability  
(D) A potential competitor

**177.** What is mentioned about the

shareholders?

(A) They are allowed to share financial

information.

(B) They will hold a meeting next week.  
(C) They are demanding more dividends.  
(D) They agreed on the appointment of a

new leader.

**178.** In the article, the word “optimize” in

paragraph 2, line 6, is closest in meaning  
to

(A) merge  
(B) improve  
(C) analyze  
(D) maintain

**179.** Where did Ms. Dyer work previously?

(A) In Harrisburg  
(B) In Dallas  
(C) In New York  
(D) In San Francisco

**180.** What is Mr. Cross asked to do?

(A) Teach a training course  
(B) Meet new employees  
(C) Attend a stockholders’ meeting  
(D) Hire new managers

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **The Association of Future and Culture (AFC)**   Quarterly Conference Homer Conference Center, January 10   |  |  | | --- | --- | | 2:00 P.M. | Kelly O’Neill, President, AFC; Principal, Mulligan Elementary School Welcoming speech | | 2:30 P.M. | Mark Kreskas, CEO, SEM Development Group  Enhancing global awareness: leadership and diversity | | 3:30 P.M. | Lucy Hoover, Co-owner, Piedmont Adult Education Center  Gender and fairness of leadership | | 4:30 P.M. | Jon Kimura, Store Manager, Kent Grocery Store The foundations of leadership in the workplace | | 5:30 P.M. | Kenneth Schneider, Professor, Brookstone University Ethics and morality in leadership | | 6:30 P.M. | Question-and-answer session | |

|  |  |
| --- | --- |
| **To:** AFC Members <members@futureculture.org> **From:** Kelly O’Neill <kellyoneill@futureculture.org> **Date:** January 11 **Attachment:** free\_talk.jpg **Subject:** Quarterly Conference   |  | | --- | | Dear AFC Members,  This quarterly conference has been another monumental success. I thank all of you for participating and sharing your expertise with others. I hope you can take the skills learned from the conference and apply them in your local offices and workplaces. Additionally, I encourage all of you to consider giving a presentation at the next conference. If you are interested in doing so, contact Amy Garcia at amygarcia@ futureculture.org.  I would also like to inform you of the invitation made by Kenneth Schneider, who will be giving a talk entitled “Gaining confidence through leadership” in his workplace next month. The talk will be free and open to the public. For more information, please see the attached file.  Finally, it came to my attention that some members were not able to attend the conference due to scheduling conflicts. Therefore, from now on all future conferences will be streamed simultaneously on our Web site so that distant members can watch and listen.  Sincerely,  Kelly O’Neill, President | |

**181.** What was the topic of the conference on

January 10?

(A) How to start a small business  
(B) How to manage finances  
(C) How to lead other people  
(D) How to expand business globally

**182.** When most likely will inquiries start being

made?

(A) At 3:30 P.M.  
(B) At 4:30 P.M.  
(C) At 5:30 P.M.  
(D) At 6:30 P.M.

**183.** Where will a talk be given at no charge?

(A) At Mulligan Elementary School  
(B) At Brookstone University  
(C) At Piedmont Adult Education Center  
(D) At SEM Development Group

**184.** What does Ms. O’Neill invite AFC members

to do?

(A) Attach a receipt  
(B) Fill out a survey  
(C) Prepare a presentation  
(D) Evaluate speakers

**185.** What is mentioned about the upcoming

conference?

(A) It will be held at a new location.  
(B) Its presentations will start later in the

day.

(C) Its attendance fees will be increased.  
(D) It will be broadcast online.

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stark Bank**   |  |  |  |  | | --- | --- | --- | --- | | **Announcements** | **My Accounts** | **Transfer** | **Loans** |   Overdraft Fee  On the date of June 3, you withdrew $100.00 from an ATM in Jacksonville, Florida, exceeding the limit of your debit card account. Therefore, you will be charged an overdraft fee of $30.00. This may have resulted from an accumulation of account withdrawals that were in process at the time you withdrew money from the ATM. We regret to have to make this charge whenever a member’s debit card transactions exceed his or her funds.  In the future, this mistake can be avoided by singing up for our Stark Bank mobile banking service. This service only costs $2 dollars a month. Using your smartphone, you can access your accounts no matter where you are. You can check the amount of money in your accounts, your history of deposits and withdrawals, and most importantly, pending transactions. To sign up, please e-mail us at customerservice@starkbank.com or call us at 904-555-4514. |

|  |
| --- |
| **To:** Customer Service <customerservice@starkbank.com> **From:** Suzie Summers <ssummers@zippynet.com> **Subject:** Overdraft Fee **Date:** June 5 |
| I am concerned that someone may have illegally accessed my account and made a withdrawal. I lost my debit card on June 2, and upon noticing the next day, I immediately froze all of my accounts. Considering these unfortunate circumstances, I politely ask that the bank refrain from charging the fee for this unforeseen overdraft.  I would like to sign up for the banking service you recommended. It sounds like a useful service that can help me manage my finances in a more efficient manner.  Thank you for your assistance.  Suzie Summers |

|  |
| --- |
| **To:** Suzle Summers summers@zippynet.com  **From:** Customer Service customerservice@starkbank.com  **Subject:** Overdraft Review  **Date:** June 6 |
| Dear Ms. Summers,  I am sorry to hear of your misfortunes. According to our account data, we see that you did contact us and freeze your accounts, though it looks like it was too late to prevent the withdrawal and subsequent overdraft of your account. It is a little bit unusual that the transaction that caused the overdraft was at an ATM machine a day after you say that you lost your card. Have you given your access pin to anybody recently? I would be happy to pass your request for overdraft relief on to our fraud department, but you will need to file a police report and then send us the case number that the investigating officer gives you. Once we receive this number, we can proceed with our review of your case.  Thank you and good day.  Laura Massey,  Customer Service Specialist, Stark Bank |

**186.** What is the purpose of the Web page

information?

(A) To announce a new company policy  
(B) To explain an upcoming relocation  
(C) To inform a user about a charge  
(D) To notify a user of phishing attempts

**187.** What is NOT mentioned as being checked

using the mobile banking service?

(A) Account balances  
(B) Interest rates  
(C) Unresolved transactions  
(D) Account history

**188.** What request does Ms. Summers make?

(A) That her accounts be frozen  
(B) That her contact information be updated  
(C) That her extra fee be waived  
(D) That her withdrawal limit be increased

**189.** In the customer service’s e-mail to Suzie

Summers, what does Laura Massey think is odd about Suzie’s story?

(A) Account balances

(B) Interest rates

(C) Unresolved transactions

(D) Account history

**190.** What does Laura Massey instruct Suzie

Summers to do if she wants to get relief

from the overdraft fee?

(A) Write to the fraud department of Stark

Bank

(B) File a police report and give the case

number to Stark Bank

(C) File a claim against the criminals in the

court and give the court number to Stark Bank

(D) File a case number with the fraud

department of Stark Bank

**Questions 191-195** refer to the following e-mails.

|  |
| --- |
| **From:** customerservice@thomsonapp.com **To:** dkerry@coolmail.com **Date:** July 6 **Subject:** Malfunction |
| Dear Ms. Kerry,  We are very sorry to hear about the malfunction with your deluxe refrigerator, MK1213, purchased from Thomson Appliances. You indicated that the ice dispenser on the door of the fridge has stopped functioning. Actually, several customers have reported the same problem. It turned out that the manufacturers made an error in the production process. Fortunately, this problem can easily be fixed by one of our technicians. Currently, our technicians are available Monday, Wednesday, and Thursday next week. Please specify what day and what time works for you.  Additionally, if your refrigerator is under warranty, this repair will be absolutely free. Please let us know your warranty number so we can verify this before sending a technician to your house.  We apologize for this inconvenience. Thank you again for choosing Thomson Appliances.  Sincerely,  Greg Lewis Customer Service |

|  |
| --- |
| **From:** dkerry@coolmail.com **To:** customerservice@thomasanapp.com **Date:** July 7 **Subject:** Re: Malfunction |
| Dear Mr. Lewis,  Thank you for your prompt response. Actually, next week I w ill be away on a business trip in Arkansas and I won't return until Saturday. However, I have a housekeeper who comes to clean on Monday and Friday. If your technician vi sits on either day, she can let him or her in.  My warranty number is A344F56J and is still valid. I will leave this document with my housekeeper in case you need to see it during your visit.  Dana Kerry |

|  |
| --- |
| **From:** customerservice@thomsonapp.com  **To:** dkerry@coolmail.com  **Date:** July 7  **Subject:** Repair Time |
| Dear Ms. Kerry,  Our technician will be able to come by your house on Monday. You will need to be sure to leave the warranty documents so the technician can scan them into our system. This is necessary for us to be reimbursed by the manufacturers. Our technician will come by in the morning and try to be gone by lunch; even though you have a housekeeper, they will try not to leave a mess. Safe travels and we appreciate your patience. Thank you for your loyalty to Thompson Appliances.  Sincerely,  Greg Lewis  Customer Service |

**191.** What is one reason the first e-mail was

sent?

(A) To specify a warranty number

(B) To ask for a date for a visit

(C) To confirm an order

(D) To apologize for a shipping delay

**192.** According to the first e-mail, what is true

about the refrigerator?

(A) It is a newly released model.

(B) It is no longer covered by the warranty.

(C) It has a manufacturing defect.

(D) It is currently on sale.

**193.** What information does Mr. Lewis request

from Ms. Kerry?

(A) Her current address

(B) Her warranty number

(C) Her refrigerator model

(D) Her contact information

**194.** Why does the technician need to scan the

warranty?

(A) To make sure it is still covered

(B) To make sure that the model is correct

(C) To make sure that there are enough

spare parts to make the repairs

(D) To make sure that the manufacturer

covers the repair costs

**195.** Why do you think the technician will come

on Monday?

(A) Because that is the time the technician

is available

(B) Because the technician is too busy on

Friday

(C) Because the housekeeper will be there

to let him in

(D) Because Ms. Kerry is in Arkansas

**Questions 196-200** refer to the following e-mails.

|  |
| --- |
| **To:** Lillian Ross <lillianross@kingstonsportinggoods.com> **From:** Eric West <ericwest@jmsolutions.com> **Date:** November 4, 10:34 A.M. **Subject:** Web Site Development **Attachment:** Details |
| Dear Ms. Ross,  You contacted us last week in order to ask some of our computer programmers to help your company develop a Web site. JM Solutions would be happy to offer you our services.  As I said on the phone, we will help design and program a Web site that will attract more customers and offer an online sales platform. During this time, we will need to hold meetings with your marketing division in order to best capture your company's goals. Once the Web site has been completed in mid-February next year, we will hold a training seminar in order to train your employees in the skills necessary to maintain and update your Web site. The Web site development and training seminar will cost a total of $32,000. We request that a deposit of 10% be paid in advance. Please see the attached file for detailed costs and schedules.  We look forward to working with you in the near future. Our staff members will strive to meet all your needs. Therefore, just let me know when your marketing division is available to meet us in person and discuss some of the details of the project. Please contact me at your convenience.  Eric West |

|  |
| --- |
| **To:** Lillian Ross <lillianross@kingstonsportinggoods.com> **From:** Raymond Wells <raymondwells@kingstonsportinggoods.com> **Date:** November 4, 10:37 A.M. **Subject:** First Quarter Budget **Attachment:** Q1\_Budget |
| Dear Ms. Ross,  I have attached the current draft for the company’s budget for the first quarter of next year. As you will notice, all of the profits made from this year’s back-to-school sale are planned to be spent on billboard advertisements on the main highways. I will call a design team later this afternoon and ask them to create eye-catching images for the advertisement.  At our last meeting, you mentioned that you would like to review the budget before it is finalized. I have already included employee raises in the first quarter’s expenses, but if you can think of anything else, please let me know. I would like to have the budget finalized before next week’s planning meeting.  Raymond Wells |

|  |
| --- |
| **To:** Raymond Wells <raymondwells@kingstonsportinggoods.com>  **From:** Lillian Ross <lillianross@kingstonsportinggoods.com>  **Date:** November 4, 10:40 AM  **Subject:** Emergency Budget Addition |
| Dear Mr. Wells,  I am glad you forwarded me your proposed budget when you did. Just prior to receiving your e-mail, I received an estimate for our planned website development. It looks like it is going to be more expensive than I had anticipated. Although the final bill of $32,000 is not due immediately, we will have to find an extra $3,200 in next year’s first quarter budget if we want to proceed with JM Solutions’ proposal.  If you have any questions regarding this matter, please just come to my office and we can go over where we can make the tough cuts to come up with this funding.  Lillian Ross |

**196.** Why did Mr. West write the first e-mail?

(A) inquire about a service

(B) schedule a meeting

(C) report on a budget

(D) apply for a position

**197.** What service does JM Solutions provide?

(A) Recruitment and employee training

(B) Graphic design

(C) Web programming

(D) Marketing strategy consultation

**198.** According to the second e-mail, how will

the profits of the back-to-school sale be

spent?

(A) repairing some roads

(B) purchasing advertising space

(C) paying for JM Solutions’ service

(D) hiring more employees

**199.** What is indicated by the third e-mail?

(A) The budget for the first quarter of next

year looks good.

(B) JM Solutions has a strong reputation.

(C) It will be easy for Kingston Sporting

Goods to find money in their budget for

web development.

(D) Some items in the budget may lose

their funding in order to pay for web

development.

**200.** Why does Kingston Sporting Goods need

to allow for $3,200 for web development?

(A) They need the best web money can

buy.

(B) They have to expand their business

into other territories.

(C) They have to pay JM Solutions 10% of

the overall cost as a deposit.

(D) They have to negotiate a better price

after the deposit.

TEST 06

|  |
| --- |
| **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.** Pet owners are encouraged to register \_\_\_\_\_\_\_ the workshop on pet training and health offered by the community center.

(A) of  
(B) from  
(C) in  
(D) for

**102.** The CEO held a press conference to \_\_\_\_\_\_\_ for the negative health effects caused by her company’s products.

(A) apologized  
(B) apologize  
(C) apologizes  
(D) apologizing

**103.** There is a \_\_\_\_\_\_\_ difference between the business’s revenues during the peak season compared to the off-peak season.

(A) prosperous  
(B) rural  
(C) significant  
(D) preparatory

**104.** The path through Morrison Park was constructed not only for cyclists \_\_\_\_\_\_\_ joggers.

(A) but also  
(B) though  
(C) in addition to  
(D) neither

**105.** One of the supervisors questioned Ms. Marshall \_\_\_\_\_\_\_ her role in the misuse of the investment funds.

(A) unless  
(B) among  
(C) about  
(D) into

**106.**The occupancy rate at Starburst Hotel has \_\_\_\_\_\_\_ by 24% due to increased competition.

(A) relied  
(B) fallen  
(C) expired  
(D) coincided

**107.** A certificate of \_\_\_\_\_\_\_ was given to the participants in the public speaking skills course.

(A) accomplishment  
(B) accomplish  
(C) accomplished  
(D) accomplishing

**108.** The chef \_\_\_\_\_\_\_ prepares the entree for a restaurant critic often comes out to greet him or her in person.

(A) whose  
(B) what  
(C) either  
(D) who

**109.** The negotiators made a few minor changes to the contract to make the terms \_\_\_\_\_\_\_ to both parties.

(A) agreeable  
(B) agreement  
(C) agree  
(D) agreeing

**110.** The allocation of funds to local schools is \_\_\_\_\_\_\_ on the number of children living in the district.

(A) seen  
(B) based  
(C) placed  
(D) taken

**111.** This palace was \_\_\_\_\_\_\_ used for public ceremonies and celebrations.

(A) traditionally  
(B) traditional  
(C) tradition  
(D) traditions

**112.** The successful candidate will be contacted by an HR representative once the hiring committee makes its \_\_\_\_\_\_\_ decision.

(A) disposable  
(B) numerous  
(C) final  
(D) portable

**113.** The chairperson \_\_\_\_\_\_\_ by an anonymous vote involving all members.

(A) has been selecting  
(B) had to select  
(C) is selecting  
(D) will be selected

**114.** Providing low-interest loans to small businesses is a key \_\_\_\_\_\_\_ of the recovery plan.

(A) vacancy  
(B) status  
(C) component  
(D) rate

**115.** The project would not have been a success without Mr. Ratcliffe’s complete \_\_\_\_\_\_\_, which was demonstrated on several occasions.

(A) dedicated  
(B) dedicate  
(C) dedicates  
(D) dedication

**116.** City politicians will debate the \_\_\_\_\_\_\_ issue at the town hall meeting so that voters can have a better understanding of it.

(A) competent  
(B) observant  
(C) complicated  
(D) indecisive

**117.** \_\_\_\_\_\_\_ the hospital experiences a power outage, power generators will turn on automatically to supply the necessary electricity.

(A) If  
(B) Until  
(C) What  
(D) So

**118.** After the tellers at Stewart Bank underwent extensive training, they treated the customers \_\_\_\_\_\_\_.

(A) more courteously  
(B) courteous  
(C) most courteous  
(D) courtesy

**119.** A gate agent at the airport announced a flight \_\_\_\_\_\_\_ caused by severe weather at the destination.

(A) canceling  
(B) cancels  
(C) cancellation  
(D) cancel

**120.** \_\_\_\_\_\_\_ the outdated equipment is replaced with state-of-the-art machinery, productivity will more than double.

(A) Whether  
(B) Later  
(C) When  
(D) Momentarily

**121.** In order to be eligible for this position, you must have at least five years of experience in the insurance \_\_\_\_\_\_\_.

(A) preservation  
(B) figure  
(C) industry  
(D) description

**122.** Through his extensive research into acquiring language skills, Dr. Harvey Ward has proven \_\_\_\_\_\_\_ to be a leader in the field.

(A) he  
(B) his  
(C) himself  
(D) him

**123.** The seafood sold by Pacific Plus is \_\_\_\_\_\_\_ and therefore must be transported in a temperature-controlled vehicle.

(A) suitable  
(B) widespread  
(C) cautious  
(D) perishable

**124.** The novelist said that his writing was \_\_\_\_\_\_\_ influenced by the late writer Edward Truitt.

(A) manually  
(B) insecurely  
(C) regretfully  
(D) profoundly

**125.** As \_\_\_\_\_\_\_ by the researchers, the new environmentally friendly laundry detergent performed as well as its competitors.

(A) observing  
(B) observed  
(C) observation  
(D) observe

**126.** The Green Society is dedicated to \_\_\_\_\_\_\_ public parks and other natural areas for future generations.

(A) preserving  
(B) consulting  
(C) escorting  
(D) inquiring

**127.** The manufacturing plant that was damaged in the typhoon should \_\_\_\_\_\_\_ its operations later this month.

(A) resumed  
(B) be resuming  
(C) had resumed  
(D) resuming

**128.** Because the team was already behind schedule, the manager did not \_\_\_\_\_\_\_ to Ms. Norton’s vacation request.

(A) accept  
(B) ensure  
(C) consent  
(D) finalize

**129.** The nasal spray allowed Bert to keep his seasonal allergies \_\_\_\_\_\_\_ control without having to get a prescription.

(A) against  
(B) under  
(C) around  
(D) unto

**130.** Sales \_\_\_\_\_\_\_ unavailable to take your call at the moment will call you back as soon as possible.

(A) representation  
(B) represents  
(C) representatives  
(D) representative

|  |
| --- |
| **PART 6**  **Directions:** Read the texts that follow. A word, phrase or sentence is missing in some of the sentences. Four answer choices are given below each of the sentences. 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.

|  |
| --- |
| To: Olivia Paulson  From: Jonathan Hicks  Date: July 19  Subject: Procedural Review  An issue was brought up at the executives meeting last Thursday. Complaints of damaged  goods after being shipped \_\_\_\_\_\_\_ dramatically in the last month. This may be a result of more  **131.**  fragile items being added to the products we now ship. \_\_\_\_\_\_\_ We are reviewing the  **132**.  packaging procedures for our products and are looking to add more steps to \_\_\_\_\_\_\_ that the  **133.**  products are packaged securely and delivered without damage.  Please inform the managers on the manufacturing team to attend an \_\_\_\_\_\_\_ meeting tonight  **134.**  at 7:00 P.M. We hope to address this problem and come up with a sound solution as quickly as  possible so that normal business can resume. |

**131.** (A) increasing

(B) have increased

(C) were increased

(D) increases

**132.** (A) We are thinking of dropping such items

from our product list.

(B) We may need to increase the shipping

and handling cost.

(C) An added insurance cost for such items

has been suggested.

(D) Because of this, we have temporarily

suspended the shipping of accessories

and other fragile items.

**133.** (A) secure

(B) affect

(C) ensure

(D) warrant

**134.** (A) emergency

(B) necessity

(C) decisive

(D) extensive

**Questions 135-138** refer to the following advertisement.

|  |
| --- |
| **Green Clean Services**  Call us: 347-281-7834  \_\_\_\_\_\_\_ 2005, Green Clean has been providing professional and environmentally friendly  **135.**  cleaning services of consistent high quality to all types of commercial and industrial facilities.  \_\_\_\_\_\_\_ We understand the contributions a good employee makes toward our \_\_\_\_\_\_\_ , and  **136.** **137.**  we commit to selecting the best available people to work for you.  Green Clean’s mission is to satisfy our customers’ needs on a daily basis while providing the  best combination of quality, price, and delivery. We accomplish this by continually improving our  systems of \_\_\_\_\_\_\_ . Our goal is to make your facility extremely clean in the greenest way  **138.**  possible. Visit our website today at www.greenclean.com |

**135.** (A) Until

(B) Around

(C) Since

(D) Through

**136.** (A) Drop in today to schedule a tour of

one of our twenty facilities .

(B) We are the biggest manufacture of

environmentally cleaning supplies in the Northwest.

(C) As a service company, we consider our

employees to be our most important

asset.

(D) Allow us to work for you by calling us

today to take care of all of your

accounting needs.

**137.** (A) success

(B) drive

(C) support

(D) determination

**138.** (A) to operate

(B) operates

(C) operated

(D) operation

**Questions 139-142** refer to the following notice.

|  |
| --- |
| **Florist Wanted**  Do you love making people smile? Does the idea of \_\_\_\_\_\_\_ your day being creative and  **139.**  working with nature appeal to you? If so, we would like to encourage you to apply to join our  team at Wild Flowers Florists. \_\_\_\_\_\_\_ We are looking for someone who is customer- \_\_\_\_\_\_\_  **140.** **141.**  first. Creativity is important, but it is secondary to the vision of the client. If you think \_\_\_\_\_\_\_  **142.**  have what it takes to make people smile, please fill out our online application form on our  website, www.WildFiowersFiorists.com. |

**139.** (A) spend

(B) to spend

(C) spending

(D) spent

**140.** (A) You must be good with animals.

(B) Our company is committed to providing

the best floral arrangements for our clients, no matter what their needs.

(C) We use the best fabrics in our designs.

(D) All people love our commitment to

safety.

**141.** (A) oriented

(B) prime

(C) located

(D) sourced

**142.** (A) you

(B) I

(C) they

(D) we

**Questions 143-146** refer to the following letter.

|  |
| --- |
| October 21  Larry Mills  226 Highland Rivers  Fairbank, WA 20037  Dear Mr. Mills,  I am writing in reply to your complaint about the noise levels coming from the surrounding  businesses around the apartment complex. \_\_\_\_\_\_\_, a few people living on the west wing of  **143.**  the building \_\_\_\_\_\_\_ concern over the noise levels. The building committee has conducted  **144.**  meetings over this issue and we have talked to the businesses. \_\_\_\_\_\_\_ Because of this, we  **145.**  are also looking to fortify the windows with noise-proof glass for residences living on the  west wing. Once we have agreed upon the proposals, we will post the announcement on our  bulletin board and you may receive a call. Until then, we ask for your \_\_\_\_\_\_\_ patience.  **146.** |

**143.** (A) As a result

(B) Moreover

(C) On the other hand

(D) Unfortunately

**144.** (A) is expressing

(B) have expressed

(C) expression

(D) be expressive

**145.** (A) However, some of the noises are

inevitable due to the nature of the

businesses.

(B) They will fully cooperate with our

committee.

(C) They have responded to our concerns

and will work to keep noise levels low.

(D) However, they are losing money over

this matter.

**146.** (A) continue

(B) continues

(C) continued

(D) be continuing

|  |
| --- |
| **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 invoice.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Henderson Inc.**  1576 Stevens Road, Pleasantville, NY 10571 (231) 555-0786, www.hendersoninc.com  Order Number: 6694 Date: April 2 Customer: Susan Ward  709 Praise Street  Pleasantville, NY 10571  (203) 555-0167   |  |  |  |  | | --- | --- | --- | --- | | **Item** | **Model** | **Quantity** | **Price** | | Extra-large microwave | MW132 | 1 | $150.00 | | Four-door refrigerator | RF4D | 1 | $2,399.99 | | Smart toaster | TR512 | 1 | $45.50 |   Subtotal $2,595.49  Tax $230.18  Total due $2,825.67  Local customers are eligible for free shipping on purchases over $1,000. |

**147.** What does Henderson Inc. sell?

(A) Home appliances  
(B) Office furniture  
(C) Computer equipment  
(D) Construction materials

**148.** What is indicated about Ms. Ward?

(A) She must pick up her items in person.  
(B) She is eligible for a special discount.  
(C) She will receive her deliveries at no

charge.

(D) She paid with a check.

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

|  |  |
| --- | --- |
|  | |
| **DAN COOPER** | 10:10 |
| Did you finish your meeting? | |
|  | |
| **HEATHER BERRY** | 10:10 |
| Not yet. | |
|  | |
| **DAN COOPER** | 10:11 |
| Okay, message me when you’re done. | |
|  | |
| **HEATHER BERRY** | 10:11 |
| I’m free now. They took a break for snacks and the bathroom. | |
|  | |
| **DAN COOPER** | 10:13 |
| Great. I was wondering if you’d take the interns to lunch today | |
|  | |
| **HEATHER BERRY** | 10:13 |
| Are you bailing on it? | |
|  | |
| **DAN COOPER** | 10:14 |
| I have to. I need to be in North Point by 2. | |
|  | |
| **HEATHER BERRY** | 10:14 |
| No worries. I’ll take them | |
|  | |
| **DAN COOPER** | 10:16 |
| Thanks. I’d hate to cancel on them. | |
|  | |

**149.** What is suggested about Ms. Berry?

(A) She is eating a snack.

(B) She will be promoted.

(C) She is in the middle of meetings.

(D) She plans on cancelling a lunch

appointment

**150.** At 1 0:13, what does Ms. Berry mean

when she writes, “Are you bailing on it?”

(A) She’s asking if Mr. Cooper has finished

his meeting.

(B) She’s inquiring if Mr. Cooper will be

missing the appointment.

(C) She wants to know if Mr. Cooper will

go to North Point.

(D) She would like Mr. Cooper to notify her

when he leaves.

**Questions 151-152** refer to the following flyer.

|  |
| --- |
| **Superbox Theaters**  Superbox Theaters is now offering reduced prices on matinee tickets this December. Use this early-bird special and pay half the price for the first matinee show. This offer applies to all movies, seven days a week, even including our new releases!  Group visits from schools and companies are encouraged. If you have a large group, you might want to reserve your tickets in advance. Tickets can be purchased in person from theater staff, or online at www.superboxtheaters.com and www.abcticketworld.com. Additionally, when buying tickets online, we offer the convenience of choosing your seat number. Information and reviews of current and upcoming films are also available on the Web site. Come on down to Superbox Theaters and take advantage of this great offer. |

**151.** What is indicated about Superbox

Theaters?

(A) It will screen fewer films this December.

(B) It is hiring part-timers.  
(C) It will be adding a new theater location.  
(D) It is providing lower prices on certain

screenings.

**152.** What are customers able to do on the Web

site?

(A) Demand a refund  
(B) Select a seat location  
(C) Sign up for a newsletter  
(D) Renew their membership

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  | | --- | | Aaron Sandler <asandler@milleradvertising.com> |   **To**   |  | | --- | | Sam Miller <smiller@milleradvertising,com> |   **From**   |  | | --- | | Tuesday’s Meeting |   **Subject**   |  | | --- | | November 12 |   **Date** |
| Dear Mr.Sandler,  This month’s business review meeting is scheduled for Thursday, November 15. As you know, this meeting is a great opportunity for us to assess our operating plan and to make any adjustments that might help us keep up with constant changes in the marketplace. As an advertising agency, it’s crucial we stay informed about the newest market trends. Therefore, I was excited when I heard that Tsuyoshi Ito, manager of our Japanese branch, would be visiting this Friday. In order to take advantage of his expertise and knowledge, I would like to change the meeting date so that Mr. Ito can attend.  This will be Mr. Ito’s first time in the country, so I would like you to pick him up from the airport. A company car will be provided to you for this purpose. I will e-mail again once I have more details concerning Mr. Ito’s arrival time.  Sincerely,  Sam Miller President Miller Advertising |

**153.** What is the purpose of the e-mail?

(A) To reschedule a meeting

(B) To request a monthly operating report  
(C) To introduce a new employee   
(D) To propose a new marketing strategy

**154.** What does the e-mail indicate about Mr.

Ito?

(A) He is changing positions.  
(B) He often travels for business.  
(C) He works in advertising.  
(D) He is a client of Mr. Miller’s

**Questions 155-157** refer to the following e-mail.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  | | --- | | Aaron Sandler <asandler@milleradvertising.com> |   **To**   |  | | --- | | Sam Miller <smiller@milleradvertising,com> |   **From**   |  | | --- | | Tuesday’s Meeting |   **Subject**   |  | | --- | | November 12 |   **Date** |
| Hello Bridget,  – [1] – Our shipment of beverages will arrive tomorrow morning around 10:00 A.M. Please keep inventory and make sure that all the shipments are accurate as they are unloaded. Also, some of the beverages will need to be refrigerated right away so please make sure that that issue is taken care of in a timely fashion. - [2]- The temperatures are expected to be high tomorrow so we’ll need to get all the shipments to storage as soon as possible. –  [3] – We have 2 refrigerated trucks we'll send with you and we'll have a crew waiting for your arrival at the warehouse. – [4] –  If there are any problems or you need any help with issues that arise, please contact me by phone. I’ll be in the office early tomorrow.  Thanks,  Victor |

**155.** What is the purpose of the e-mail?

(A) To inform the suppliers of a mistake

(B) To give an employee instructions

(C) To order a shipment of beverages

(D) To keep inventory of products

**156.** Why is Victor concerned about the

shipment?

(A) The products are fragile.

(B) They may arrive late.

(C) They are temperature sensitive.

(D) They are for an important client.

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

and [4] does the following sentence

belong?

"I’m worried about the weather."

(A) [1]

(B) [2]

(C) [3]

(D) [4]

**Questions 158-160** refer to the following advertisement.

|  |
| --- |
| **Marigold Bakery**  451 Clark Street, Ellis Town  253-555-1298  Marigold Bakery is a family-run business that has been making delicious and irresistible sweet treats for over 30 years. Our store is located in historic downtown Ellis Town, and offers a warm decor and inviting atmosphere.  We offer:  • Made-to-order pastries for parties, weddings, and corporate events  • Gluten- or sugar-free refreshments and vegetarian sandwiches  • Custom cake designs  Hours:  Monday to Saturday, 9:00 A.M. to 5:00 P.M.  We will be closing this September in order to expand the size of our store.  Sunday cooking class:  Marigold Bakery values positive interactions with the community. Therefore, we are currently holding a cooking class for teenagers in the community. Baking teaches the values of patience and hard work! |

**158.** What is mentioned about Marigold

Bakery?

(A) It is internationally known.

(B) It has been going on for over 30 years.  
(C) It is taught by an experienced baker.  
(D) It is designed for local teenagers.

**159.** According to the advertisement, what will

happen in September?

(A) The store will shut down for

renovations.

(B) A classroom will be constructed.  
(C) The menu will be expanded.

(D) The shop will cater a community event.

**160.** What is indicated about the cooking class?

(A) It will be held at a community center

this year.

(B) It employees local students.  
(C) It offers options for those with dietary

restrictions.

(D) Its store space can be rented for

various events.

**Questions 161-164** refer to the following online chat discussion.

|  |  |  |
| --- | --- | --- |
| **Peter Jones Lunch** | | |
|  | | |
| Peter Jones | [12:10] | I’m heading to the new pizza parlor across the street for lunch. Does anyone want to join me? |
| Martin Lee | [12:10] | Count me in! |
| Laura Vans | [12:11] | Theo and I are working on our presentation for tomorrow so we can’t. |
| Theo Gibbs | [12:12] | Can you bring back some pizza for us? |
| Peter Jones | [12:13] | Sure. What kind of pizza do you want? |
| Laura Vans | [12:14] | I’ll take whatever their best-selling pizza is. One large slice will be enough for me. |
| Theo Gibbs | [12:15] | Pepperoni for me. One slice. |
| Peter Jones | [12:15] | No problem. I’ll be back in one hour. Is your presentation about the new product line? |
| Laura Vans | [12:16] | Yes, we.re almost finished but we’re working on making the visuals more impressive. |
| Martin Lee | [12:17] | If you’d like, I can help you with the visuals. I have a bit of a background in computer graphics. |
| Theo Gibbs | [12:17] | That would be great. Laura and I are good with basic computer programs, but neither of us is very good at making visuals. |
| Peter Jones | [12:18] | When Martin and I come back, we can help you finish your presentation. |
| Laura Vans | [12:18] | Thanks so much! |
| Theo Gibbs | [12:19] | Awesome! |
|  |  |  |

**161.** Where most likely are the participants?

(A) At a restaurant

(B) At a pizza shop

(C) At a company

(D) In an electronics shop

**162.** At 12:10, what does Martin Lee mean

when he says, “Count me in”?

(A) He’s doing a presentation.

(B) He’s in his office.

(C) He would like to go out for lunch.

(D) He’s currently in a meeting.

**163.** What is indicated about the presentation?

(A) It will be presented after lunch.

(B) It is about new products.

(C) It is very long.

(D) It needs more information.

**164.** What will Martin Lee most likely help the

presenters with?

(A) Their graphics

(B) Their information

(C) Their computer use

(D) Their presentation format

**Questions 165-167** refer to the following e-mail.

|  |
| --- |
| **To:** All Employees <staff@jointsystems.com> **From:** Fred Hanes <fhanes@jointsystems.com> **Subject:** Community Park Cleanup **Date:** February 12 |
| Joint Systems is a company that tries to take every opportunity to give back to our community. Therefore, I am urging all of our employees to take part in the upcoming community park cleanup sponsored by the city of Harrisburg. Without the dedication of volunteers, our parks and public spaces would not be free of litter. Donate some of your free time to keeping Harrisburg a beautiful and inviting city.  The community park cleanup will be held next Friday, February 18, from 1:00 to 5:00 P.M. Employees who wish to participate will leave work at lunchtime, yet will still be paid as if they had worked a full day. Volunteers are asked to bring supplies such as protective outerwear, tools, insect repellent, trash bags, and snacks.  A shuttle bus will depart from the company parking lot at 1:20 P.M. on Friday to take volunteers to the volunteer location. If you have a specific preference concerning the type of work you would like to do, please contact event organizer Don Lewis at 435-555-6768.  We appreciate everyone’s enthusiasm and support.  Fred Hanes Human Resources, Joint Systems |

**165.** What is the purpose of the e-mail?

(A) To organize a business trip  
(B) To request updated information  
(C) To offer additional skills training  
(D) To promote a community event

**166.** What would probably NOT be necessary

for participants?

(A) A company uniform  
(B) A mosquito spray can  
(C) A rake  
(D) A sandwich

**167.** According to the e-mail, what is Mr. Lewis

responsible for?

(A) Raising awareness about food waste  
(B) Analyzing customer feedback  
(C) Assigning individuals tasks  
(D) Cleaning a community center

**Questions 168-171** refer to the following Web page.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **http://www.sanchezcardealership.com/about**  **Sanchez Motors**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | ABOUT | NEWS | MODELS | SERVICE | COMMUNITY |   **About Sanchez Motors**  Carlos Sanchez always had the dream of owning his own car dealership ever since he started working as an assistant in an auto repair shop. After saving his money for ten years, he finally opened Sanchez Motors, and has been serving the community with integrity and pride ever since. Sanchez Motors carries all kinds of vehicles, from sports cars and vans to SUVs and trucks. Not sure what car fits your needs? Then come on down and try driving a variety of vehicles to see what's right for you.  Until the end of the year, Sanchez Motors is giving you an amazing offer on our popular line of Spitfire pickup trucks and Stark SUVs. If you make a down payment of just $3,000, you will be eligible for an extremely low interest rate on your monthly installments.  Sanchez Motors is located off Highway 5, just outside of the town of Stockton. We are open 7 days a week, from 9:00 A.M. to 9:00 P.M. Don’t hesitate, and come pay us a visit! |

**168.** What is indicated about Mr. Sanchez?

(A) He works at an auto repair shop.  
(B) He started his own business.  
(C) He is a race car driver.  
(D) He designs a variety of vehicles.

**169.**The word “carries” in paragraph 1, line 4, is

closest in meaning to

(A) moves  
(B) manufactures  
(C) sells  
(D) develops

**170.** What is suggested about Sanchez Motors?

(A) It allows customers to test products.  
(B) It operates a store in downtown

Stockton.

(C) It offers vehicle customization.  
(D) It closes on weekends.

**171.** What is available to customers until the end

of the year?

(A) Discounts on sports cars and vans  
(B) An extended warranty at no extra cost  
(C) A special payment option  
(D) A free oil change with any purchase

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

|  |
| --- |
| ***Clean and Green***  The town of Korden has much to celebrate as the new hydrogen fuel car company, Newmark, plans to open a massive manufacturing plant in the next few months. – [1] – Newmark already supplies some of the greenest cities around the world including Vancouver, Singapore, Honolulu, and Amsterdam with hydrogen-fueled public buses and taxis. – [2] – The company is forecast to grow by 120% to the next 5 years. Furthermore, the opening of the plant in Korden is expected to bring in 300 new jobs. – [3] – The old Handai facilities will be the site of the new Newmark facilities. The mayor of Korden is also working to provide government subsidies to those who purchase a hydrogen-fueled car in hopes that the gas guzzling conventional cars eventually become a thing of the past. – [4] – |

**172.** What is the main topic of the article?

(A) Alternative energy sources

(B) Environmentally friendly cities

(C) The opening of a new factory

(D) The future of car companies

**173.** What will happen to the old car factories?

(A) They will be destroyed and rebuilt

(B) They will be the new site of the

hydrogen fuel car company

(C) They will be turned into office buildings

(D) They will house all the old conventional

cars

**174.** What is suggested about Korden?

(A) It will become one of the greenest

cities.

(B) Its economy will stay stagnant.

(C) It will attract new car companies.

(D) It will grow economically.

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

and [4] does the following sentence belong?

“This is welcome news for a town that has suffered economically after the closure of its car manufacturing plants in the 1990’s and after its stagnant growth since then.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

**Questions 176-180** refer to the following e-mail and Web page.

|  |
| --- |
| **From:** Kevin Draper <kdraper@fivestarbank.com> **To:** Sam Brown <sbrown@zippy.com> **Date:** April 22 **Subject:** Home Loan |
| Dear Mr. Brown,  Thank you for choosing Five Star Financial Bank as the provider of your home loan. We strive to offer you the most competitive repayment plans as well as superb customer support. Below is a summary of the loan you have taken out with us.  **Mortgage Type** **Amount** **Repayment Period**  Home Opportunity Loan $70,000.00 15 years  During the period of your loan, senior banker Martha King will be in charge of your repayment plan. Understanding the terms of your loan is crucial to successfully paying back your loan and avoiding penalties. We advise you to schedule a time to meet with Ms. King so she can help to further familiarize you with your home loan.  If you sign up for our online banking services, you will be able to quickly and conveniently check on your repayment progress.  Thanks again for trusting Five Star Financial Bank with your home loan.  Sincerely,  Kevin Draper Loan Specialist Five Star Financial Bank |

|  |
| --- |
| Listed below are the various home loans available to members of Five Star Financial Bank. Learning about different kinds of loans will help you make an informed decision. Review the loan choices below and decide which loan is right for your situation.  **Fixed-Rate Mortgage Loan** - This loan ensures that your interest rate and monthly principal repayment remain the same during the entire period of your loan. This loan protects you from rising interest rates and may be a good choice if you plan to live in your home for a long time.  **Adjustable-Rate Mortgage Loan** - Your interest rate remains fixed for the initial 5 years, and then is adjusted annually. Typically, this loan has a lower initial interest rate than on a fixed-rate mortgage.  **Interest-Only Mortgage Loan** - During the initial 5 years of the loan, you are required to make payments on interest only. This option is suitable for those with fluctuating incomes. When your finances are tight, you can make the interest-only payment. And when your earnings increase, you can make payments on principal.  **Home Opportunity Loan** - This special loan is designed for first-time home buyers. You do not need a large down payment and a perfect credit rating in order to qualify for this loan. |

**176.** What does Mr. Draper suggest Mr. Brown

do?

(A) Apply for a position  
(B) Arrange a meeting  
(C) Make a down payment in April  
(D) Become a bank member

**177.** How is Mr. Brown advised to keep track of

his loan?

(A) By meeting with Mr. Draper

(B) By reading a regular e-mail from a bank

(C) By using banking services on the

Internet

(D) By calling a bank hotline

**178.** What information does the Web page

provide?

(A) Bank account statements  
(B) Quarterly interest rates  
(C) Repayment options  
(D) A roster of members

**179.** What plan is suitable for those with

unstable earnings?

(A) Fixed-Rate Mortgage Loan  
(B) Adjustable-Rate Mortgage Loan  
(C) Interest-Only Mortgage Loan  
(D) Home Opportunity Loan

**180.** What in indicated about Mr. Brown?

(A) He made a large down payment.  
(B) He earns a steady salary.  
(C) He recently bought his first home.  
(D) He will retire in the near future.

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

|  |
| --- |
| ***Madison Business Update***  November 15–Sun Microchips is the largest producer in the country of the integrated circuits that go into computers, smartphones, and other digital electronics. The company has recently built a new factory in Madison and will begin operations starting in January of next year. The chief executive officer of Sun Microchips, Melinda Piers, stated that, “As the market for consumer electronics continues to become larger and larger globally, companies like Sun Microchips are expanding to meet the needs.”  “We are looking to hire a variety of people such as factory workers, personnel employees, and accountants. We expect the opening of the factory to create over 200 jobs in Madison,” said Ms. Piers. She noted that the company will try to hire local applicants first, but that those living outside of Madison are also encouraged to apply.  Applicants must submit their resume by November 25 by e-mailing Tina Zimmerman at tzimmerman@sunmicrochips.com. Sun Microchips will be holding interviews next month on two separate dates. Those applying as general laborers for jobs on the assembly line should schedule an interview between December 3 and 8. Those interested in positions in personnel, accounting, and customer service are required to schedule an interview between December 9 and 11. |

|  |
| --- |
| **To:** Tina Zimmerman <tzimmerman@sunmicrochips.com> **From:** Jake Henry <jakehenry@tnamail.com> **Date:** November 21 **Subject:** Opening at Sun Microchips **Attachment:** resume.doc |
| Dear Ms. Zimmerman,  I recently read an article in the *Madison* Business *Update* about the openings at a new factory in Madison. As a former employee of Sun Microchips, I was excited by the prospect of joining your company again.  Please see the attached file. I would really appreciate it if you would give me a chance to have an interview. Anytime on December 1Owill work for me. If you would like to learn more about my past work experience with Sun Microchips, you can contact my former supervisor, Todd Smith. He is still working there.  I look forward to meeting you.  Jake Henry |

**181.** According to Ms. Piers, what is true about

consumer electronics?

(A) Their demand is constantly increasing.  
(B) They are becoming more and more

expensive.

(C) They will be produced only in a few

countries.

(D) They can affect users’ health.

**182.** What is Sun Microchips planning to do?

(A) Launch the latest model of smartphone

(B) Build a new factory overseas

(C) Give preference to local job candidates

(D) Hire a new chief executive officer

**183.** Who most likely is Ms. Zimmerman?

(A) A computer technician  
(B) A human resource manager  
(C) A factory worker  
(D) An accountant

**184.** What is the purpose of the e-mail?

(A) To quit a job  
(B) To postpone an appointment  
(C) To ask for an interview  
(D) To accept a job offer

**185.** What can be inferred about Mr. Henry?

(A) He is a local resident of Madison.  
(B) He has a degree in computer science.  
(C) He currently works at Sun Microchips.  
(D) He wants an office posit ion.

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

|  |
| --- |
| **From:** Henry Choi <henrychoi@neatsolutions.com> **To:** Jenny Davis <jennydavis@tmgolf.com> **Date:** August 8 **Subject:** Endless Acres Golf Club **Attachment:** draft |
| Dear Ms. Davis,  Attached is the newest draft of the advertisement for Endless Acres Golf Club. I have incorporated the advertising slogan you sent me into my design. I used a combination of eye-catching graphics to grab the attention of newspaper readers. I also added some helpful information to the end of the advertisement. Please let me know if the design and new additions meet your expectations. Along with the concurrent television ad, I think this advertisement will help bring a lot of new customers to Endless Acres Golf Club.  Sincerely,  Henry Choi |

|  |
| --- |
| Endless Acres Golf Club  1232 Hilly Meadows Drive, Mapleview, CO  Take a break from all the stress of life and play a round of relaxing golf at Endless Acres Golf Club. After a game of golf, enjoy a meal at our restaurant in a sophisticated and welcoming environment.  We are currently offering the following promotion:  Reserve a tee time for a party of seven or more golfers and receive 20% off. Additionally, every member of your group will receive a coupon for $5 off any purchase from our golf shop.  We were recently praised by the Rolling Meadows Daily for the superb maintenance of our golf course and grounds. Come in and enjoy the best golf course in the states of Colorado. We are located off exit 21 on Highway 5. Just look for our billboard. You can’t miss it!  Reservations can now be made online at our Web site at www.endlessacresgolf.com or by calling 555-4834 |

|  |
| --- |
| **From:** Logan Mankins <lmankins@crushing.com>  **To:** reservations@endlessacresgolfclub.com  **Date:** July 6  **Subject:** Re: Tee Time and Dinner for 10 |
| Hello,  I saw your ad in the newspaper and I have a couple quick questions about your deals. First, we have a group of ten golfers. Now I know most courses generally limit a group to four players to keep up the pace of play, but I was really hoping you could make an exception for us and allow two groups of five. We will even rent golf carts to ensure that we don’t cause a delay. As for the $5 gift cards to the pro shop, I was wondering if they could be pooled together for one large purchase. It is my son’s birthday and I would like to buy him a new putter and they are awfully expensive these days. $50 bucks could go a long way to giving him a great gift!  We would like to tee off around 11:30 A.M. on Saturday, July 20th, and then have dinner there at about 6:00 P.M. Please write back to confirm our tee time and answer my queries.  Thank you for your time!  Have a great day,  Logan Mankins |

**186.** How does Logan Mankins propose to keep

his two groups of 5 golfers from delaying

the other golfers on the course?

(A) He guarantees they will play fast.

(B) He promises that they are very good at

golf.

(C) He writes that he will buy a new putter

for his son.

(D) He informs the club that the two groups

will be driving golf carts.

**187.** Where would the advertisement most likely

appear?

(A) On television

(B) In a magazine

(C) In a newspaper

(D) On a billboard

**188.** What has been added to the

advertisement?

(A) Promotional details

(B) Driving directions

(C) Contact information

(D) Customer reviews

**189.** What does Logan Mankins want to do with

the $5 credit the members get for the golf

shop?

(A) He wants to buy his son a putter with

his.

(B) He wants to use them to pay for green

fees.

(C) He wants to combine it with the 20%

group discount.

(D) He wants to combine all of the

discounts together and apply it to one

purchase.

**190.** What did The Rolling Meadows Daily

indicate about Endless Acres Golf Club?

(A) The location is convenient.

(B) The facilities are well kept.

(C) The membership fees are affordable.

(D) The restaurant updates its menu

regularly.

**Questions 191-195** refer to the following e-mail and schedule.

|  |
| --- |
| **To:** Library Members <members@claytonlibrary.edu> **From:** Holly Allen <hollyallen@claytonlibrary.edu> **Subject:** Events This Month **Date:** August 1 **Attachment:** August Event Calendar |
| Dear Members of the Clayton Library,  Thank you for your continued support of the Clayton Library. Your monthly membership fees help us to obtain new books, computers, journal subscriptions, and other resources that are useful to the entire community. We would like to inform you of some special upcoming events this month you may be interested in attending.  First, famous children’s book author and storyteller Ebert Butler will be visiting our library. He will be reading from his new book, *The Mysterious Cat,* and signing autographs. His book was recently nominated for the Children's Book of the Year Award. Kathy Butler, Mr. Butler's wife, will also be in attendance at this event. She has drawn the pictures in most of Mr. Butler's books, including *The Mysterious Cat.* This event costs $10, but is provided free for library members.  Later in the month, renowned wildlife photographer Nina Brooks will be holding an exhibition on the main floor of the library. Ms. Brooks recently returned from a trip to Kenya, where she photographed cheetahs, giraffes, elephants, and other animals. Her photographs capture the vividness of the wildlife and the majesty of nature.  In addition to these two featured events, there will be a variety of workshops, games nights, and other events this month. Check the attached calendar for details. All events, including Movie Night, are free unless noted otherwise.  Sincerely,  Holly Allen Library Events Coordinator |

|  |  |  |  |
| --- | --- | --- | --- |
| Clayton Library Events Calendar  **August**   |  |  |  | | --- | --- | --- | | **Date/Time** Saturday, Aug. 2, 5:00 P.M. Friday, Aug. 8, 7:00 P.M. Sunday, Aug. 17, 6:00 P.M. Wednesday, Aug. 20, 3:00 P.M. Saturday, Aug. 30, 2:00 P.M | **Event Title** Creative Writers Workshop Movie Night *The Mysterious Cat* Reading Knitting Club Photo Exhibition Opening | **Notes** Led by Donna Ward Family-friendly event Entrance cost of $1 0 Complimentary refreshments Entrance cost of $5 | |

|  |  |  |
| --- | --- | --- |
|  | Clayton Library Community Chat Board |  |
| **August 1**  **>User 10: Jjohnson231**  Subject: Creative Writers Workshop August 2  Hey, is anybody going to go to the writers workshop tomorrow? I heard that Donna Ward is an outstanding teacher. I could really use some feedback on my latest short story too. Post if you are going! – Jim  -**-----------------------------------------------------------------------------------------------------------------------------------------------**  **> User 10: Storytimechuck**  Subject: Re: Creative Writers Workshop August 2  Hey jjohnson231! I am going for sure. You are right, Donna is the best. Her knowledge of narrative and pacing has really helped me with my screenplay. Maybe I could read through your short story after the workshop and give you my feedback too? The more eyes the better, I always say! I’ll let you take a look through my screenplay too if you are interested. See you tomorrow! – Chuck | | |

**191.** What is the purpose of the e-mail?

(A) To introduce new members

(B) To promote upcoming events

(C) To announce some schedule

adjustments

(D) To solicit donations

**192.** What is indicated about Ebert Butler?

(A) His wife is an illustrator.

(B) He has recently published his first

book.

(C) He has several cats.

(D) He will receive an award soon.

**193.** According to the chat board, what does

Donna Ward excel at?

(A) Creating vivid photographs

(B) Writing successful screenplays

(C) Understanding the role of timing and

storylines

(D) Working with young poets

**194.** When can library users meet Kathy Butler?

(A) On Wednesday

(B) Friday

(C) Saturday

(D) Sunday

**195.** What will likely happen after the Creative

Writers Workshop on August 2?

(A) Everyone will know how to write poetry

better.

(B) Chuck and Jim will exchange their work

to give each other feedback.

(C) Donna Ward will publish her novel.

(D) Chuck and Donna will work with Jim’s

short story.

**Questions 186-190** refer to the following information, form and letter.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Red Rock Leather Goods**  Thank you for purchasing a leather product from Red Rock Leather Goods. We manufacture all of our products to meet the highest quality standards and pride ourselves on excellent customer service. All of our products are individually and meticulously made by skillful craftsmen. We offer a lifetime guarantee that covers all defects in craftsmanship except normal wear and tear. We will repair or replace any pieces due to our fault for as long as you own your Red Rock product.  If your Red Rock product is not under warranty, we offer repairs at the following rates:   |  |  |  |  | | --- | --- | --- | --- | |  | Wallets | Handbags | Jackets | | Missing button repair | $10 | $15 | $20 | | Sipper repair and replacement | $20 | $30 | $45 | | Seam repair and stitching | $40 | $50 | $60 |   The warranty is non-transferable and covers only the original purchaser. Additionally, the sales receipt is necessary to validate your warranty and receive service. This warranty does not apply to products purchased from second-hand stores or unauthorized dealers. |

|  |
| --- |
| **Red Rock Leather Goods**  **Repair Request Form**  **Name:** Melisa Perkins\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Date:** February 28\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Address:** 458 Center Circle Drive, Chicago, IL\_\_  **Product:** Coco TX Handbag\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Description of repairs to be made:** *I bought this item last year from a Red Rock Leather Goods store in Chicago, IL.\_\_\_\_\_ However, after just six months, the zipper became jammed and no longer opens or\_\_\_\_ closes. Because this is a manufacturing defect, I assume it will be covered by the\_\_\_\_\_ warranty. I have been a regular customer of Red Rock Leather Goods for 12 years, and this is the first time I have had a problem.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*  I have read and agree to all the terms concerning returns and repairs. I certify that this product was purchased at an official Red Rock Leather Goods store and that I am the original purchaser of this product.  **Signature:** Melisa Perkins\_\_\_\_\_\_ **Date:** February 28\_\_\_\_\_\_\_  Note: It may take some time for your product to be returned to you. If you have any questions, please call us at 812-555-8541. |

|  |
| --- |
| Dear Melisa Perkins,  Thank you for submitting your request for repairs to your Red Rock Leather Goods Coco TX Handbag. We have received and inspected your item and documents and concluded that it falls within our warranty. It is scheduled to go in for repair this coming week. Once it has been returned to working order, we will express mail it to the address you provided in your Repair Request Form. I would like to thank you on behalf of your Red Rock Leather Goods for your 12 years of patronage and apologize for any inconvenience the failure of your Coco TX Handbag has caused you. |

**196.** What is indicated about Red Rock Leather

Goods’ products?

(A) They are sold nationwide.

(B) They are relatively expensive.

(C) They are made by hand.

(D) They come in a variety of colors.

**197.** Why did Ms. Perkins fill out a form?

(A) To receive a cash refund on a product

(B) To report a defective item

(C) To file a customer service complaint

(D) To extend a warranty contract

**198.** How much would Ms. Perkins be charged

if her item was purchased at a second-hand store?

(A) $15

(B) $20

(C) $30

(D) $45

**199.** In the letter to Melisa Perkins, the word

“patronage” in line 7 is closest in meaning

to

(A) Marketing

(B) Support

(C) Competition

(D) Investment

**200.** What can you infer from the letter to Melisa

Perkins approving her request for warranty

coverage?

(A) It was a manufacturing defect.

(B) Red Rock Leather Goods is a quality

brand.

(C) Melisa Perkins included her receipt of

sale from an authorized Red Rock Leather Goods store.

(D) Melisa Perkins included $30 for zipper

repair to her Coco TX Handbag.

TEST 07

|  |
| --- |
| **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.** Recyclable materials such as glass and plastic are collected \_\_\_\_\_\_\_ weekly on Mondays and Thursdays.

(A) twice  
(B) much  
(C) yet  
(D) far

**102.** Due to congestion on the roads, an increasing number of manufacturers \_\_\_\_\_\_\_ transport their goods by train.

(A) either  
(B) very  
(C) now  
(D) rather

**103.** When customers have a complaint, employees have been instructed \_\_\_\_\_\_\_ the supervisor on duty.

(A) to inform  
(B) to have informed  
(C) to informing  
(D) to be informed

**104.** Old furniture, vintage jewelry, and other \_\_\_\_\_\_\_ are available for sale at this market.

(A) quantities  
(B) antiques  
(C) compartments  
(D) statements

**105.** \_\_\_\_\_\_\_ the necessary safety precautions are not taken, there could be a higher risk of injury.

(A) Just  
(B) If  
(C) That  
(D) From

**106.** Dissatisfied customers of Maple Housekeeping may terminate the contract \_\_\_\_\_\_\_ three days of the first cleaning session.

(A) as  
(B) by  
(C) within  
(D) unless

**107.** The free clinic on Warren Street is \_\_\_\_\_\_\_ by volunteer doctors and nurses.

(A) retained  
(B) staffed  
(C) founded  
(D) produced

**108.** Ms. Fox extended the operating hours of the store because she agreed \_\_\_\_\_\_\_ Mr. Arbor that they were not long enough.

(A) for  
(B) against

(C) to  
(D) with

**109.** Investigators visited the site to ensure that it complied with the \_\_\_\_\_\_\_ regulations in the field.

(A) applicability  
(B) apply  
(C) applies  
(D) applicable

**110.** The majority of occupants \_\_\_\_\_\_\_ live in Regal Towers are upset about the ongoing problems with their air conditioning systems.

(A) what  
(B) where  
(C) they  
(D) who

**111.** Mr. Hughes broke up the staff into small discussion groups to improve \_\_\_\_\_\_\_ in meetings.

(A) participation  
(B) participates  
(C) participant  
(D) participated

**112.** The exchange rate has increased by 3.2% compared to the \_\_\_\_\_\_\_ month of the previous year.

(A) only  
(B) same  
(C) later  
(D) true

**113.** Brenda Tipton is \_\_\_\_\_\_\_ to win the race for mayor because she has the most experience of all the candidates.

(A) predictable  
(B) predict  
(C) predicts  
(D) predicted

**114.** Those who attend the creative writing workshop will learn a variety of useful methods \_\_\_\_\_\_\_ the next two days.

(A) above  
(B) at  
(C) toward  
(D) over

**115.** By \_\_\_\_\_\_\_ planning the relocation in advance, we can minimize unexpected expenses and increase efficiency.

(A) carefully  
(B) cares  
(C) to care  
(D) cared

**116.** According to company policy, \_\_\_\_\_\_\_ requests for reimbursement of business expenses must be accompanied by a receipt.

(A) since  
(B) every  
(C) all  
(D) much

**117.** Safe-Co has \_\_\_\_\_\_\_ home security products since its founding in 2008.

(A) corresponded  
(B) functioned  
(C) manufactured  
(D) enrolled

**118.** \_\_\_\_\_\_\_ of an error on the order form, some of the construction materials were never shipped.

(A) Because  
(B) Even if  
(C) In spite  
(D) Instead

**119.** The new policies were implemented in an effort to encourage better \_\_\_\_\_\_\_ among the corporation’s departments.

(A) communication  
(B) communicative  
(C) communicate  
(D) communicator

**120.** The size of private tours of the old castle will be limited \_\_\_\_\_\_\_ ten people.

(A) to  
(B) during  
(C) than  
(D) of

**121.** Please do not use metal utensils when cooking with the pan \_\_\_\_\_\_\_ its surface doesn’t get scratched.

(A) since  
(B) in order to  
(C) while  
(D) so that

**122.** To \_\_\_\_\_\_\_ the monthly payment for the mortgage, Mr. Tyler would need a substantial salary increase.

(A) admit  
(B) suppose  
(C) convene  
(D) afford

**123.** Environmentalists were pleased with the community’s \_\_\_\_\_\_\_ in increasing recycling in the area.

(A) indifference  
(B) cooperation  
(C) allocation  
(D) separation

**124.** The National Health Organization reported on the \_\_\_\_\_\_\_ cases of the disease.

(A) confirmation  
(B) confirms  
(C) confirm  
(D) confirmed

**125.** Due to a \_\_\_\_\_\_\_ in his political position, the senator no longer supported the proposed law on immigration.

(A) shift  
(B) compliment  
(C) shortage  
(D) description

**126.** \_\_\_\_\_\_\_ buildings in a neighborhood can lead to a net loss of property values for nearby  
homeowners.

(A) Fertile  
(B) Mandatory  
(C) Vacant  
(D) Compliant

**127.** Rather than decorating each conference room \_\_\_\_\_\_\_, the owner of Norris Hall bought furnishings in bulk and gave the spaces the same appearance.

(A) differing  
(B) difference  
(C) differently  
(D) differs

**128.** The director attributed the success of the film \_\_\_\_\_\_\_ to the experience and talent of the actor in the lead role.

(A) punctually  
(B) attentively  
(C) primarily  
(D) importantly

**129.** The company’s new software for online banking is \_\_\_\_\_\_\_ with most smartphone models.

(A) tangible  
(B) extensive  
(C) mechanical  
(D) compatible

**130.** Employees are allowed to use vacation time whenever they want \_\_\_\_\_\_\_ it does not disrupt their assignments.

(A) except for  
(B) as well as  
(C) depending on  
(D) so long as

|  |
| --- |
| **PART 6**  **Directions:** Read the texts that follow. A word, phrase or sentence is missing in some of the sentences. Four answer choices are given below each of the sentences. 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.

|  |
| --- |
| From: Vice President Donna Johnson  To: Helio Tech Employees  Date: July 5th  Subject: Lobby Renovation  Receiving the federal grant money last month \_\_\_\_\_\_\_ us to invest in upgrading a few areas of  **131.**  our building. \_\_\_\_\_\_\_ We will be remodeling the lobby starting July 12th. It should take  **132.**  approximately two weeks . \_\_\_\_\_\_\_ that time, if you have a meeting with anyone from outside  **133.**  of the company, please schedule to have it at the Rose Street Cafe on the corner. We have  set up a special account that anyone from the company can use over those two weeks.  Please, just sign and date your check and return it to your server. We are \_\_\_\_\_\_\_ that this is a  **134.**  bit of an inconvenience, and we thank you for your cooperation. |

**131.** (A) did allow

(B) has allowed

(C) allows

(D) are allowing

**132.** (A) Construction will begin when the

building permits are received.

(B) This celebration will last for most of the

month of July.

(C) Considering the cost, the renovation

might be postponed.

(D) The first area that will benefit from this

is the lobby.

**133.** (A) Upon

(B) During

(C) Around

(D) Until

**134.** (A) aware

(B) disciplined

(C) reluctant

(D) content

**Questions 135-138** refer to the following notice.

|  |
| --- |
| **Part-time Cook Needed**  Paradise Cafe is looking \_\_\_\_\_\_\_ a part-time line cook. Applicants must be able to work in a  **135.**  fast-paced environment and be familiar with all standard breakfast fare. \_\_\_\_\_\_\_ This weekend  **136.**  schedule could change in the future. Ideally we are looking for an applicant that has \_\_\_\_\_\_\_  **137.**  one year of experience working as a short-order cook. Paradise Cafe is located right next to the  post office in downtown Millstown. Please apply in person with a resume and be prepared to  cook an egg dish to order. We \_\_\_\_\_\_\_ forward to welcoming you to our team!  **138.** |

**135.** (A) hiring

(B) hire

(C) to hire

(D) to hiring

**136.** (A) Applicants should know how to make

scrambled eggs.

(B) People applying should know how to

wash dishes.

(C) Anyone applying should be able to

work nights.

(D) Currently, we can only offer weekday

shifts but the applicant must be willing

to work weekends if required.

**137.** (A) at most

(B) below

(C) at least

(D) the least

**138.** (A) look

(B) looking

(C) looked

(D) looks

**Questions 139- 142** refer to the following advertisement.

|  |
| --- |
| **City Realty**  City Realty is Washington’s number one real estate company, serving the state for over 50  years. We \_\_\_\_\_\_\_ recognized as the state's leading experts in the industry and many of our  **139.**  agents have been awarded for their excellence in service by Forbes Property Magazine.  Our agents are \_\_\_\_\_\_\_ to bringing their best knowledge and expertise to the table, and they  **140.**  have extensive know-how about the housing market dos and don'ts. Our agents specialize in  different areas of the industry including corporate real estate, residential real estate, and rental  properties. \_\_\_\_\_\_\_  **141.**  Our headquarters is located in the central downtown area where you can meet with one of our  agents \_\_\_\_\_\_\_ a free consultation. You can also visit our website www.cityrealty.com for  **142.**  property listings and further information. |

**139.** (A) been

(B) had been

(C) are being

(D) have been

**140.** (A) attached

(B) faithful

(C) committed

(D) loyal

**141.** (A) You can be confident that they serve

your specific needs.

(B) You can rent hundreds of properties

from our listings.

(C) The agents in corporate real estate

make the most earnings.

(D) The residential agents are very busy

with the rising housing market.

**142.** (A) with

(B) for

(C) to

(D) from

**Questions 143-146** refer to the following posting on a website.

|  |
| --- |
| Employee Message Board  Holiday Office Party’s Success and Appreciation  Posted by Julie Norton  I want to thank everyone who \_\_\_\_\_\_\_ make this party a success. \_\_\_\_\_\_\_ We had some ups  **143.** **144.**  and downs as we started preparing for this but the final result has been extraordinary. In fact,  the \_\_\_\_\_\_\_ consensus seems to be that this year’s party was the best yet. We had the highest  **145.**  turnout ever and many seem to agree that this year’s activities contributed to the party’s  success. It was a joy to see everyone get along so well and participate in all the events. We  even \_\_\_\_\_\_\_ our children’s charity fund raising goals by over $1000. Once again, I would like  **146.**  to thank everyone. |

**143.** (A) helps

(B) helped

(C) helping

(D) had help

**144.** (A) I really enjoyed all the food and chatting

with everyone.

(B) I worked really hard to plan this event.

(C) Special thanks to Keith, Grant, Vanessa,

and Melissa, who spent many hours outside of work to help plan everything.

(D) I’m glad to see that everyone made it to

work today.

**145.** (A) regular

(B) familiar

(C) different

(D) general

**146.** (A) overstepped

(B) surrendered

(C) exceeded

(D) overwhelmed

|  |
| --- |
| **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 letter.

|  |
| --- |
| April 3  Larry Martin Kansas Neat & Tidy 5448 Lakeside Drive Arlington, Kansas 67514  Dear Mr. Martin,  We are interested in using your company's cleaning services for this year’s Halley Valley Rock Festival. The festival will begin on Friday, June 14, and last the entire weekend, ending on the night of Sunday, June 16. However, unlike previous years, this year we would like your company to clean the festival grounds intermittently throughout the festival. Therefore, we will be providing your company with a temporary office trailer where your workers can take breaks from the heat.  We look forward to working with your company again this year.  Sincerely  Karen Johnson  Karen Johnson Festival Coordinator, Halley Valley Foundation |

**147.** Who most likely is Mr. Martin?

(A) A musical performer   
(B) A truck driver  
(C) A cleaning company’s representative   
(D) A festival coordinator

**148.** According to the letter, what will be

provided?

(A) Food and water   
(B) A sheltered area  
(C) Musical equipment   
(D) Cleaning supplies

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

|  |  |
| --- | --- |
|  | |
| **LAURA BURKE** | 5:09 |
| Are you back in the city Monday? | |
|  | |
| **ADVIKSHAN** | 5:15 |
| I might be. | |
|  | |
| **LAURA BURKE** | 5:16 |
| So, you’re undecided? | |
|  | |
| **ADVIKSHAN** | 5:17 |
| Yeah. This factory is running into all kinds of problems. Fix one thing and then something else comes up. | |
|  | |
| **LAURA BURKE** | 5:17 |
| I heard. Well, at least it's nice not to be stuck in the office. | |
|  | |
| **ADVIK SHAN** | 5:18 |
| That's true. | |
|  | |
| **ADVIK SHAN** | 5:19 |
| What’s going on Monday? | |
|  | |
| **LAURA BURKE** | 5:20 |
| Ms. Harris wants to have a meeting with you when you get back. Nothing urgent. | |
|  | |
| **ADVIKSHAN** | 5:22 |
| Okay. I’ll let you know when I get my schedule | |
|  | |

**149.** What is suggested about Mr. Shan?

(A) He has missed a meeting.

(B) He is considering a transfer.

(C) He has recently taken over the

operations of a manufacturing facility.

(D) He doesn’t know when he will be

returning to his office.

**150.** At 5:18, what does Mr. Shan mean when

he writes, “That’s true”?

(A) He is worried about the conditions of

the factory.

(B) He agrees that being out of the office

is enjoyable.

(C) He has discovered an error.

(D) He is positive he will be back on

Monday.

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

|  |
| --- |
| **To:** Pat Blackburn <pblackburn@fastweb.com> **From:** Go Natural Health Products <cs@gonatural.com> **Date:** February 4, 3:34 P.M.  **Subject:** Product Order |
| We appreciate that you have chosen Go Natural Health Products for your vitamin and mineral supplements. All of our products are carefully inspected for quality and meet all government regulations. Additionally, during the month of February, customers making purchases over $100.00 do not have to pay any shipping fees.  Order number: 4330XM21 Order date: February 4, 3:31 P.M.  Shipping address: Pat Blackburn, 2709 Michigan Ave., Clinton WI Details: 6 bottles of Green Source multivitamin pills. Total: $180.00, paid with credit card (XXXX XXXX XXXX 8766)  All our products come with a 100% customer satisfaction guarantee. If you are dissatisfied, please call our customer service center at 987-555-3427 for a full refund within a week of the order.  Go Natural Health Products |

**151.** What is indicated about Ms. Blackburn’s

order?

(A) It has been insured against loss.  
(B) It is out of stock.  
(C) It has been placed by her husband.  
(D) It will be delivered free of charge.

**152.** Why might Ms. Blackburn call the customer

service center by February 11?

(A) To revise her order  
(B) To change payment options  
(C) To get a payment back  
(D) To apply for a membership

**Questions 153-154** refer to the following article.

|  |
| --- |
| *Midnight Moon,* the new jazz album by guitarist Nick Stanton, will start being sold in stores this Thursday. *Midnight Moon* is Mr. Stanton’s first album in five years and has received praise from numerous music critics. Mr. Stanton will be signing copies of his new album at Emerson Department Store, located at 4532 Main Street, this Saturday, March 12. An autograph is free with the purchase of the new album. |

**153.** Who is Nick Stanton?

(A) A department store employee  
(B) A recording artist  
(C) A music critic  
(D) A real estate agent

**154.** According to the article, what will happen

on March 12?

(A) A concert will be held.

(B) A book will be released.

(C) An autograph session will take place.

(D) Some tickets will go on sale.

**Questions 155-158** refer to the following memo.

|  |
| --- |
| **MEMO**  **To:** All Employees  **From:** Betty Franklin, General Manager  **Date:** August 19  **Subject:** Receptionist  To all employees:  – [1] – Greta Jones, the receptionist at our studio will be taking some time off to deal with a personal matter. She will be gone from August 21st to September 5th. – [2] – Ms. Blanche will take care of the regular responsibilities that Ms. Jones usually handles including taking phone calls, handling appointments, organizing schedules, and dealing with clients. Please welcome Ms. Blanche to the studio and be available for her to ask questions if she has any.  Furthermore, if you have any long time clients that you give special prices and discounts to, please let Ms. Blanche know ahead of time. – [3] – She will charge the fees that are programmed into the computer system.  If you have any urgent concerns you need to discuss with Ms. Jones, or if you need to purchase any special hair dyes, treatment shampoos, or other requests that customers have, please do so today and tomorrow before she leaves. – [4] – You can contact me at any time if you have any further questions. |

**155.** Where do the recipients of the memo most

likely work?

(A) At a department store

(B) At a hair salon

(C) At a movie studio

(D) At a photography studio

**156.** What is indicated about Greta Jones?

(A) She is retiring.

(B) She is going on vacation.

(C) She will take some time off work.

(D) She will work only temporarily.

**157.** By when should employees contact Ms.

Jones with urgent business?

(A) Before she leaves

(B) After she leaves

(C) Anytime

(D) When she gets back

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

and [4] does the following sentence

belong?

“During this time, we have hired a

temporary replacement, Judith Blanche.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

**Questions 159-161** refer to the following Web page.

|  |
| --- |
| **Shoe Shine Your number one source for sneakers**  We see that you are currently registered as a basic member at our Web site. Click here to upgrade to our premium membership.  Once you become a premium member, you will enjoy the following benefits:  - Expedited shipping for $3 ($5 for a basic member)  - Exchanges on all items within 60 days of purchase at no extra charge (30 days for a basic member)  - Returns on all items within 30 days of purchase at no extra charge (7 days for a basic member)  Upgrading your service from basic to premium takes just one click. To welcome customers to our new online store, this month we are offering the upgrade to annual premium membership at a discounted rate of just $50. |

**159.** What is the purpose of the Web page?

(A) To advertise a new line of shoes  
(B) To confirm an order  
(C) To recommend a service upgrade  
(D) To solicit donations

**161.** What is indicated about Shoe Shine?

(A) It has been in business for decades.  
(B) It was founded by a local entrepreneur.  
(C) Its merchandise is available through

the Internet.

(D) It has three membership types.

**160.** What is NOT mentioned as a benefit of

premium membership?

(A) Discounts on new items  
(B) Faster shipping at a reduced price  
(C) A longer period of free returns  
(D) A longer period of free exchanges

**Questions 162-165** refer to the following online chat discussion.

|  |
| --- |
| **Lisa Hancock** 9:39  I’m stopping by a coffee shop on my way to work. What does everyone want? It’s on me.  **Nick Morton** 9:39  Wow thanks! I’ll have just black coffee.  **Lilly Smith** 9:40  Thanks. I'd like a latte. Can you also bring some sugar?  **Lisa Hancock** 9:41  Sure, I’ll bring a couple of the sugar packets.  **Richard Park** 9:42  I can never turn down coffee. I'll also have a latte with some sugar.  **Emily Jordan** 9:42  I’d like a herbal tea if they have any. I don’t drink anything caffeinated so any tea without caffeine would be great. Thanks.  **Lisa Hancock** 9:43  Alright then. I’ll be there in about 20 minutes with your drinks. See you soon. Oh and before I forget, please make sure that our orders from Cindy's Boutique get set up in our showroom for our clients.  **Richard Park** 9:44  The boxes arrived this morning and our interns are working on unpacking them now. However, the order from Chantelle seems to have gone missing.  **Lisa Hancock** 9:45  What do you mean?  **Nick Morton** 9:45  We’re trying to locate the package. We contacted Chantelle and they sent it to the wrong address.  **Lisa Hancock** 9:46  That’s a disaster. Please try to find out where those dresses went.  **Richard Park** 9:47  Good news. I just got a message from the shipping company and they found the Chantelle order. They’re redirecting the shipment to us.  **Lisa Hancock** 9:48  I almost had a panic attack. When will it get here?  **Richard Park** 9:48  This afternoon. |

**162.** What type of business do the participants

probably work at?

(A) A fashion company

(B) A clothing shop

(C) A costume company

(D) A coffee shop

**163.** At 9:39, what does Lisa Hancock mean

when she says, “It’s on me”?

(A) She’ll bring the coffee.

(B) She’ll buy the drinks.

(C) She’ll remember everyone’s orders.

(D) It’s her turn to get drinks.

**164.** What is indicated about one of their

shipments?

(A) It was overcharged.

(B) It was returned to the boutique.

(C) It will arrive later in the day.

(D) It hasn’t been located yet.

**165.** What kind of business is Chantelle?

(A) A fabric company

(B) A magazine company

(C) A shipping company

(D) A boutique

**Questions 166-168** refer to the following e-mail.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  | | --- | | All <csall@cherishedgoods.com> |   **To**   |  | | --- | | Eric Nixon <enix@cherishedgoods.com> |   **From**   |  | | --- | | January 5, 10:00 A.M. |   **Date**   |  | | --- | | Shipping Error |   **Subject** |
| Hello everyone,  Lilia Kent, the head of the shipping department, has informed me that yesterday our customer database experienced a system error and as a result many orders were sent to the wrong addresses. This morning our department has already received multiple calls from customers complaining that they received the wrong package. Ms. Kent’s department has been working hard to locate the cause of the mistake. Therefore, any customer that calls with a wrong delivery should be asked to return the package. Additionally, please inform the customers that they will be given a 10 percent discount on their next purchase.  Eric Nixon |

**166.** Who most likely received the e-mail?

(A) Employees in the shipping department  
(B) Dissatisfied customers  
(C) Customer service representatives  
(D) Internet technology specialists

**167.** According to the e-mail, what is Ms. Kent’s

staff trying to do?

(A) Create a customer database  
(B) Fix a system malfunction  
(C) Locate a lost package  
(D) Take calls from customers

**168.** What are recipients of the e-mail advised

to do?

(A) Update their personal information  
(B) Deliver a package in person  
(C) Enter data into a customer database  
(D) Offer a price reduction to some

customers

**Questions 169-171** refer to the following e-mail.

|  |
| --- |
| **To:** carlhurst@nicknet.com **From:** m\_winters@tatecc.com **Date:** June 1, 1:34 P.M. **Subject:** Community Events |
| Dear Mr. Hurst,  As a loyal customer with a family membership at the Tate Community Center, you have sponsored us with your continued donations. We really appreciate your support.  The following table provides information on upcoming family events this month. We welcome your participation.   |  |  |  | | --- | --- | --- | | **Crafts Day, June 7** | **Paul Simpson, June 15** | **Summer Picnic, June 22** | | A variety of craft supplies will be available for kids to make their own unique creations. | Come and listen to the beautiful music of local singer and songwriter Paul Simpson. | Everyone needs to bring a tasty dish to share with others. Free beverages will be provided. |   As members, no purchase of tickets is necessary for participation in these events. We encourage you to attend these events and spend quality time with your family.  We look forward to seeing you.  Minnie Waters Program Coordinator Tate Community Center |

**169.** What is suggested about Mr. Hurst?

(A) He is a local musician.  
(B) He donates to an orphanage.   
(C) He supports a public organization.  
(D) He works at a community center.

**170.** Why was the e-mail sent?

(A) To announce a community board

meeting

(B) To apply for a family membership  
(C) To publicize upcoming events.  
(D) To give information about a local

election events.

**171.** What is indicated about Tate Community

Center?

(A) Its members gain free admission to the  
(B) It offers regular music classes.  
(C) It takes reservations by phone.  
(D) It will serve beverages at all events.

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

|  |
| --- |
| **J&P Industries**  1462 Swinton Street  Cameron, GL 10288  March 29  Mr. Grant Lee  287 Silver Plains Road  Cameron, GL 18729  Dear Mr. Lee,  We thank you for your continued work and your dedication to your job at J&P Industries. – [1] – We are sending all employees information about the new changes that have been made to your health insurance benefits at our company. You will continue to be covered by the same insurance company, but because of the new state regulations that have been put forth, all employees must now undergo a basic medical check-up at a local clinic or hospital. This check-up will be cover by your health insurance, so you do not need to pay any extra fees and this by no means will affect the monthly insurance deductions. – [2] – Included in the envelope is the detailed information about the new medical program for employees.  The medical check-ups will include a blood test, urine test, eye test, height and weight measurements, hearing test and chest X-rays. – [3] – Please make an appointment with a local clinic. You should have your results given to Karen Leight at Human Resources by December 30th at the latest. If you fail to get a medical exam, then you may be subject to a fine up to $2,000. – [4] – We thank you for your cooperation and hope you abide by the new changes.  If you have any further questions or concerns, please contact Karen at leighk@jpindustries.com.  Sincerely,  John Black  Executive Manager  J&P Industries |

**172.** What is the purpose of the letter?

(A) To inform an employee about a

mandatory exam

(B) To encourage employees to donate

blood to the hospital

(C) To discuss the changes made to the

health insurance coverage

(D) To advertise the services of a new

clinic

**173.** What did Mr. Black send with the letter?

(A) An application form

(B) An insurance document

(C) A contract

(D) Extra information about the changes

**174.** The term “subject to” at the end of the

second paragraph is closest in meaning to:

(A) Dependent on

(B) Responsible for

(C) Withdrawn from

(D) Added to

**175.** In which of the positions marked [1], [2],

[3], and [4] does the following sentence best belong?

“The appointment should take no longer than 30 minutes.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

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

|  |
| --- |
| **Blooming Flower Yoga Studio**  Summer Yoga Classes: This summer we will be offering a variety of summer yoga classes for all age groups and skill levels.  Summer Class Schedule and Prices (registration fee): Beginner class, twice a week for two months ($150) Intermediate and advanced class, twice a week for two months ($200) Yoga for senior citizens, once a week for two months ($100) Hot power yoga, three times a week for two months ($250)  All necessary supplies will be provided by the Blooming FlowerYoga Studio. · Members should wear comfortable clothes that allow for free movement.  45 Clark Street Indianapolis, IN 46202 715-555-5832 www. bloomingfloweryoga.com |

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|  |
| --- |
| **To:** Tammy Glenn <tammyglenn@mxmail.com> **From:** Dwayne Moore <dwaynemoore@bloomingfloweryoga.com> **Date:** May 23 **Subject:** New Student **Attachment:** New member form |
| Dear Ms. Glenn,  I’m writing to let you know that you have one more student who has signed up for your class. Your new student is Jane Meyers and she will bring the $100 registration fee with her to the first class on Monday.  Also, on Monday, please give Ms. Meyers and any other new members the form they will need to fill out. I have attached the necessary paperwork to this e-mail. All you have to do is to print out copies and hand them out.  Your class now has nine members that will attend and is, therefore, almost at full capacity. In fact, all of the classes this summer have proved *very* popular, and I anticipate they will all fill up by the end of the month. Thank you so much for your many years of hard work as a teacher here at Blooming Flower Yoga Studio. If you have any questions, let me know.  Dwayne Moore |

**176.** What is stated about the summer classes?

(A) They started last week.  
(B) They will be held outdoors.  
(C) They are available to both children and

adults.

(D) They are being offered at a discounted

price.

**177.** What is suggested about Ms. Meyers?

(A) She has never learned yoga before.  
(B) She is an elderly person.  
(C) She wants to become a yoga instructor.  
(D) She is a long-time member.

**178.** What is Ms. Glenn asked to do?

(A) Develop a new curriculum  
(B) Attend a training seminar  
(C) Sign a work contract  
(D) Distribute some documents

**179.** In the e-mail, the word “capacity” in

paragraph 3, line 1, is closest in meaning  
to

(A) volume  
(B) ability  
(C) vacancy  
(D) role

**180.** What is indicated about Ms. Glenn?

(A) She works well with children.  
(B) She is a long-term employee.  
(C) She will be retiring soon.  
(D) She will be receiving a pay raise.

**Questions 181-185** refer to the following Web site posts.

|  |
| --- |
| Mega Hobby Models Community Forum  Issue with the Blackbeard’s Pirate Ship Model  August 3, 10:55 A.M.  Post by John Taylor  I recently purchased a model kit from the Mega Hobby online store. I bought the Blackbeard’s Pirate Ship model to put together with my son, and I am having a problem. After carefully reading the instruction manual, I noticed that a few essential parts have been left out of the box. Specifically, some parts that make up the mast and sail seem to be absent from the kit. I have bought many models from Mega Hobby for years, and have always been happy with the products I received.  Has anyone else had the same problem with this kit? My son and I were planning to submit our finished model to a local model building contest at the end of the month, and we are very disappointed with this setback. If anyone else has any experience with this problem and solved it, I would greatly appreciate your advice. |

|  |
| --- |
| **Mega Hobby Models Community Forum**  RE: Issue with the Blackbeard’s Pirate Ship Model  August 3, 4:24 P.M.  Post by Catherine Maxwell  Hi John,  I also recently purchased the Blackbeard's Pirate Ship model from the Mega Hobby online store for my son and had the same problem that you did. At first I thought I must have been mistaken, but after checking the list of all parts in the instruction manual  I determined that several parts must have been missing from the kit at the time of sale. I took the kit back to my local Mega Hobby store and a staff member confirmed my suspicion. The Mega Hobby employee was nice enough to exchange my model kit for one that had all of the parts . With the new kit, my son and I were able to put together the model exactly like the picture on the box. I suggest that you go to the Mega Hobby store closest to your home and ask them to exchange your defective product. Be sure to make a note of the order number when you go there. |

**181.** What is the subject of the first post?

(A) A defect with a purchased product  
(B) Mistakes in the instruction manual  
(C) A discrepancy with an advertised price  
(D) Registration for a competition

**182.** What is suggested about Mr. Taylor?

(A) He knows Ms. Maxwell personally.  
(B) He is a product designer at Mega

Hobby.

(C) He owns a sailboat.  
(D) He will enter a competition with his

son.

**183.** How did both Mr. Taylor and Ms. Maxwell

realize there was a problem?  
(A) By talking with a customer service

agent

(B) By watching an instructional video  
(C) Be consulting a user manual  
(D) By looking at a photograph

**184.** What is indicated about Ms. Maxwell?

(A) She is a regular customer of Mega

Hobby.

(B) She works with Mr. Taylor at Mega

Hobby.

(C) She successfully completed the model

kit.

(D) She received a full refund.

**185.** What does Ms. Maxwell recommend?

(A) Visiting a nearby store  
(B) Canceling a membership  
(C) Downloading a new instruction manual  
(D) Purchasing replacement parts

**Questions 186-190** refer to the following advertisement, form and announcement in a meeting.

|  |
| --- |
| **Dreamspace Bed Emporium**  **Beds, Bedding, and Furniture**  3600 Wilshire Road, Springfield, IL 62751 www.dreamspacebeds.com  Don’t let yourself suffer tossing and turning, not getting a good night’s sleep. Come down to Dreamspace Bed Emporium and treat yourself to a comfortable bed catered to your exact needs. Customers are welcome to lie on any bed in the store.  **First Floor: Beds (single, double, queen, king, etc.) Second Floor: Bedding (sheets, pillows, blankets, cushions, etc.) Third Floor: Furniture (chairs, sofas, tables, etc.)**  In response to customer suggestions, our store now stays open two hours later to accommodate those who may work irregular shifts. Do you need express delivery for a bed? Simply ask one of our staff members at the checkout and it can be easily arranged. If you have any comments or suggestions for our store, a comment box can be found inside the main entrance. |

|  |
| --- |
| **Comment and Suggestion Form**  **Dreamspace Bed Emporium**  Customer name: Willy M. King Date: August 9 Contact number: 456-555-6123  Comment: *Last week, I came into your store to shop for a new pillow, sheet, and blanket set for my bed at home. However, when I went to that section, I\_\_\_\_\_\_ couldn’t find any available staff members to assist me. I waited for about half\_ an hour, but no one came to me. I needed help determining what sheet and\_\_\_\_\_ blanket set would fit the dimensions of my bed, but ended up just leaving the\_\_ store frustrated. I hope you can provide better service to customers so\_\_\_\_\_\_ something like this doesn’t happen again in the future. I have been a loyal\_\_\_\_\_ customer of yours for years. If you don’t explain why no one helped me, I may\_\_ have to start shopping at one of your competitors’ stores.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_* |

|  |
| --- |
| Hello everybody, I have called this meeting to talk about some of the problems that our new store policy of staying open later has caused. At first, this seemed like a great idea to help customers who worked all day. I know it can be hard to find time to do chores and your shopping when you work from 9 to 5. Unfortunately, this means that we have had to spread our staff too thin until we have hired and trained enough people. As a result, we have been neglecting some of our customers lately. The photocopied Comment and Suggestion Form I have passed out to you all from Willy King sums up our shortcomings better than I ever could. Please give it a store as large as ours. I understand that with our thin staff, we have to cover more space than we used to, so this meeting isn’t about punishment or blame, it’s just about solutions. Please do some brainstorming on this and drop in on me in my office if you think you have an idea; I have to go call Willy King. |

**186.** What is NOT mentioned about beds at

Dreamspace Bed Emporium?

(A) They come in a variety of sizes.  
(B) They can be tested by customers.  
(C) They are displayed on the first floor.  
(D) They come with a lifetime warranty.

**187.** According to the advertisement, what is

true about Dreamspace Bed Emporium?

(A) It is located in a department store.  
(B) It sells home appliances.  
(C) It is hiring additional staff.  
(D) It extended its operating hours

**188.** Where did Mr. King most likely search for

the products he wanted?

(A) On the first floor  
(B) On the second floor  
(C) On the third floor  
(D) Near the main entrance

**189.** Who do you believe is speaking at the

meeting?

(A) The Dreamspace Bed Emporium

manager

(B) Willy King

(C) A district manager from another city

(D) A check-out clerk

**190.** What is most likely true based upon the

information from the meeting?

(A) Dreamspace Bed Emporium will

change their hours back to what they used to be.

(B) Dreamspace Bed Emporium will

extend their hours to serve more customers like Willy King.

(C) Dreamspace Bed Emporium will hire

more employees so there are enough

people to cover the size of their store.

(D) Dreamspace Bed Emporium will hold a

raffle event and invite Willy King.

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

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | http://www.acetraining.com |  |  |  |  |  | | --- | --- | --- | --- | | Home | Contact us | Location | About Ace |   Ace Training is a company that offers developmental courses for the employees of your store or business. You can rely on our team of successful professionals to improve the quality of your staff and help your company achieve its goals. We provide effective and results-oriented programs. Below are the training courses available:   |  |  | | --- | --- | | Leadership  This program helps staff members develop strategic planning and management skills.  It also enhances the supervisory skills of  the employees in leadership positions. | Sales  We teach innovative strategies to increase  sales and market share. This class is suitable for both salespeople in a store and employees who work over the phone. | | Customer Service  Never undervalue the importance of your  Customers’ satisfaction. Your employees  need the skills to become helpful and efficient when working directly with customers. | Technologies  In rapidly changing work environments, staff members should keep up with new trends and developments in the technological field. Your staff members will learn how to research and master new technologies quickly and accurately. |   To enroll staff members for a program, contact Joshua York at josh@acestafftraining.com |

|  |
| --- |
| **From:** Tiffany Tran <tifftran@zellengifts.com> **To:** Joshua York <josh@acestafftraining.com> **Subject:** Staff Training for Our Employees **Date:** October 9 |
| Dear Mr. York,  I’m contacting you about running a training program for some of our employees here at Zellen Gifts. We are planning on expanding our telemarketing department next month, but we don’t have enough properly trained employees to fill these new positions. Therefore, we will be transferring some employees from the customer service department to the telemarketing department to solve this problem. As our products are mainly targeted towards children, we are hoping to increase our profits as much as possible for this Christmas season. Please let me know the maximum number of students that you can accommodate at one time.  Thank you,  Tiffany Tran Zellen Gifts |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **PROPOSED ACE TRAINING SCHEDULE**  **FOR ZELLEN GIFTS**  **November 1-5**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Group Code and Student Number | Monday Sales Strategies | Tuesday Successful Negotiation | Wednesday Customers First! | Thursday Closing The Deal | Friday Start Polite, Stay Polite | | Red Team  10 people | 9:00-11:00 | 9:00-11:30 | 8:00-10:30 | 8:00-11:00 | 9:00-11:00 | | Blue Team  10 people | 1:00-3:00 | 1:00-3:00 | 1:00-3:00 | 1:00-3:00 | 1:00-3:00 | | Green Team  10 people | 3:00-5:00 | 3:00-5:00 | 3:00-5:00 | 3:00-5:00 | 3:00-5:00 | | White Team  10 people | 5:00-7:00 | 5:00-7:00 | 5:00-7:00 | 5:00-7:00 | 5:00-7:00 |   Here is our proposed schedule for transitioning your customer service staff into successful telemarketers. You can see that we have an ambitious amount of material to cover, but I am confident it will be a success. We have tried to balance your need for a swift transition with your need to continue running Zellen Gifts while the training is in session. Therefore, we divided your staff into groups and staggered them throughout the day. This will result in better student-to-trainer numbers for your staff, and it should cause minimal disruptions in your business.  We look forward to a great week of training!  Joshua York  Ace Training Coordinator |

**191.** Where does Mr. York work?

(A) At an accounting firm  
(B) At a sports management agency  
(C) At a skill development institution  
(D) At an advertising agency

**192.** What is stated about the program on

technologies?

(A) It is open to the public.  
(B) It introduces recent Web programming

skills.

(C) It teaches environmental protection.  
(D) It keeps employees up-to-date.

**193.** In what program is Ms. Tran most likely

interested?

(A) Leadership  
(B) Sales  
(C) Customer Service  
(D) Technologies

**194.** What is indicated by the proposed training

schedule and accompanying memo?

(A) It is an easy course to complete.

(B) There are 5 key topics that will be

covered.

(C) 50 employees will take part.

(D) Joshua York will be one of the trainers.

**195.** Based upon the proposed training schedule

and accompanying memo, what can be

inferred about Zellen Gifts?

(A) They are trying to become better at

customer relations.

(B) They are trying to conduct business as

normal during their training period.

(C) They have a small customer service

staff.

(D) They want to finish their training before

the end of October.

**Questions 196-200** refer to the following web page, e-mail and schedule.

|  |
| --- |
| Midcity Performing Arts Hall  Support the Midcity Performing Arts Hall in downtown Brenton by becoming a member. You can choose from the following membership plans:  General – For only $100, you can get a full-year membership to attend any two performing arts shows that have available seats in the D area of the theater.  Silver – For a fee of $200, you can attend any two performing arts shows that have available seats in the B area of the theater.  Gold – For a fee of $500, you will receive early alerts of popular programs with a ticket to any two performing arts shows with seats in the B area, and a guaranteed seat for any show of your choice within a one-year period in the front row section.  Diamond – For a fee of $1000, you will have exclusive access to signed autographs with performing arts stars, invitations to two exclusive pre-showings of popular programs, and a guaranteed seat for any show of your choice within a one-year period in the VIP section.  \*Some restrictions may apply.  \*Admissions to orchestral performances excluded |

|  |
| --- |
| **To:** bates@midcityarthall.com  **From:** Alicia Norton  **Date:** January 16  **Subject:** Membership |
| Thank you for the e-mail about the Midcity Performing Arts Hall membership. I have attached a fee of $1000. I was a general member last year and I enjoyed a couple of the musicals that were performed. I have become a theater enthusiast since the experience and I look forward to the benefits of the new membership plan.  By the way, the Art Hall has done a phenomenal job on the renovations to the building. I’m excited to come back this year. |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Below is the tentative schedule for shows at the Midcity Performing Arts Hall in the coming months. Please have a look and call anytime if you wish to get seats.   |  |  | | --- | --- | | Brenton philharmonic Orchestra | January 28 to January 30 | | Dancing Princess | February 3 to February 23 | | Jazz that Dance | March 1 to March 26 | | Opera Ghost | April 3 to April 29 | |

**196.** Which membership did Alicia Norton most

likely purchase?

(A) General

(B) Silver

(C) Gold

(D) Diamond

**197.** What is suggested about the Midcity

Performing Arts Hall?

(A) It hosts various sports programs.

(B) It had some changes made to the

building.

(C) It is a place popular among celebrities.

(D) It is an old museum.

**198.** When is a performance not free to

members?

(A) January

(B) February

(C) March

(D) April

**199.** What is implied about the schedule?

(A) The shows have sold out.

(B) More shows may be available.

(C) It is fixed.

(D) It may change.

**200.** What is meant by the expression “some

restrictions may apply”?

(A) Only certain people will be considered

for membership.

(B) The membership plans may change

without notice.

(C) Not all performances are available to

members.

(D) Admissions will not be allowed non-

members.

TEST 08

|  |
| --- |
| **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.** Our spokesperson will explain an \_\_\_\_\_\_\_ opportunity for property investors.

(A) excitedly  
(B) excitement  
(C) excited  
(D) exciting

**102.** Some of the leather used in this handbag must \_\_\_\_\_\_\_ from Italy.

(A) will import  
(B) be imported  
(C) to import  
(D) have imported

**103.** Rockwell Bank’s automated teller machines are \_\_\_\_\_\_\_ located in various sections of the city.

(A) abruptly  
(B) conveniently  
(C) fluently  
(D) periodically

**104.** As soon as both sides reach \_\_\_\_\_\_\_ terms, the licensing contract will be signed.

(A) agreeable  
(B) agree  
(C) agreement  
(D) agreed

**105.** Anyone who cannot \_\_\_\_\_\_\_ one of the safety training workshops before September 1 should inform a manager.

(A) impress  
(B) employ  
(C) attend  
(D) reply

**106.** \_\_\_\_\_\_\_ for using the hotel’s spa and dining services have appeared on the final invoice.

(A) Charge  
(B) Charges  
(C) Charging  
(D) Charged

**107.** Members of the security team have been instructed to report \_\_\_\_\_\_\_ unattended bag to the local police department.

(A) any  
(B) much  
(C) most  
(D) all

**108.** The head chef has the restaurant manager \_\_\_\_\_\_\_ the order for the ingredients every evening.

(A) authoritative  
(B) authority  
(C) authorities  
(D) authorize

**109.** The automotive company \_\_\_\_\_\_\_ pursued technologies that would improve the efficiency of its engines.

(A) aggressive  
(B) aggressiveness  
(C) aggressively  
(D) aggression

**110.** On the first day of the painting course, students should provide the teacher with proof of \_\_\_\_\_\_\_.

(A) registration  
(B) proposal  
(C) accumulation  
(D) copyright

**111.** The furniture in this apartment is not \_\_\_\_\_\_\_ but belongs to the landlord and must be returned at the end of the lease.

(A) ours  
(B) we  
(C) our  
(D) us

**112.** The driver \_\_\_\_\_\_\_ Mr. Dwight is expected to arrive at the conference venue 20 minutes prior to the ending time.

(A) until  
(B) in  
(C) for  
(D) among

**113.** Three of the new chemists, who \_\_\_\_\_\_\_ developed the material, will be recognized by the CEO at Saturday’s ceremony.

(A) collaborating  
(B) collaborate  
(C) collaboratively  
(D) collaborative

**114.** The goal of the program is to make health services readily available to those in both rural and urban \_\_\_\_\_\_\_.

(A) purposes  
(B) settings  
(C) monuments  
(D) standards

**115.** Please send a check in the amount of £550 \_\_\_\_\_\_\_ the document that needs to be checked by our agency.

(A) despite  
(B) while  
(C) with  
(D) through

**116.** Using a fingerprint system is generally \_\_\_\_\_\_\_ as the primary means of security at laboratories in this country.

(A) to accept  
(B) accept  
(C) accepting  
(D) accepted

**117.** Living further from the city center will \_\_\_\_\_\_\_ your rental costs, but it affects your commute.

(A) shorten  
(B) misplace  
(C) lower  
(D) collapse

**118.** FryMate brand cookware can be purchased directly from the company’s Web site or at a retailer \_\_\_\_\_\_\_ you.

(A) against  
(B) to  
(C) along  
(D) near

**119.** Weekly \_\_\_\_\_\_\_ of the facility help to ensure that minor maintenance issues are discovered and resolved early.

(A) investigations  
(B) investigated  
(C) investigative  
(D) investigates

**120.** Patients should call the emergency line immediately if they experience \_\_\_\_\_\_\_ changes in temperature.

(A) sudden  
(B) contemporary  
(C) ideal  
(D) reasonable

**121.** Participants who are taking part in the half day historical tour should be at the meeting point \_\_\_\_\_\_\_ than 7:45 A.M.

(A) as for  
(B) particularly  
(C) whenever  
(D) no later

**122.** The supervisor allowed Mr. Martin to take three additional vacation days because of his \_\_\_\_\_\_\_ achievement.

(A) unlimited  
(B) noteworthy  
(C) identical  
(D) satisfied

**123.** Ms. Stevens \_\_\_\_\_\_\_ acknowledged that  
she was unable to complete the task in the  
specified time frame.

(A) regretfully  
(B) regret  
(C) regrets  
(D) regretful

**124.** The customer’s steak was \_\_\_\_\_\_\_ undercooked, so he requested that it be sent back to the kitchen.

(A) rather  
(B) such  
(C) many  
(D) rarely

**125.** The contact details provided on this survey are for in-house purposes and will not be \_\_\_\_\_\_\_ to a third party.

(A) suspended  
(B) responded  
(C) equipped  
(D) released

**126.** Mr. Brannon can assemble the shelves for the booth \_\_\_\_\_\_\_ as long as he has a set of tools.

(A) his  
(B) himself  
(C) him  
(D) his own

**127.** Ms. Stevenson contacted the real estate agent \_\_\_\_\_\_\_ name and phone number appeared on the advertisement.

(A) what  
(B) which  
(C) whose  
(D) who

**128.** The home’s sale becomes \_\_\_\_\_\_\_ when the official document is recorded at the county office.

(A) finally  
(B) finalize  
(C) finals  
(D) final

**129.** The main activity performed at the workshop required team members to \_\_\_\_\_\_\_ with each other.

(A) cooperate  
(B) oversee  
(C) shrink  
(D) encounter

**130.** According to the physician, Ms. Oliver’s pain \_\_\_\_\_\_\_ within two hours of taking the medication.

(A) alleviated  
(B) will be alleviated  
(C) is alleviating  
(D) should alleviate

|  |
| --- |
| **PART 6**  **Directions:** Read the texts that follow. A word, phrase or sentence is missing in some of the sentences. Four answer choices are given below each of the sentences. 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 advertisement.

|  |
| --- |
| International Goods Fair  If you want \_\_\_\_\_\_\_ your packaged goods to an international audience, join the 8th annual  **131.**  International Goods Fair. The fair runs from March 5 to March 7 at the Galaxy Convention in  downtown New York. With over 200 booths \_\_\_\_\_\_\_ by companies from all over the world, you  **132.**  can make business connections while promoting your own products to interested customers and  businesses. The products should be mainly packaged foods ranging \_\_\_\_\_\_\_ desserts and  **133.**  snacks to canned meats and dried jerky. \_\_\_\_\_\_\_ Spots are limited and going fast.  **134.** |

**131.** (A) promotion

(B) promoting

(C) to promote

(D) have promoted

**132.** (A) represented

(B) expressed

(C) delivered

(D) revealed

**133.** (A) to

(B) for

(C) from

(D) with

**134.** (A) Ice creams will not be allowed on the

premises.

(B) You can sample items as you browse.

(C) You’ll have a chance to promote your

food of choice.

(D) Apply for a booth now before they’re

all taken.

**Questions 135-138** refer to the following notice.

|  |
| --- |
| From: Vice President Jordan Smith  To: K Group Employees  Subject: Company Renovations  Date: February 26  To all employees,  This weekend the renovations to our second-floor offices \_\_\_\_\_\_\_.We ask that you take home  **135.**  all important documents and file away any loose materials on your desks. All electronic devices  should be turned off and unplugged. \_\_\_\_\_\_\_, all cabinets and drawers should be locked.  **136.**  The renovations will take approximately 5 days. \_\_\_\_\_\_\_ If you have any meetings scheduled  **137.**  with clients next week, please schedule to meet them outside the company premises due to the  noise. We apologize for the inconvenience but we ask for your \_\_\_\_\_\_\_. Thank you.  **138.** |

**135.** (A) has began

(B) will begin

(C) beginning

(D) begun

**136.** (A) Furthermore

(B) As a consequence

(C) Because

(D) Therefore

**137.** (A) If it takes longer, we will notify you.

(B) All business will be suspended until the

renovations end.

(C) During this time, your temporary

workspace will be the first -floor

conference room.

(D) Your office space will look new and

improved after the renovations.

**138.** (A) service

(B) association

(C) connection

(D) cooperation

**Questions 139- 142** refer to the following notice.

|  |
| --- |
| **Attorney Opening**  Johnson, Johnson, and Kindness PLC have an immediate position available for a contract  attorney. The ideal candidate would have at least three years of experience \_\_\_\_\_\_\_ with  **139.**  complex business transactions. \_\_\_\_\_\_\_ The types of contract work that we \_\_\_\_\_\_\_ at  **140.** **141.**  Johnson, Johnson, and Kindness deal exclusively with business relationships between private  companies and the government. If \_\_\_\_\_\_\_ feel that you would be qualified to join our team,  **142.**  please e-mail our HR manager at JJC@Iaw.com. |

**139.** (A) working

(B) work

(C) to work

(D) worked

**140.** (A) Government experience would also be

a plus.

(B) Working with children would help your

resume.

(C) Experience with animals is essential.

(D) Working with disabled people is a

bonus.

**141.** (A) perform

(B) achieve

(C) allow

(D) transform

**142.** (A) you

(B) I

(C) us

(D) they

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

|  |
| --- |
| To: bobsaget@Bob’sJob’s.com  From: HarrisonG@gmail.com  Date: September 20  Subject: Business Proposal  Dear Mr. Saget,  My name is Harrison Good body. I am \_\_\_\_\_\_\_ in response to the advertisement you placed in  **143.**  the Times about a new human resources manager. I have five year’s \_\_\_\_\_\_\_ working in a  **144.**  fast-paced corporate environment. I understand that your firm employs upwards of 300  employees and many of them are Spanish speaking. \_\_\_\_\_\_\_ I have attached my resume and  **145.**  would be happy \_\_\_\_\_\_\_ provide excellent references should you request them. Thank you for  **146.**  your time.  Sincerely,  Harrison Goodbody |

**143.** (A) message

(B) to write

(C) writing

(D) looking

**144.** (A) experience

(B) knowledge

(C) working

(D) knowing

**145.** (A) I am a certified level-5 speaker of

Spanish.

(B) Spanish people can be hard to work

with.

(C) I don’t know any Spanish, but I could

study.

(D) Spanish speakers are good workers.

**146.** (A) in

(B) to

(C) for

(D) will

|  |
| --- |
| **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 information.

|  |
| --- |
| The new Sensonic Curved Television is now on sale at the shockingly low price of just $1999. Enjoy your favorite television shows, movies, and games on a 55-inch screen that offers ultra-high definition images! Best of all, you don’t have to struggle with a complicated instruction manual. Once you take the television home and install it, it begins working with your preferences immediately without annoying adjustments. |

**147.** Where would the information most likely

appear?

(A) In an instruction manual  
(B) On a product receipt  
(C) In a promotional flyer  
(D) In a telephone directory

**148.** What is mentioned as a convenient feature

of the product?

(A) Its simple set-up procedure  
(B) Its long warranty period  
(C) Its compatibility with other devices  
(D) Its detailed instructions

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

|  |  |
| --- | --- |
|  | |
| **Tom Arnold** | 11:55 |
| Are you coming back to the office today? | |
|  | |
| **Richard Hewitt** | 12:08 |
| Yeah, I just finished that pitch to Anderson & Wright about the riverside restaurant. | |
|  | |
| **Tom Arnold** | 12:13 |
| Great. How did it go? | |
|  | |
| **Richard Hewitt** | 12:13 |
| I think they might bite. | |
|  | |
| **Tom Arnold** | 12:13 |
| Nice. It’d be great to have them in on this project. | |
|  | |
| **Richard Hewitt** | 12:14 |
| Exactly! | |
|  | |
| **Tom Arnold** | 12:35 |
| Can you join Harold and I for lunch at 1:00? At the Kettle Room? | |
|  | |
| **Richard Hewitt** | 12:35 |
| Sure. I’ll have the cab change directions and meet you there. | |
|  | |
| **Tom Arnold** | 12:39 |
| Good. See you soon. | |
|  | |

**149.** What is suggested about Mr. Hewitt?

(A) He is late for a lunch appointment.

(B) He has accepted a new position.

(C) He is in a taxi.

(D) He is on his way to a presentation.

**150.** At 12:14, what does Mr. Hewitt mean when

he writes, “Exactly!”?

(A) He would like to know where they’re

having lunch.

(B) He is looking forward to meeting

Anderson & Wright.

(C) He is on his way back to the office.

(D) He would also like Anderson & Wright

to join the project.

**Questions 151-152** refer to the following article.

|  |
| --- |
| The buzz at New York’s premier book fair is all about the upcoming book from poet-turned-novelist Harry S. Tepper. *The Nightingales of Fall* is the eagerly awaited sequel to his best-selling debut novel, *The Swallows of Spring.* The book follows the journey of Sally Harknett through the weird world of Underfell, mixing social commentary with sharp wit and just a dash of magic and mystery. Tepper burst onto the scene over a decade ago with the acclaimed poetry collection, *King Harmon's Castle,* and the expectation for this latest novel is another chart-topping success. Later this week, the first editions will be made available in a prize drawing at the New York Book Fair, with the official launch at major bookstores next month. |

**151.** How would Mr. Tepper’s latest book most

likely be classified?

(A) Romance  
(B) Historical fiction  
(C) Fantasy  
(D) Poetry

**152.** Where are copies available this week?

(A) At all major bookstores  
(B) On a Web site  
(C) At a literary event  
(D) In select public libraries

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

|  |
| --- |
| **To:** All Subscribers **From:** Customer Support <Customersupport@stylefashionmz.com> **Date:** June 5  **Subject:** New Edition |
| Dear loyal subscribers,  *Style* & *Fashion Magazine* is excited to announce the launch of the new digital edition of our monthly magazine this summer. Although the print and digital editions are nearly identical, the digital edition will contain some longer content and more images that won't appear in the print edition.  Current subscribers to the print edition of our magazine will automatically receive a code that will allow access to the digital edition. Your code will be included with next month’s print magazine that is delivered to your house. |

**153.** What is the purpose of the e-mail?

(A) To offer a discounted subscription rate  
(B) To advertise a new online shopping

mall

(C) To introduce a digital publication  
(D) To remind some subscribers to renew

their subscription

**154.** What can subscribers find in a paper

edition in July?

(A) A discount coupon  
(B) A special supplement  
(C) An exclusive interview  
(D) An access code

**Questions 155-158** refer to the following article.

|  |
| --- |
| *More Buses During the Holidays*  November 28. – [1] – Although the holiday season signals a nice week-long vacation for many, bus drivers will work longer hours and straight into the holidays to accommodate the many tourists that are flooding the city this time of year and the shoppers that are busy buying those last-minute gifts. – [2] – The city announce new bus schedules for the next few weeks which included some routes where the buses would run all day and all night. While most buses stop running by 1:00 A.M., some parts of downtown will see buses running all night. The Bingham shopping district will also see buses running until 3:00 A.M. “This is when we have the most tourists and out-of-town folks coming to visit,” explained Mayor Bill Nate. “We felt it was important to provide the necessary services during this time.” – [3] –  When the bus drivers’ union leader, Nathan Reiner, was asked about the new schedules, he responded “we worked out a payment that is agreeable on both sides and have enough drivers that can work in shifts so that there is no danger of overworking or exhaustion. Many of us will get some time off during the holidays with our families.” – [4] – |

**155.** What is the purpose of the article?

(A) To report changes in public

transportation

(B) To describe the city during the holidays

(C) To inform the public about traffic delays

(D) To advertise new shopping centers

**156.** What is suggested about Mr. Reiner?

(A) He is happy with the mayor.

(B) He may stage a protest.

(C) He seems satisfied with the working

conditions.

(D) He would like some time off for the

holidays.

**157.** What is stated about the city during the

holiday season?

(A) It closes down for the holidays.

(B) Many visitors come from out of town.

(C) More taxi drivers lose their business.

(D) The citizens travel to other cities.

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

and [4] does the following sentence

belong?

“Overall, the city seems prepared for the

influx of tourists and holiday shoppers as

Christmas draws near.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

**Questions 159-161** refer to the following schedule.

|  |  |  |
| --- | --- | --- |
| **Channel 19 Program Schedule**  March 3   |  |  | | --- | --- | | **6:00 A.M. – 7:00 A.M.**  *Life In Alsaka*  Follow the life of Ken Ruskin, a fisherman living in the remote Alaska tundra.  **7:00 A.M. – 9:00 A.M.**  *Amazing Sights of Africa*  Learn about the diverse animals and plants in the African savanna  **9:00 A.M. – 10:30 A.M.**  *Anatomy of a Dinosaur*  In this episode, paleontologist Dr. Kerry Peterson tells you everything you wanted to know about the tyrannosaurus. | **10:30 A.M. – 11:00 A.M.**  *Rocky*  Host Dan Reed demonstrates how to survive the extreme conditions of the Canadian outdoors in winter.  **11:00 A.M. – 1:00 P.M.**  *Natural Phenomenon*  Host Julia From investigates the most mysterious naturally occurring phenomena on Earth.  **1:00 P.M. – 2:00 P.M.**  *Blue ocean*  Travel with us to the ocean waters around Australia, where diver Pat Russel finds dolphins, sharks, seals, and much more. | |

**159.** What is the focus of the channel?

(A) Food  
(B) Sports  
(C) Nature  
(D) Children

**160.** According to the schedule, who is a

scientist?

(A) Pat Russell  
(B) Dan Reed  
(C) Kerry Peterson  
(D) Ken Ruskin

**161.** Which program will teach viewers about

survival skills?

(A) *Anatomy of* a *Dinosaur*(B) *Amazing Sights of Africa*(C) *Blue Ocean*(D) *Rocky*

**Questions 162-165** refer to the following online chat discussion.

|  |  |  |
| --- | --- | --- |
| **J&R International Group Discussion** | | |
|  | | |
| Sunny Rhee | [5:37] | Is anyone unable to make it to Friday’s office party? |
| Kevin King | [5:38] | I can be there for the first hour, but I need to leave early for a family get-together. |
| Patrick Stone | [5:39] | I have a business trip to Hong Kong the next day so I’m going to take a pass this year. |
| Sunny Rhee | [5:42] | Is that everyone then? I just want to make sure that we have enough snacks. Eva, did you contact the caterers yet? |
| Eva Sanderson | [5:43] | I called a couple of different places, but only Four-Leaf Catering offers vegan options. |
| Sunny Rhee | [5:44] | Why don’t we give them a try then? I think a couple of people here are vegans. |
| Holly Johnson | [5:45] | I don’t normally like to advertise my eating preferences, but I would love to have vegan options this time. |
| Eva Sanderson | [5:46] | I agree. I think it would make everything more interesting. I’m thinking of trying to go vegan myself and this would be a good first step for me. |
| Holly Johnson | [5:47] | Well, it’s not easy but I'll be there to support you. |
| Eva Sanderson | [5:47] | Thanks. I’ll order our platters from the caterers then. |
| Angelo Smith | [5:48] | But make sure there are some meat dishes for us meat-lovers. |
| Eva Sanderson | [5:49] | Of course. I e-mailed everyone our tentative menu and most of you seemed to like the choices. |
| Sunny Rhee | [5:50] | Don’t forget to e-mail the caterers about the security clearance they’ll need to enter the building. |
| Eva Sanderson | [5:51] | I’ll work on that now. |
|  | | |

**162.** What is the discussion mainly about?

(A) Those who can’t attend a party

(B) The best caterers

(C) Becoming vegan

(D) Ordering food for a party

**163.** At 5:39, what does Patrick Stone mean by

“I’m going to take a pass this year”?

(A) He’ll stop by for a short time.

(B) He’ll decline this time.

(C) He can’t make it.

(D) He wants to get a free pass.

**164.** What is mentioned about Four-Leaf

Catering?

(A) It offers vegan food.

(B) It has only vegan options.

(C) It has catered previous office parties.

(D) It specializes in special orders.

**165.** What will Eva Sanderson most likely do

next?

(A) Work on the menu

(B) Contact the caterers

(C) Confirm a meeting

(D) Order some lunch

**Questions 166-168** refer to the following contract.

|  |
| --- |
| **Midas Touch Internet Provider**  Contract Summary  Date: March 22  Customer: Ms. Tanya Sullivan Address: 345 Oak Street, Parsons, WY 54055 Purchase Date: March 13  Services Purchased:  **Item Price** Midas Internet multimedia package $40.00/month - Download speeds of 100 Mbps - 32 free movie channels - Video streaming services of the 5 latest movies every month  Security Guard virus protection $5.00/month Modem and router rental service $3.00/month  Subtotal $48.00/month  Tax $3.45/month  Total $51.45/month  Just call us 341-555-6487 and our technician will come to your house to take care of everything that you need to connect to the Internet via the modem and router. |

**166.** What did Ms. Sullivan do on March 13?

(A) Purchased a home security system  
(B) Returned a product  
(C) Signed up for Internet service  
(D) Made an appointment

**167.** What is suggested about Ms. Sullivan?

(A) She teaches a computer training class.  
(B) She had trouble installing some

software.

(C) She will have access to watching

movies.

(D) She has recently moved in.

**168.** What is indicated about Midas Touch

Internet Provider?

(A) It dispatches its employees for

installation work.

(B) It sells computer accessories.  
(C) Its headquarters are located in Parsons.  
(D) It offers Web site developing services.

**Questions 169-171** refer to the following article.

|  |
| --- |
| April 2 - Repairs will begin next Friday on the historic Marion Hall in downtown Marion. In its heyday, Marion Hall was a popular downtown destination for residents to dance, enjoy live music, and watch movies. However, it has lost its popularity gradually since the multiplex building was completed on Henson Street 4 years ago.  After all of the necessary repairs are made on Marion Hall, city officials will strive to invite various performers including famous theater companies, musicians, comedians, and speakers to the newly renovated theater. “We hope Marion Hall can serve as a new center for culture here in Marion,” said Marion City Mayor Greg Fields.  The revitalization of Marion Hall is part of a larger project to enhance the public facilities in Marion. On April 29, the Marion Children's Park, which features a baseball field as well as several playgrounds, is scheduled to have its grand reopening. |

**169.** What is suggested about Marion?

(A) It will restore an old building soon.  
(B) It has closed a park for repairs.  
(C) It is planning a music festival.  
(D) Its population is decreasing.

**170.** What is the purpose of Marion Hall?

(A) To serve as a play center for children  
(B) To hold city council meetings  
(C) To offer public education classes  
(D) To provide cultural events

**171.** What will happen in April?

(A) A famous speaker will give a

presentation.

(B) A new mayor will be elected.  
(C) Some public facilities will be improved.  
(D) A new play will be performed.

**Questions 172-175** refer to the following article from a company newsletter.

|  |
| --- |
| As I’m sure you’re aware, this week we must decide if we want to continue working with CC Wheel Delivery. After yesterday’s meeting, it’s clear that they are being sued for the accident that happened last week. – [1] – We all agreed that the whole company shouldn’t be liable for the mistakes of a few careless workers. But, that was a conversation we had before we had really thought about the ramifications of our decision. – [2] – Unfortunately, the situation is escalating and there is about to be a lot of bad press. – [3] – It’s true that many of them are our friends. But we must protect our company. We can’t handle anything that could alter our sales. For the last four months, we’ve been operating with a very thin margin for error. If our sales drop even the slightest, it could be detrimental. So, I’m suggesting that, as a means of protecting ourselves from any negative backlash, we cut our ties with CC Wheel Delivery. Maybe later, if they’re able to rehabilitate their name, we’ll work with them again. – [4] – I propose we vote one more time on whether or not to work with them. |

**172.** What is true about CC Wheel Delivery?

(A) To protect his company from financial

damage

(B) To cut production costs over the next

four months

(C) To lower the price of an individual

product

(D) To avoid legal trouble in the future

**173.** What is indicated about the company that

the speaker works for?

(A) It is financially insecure.

(B) It has recently been created.

(C) It will be closing.

(D) It is a delivery company.

**174.** Why does the man wish to stop working

with CC Wheel Delivery?

(A) A contract of theirs has just been

canceled.

(B) Legal action is being taken against

them.

(C) The president of CC Wheel Delivery

has stepped down.

(D) Two of their trucks were in an accident.

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

or [4] does this sentence best belong?

“Yes, we’ve worked with them for a long

time.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

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

|  |  |
| --- | --- |
| September 21 – What is the secret to delicious home-cooked meals? Kimberly Lee, host of the *My Home Cooking* television show and owner of her own restaurant chain, seems to know all the secrets. Her show has been on the air for over two years, and now she has a devoted group of followers around the country. When she sat down for an interview with us, she said that fresh vegetables and local produce are the key to cooking healthy and tasty food.  Ms. Lee is scheduled to publish her very first cookbook near the end of the month. The book is entitled *Kimberly* | *Lee’s My Home Cooking,* and it provides easy-to-follow recipes that can be made in less than 30 minutes. Over 40,000 copies have already been pre-ordered so far.  Ms. Lee says that the final page of the book will include a detachable fan club membership form. Those who fill the form out and send it in to the provided address will receive a monthly newsletter and exclusive recipes available only to those in the fan club. Fan club members will also receive a password that allows access to a fan club Web site. |

|  |
| --- |
| **To:** Kimberly Lee <kimberlylee@kimberlylee.com> **From:** Suzie Sanders <suziesanders@kimberlylee.com> **Date:** October 12 **Subject:** Update |
| Dear Ms. Lee,  Great news! I’m happy to report that not only has your book been selling well, but the number of new members joining the fan club has been increasing drastically since it was published. I’m certain that the article in the newspaper helped generate considerable publicity for your book.  Also, we have received a lot of feedback from new members expressing a desire for more recipes for cakes, cookies, and candies to be featured in next month’s newsletter.  I think it would be a good idea to meet their needs this time.  Sincerely,  Suzie Sanders Publicity Coordinator |

**176.** What is the main purpose of the article?

(A) To publicize an upcoming book  
(B) To provide advice for professional

chefs

(C) To advertise a new restaurant  
(D) To describe a television show

**177.** According to Ms. Lee, what is the secret to

successful cooking?

(A) Following a recipe book  
(B) Using quality ingredients  
(C) Balancing all the flavors  
(D) Choosing the correct spices

**178.** What is the first thing to do in order to

become a fan club member?

(A) Access a Web site  
(B) Call a hotline  
(C) Visit Ms. Lee's restaurant  
(D) Purchase a book

**179.** In the e-mail, what does Suzie Sanders

say about the article?

(A) It was written by a famous journalist.  
(B) It was featured on a popular cooking

Web site.

(C) It helped increase fan club

membership.

(D) It contained excerpts from Ms. Lee’s

book.

**180.** What is suggested about next month’s

newsletter?

(A) It will be mailed behind schedule.  
(B) It will feature a column about healthy

eating habits.

(C) It will contain an article on desserts.  
(D) It will include a copy of Ms. Lee's book

.

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

|  |
| --- |
| **From:** Stacey Watkins <staceywatkins@titus.com> **To:** Ann Rose <annrose@putkincomp.com> **Subject:** Conference of Bank Managers **Date:** February 12 |
| Dear Ms. Rose,  You recently contacted us about using our conference center again this year to host your Annual Conference of Bank Managers. This year we have updated our conference room with new projectors and more comfortable seating. We will be providing shuttle busses from the airport and a premium buffet in the dining hall as well as an Internet cafe where guests can use computers or print documents at no cost. For your convenience, we will also be providing useful supplies such as flip charts, 10-foot whiteboards, and projector screens.  Once you decide on a date, we ask that you please make a down payment of $1,000 after we see if it is available. The remaining balance should be paid upon your arrival. Also, we ask that as the organizer of the event, you arrive at the conference center a day before the conference begins. This way, any unforeseen circumstances can be taken care of beforehand.  We appreciate your business with the Titus Conference Center again. We are looking forward to providing you with the best service possible.  Stacey Watkins, Director |

|  |
| --- |
| **From:** Ann Rose <annrose@putkincomp.com> **To:** Stacey Watkins <staceywatkins@titus.com> **Subject:** RE: Conference of Bank Managers **Date:** February 16 |
| Dear Mr. Watkins,  I am also pleased to be working with you again this year. We would like to reserve your conference space for the weekend of August 15 to 16. Additionally, the down payment will be handled by our financial department. I will have one of the employees contact you soon.  There is one thing that I would like to tell you. Actually, last year, some of our attendees were disappointed because the dining hall didn't offer a variety of vegetarian options. I hope this inconvenience will be dealt with in advance this year.  Thank you,  Ann Rose Organizer, Annual Conference of Bank Managers |

**181.** What is indicated about the Titus

Conference Center?

(A) It recently improved its facilities.  
(B) It demands full payment at the time of

reservation.

(C) It is located next to an international

airport.

(D) It currently has no vacancies for the

month.

**182.** What is NOT mentioned as a benefit of

using the Titus Conference Center?

(A) Convenient transportation  
(B) Complimentary meals  
(C) A printing service  
(D) Presentation supplies

**183.** When will Ms. Rose most likely arrive at

the Titus Conference Center?

(A) On August 7  
(B) On August 14  
(C) On August 15  
(D) On August 16

**184.** What is the main purpose of the second

e-mail?

(A) To reserve tickets for an upcoming

conference

(B) To request help in making a payment  
(C) To confirm a reservation  
(D) To inquire about payment options

**185.** What does Ms. Rose suggest about the

Titus Conference Center?

(A) It will be their first time working

together.

(B) It will relocate in August.  
(C) It has several locations in the country.  
(D) It failed to satisfy some guests last

year.

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

|  |
| --- |
| **To:** John Masterson <jmasterson@masterstrokeindustries.com>  **From:** Carl Ennens <cennens@gmail.com>  **Date:** December 30  **Subject:** Internship |
| Dear Mr. Masterson,  My name is Carl Ennens and I am entering my final year at Evergreen State College. I am majoring in industrial engineering here, and my liquid dynamics professor, Dr. Alcobar, recommended Master Stroke Industries as a possible internship opportunity. Your company is recognized as a leader in flow research. If you would be willing to accept an intern for the coming spring semester, I could give you up to 15 hours per week of work, provided that you are able to write some performance evaluations that I could turn in to Dr. Alcobar for credit. Thank you for your consideration, and if you would like to see my transcript, I would be happy to forward it to you.  All the best,  Carl Ennens |

|  |
| --- |
| **To:** Carl Ennens <cennens@gmail.com>  **From:** John Masterson <jmasterson@masterstrokeindustries.com>  **Date:** December 31  **Subject:** Internship |
| Dear Carl Ennens,  I appreciate your interest in interning with us here at Master Stroke Industries. We have not accepted a lot of interns in the past, but I know Dr. Alcobar personally, and if he recommended that you contact us, he must have faith in your ability. I think we should set up an interview at our headquarters downtown on Holly Street. We can get to know each other a bit over some coffee and I will show you around our facilities. Don't worry about your transcripts; like I said, if Dr. Alcobar thinks you'll be a good fit, I'll trust his judgment. How about this coming Friday at 10 A.M.?  Look forward to meeting you Carl,  John Masterson  CEO, Master Stroke Industries |

|  |
| --- |
| Memorandum To Master Stroke Industry Employees  This spring, at Master Stroke Industries, we will have an intern assisting us with everything from making coffee to solving complex equations. Carl Ennens is a student here at the University and has kindly offered his services in exchange for a piece of our operational knowledge. Please treat him with respect and don’t be afraid to use him for an extra pair of hands, eyes, or opinion should you need it. And I did hear he makes a good cup of coffee! |

**186.** What is indicated about Carl Ennens?

(A) He is a senior in high school.

(B) He is a junior in college.

(C) He will graduate in two years.

(D) He is a senior in college.

**187.** What is indicated about Dr. Alcobar?

(A) Nobody knows who he is.

(B) People do not appreciate his opinion.

(C) He is respected by John Masterson.

(D) He has done a lot of prominent

research.

**188.** In the second e- mail, the term

“headquarters” in the fourth line is closest

in meaning to

(A) base

(B) main office

(C) warehouse

(D) distribution center

**189.** According to the memorandum, what will

Carl Ennens be expected to do?

(A) Fluid dynamic research

(B) Cook

(C) Help wherever is needed

(D) Watch and learn

**190.** What position does John Masterson have

in the company?

A) Chief Executive Officer

(B) Chief Financial Officer

(C) Sales Executive

(D) Owner

**Questions 191-195** refer to the following article, advertisement and e-mail.

|  |  |
| --- | --- |
| **Brand-X Coming to Town** | |
| March 9 - Popular Danish skincare company Brand-Xis finally launching their best-selling line in America. The 88-year-old company has been Denmark’s leading skincare brand and the top selling cream, Xtreme 7, has been Europe’s most popular facial cream for over 10 years. Though Americans may not have had access to these creams before, the brand is already generating much excitement. Dermatologist Dr. Francis Keenan explains, “Tests have shown that Xtreme 7 dramatically reduces the fine lines around the eye area and laugh lines after only 30 days of use, but the price of the cream is only a fraction of | what department store brands sell for. I’ll definitely recommend this cream to my clients.” “People have been asking about Xtreme 7 but the products haven't even arrived yet!” added Susan Chan, an employee at a beauty counter. “People are already calling in to pre-order.”  A spokesperson for the company explained that Brand-X is making moves to expand into the North American and Asian markets. For now, only the best-selling line will be available sometime next month, outside of Europe, but within a year, more products will be available. |

|  |
| --- |
| **Brand-X Positions at American Headquarters**  **in Westminster, California**  Don’t miss your chance to work in an exciting career in skincare and beauty with Brand-X, 80 administrative and customer service positions will be available regardless of experience. Applicants need to have good communication skills, bilingual ability in both English and Spanish is preferred but not necessary, and knowledge in computer use is a must. Applicants with experience in cosmetics, dermatology, or marketing will get a chance to work in several management positions for Brand-X. Please visit our website at www.brandx.com/jobs for more information. You can fill out the application forms and send them in before March 20th. Interviews will take place at Hillway Building on 143 Garden Road. Be sure to bring your resumes and reference letters. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  | | --- | | Professor David Mills |   **To**   |  | | --- | | Jacqueline O’Hare |   **From**   |  | | --- | | March 28 |   **Date**   |  | | --- | | Job |   **Subject** |
| Dear Professor Mills,  Thank you so much for the reference letter you supplied me with. I was recently hired by Brand-X and I begin my orientations next week Wednesday at 10:00 A.M. However, we have our statistics test at that time. Is there any way that I can take a make-up test at a different time or hand in another assignment as a replacement for the test? I would hate to miss the orientations which are mandatory and I don’t want to disappoint my new employers. The job should not have any other impact on my school work otherwise. I kindly appreciate your consideration in this.  Sincerely,  Jacqueline O’Hare |

**191.** What does Dr. Keenan suggest about

Xtreme 7?

(A) It is the most effective cream on the

market.

(B) It is worth the high price tag.

(C) It is both effective and cheap.

(D) It is the only cream that doctors would

recommend.

**192.** What is suggested about Brand-X?

(A) Products are currently only available in

Europe.

(B) It is Europe’s most popular brand.

(C) It is a luxury skincare company.

(D) The company was first launched 10

years ago.

**193.** According to the article, what does Brand-

X plan to do?

(A) Sell more products in Europe

(B) Expand outside of Europe

(C) Develop a makeup line

(D) Build a factory in America

**194.** What is indicated in the advertisement?

(A) All positions don’t require previous work

experience.

(B) Applicants must be bilingual.

(C) Experience in certain fields can lead to

management positions.

(D) The available positions are only

temporary.

**195.** For what position was Jacqueline most

likely hired?

(A) Management

(B) Dermatology

(C) Marketing

(D) Customer Service

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

|  |
| --- |
| **To:** Bill Johnson <bj@action.net>  **From:** Laurie Wheeler <lwheeler@zipnet.com>  **Date:** October 11  **Subject:** Reservation Info |
| Dear Mr. Johnson,  I am writing you on behalf of the company I work for, Competitive Excellence. We work with productivity and efficiency training for corporations and small businesses. Lately, our staff has been suffering from low morale, and while searching the Internet for solutions, I came across your website www.action.net. I am interested in hearing more about the motivational speaking that you do. Specifically, could you tell me if your speeches are religious in nature? We have a diverse staff and I am looking for something that is secular. Please write me back with an overview of what you do and what your rates are for a presentation.  Laurie Wheeler,  Managing Director, Competitive Excellence |

|  |
| --- |
| **To:** Laurie Wheeler <lwheeler@zipnet.com>  **From:** Bill Johnson <bj@action.net>  **Date:** October 13  **Subject:** Reservation Info |
| Dear Ms. Wheeler,  Thank you so much for your interest in Action. I am happy to answer your questions and provide you with a full breakdown of what we can do for you, your team, and your company. To begin with, all of our talks are secular, though not necessarily free from the concept of spirituality. Our professional speakers seek to motivate people to look internally to find their own spirit and help it rise. Morale, after all, is an intangible but essential aspect of an effective team. Please refer to the topic list and pricing guide I have attached to this e-mail. Once you have found a theme, speaker, and chosen the appropriate class size for your company, please send me a follow-up e- mail to schedule your event.  Bill Johnson,  Action Coordinator |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| STARGATE CONVENTION CENTER SCHEDULE OF EVENTS   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Theme | Location | Speaker | Class Size | Duration | Price | | Stay in the Moment! | On Site | Jim Grey | 15-20 | 3 hours | $450 | | New You  Everyday | Off Site | Darlene Woodward | 20-25 | 3 hours | $400 | | Stay Positive for  the Team! | Off Site | Jeff Boxer | 15-30 | 3 hours | $400 | | Blessed are We  all | Off Site | John  Brown | 20-30 | 4 hours | $500 | |

**196.** How did Laurie Wheeler learn about

Action?

(A) From a friend

(B) Through a client

(C) In a newspaper

(D) From searching the Internet

**197.** What is indicated about Action?

(A) They do not promote a religion.

(B) They are Christian.

(C) They are just building their brand.

(D) They are moving to a new location.

**198.** According to the graphic, what is NOT

mentioned as an option for customers?

(A) Off-site courses

(B) Classes for 10

(C) A 4-hour course

(D) Courses to build positivity

**199.** What course will Laurie Wheeler likely sign

up for?

(A) Stay in the Moment!

(B) New You Everyday

(C) Stay Positive for the Team!

(D) Blessed are We All

**200.** What is indicated about Competitive

Excellence?

(A) They are struggling with employee

sales.

(B) The mood in the office is not good.

(C) They are having a booming year of

sales.

(D) They want to try to change their

business focus

TEST 09

|  |
| --- |
| **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 projector borrowed by Ms. Reid is \_\_\_\_\_\_\_ back to the IT department by five o’clock.

(A) due  
(B) set  
(C) paid  
(D) prompt

**102.** Now that the annual conference is finished, the planning committee will hold meetings \_\_\_\_\_\_\_ often.

(A) below  
(B) less  
(C) decreased  
(D) lower

**103.** Before you distribute the report, ask Ms. Burns to check that \_\_\_\_\_\_\_ has all the necessary information.

(A) them  
(B) our  
(C) her  
(D) it

**104.** According to consumers, using the new Web site is no \_\_\_\_\_\_\_ than calling the help center directly.

(A) easily  
(B) easy  
(C) easiest  
(D) easier

**105.** Anyone who participates \_\_\_\_\_\_\_ the city’s Annual Baking Competition will receive a coupon from Fresh Supermarket.

(A) to  
(B) beside  
(C) in  
(D) among

**106.** City officials are still debating Irving Enterprises’ request \_\_\_\_\_\_\_ the outdated building.

(A) demolishes  
(B) have demolished  
(C) to demolish  
(D) demolished

**107.** Heron Glassworks \_\_\_\_\_\_\_ student groups of all ages for weekday tours of its warehouse and production floor.

(A) conveys  
(B) preserves  
(C) encloses  
(D) welcomes

**108.** To combat mental illness, the clinic will take a more comprehensive \_\_\_\_\_\_\_ than it did in the past.

(A) approachably  
(B) approached  
(C) approach  
(D) approachable

**109.** Brandy can make withdrawals from any Salis Bank branch, but she usually visits the \_\_\_\_\_\_\_ one.

(A) closing  
(B) closely  
(C) closure  
(D) closest

**110.** As a \_\_\_\_\_\_\_ for making contracts with a lot of new clients, Mr. Skinner was given additional vacation days.

(A) reward  
(B) progress  
(C) solution  
(D) routine

**111.** Please be seated according to the \_\_\_\_\_\_\_ name cards that have been placed on each table.

(A) personalizes  
(B) personalizing  
(C) personalize  
(D) personalized

**112.** The memo sent by Mr. Lee addressed a few \_\_\_\_\_\_\_ that were discovered during the quarterly inspection.

(A) issuing  
(B) issue  
(C) issues  
(D) issued

**113.** Many voters in this city are uninterested, and only about 15% of them are \_\_\_\_\_\_\_ active.

(A) politically  
(B) political  
(C) politics  
(D) politician

**114.** This year’s award winner, Cheryl Garner, taught basic first aid skills to students and adults \_\_\_\_\_\_\_ the region.

(A) between  
(B) throughout  
(C) during  
(D) toward

**115.** \_\_\_\_\_\_\_, the cabin will be rented out for the entire month, but the owner would agree to four weekly rentals instead.

(A) Reluctantly  
(B) Absolutely  
(C) Ideally  
(D) Mutually

**116.** The non-profit organization released to the press several documents \_\_\_\_\_\_\_ the largest donors and how much they contributed.

(A) detailed  
(B) detail  
(C) details  
(D) detailing

**117.** No passengers are allowed on board \_\_\_\_\_\_\_ the aircraft’s door has been closed.

(A) that  
(B) despite  
(C) once  
(D) rather

**118.** A government \_\_\_\_\_\_\_ will visit the site to talk with protesters directly and seek a resolution.

(A) representative  
(B) representation  
(C) represent  
(D) represented

**119.** An extensive \_\_\_\_\_\_\_ conducted by lvanex Communications revealed that Internet speed was one of the most important factors to customers.

(A) inventory  
(B) strategy  
(C) coverage  
(D) survey

**120.** Mr. Denson wanted to purchase a special edition gold-plated watch from Utica Watches, but there were \_\_\_\_\_\_\_ left.

(A) none  
(B) nothing  
(C) something  
(D) some

**121.** Ms. May reminded us that the agreement was only \_\_\_\_\_\_\_ because it had not been approved yet.

(A) perishable  
(B) imperative  
(C) accustomed  
(D) tentative

**122.** Following the restoration project, the lobby of the historical Kirkwood Hotel looked \_\_\_\_\_\_\_ like its original state.

(A) remarkably  
(B) remarking  
(C) remark  
(D) remarked

**123.** \_\_\_\_\_\_\_ the right environmental conditions, this tree will yield fresh fruit for most of the year.

(A) With  
(B) About  
(C) On  
(D) As

**124.** One of the interns \_\_\_\_\_\_\_ that the logo on the second page of the sales report was upside down.

(A) looked after  
(B) accounted for  
(C) pointed out  
(D) came across

**125.** \_\_\_\_\_\_\_ the parking lot is closed, both employees and customers will have to make use of street parking.

(A) As if  
(B) Until  
(C) So that  
(D) While

**126.** If the new athletic shoes do well in the smaller test markets, their nationwide launch could be \_\_\_\_\_\_\_.

(A) convinced  
(B) accelerated  
(C) directed  
(D) circulated

**127.** The city hosted a display of \_\_\_\_\_\_\_ fireworks to celebrate the 100th anniversary of its founding.

(A) impressive  
(B) impress  
(C) impression  
(D) impressively

**128.** After investing heavily in Internet marketing campaigns, Bailey Coffee increased its annual profits \_\_\_\_\_\_\_ fifteen percent.

(A) by  
(B) among  
(C) between  
(D) on

**129.** The receptionists change the artwork in the clinic’s waiting room \_\_\_\_\_\_\_ and rearrange the layout .of the furniture.

(A) periodically  
(B) relatively  
(C) tightly  
(D) narrowly

**130.** The policy that requires businesses to provide medical insurance applies only to those \_\_\_\_\_\_\_ more than twenty-five people.

(A) employs  
(B) employ  
(C) employed  
(D) employing

|  |
| --- |
| **PART 6**  **Directions:** Read the texts that follow. A word, phrase or sentence is missing in some of the sentences. Four answer choices are given below each of the sentences. 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.

|  |
| --- |
| **Beverly Boutique: Sales Assistant Position**  Our boutique is looking for enthusiastic candidates for our sales assistant position. \_\_\_\_\_\_\_  **131.**  Previous experience in a similar position is preferred, but not necessary. Organizational skills is  also a must, as well as some experience with computer use. Most of all, we need someone who  is personable, someone who can make customers feel \_\_\_\_\_\_\_, and someone who is  **132.**  passionate about fashion. Duties will include serving customers, taking inventory, and minor  jobs around the boutique such as sweeping and locking the doors at closing time. Payment will  be by sales commission which gives employees more \_\_\_\_\_\_\_ to serve their customers as best  **133.**  they can. Hours will be flexible . For more information, please visit our website.  If you \_\_\_\_\_\_\_ in the position, please send your resume to Rita at rlan@bboutique.com.  **134.** |

**131.** (A) Our boutique is the leader in trendy

fashions.

(B) Hurry before the promotion ends.

(C) Candidates need to be friendly and

able to communicate with customers in all kinds of situations.

(D) Come visit our store to see what our

business is about.

**132.** (A) comfortable

(B) appropriate

(C) neglected

(D) convenient

**133.** (A) influence

(B) incentives

(C) insistence

(D) consideration

**134.** (A) be interesting

(B) were interesting

(C) interest

(D) are interested

**Questions 135-138** refer to the following advertisement.

|  |
| --- |
| **Handy Maids Home Service**  Call us at 555-1244  Handy Maids Home Service \_\_\_\_\_\_\_ professional cleaning services for your business or home.  **135.**  We steam vacuum carpeted areas, polish hard-wood flooring, wipe away all traces of dust and  dirt in hard-to-find areas, and clean out clutter. Our \_\_\_\_\_\_\_ service is second to none in the  **136.**  tristate area. We provide a one-day service after estimations are calculated. \_\_\_\_\_\_\_, we  **137.**  provide weekly and monthly services for customers who request it.  The cleaning products we use are environmentally friendly and pet and child safe. \_\_\_\_\_\_\_  **138.**  Please visit our website at www.handymaids.com or call us for more information. |

**135.** (A) provide

(B) provides

(C) provided

(D) providing

**136.** (A) unusual

(B) peculiar

(C) best

(D) exceptional

**137.** (A) In addition

(B) Because

(C) On the other hand

(D) As a result

**138.** (A) We make sure that your pets and

children don’t go near the chemicals.

(B) In fact, we aim to make the home and

business a safe and clean place without the use of harsh chemicals.

(C) The all-natural cleaning agents may

not be as effective, but they are safe.

(D) Pets and children will be asked to

leave the premises during cleaning.

**Questions 139-142** refer to the following letter.

|  |
| --- |
| October 09  Bob Prosser  342 Winkler Ave  Fairbanks, AK 20037  Dear Mr. Prosser,  The information that you \_\_\_\_\_\_\_ about changes to the hunting permit scheme has been  **139.**  enclosed. Please note that each permit must be filled out and applied for separately. When  filling out your application, you must mark all answers clearly and with a black or blue pen.  Please do not use cursive script, print only. Each application \_\_\_\_\_\_\_ enclosed in its own  **140.**  envelope and received before the applicable deadline. \_\_\_\_\_\_\_ Because of this, you must plan  **141.**  your submissions in a timely fashion to make sure that you receive your permit while the  applicable season is still open. I hope that the information \_\_\_\_\_\_\_ answers all of your  **142.**  questions. Take care and happy hunting.  Sincerely,  Shirley Horn  Executive Secretary  Department of Wildlife  Fairbanks, Alaska 31009 |

**139.** (A) provided

(B) supply

(C) request

(D) requested

**140.** (A) won't be

(B) would be

(C) must be

(D) couldn't be

**141.** (A) Received applications can take up to 5

weeks to process.

(B) Applications are never approved

before the season is over.

(C) Sometimes applications get lost.

(D) Never make an application in person.

**142.** (A) enclose

(B) enclosing

(C) inclose

(D) enclosed

**Questions 143-146** refer to the following notice.

|  |
| --- |
| Date: August 22  To: All Sales Team Members  From: Melinda Lackey, Sales Manager  Subject: Rental Policy  For some \_\_\_\_\_\_\_, we allowed sales reps to pay for their car rentals up front with their personal  **143.**  cards or cash and then be reimbursed later. This is no longer the policy. It has not been the  policy for over two months now. As of June 15, all payments for rentals were supposed to have  \_\_\_\_\_\_\_ with the company card that was assigned to each of you. Larry in accounting has  **144.**  informed me that he has received 6 different reimbursement forms since then. I have gone  ahead and allowed Larry to process those 6 forms. \_\_\_\_\_\_\_ I’m sorry for the \_\_\_\_\_\_\_ tone, but  **145. 146.**  everyone was asked to do this in July. If you have any questions, please contact me directly. |

**143.** (A) distances

(B) place

(C) event

(D) time

**144.** (A) making

(B) to be made

(C) makes

(D) been made

**145.** (A) Only Fonitna Rental should be used to

book cars in the future.

(B) But, as of tomorrow, no one will be

reimbursed.

(C) He will redesign the form by the

beginning of next week.

(D) Everyone is required to turn in their

cards as soon as possible.

**146.** (A) overreaching

(B) gracious

(C) benevolent

(D) harsh

|  |
| --- |
| **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 flyer.

|  |
| --- |
| **Jay Furniture** 3105 Michigan Avenue, Chicago, IL 60611  **Black Friday Weekend Sale November 29 to December 1**  Tables–20% off Couches–30% off Mattresses–20% to 50% off Desks and Chairs–25% to 50% off  - During the sale, any customer who purchases over $500 of merchandise will receive a coupon for an extra 5% off any purchase during the Christmas Sale. Coupons will be valid from December 9 to December 28.  - Mention the code BLKFRI for an additional $10 off of any tables and mattresses during the sale.  Note: Jay Furniture will be closed a day before the weekend sale to prepare for it. Doors will open at 9:00 A.M. on November 29. |

**147.** What is the purpose of the flyer?

(A) To announce the opening of a store  
(B) To advertise a sale on furniture  
(C) To introduce new products  
(D) To inform customers of a business

relocation

**148.** When will the store be closed?

(A) On November 28  
(B) On November 29  
(C) On November 30  
(D) On December 9

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

|  |
| --- |
| 11 :01  James: Where are you?  11:25  Robert: What do you mean? I’ve been here all  morning.  11:26  James: ?  I haven’t seen you anywhere.  12:00  James: Where r u?  12:03  Robert: Sorry, I’ve been with a client in the Red  Lounge, couldn’t get your message.  12:04  James: K got it. I’ll be outside the lounge waiting.  12:30  Robert: You still there?  12:31  James: Yeah, hope you closed the deal! |

**149.** Why does James most likely say, “hope

you closed the deal!”?

(A) He thinks there will be a bonus.

(B) He has been waiting a long time.

(C) He loves the Red Lounge.

(D) There are too many deals open.

**150.** What can be inferred about Robert by the

length of time between James’ messages

and Robert’s responses?

(A) He isn’t interested in James.

(B) He wants time to himself.

(C) His phone has died.

(D) He cannot check his phone all the time.

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

|  |
| --- |
| **To:** Operations Team <operations@acemfg.com> **From:** Thomas Wheeler <t.wheeler@acemfg.com> **Date:** Monday, June 16 **Subject:** New Equipment  **-------------------------------------------------------------------------------------------------------------------------------**  Operations Team,  The company will order a new set of heavy equipment tomorrow and it will be delivered to the warehouse the following afternoon. Our employees' work schedule will have to be adjusted according to our new addition of equipment. Please submit a report stating the new tasks and responsibilities of each worker for this equipment by no later than 5:00 P.M. on Thursday.  If I am not in the office, please give it to my secretary, Ms. Hardy.  Thanks,  Thomas Wheeler Director of Manufacturing |

**151.** When will the new equipment most likely

arrive at the warehouse?

(A) On Monday  
(B) On Tuesday  
(C) On Wednesday  
(D) On Thursday

**152.** What should be included in the report?

(A) Workers’ contact information  
(B) Workers’ assignments  
(C) Workers’ resumes  
(D) Workers’ suggestions

**Questions 153-154** refer to the following memo.

|  |
| --- |
| **From:** Rick Campbell, Director of R&D **To:** R&D Department **Subject:** Change in Staff **Date:** Tuesday, April 4, 3:40 P.M.  **--------------------------------------------------------------------------------------------------------------------**  I am writing to share news with you regarding the recent changes in the Research and Development office. Starting April 7, Bob Denkle will be our new project manager in the Research and Development Department. He has just completed a month-long training session and will replace Benjamin Palmer by the end of the week.  Mike Garcia, the HR director, will post an announcement of several openings throughout the departments by next week. For those who wish to transfer into a different department within the company, now would be a good time to apply.  Please congratulate Benjamin Palmer, as he will transition into a new position in Ion Industries, and welcome Bob Denkle, as he will join our department. |

**153.** What is expected to happen by next week?

(A) A new department will be formed.  
(B) Job postings will be announced.   
(C) An interview will be conducted.   
(D) A training session will take place.

**154.** Who is leaving the company?

(A) Bob Denkle  
(B) Mike Garcia  
(C) Rick Campbell  
(D) Benjamin Palmer

**Questions 155-157** refer to the following article.

**--------------------------------------------------------------------------**

Re-Fit Closing Stores

February 9–Nemway Group has announced that 80 Re-Fit stores will be closing down around the country in the next six months with 100 more to follow within the year. – [1] –However, the last ten years has seen a steady decline in sales as consumers turned to other clothing retailers such as Zanas and HRM. – [2] – “I don’t know, I just found the clothing to be outdated,” says a former customer. “They should have updated the styles and offered non-sporty options.”

CEO Derrick Greenwich agrees. “We focused so much on particular styles of sportswear that we lost sight of the changing tastes of consumers. We’re working on restructuring the company and offering consumers what they want. We'll come back bigger than ever.” An internal review of the losses will continue to be conducted as nervous shareholders consider their next moves. – [4] – Nemway is hoping that a good portion of the Re-Fit stores will remain in operation as the company struggles to reinvent the brand.

**--------------------------------------------------------------------------**

**155.** What is indicated about the Re - Fit brand?

(A) Its popularity has dropped dramatically.

(B) It specializes in sports gear.

(C) The CEO is renaming the company.

(D) The brand has a 1 00-year history.

**156.** The phrase "lost sight of" in the second

paragraph is closest in meaning to:

(A) Restricted

(B) Were not blinded by

(C) Ignored

(D) Selected

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

and [4] does the following sentence best

belong?

“The clothing store, best known for its affordable but trendy sportswear, was very popular in the 90's and early 2000’s.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

**Questions 158-160** refer to the following table of contents of a booklet.

|  |  |  |
| --- | --- | --- |
| **CONTENTS**   |  |  | | --- | --- | | **9 *Easy Snacks***  Donald Cohen provides recipes that are suitable for those who are always on the move.  **14 *The Perfect Resort***  Melissa Green discusses the features of the top 10 famous resorts.  **19 *Passport Guide***  Henry Carroll shows you how to apply for a passport in 5 easy steps.  **23 Safety *First***  Tricia Oldham discusses basic first aid to first-time travelers. | **26 *Wish You Were Here***  Rebecca Barajas shares her pictures from her amazing trip to New Zealand.  **30 *Delicious Diners***  Barry Eason shares his tasty experiences while on the road.  **33 *On a Budget***  Edward Boyd shares tips on how to save money when planning trips.  **35 *Light My Way***  Reviews of the most popular guidebooks | |

**158.** What is the focus of the booklet?

(A) Food  
(B) Transportation  
(C) Environment  
(D) Traveling

**159.** Where in the booklet would the pictures

most likely be found?  
(A) On page 9  
(B) On page 19  
(C) On page 26  
(D) On page 30

**160.** According to the table of contents, who

talks about using less money?

(A) Ms. Green  
(B) Mr. Carroll  
(C) Mr. Eason  
(D) Mr. Boyd

**Questions 161-164** refer to the following online chat discussion.

|  |  |  |
| --- | --- | --- |
|  | | |
|  | | |
| Ginger Lin | [4:59] | Just a reminder to everyone to please clear all your desks and shut down all electronic devices before you leave today. The floors will be polished and cleaned over the weekend. |
| Dimitri Robert | [5:00] | Should we lock all the cabinets and drawers as well? |
| Ginger Lin | [5:01] | Yes. Please make sure that when the furniture is moved around, nothing falls out. |
| Dimitri Robert | [5:02] | I’ll make sure that everything is secure and locked before I leave. |
| Janet Leigh | [5:03] | Ginger, I’m done with our budget reports. I’ll have a copy e-mailed to you soon before I send them off. |
| Ginger Lin | [5:04] | Thank you. And Lance, you’ll have to reschedule your meeting with your client tomorrow. |
| Lance Sibley | [5:04] | I’ve already rescheduled our meeting to the following Monday. And to be on the safe side in case our offices are not ready by then, we’ll be meeting at a cafe not far from here. |
| Ginger Lin | [5:05] | Alright. It looks like most things are in order. Let me know if I missed anything. |
| Janet Leigh | [5:06] | Actually, not everyone sent me their overtime hours. I was still able to  confirm through the sign-up sheets but I need everyone to confirm over  e-mail before I send the payment forms to the Finance Department. |
| Dimitri Robert | [5:07] | Oops, that’s me. I’ll send an e-mail now. |
| Karen Walker | [5:07] | Me too. |
| Janet Leigh | [5:08] | That’s good. I can send the forms once I get your e-mails. |
|  |  |  |

**161.** What will take place on Saturday and

Sunday?

(A) An office party

(B) A meeting with clients

(C) A renovation

(D) Cleaning services

**162.** Who most likely is Ginger Lin?

(A) The secretary

(B) The manager

(C) The technician

(D) The security guard

**163.** At 5:04, what does Lance Sibley mean by

“to be on the safe side”?

(A) The offices may not be safe.

(B) The client may need help.

(C) Just as a precaution

(D) He’s given a warning.

**164.** What will Janet Leigh most likely do next?

(A) Check her e-mail

(B) Contact the Finance Department

(C) Call some employees

(D) Print out some reports

**Questions 165-167** refer to the following job advertisement.

|  |
| --- |
| **Helping Hands**  8732 Bakersfield Avenue, Santa Clara, California www.helpinghands.com  Regional Manager-Employment Opportunity  Helping Hands has been dedicated to providing quality, affordable housing for low-income individuals and families. For over 25 years, we have been acquiring multifamily communities and improving the properties to maintain their availability for those earning less than 50 percent of the area average income. Our properties are currently located in cities throughout the state of Texas-including Austin, Dallas, and Houston-with plans to expand to make more homes available to more people.  We are looking for someone for the position of regional manager. The new manager will be stationed in Austin and will supervise and evaluate the performance of on-site management and ensure that the properties are well maintained. The candidate must have a bachelor's degree or higher in a business or management field, have a minimum of three years of experience in supervising other personnel, and possess certain certificates (more details in the application page).  Applications can be submitted in person Monday through Friday from 9:00 A.M. to 5:00 P.M. or through mail or e-mail. They will be accepted only if they are received before 5:00 P.M. on October 14. |

**165.** What is mentioned about Helping Hands?

(A) It offers community service for senior

citizens.

(B) It is committed to nature conservation.  
(C) It is sponsored by the government.  
(D) It is supplying homes to a

disadvantaged group.

**166.** Where is the successful candidate required

to work?

(A) In Santa Clara  
(B) In Austin  
(C) In Dallas  
(D) In Houston

**167.** What is NOT suggested about the

position?

(A) It includes supervision of the local staff.  
(B) It requires an academic degree.  
(C) It needs official documents.  
(D) It is limited to only California residents.

**Questions 168-171** refer to the following e-mail.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  | | --- | | cmason@centersports.com |   **To**   |  | | --- | | sdixon@instaprinting.com |   **From**   |  | | --- | | November 3 |   **Date**   |  | | --- | | Your Inquiry |   **Subject** |
| Dear Mr. Mason,  We are responding to the inquiry you made through our Web site yesterday. Lnsta Printing promises to provide faster, cheaper, and more reliable service than any of our competitors in the area. And we also guarantee to beat any price offered by a competitor.  As per your request, our company would be happy to help design and print jerseys for your soccer team. Besides casual wear, our company also has plenty of experience producing athletic wear for sports teams and clubs.  Customers can choose from a variety of materials and printing methods. These include denim, cotton, flannel, nylon and many more, and there are several printing methods including screen printing, heat press, and direct-to-garment printing.  Please feel free to contact me directly at 712-555-9804 to discuss the details further about working with Insta Printing. We look forward to working with you and helping your organization achieve its goals.  Sincerely,  Stephen Dixon Client Relations Representative, Insta Printing |

**168.** Why did Mr. Dixon send the e-mail?

(A) To give a quote for a project  
(B) To explain a new policy  
(C) To persuade a client to agree on a deal  
(D) To confirm a reservation

**169.** What does Mr. Mason want to do?

(A) Purchase a set of shirts(B) Apply for a position  
(C) Devise a new printing technique  
(D) Expand business internationally

**170.** What is mentioned about lnsta Printing?

(A) It opened a second branch yesterday.  
(B) It offers various production options.  
(C) It only produces athletic wear.  
(D) It sponsors a local soccer team.

**171.** The word “further” in paragraph 4, line 1, is

closest in meaning to

(A) urgently  
(B) officially  
(C) additionally  
(D) carefully

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

|  |
| --- |
| (Man) – [1] – I remember when Sergio Hernandez first came to work here at Trout & Lee. He was a young man of thirty with a heart and mind filled with ambition and drive. – [2] – It is that ambition and drive, along with a lot of integrity and intelligence, that made him one of the most valuable players in the garment business and us one of the most successful companies. – [3] – I can’t help but remember how emotional I was when I left the company to pursue a life of leisure last year. – [4] – I know the speech Serg. Gave then came back to help me during the difficult transition into living without an office to go to and colleagues to be continually inspired by, and I hope the few humble words I’ve strung together will remind him of how well-respected he is and what an astounding life he has lived as he goes through the same process. Please, put your hands together for Mr. Sergio Hernandez. |

**172.** What is implied about Mr. Hernandez?

(A) He is the CEO of Trout & Lee.

(B) He is receiving a promotion.

(C) He is transferring to a new department.

(D) He is retiring from the company.

**173.** What is indicated about Trout & Lee?

(A) It is an international company.

(B) It is a real estate company.

(C) It has manufacturing plants in the U.S.

(D) It has existed for many decades.

**174.** What is NOT mentioned about Mr.

Hernandez?

(A) When he started working for the

company

(B) The type of employee he was

(C) The type of industry he worked in

(D) His position in the company

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

or [4] does this sentence best belong?

“I feel it a great honor to be asked to speak about him here today.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

**Questions 176-180** refer to the following invoice and letter.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Order #:23710  **Maple Outdoor**  387 Maple Street, York WA  Date: May 6   |  |  |  |  | | --- | --- | --- | --- | | **ITEM** | **BRAND** | **UNIT** | **PRICE** | | Hiking Boots | Nordic Heights | $149.95 | $149.59 | | Camping Stove | Avalanche | $58.79 | $58.79 | | Fuel Canister | Avalanche | $9.98 | $19.96 | | Socks | Northern Wool | $12.85 | $00.00 | |  |  | Total: $228.34 |  |   We’ve included a free pair of socks to keep you warm on your next camping trip.  Thank you for being a loyal patron of Maple Outdoor for more than a year!  As always, if there is anything we can assist you with, don’t hesitate to ask. Remember, if you are contacting us about a specific order, make sure to give us the order number and your name.  Call us: (601) 478-2129 E-mail us: MapleOutdoor@zmail.com |

|  |
| --- |
| To: Customers Service, Maple Outdoor  From: Shana Sandberg  Date: Oct. 9  Subject: Delivery Issues  **---------------------------------------------------------------------------------------------------------------------------------------**  I received my order yesterday and it wasn’t what I had expected. I had order an Avalanche camping stove, but I received a MT Elite stove instead. I’d like to receive the Avalanche stove as soon as possible, as I’ve got a fall camping trip next weekend. Do you think you could get it to me in time or should I just come and exchange the stove at your store? Please contact me soon. I’ll be waiting.  Thank you,  Shana Sandberg |

**176.** What does Maple Outdoor mention about

Ms. Sandberg’s order?

(A) It will be delayed for up to a month.

(B) They have expedited it for free.

(C) It may not be returned if it is damaged

by misuse.

(D) They have included a complementary

item with it.

**177.** How much does an Avalanche fuel canister

cost?

(A) $58.79

(B) $9.98

(C) $19.96

(D) $12.85

**178.** Why did Ms. Sandberg write the e-mail?

(A) To compliment the service she received

(B) To request a monthly newsletter

(C) To ask if she can return an item

(D) To complain of a missing item

**179.** What requested information did Ms.

Sandberg forget to include?

(A) Her name

(B) Her mailing address

(C) Her order number

(D) Her credit card number

**180.** What is true about Ms. Sandberg?

(A) She has shopped at Maple Outdoor

before.

(B) She frequently goes camping.

(C) She didn’t receive her hiking boots.

(D) She will be visiting the Maple Outdoor

store soon.

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

|  |
| --- |
| **Attention Passengers**  Clinton Bus Lines  In response to customer feedback, Clinton Bus Lines will be expanding its bus routes connecting Texas to other metropolitan centers in the Southwest. Starting on May 1, the new routes listed below will take effect. In order to promote these new bus lines, we will be offering tickets at half price during the first week of operation. Improving your satisfaction is our main priority. To get more detailed information such as departure and arrival times, please visit our Web site at www. clintonbusses.com.  • **From Dallas Bus Terminal to Phoenix, Arizona Bus Terminal**  • **From Austin Bus Terminal to Santa Fe, New Mexico Bus Terminal**  • **From Fort Worth Bus Terminal to Denver, Colorado Bus Terminal** |

|  |
| --- |
| **To:** erichanson@prplanning.com **From:** dangregory@trentonlogistics.com **Date:** April 27 **Subject:** Upcoming Visit |
| Dear Mr. Hanson,  I am currently finalizing all the details for my visit to your company’s headquarters in Santa Fe. Thank you for inviting me down to take part in these business negotiations. Please let me know what time I should arrive. Will the meeting begin after lunchtime like it did last time?  You won’t need to pick up me up, as I have arranged for a cab to pick me up at the Santa Fe Bus Terminal. Fortunately, a new bus line was established between where I live and your offices. It has made transit in the Southwestern region considerably convenient. There are routes that now travel to Denver and Phoenix as well. Also, thanks to some lucky circumstances, I will be able to buy my ticket to Santa Fe at half the original price.  I can’t wait to see you and your co-workers again soon.  Dan Gregory |

**181.** According to the notice, what are Clinton

Bus Lines passengers encouraged to do on the Web site?

(A) Reserve a ticket in advance  
(B) Check bus schedules  
(C) Apply for membership  
(D) Request a discount coupon

**182.** What is indicated about Mr. Gregory’s

previous meeting with Mr. Hanson?

(A) It took place in Texas.  
(B) It lasted an entire week.  
(C) It commenced in the afternoon.  
(D) It was canceled due to bad weather.

**183.** In the e-mail, the word “transit” in

paragraph 2, line 3, is closest in meaning  
to

(A) participation  
(B) transportation  
(C) navigation  
(D) collaboration

**184.** Where does Mr. Gregory most likely live?

(A) In Santa Fe  
(B) In Austin  
(C) In Dallas  
(D) In Denver

**185.** When is the meeting scheduled to take

place?

(A) Before April 24  
(B) Between April 24 and April 30  
(C) Between May 1 and May 7  
(D) After May 7

**Questions 186-190** refer to the following e-mails.

|  |
| --- |
| **To:** Brian Petersen <bpetersen@atasteofclass.com>  **From:** Jason Hostrum <jhostrum@jhfurnishing.com>  **Date:** November 20  **Subject:** Office Christmas Party |
| Dear Mr. Peterson,  I am looking to engage the services of your catering company, A Taste of Class, for our Christmas party at the end of this year. Ideally, we would like to have our event on Saturday, December 20. I just have a few questions about your services. First, do you provide decorations? I really want this year’s party to be a hit; it is my first time being responsible for it and I really want to impress the boss. Second do you have a wide range of vegetarian dishes? We have 12 vegetarians on our staff of 35, so it will be important to provide them a full meal, not just appetizers. If you could get back to me with the answers to my questions and your availability for the 2oth, I would greatly appreciate it.  Sincerely,  Jason Rostrum  Junior Secretary, Johnson Home Furnishing |

|  |
| --- |
| **To:** Jason Hostrum <jhostrum@jhfurnishing.com>  **From :** Brian Petersen <bpetersen@atasteofclass.com>  **Date:** November 21  **Subject:** Office Christmas Party |
| Dear Mr. Rostrum,  I am delighted that you have contacted A Taste of Class to help make your Christmas party one to remember. Let me answer all of your questions and put your mind at ease. To begin with, we have one team left that can cater you for the 2oth of December, so you are in luck! As far as the decorations are concerned, we have several different themes to choose from please visit our website at www.atasteofclass.com to see pictures of our successful events from the past. They are labeled with themes so you may just choose one that appeals to you. Your final inquiry regarding the vegetarian option will also require some decision- making on your part. We offer gourmet dining and are happy to specially prepare 12 vegetarian meals, but that can be a little bit expensive. I don’t know what your budget is, but might I suggest making the entire menu vegetarian? We have an outstanding vegetarian chef, Julia Monroe, who can prepare a full vegetarian buffet so delicious a lion would eat it! This option is also a lot more cost-effective than preparing two separate menus. After reviewing your options, please let me know what choices are best for you.  Sincerely,  Brian Petersen,  Booking and Sales Manager  A Taste of Class |

|  |
| --- |
| **To:** Brian Petersen <bpetersen@atasteofclass.com>  **From:** Jason Hostrum <jhostrum@jhfurnishing.com>  **Date:** November 22  **Subject:** Office Christmas Party |
| Dear Mr. Petersen,  Thanks for your reply. I want to go ahead and book the event for Saturday the 20th of December. I want the decoration theme Winter Wonderland, and I have decided to take your advice and go with whatever menu chef Julia Monroe can put together for us. I really appreciate all of your recommendations and I just know this will be a great event!  All the best,  Jason Rostrum,  Junior Secretary, Johnson Home Furnishing |

**186.** Why is Jason Hostrum anxious about the

party?

(A) His family will be there.

(B) It is the first time the boss will join

them.

(C) This is the first party he has had to

plan for the company.

(D) There is too much food for him to

prepare.

**187.** In the third e-mail, what is indicated about

Jason Hostrum?

(A) He visited atasteofclass.com.

(B) He created his own theme.

(C) He wants to cancel the party

(D) He wants to add more food and guests.

**188.** According to the e-mails, what kind of food

will be served?

(A) All meats

(B) A mixture of meat and vegetarian

(C) Only vegetarian

(D) Only appetizers

**189.** In the first e-mail, what was a big concern

about the food?

(A) The flavor

(B) The type of sides

(C) The dietary restrictions of some of the

employees

(D) Where the buffet will be located.

**190.** What is indicated about A Taste of

Classes?

(A) They are busy this holiday season.

(B) They have lots of free teams for the

20th.

(C) They would prefer to cater on another

date.

(D) They are too busy to work Johnson

Home Furnishing’s party.

**Questions 191-195** refer to the following e-mail and order form.

|  |
| --- |
| **To:** Raquel Jenkins <cservice@starproducts.com>  **From:** Jose Ramos <jramos.zipnet.com>  **Date:** October 14  **Subject:** Defective Hose |
| Dear Ms. Jenkins,  Recently, I purchased 5,000 yards of XP100 industrial hosing from your company, Star Products. The hosing was listed as capable of handling up to 1,000 pounds of pressure per square inch (psi). My company, Advanced Dynamic Cleaning, refitted all of our pressure washers with your hosing at considerable cost and time. Every single one of our pressure washers failed somewhere along the hosing from the joint of the gun to the compressor. Our compressors only create 500 psi, so I have to conclude that there is some defect in the design of your hose. I would like to get a refund of my purchase or a replacement of my order with hosing that meets industry standards. I have included my purchase order and a copy of the invoice.  Sincerely,  Jose Ramos |

|  |
| --- |
| **To:** Jose Ramos <jramos.zipnet.com>  **From:** Raquel Jenkins <cservice@starproducts.com>  **Date:** October 16  **Subject:** Defective Hose |
| Dear Mr. Ramos,  We have received your report of a defective hose and reviewed the attached documents. We really value your business and hate that you went through such a waste of time and energy with our hosing. However, I am afraid to say that the mistake may be on your end. In looking over your purchase, you clearly ordered XP100 hosing x 5,000 yards. If you look at the specs for that hosing, it is only rated at appropriate for 100 psi. This could explain why all of your hosing failed. What I can offer you is an exchange of the remaining XP100 hosing in your inventory for\_ a hosing more appropriate to your needs. We will do this at no charge and pay for the shipping as a show of our appreciation for your business. Please fill out the purchase order that I have attached and include it with the XP100 hosing when you ship it back to us for exchange.  Thank you,  Raquel Jenkins |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Star Products Purchase Order Form**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Product name | PSI | Length required | Price per yard | Applicable discount | | XP1000 | 1000 | 2,500 yards | $.50 | Total discount as per  agreed upon exchange  with product XP100 | |  |  |  |  |  | |  |  |  |  |  | |

**191.** Why did Jose Ramos write to Star

Products?

(A) To exchange hosing

(B) To order new hosing

(C) To report a malfunction of hosing

(D) To compliment the hosing

**192.** What is indicated about the hosing that

Jose Ramos ordered?

(A) It was not rated for the right PSI for his

use.

(B) It was defective.

(C) It was installed incorrectly.

(D) They were delivered to the wrong

address.

**193.** According to the purchase order form,

how much XP100 hosing is Jose Ramos

returning?

(A) 1,000 yards

(B) 2,000 yards

(C) 2,500 yards

(D) 5,000 yards

**194.** What is indicated in the e-mail from Star

Products?

(A) Star Products does not value Jose

Ramos’ business.

(B) Star Products appreciates Jose Ramos’

patronage.

(C) Star Products doesn’t need any more

business.

(D) Star Products wants to expand their

business.

**195.** What job does Raquel Jenkins likely have?

(A) CEO

(B) CFO

(C) Customer service

(D) Sales

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

|  |
| --- |
| **To:** Jason Roberts <jroberts@robertsparties.com>  **From:** Leroy Jenkins <ljenkins@smope.com>  **Date:** Sept. 24  **Subject:** Fall Party |
| Dear Mr. Roberts,  My name is Leroy Jenkins and I am planning a family reunion for the first weekend of October. I have heard from some friends that your parties are absolutely the best.  I really want to make a good impression with my sister’s new in-laws; it will be the first time that they join our family for our annual reunion. I just have a few questions for you. First, I need to know how much you would charge for a party for 25 people.  I can afford $25 per person, not including alcohol. My family is also a little bit picky with the food they like, so if it is possible for you to send a list of the foods that you provide and the cost per person, I would like to go through it and create my own menu. The last question I have for you is staffing. I really don't want to be cleaning up and doing dishes during the party. Do you provide staff, and if so, how much do you charge for their service? Please write me back so we can get this party planned!  All the best,  Leroy Jenkins |

|  |
| --- |
| **To:** Leroy Jenkins <ljenkins@smope.com>  **From:** Jason Roberts <jroberts@robertsparties.com>  **Date:** Sept. 25  **Subject:** Fall Party |
| Dear Mr. Jenkins,  So glad to hear that our parties have been such a success. We do have a catering menu for you to choose items from, and feel free to mix and match based on your own budget and tastes. I have included a menu as well as a staffing guide. I recommend hiring the Banquet Captain if you have nerves about the event. Our Banquet Captains are trained to engage and charm the guests at the parties we host, hence our strong reputation.  I look forward to making your party a success!  Jason Roberts |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ROBERT’S PARTIES CATERING LIST**   |  |  |  |  | | --- | --- | --- | --- | | **Appetizer** | **Entrée** | **Salad** | **Dessert** | | Chips and Dip 1.00 | Steak 2.50\* | Caesar 1.00 | Cake .50\* | | Pastry Bites 1.00 | Chicken 1.50\* | Cobb 2.00\* | Pie .50\* | | Onion Rings 1.00\* | Pork 1.50 | Wild Greens 2.00\* | Ice Cream .50 |   **ROBERT’S PARTIES STAFFING PRICES**   |  |  | | --- | --- | | Chef | $5.00 per hour | | Wait Staff | $2.50 per hour | | Banquet Captain | $3.50 per hour | |

**196.** Who most likely is Jason Roberts?

(A) A chef

(B) The owner

(C) A Banquet Captain

(D) The receptionist

**197.** Who is Leroy Jenkins worrying about

impressing?

(A) His boss

(B) His brother

(C) His sister’s husband’s family

(D) His parents

**198.** According to the information provided, what

does Jason Roberts recommend that Leroy

Jenkins include for his event?

(A) An extra chef

(B) A Banquet Captain

(C) A vegetarian option

(D) Extra waiters

**199.** What is indicated about Leroy Jenkins’

budget?

(A) He cannot afford Robert’s Parties.

(B) He needs to choose a very small menu.

(C) He can hire everything that Robert’s

Parties recommends.

(D) He will have to cut out the appetizers.

**200.** How many people will be at Leroy Jenkins’

reunion?

(A) His sister’s in-laws

(B) 25

(C) The members that live in town

(D) Every member will be there.

TEST 10

|  |
| --- |
| **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 difference between the two brands is small, most consumers purchase the cheaper one.

(A) Until  
(B) Because  
(C) Before  
(D) So

**102.** Audience members were impressed that the question asked of the candidate was answered \_\_\_\_\_\_\_.

(A) clearly  
(B) clear  
(C) cleared  
(D) clearing

**103.** In an attempt \_\_\_\_\_\_\_ sustainable energy, city officials have had solar panels affixed to some public buildings.

(A) generates  
(B) generated  
(C) generating  
(D) to generate

**104.** The slow \_\_\_\_\_\_\_ of the fire department resulted in severe damage to the building.

(A) duration  
(B) response  
(C) treatment  
(D) maintenance

**105.** After hours of searching, the source of the water leak was \_\_\_\_\_\_\_ identified by the plumber.

(A) routinely  
(B) finally  
(C) rarely  
(D) strongly

**106.** Please tell \_\_\_\_\_\_\_ that the workshop has been moved to Conference Room 402.

(A) whatever  
(B) themselves  
(C) everyone  
(D) something

**107.** Highway 16 was widened over the summer to \_\_\_\_\_\_\_ the heavier traffic that is using the roadway.

(A) duplicate  
(B) extend  
(C) accommodate  
(D) propose

**108.** Meal vouchers were given to Beta Airways passengers \_\_\_\_\_\_\_ were not able to depart on time because of a booking error.

(A) when  
(B) because  
(C) recently  
(D) who

**109.** The catalog for the gallery contains an accurate \_\_\_\_\_\_\_ of each piece of artwork that is offered for sale.

(A) described  
(B) description  
(C) descriptive  
(D) describes

**110.** To ensure that old appliances are disposed of properly, the city will offer free removal of these devices \_\_\_\_\_\_\_ April 2 and April 5.

(A) into  
(B) from  
(C) until  
(D) between

**111.** A buffet dinner is available to the guests, so they may eat ------- looks appetizing to them without having to place an order.

(A) anyway  
(B) whatever  
(C) wherever  
(D) anything

**112.** During the music festival, goods will be sold only by \_\_\_\_\_\_\_ vendors who have registered with the planners.

(A) controversial  
(B) increased  
(C) confident  
(D) approved

**113.** The grocery store chain Refresh Foods has \_\_\_\_\_\_\_ in organic products since it opened in 2001.

(A) participated  
(B) certified  
(C) specialized  
(D) admired

**114.** The malfunction of the printer was \_\_\_\_\_\_\_ a component that had been inserted incorrectly during the assembly process.

(A) due to  
(B) whereas  
(C) as though  
(D) instead of

**115.** The proposed holiday schedule is \_\_\_\_\_\_\_ to most workers because they feel it is fair.

(A) acceptably  
(B) accept  
(C) acceptable  
(D) accepting

**116.** The test will \_\_\_\_\_\_\_ prove whether or not the patient has the disease.

(A) like  
(B) liking  
(C) likable  
(D) likely

**117.** With over two hundred unique stores, the Plainview Mall \_\_\_\_\_\_\_ millions of shoppers on an annual basis.

(A) attracts  
(B) implements  
(C) postpones  
(D) contributes

**118.** The participants will be judged on \_\_\_\_\_\_\_ performance, and the winners will be announced later in the awards ceremony.

(A) athletically  
(B) athletic  
(C) athletes  
(D) athlete

**119.** The York Foundation is an organization that has been supporting \_\_\_\_\_\_\_ in medical technology for the past decade.

(A) to advance  
(B) advanced  
(C) advances  
(D) advancing

**120.** \_\_\_\_\_\_\_ the volleyball tournament is held indoors or outdoors depends heavily on the weather forecast for that day.

(A) Because  
(B) Although  
(C) Whether  
(D) Whereas

**121.** The company was under investigation after several former employees made allegations of unfair \_\_\_\_\_\_\_.

(A) compositions  
(B) assurances  
(C) momentums  
(D) practices

**122.** \_\_\_\_\_\_\_ joined Vince’s Gym, Mr. Pinter could attend group classes and health counseling sessions for free.

(A) Being  
(B) Having  
(C) To have  
(D) To be

**123.** The best method for improving the \_\_\_\_\_\_\_ of your home at little cost is giving the exterior a fresh coat of paint.

(A) privacy  
(B) appearance  
(C) control  
(D) location

**124.** Marketers believed that if the packaging were more \_\_\_\_\_\_\_ colored, consumers might pay more attention to the product.

(A) variously  
(B) vary  
(C) various  
(D) variety

**125.** The police officer directed the traffic \_\_\_\_\_\_\_ the detour ramp so that drivers could find the route easily.

(A) toward  
(B) like  
(C) of  
(D) during

**126.** Employees are asked to pair up with another \_\_\_\_\_\_\_ and check each other at the predetermined meeting place during fire drills.

(A) reliance  
(B) supervision  
(C) colleague  
(D) calculator

**127.** The car owner submitted \_\_\_\_\_\_\_ evidence of the damage along with a mechanic’s report to his insurance company.

(A) photographer  
(B) photographically  
(C) photographic  
(D) photogenic

**128.** The restrooms on the second floor are \_\_\_\_\_\_\_ unavailable because one of the sinks is being replaced.

(A) temporarily  
(B) previously  
(C) respectively  
(D) vitally

**129.** Because our sales representatives meet with high-level clients in the industry, \_\_\_\_\_\_\_ those with a professional manner will be considered for the position.

(A) only  
(B) moreover  
(C) except  
(D) however

**130.** On next week’s radio program, our host will interview Kristen Dabney about her time working as an \_\_\_\_\_\_\_ for a UN official.

(A) interpretation  
(B) interpret  
(C) interpreting  
(D) interpreter

|  |
| --- |
| **PART 6**  **Directions:** Read the texts that follow. A word, phrase or sentence is missing in some of the sentences. Four answer choices are given below each of the sentences. 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.

|  |
| --- |
| To: All Staff  From: Michael Davis, Head Technician  Subject: Network Upgrade  We regret to inform the staff that as of next week, from Monday the 13th of November to  sometime midweek, the employee key card system will not be active. In order to get into and out  of the building, you will need to buzz security. In order to unlock, or lock, any door, you will  \_\_\_\_\_\_\_ assistance from the security team.  **131.**  The old system was reviewed and many vulnerabilities were discovered. \_\_\_\_\_\_\_ , the  **132.**  company has decided to replace the old system. This process should take three to four days.  As part of the process, new key cards will be issued to each member of the staff. Key cards will  be available for you to pick up from Wednesday, the 15th of November, in the security office.  Please, feel free to stop by any time \_\_\_\_\_\_\_ the day to collect yours. \_\_\_\_\_\_\_  **133. 134.**  We apologize for any inconvenience this may cause. |

**131.** (A) is requesting

(B) has requested

(C) have to request

(D) had to request

**132.** (A) Unfortunately

(B) Therefore

(C) Regardless

(D) Finally

**133.** (A) upon

(B) during

(C) before

(D) at

**134.** (A) The move from keys to keyless entry

should make the facility more secure.

(B) We will be looking forward to seeing

you sometime next week.

(C) The security office is open 24 hours a

day.

(D) This is for product security

**Questions 135-138** refer to the following notice.

|  |
| --- |
| **Music Teacher Needed**  Mike’s Music School is \_\_\_\_\_\_\_ seeking a new piano instructor for weekend and evening  **135.**  classes. Mike’s Music School has been operating in the Central district since 1992. \_\_\_\_\_\_\_  **136.**  Because of this, we hope to hire a long-time resident of Central to join our team. Applicants should be well versed in \_\_\_\_\_\_\_ teaching techniques. If you are interested in \_\_\_\_\_\_\_ for the  **137. 138.**  position, we will be holding interviews and auditions this Saturday at 12:00 at our main studio on Elm Street and Dupont Ave. |

**135.** (A) active

(B) actived

(C) actively

(D) activated

**136.** (A) Our company tries to work with outside

communities.

(B) Our commitment to the community is

as important as our commitment to our

students.

(C) Our company is unique and uses

strange instruments.

(D) Our company is in a special location,

next to the auto service center.

**137.** (A) contemporary

(B) unknown

(C) strange

(D) boring

**138.** (A) apply

(B) applied

(C) applying

(D) to apply

**Questions 139-142** refer to the following advertisement.

|  |
| --- |
| **Saldesta**  **Rest Your Mind and Body**  It’s what you’ve been dreaming of. Peaceful sleep without a struggle is what you need. That’s  what Saldesta \_\_\_\_\_\_\_. Saldesta helps people fall asleep quickly and stay asleep the entire  **139.**  night. It’s the only non-narcotic sleeping aid, and it’s \_\_\_\_\_\_\_ for long-term use. \_\_\_\_\_\_\_ Talk  **140.** **141.**  to your doctor first before using sleeping aids for extended periods. Tonight, just close your  eyes, and leave everything else to Saldesta.  Find out how to improve your sleep at www.saldesta.com. Or call 1-800-Saldesta.  Important Safety Information: Saldesta works quickly and should be taken right \_\_\_\_\_\_\_ bed.  **142.**  Be sure you have at least eight hours to devote to sleep before coming active. Do not use  alcohol while taking Saldesta. Most sleep medication carries some risk of dependency. |

**139.** (A) offers

(B) sustains

(C) mitigates

(D) maintains

**140.** (A) to approve

(B) approves

(C) approving

(D) approved

**141.** (A) So you can feel comfortable taking it

night after night.

(B) Talk to your doctor today to see if it’s

right for you.

(C) This is the only stimulant approved for

prolonged use that is approved by the

FDA.

(D) Enter this code for a free sample and

discounts.

**142.** (A) during

(B) around

(C) before

(D) after

**Questions 143-146** refer to the following posting on a website.

|  |
| --- |
| Employee Message Board  Request for Feedback  Posted by James Frohm, Human Resources Director  Hello colleagues,  The holiday season is fast approaching and we need to \_\_\_\_\_\_\_ our office party! There have  **143.**  been several \_\_\_\_\_\_\_ for locations and themes made to me directly, but I wanted to invite  **144.**  everyone in the office to give me their feedback. All ideas are welcome, but I must remind  everyone that our office \_\_\_\_\_\_\_. Our party can include all forms of secular celebration, but  **145.**  out of respect for everyone, there may be no religious themes. Please respond to me directly by  e-mail at jamesfrohm@ccn.net, so I can get started making plans. \_\_\_\_\_\_\_  **146.**  Sincerely,  James |

**143.** (A) make

(B) plan

(C) conceive

(D) deliver

**144.** (A) comments

(B) suggestions

(C) spots

(D) suggested

**145.** (A) is a safe space for all customs and

cultures

(B) stays open late on Tuesday

(C) needs a new janitor

(D) will move next week

**146.** (A) I look forward to your ideas and

enthusiasm.

(B) I’m look forward to your ideas and

enthusiasm.

(C) I look forward to your undivided

attention.

(D) I hope you reply before it’s too late.

|  |
| --- |
| **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 flyer.

|  |
| --- |
| **TriStar Sports Gear**  5477 Fairmont Avenue Bemidji, MN 56634 218-555-3412 www.tristarsportsgear.com  **Summer sale from July 1 to July 14**  The school year has ended and summer has arrived. Stop by TriStar Sports Gear and take advantage of our huge annual summer sale beginning this Friday. Now is the time to get ready for summer fun. We will be selling jerseys from your favorite sports teams for 20% off the original price. Also, if you buy two pairs of athletic shoes, you can get the third pair at half price. There is much more on sale, so please see the sale list on the back page.  \*Bring this flyer to our store and you can get a 10% discount on all kinds of balls. |

**147.** What is indicated about TriStar Sports

Gear?

(A) It is a family business.  
(B) It is located next to a school.  
(C) It holds a sale every year.  
(D) It mainly sells weight training

equipment.

**148.** How can customers receive a discount on

athletic shoes?

(A) By buying more than two pairs  
(B) By visiting on July 1  
(C) By placing an order online  
(D) By presenting a flyer

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

|  |
| --- |
| 19:01  Sylvia: What movie are we going to?  19:08  Jason: The one we agreed on last night!  19:08  Phyllis: Yeah, it looks sooooo good! I love horror  movies!  19:20  Bern: !!! What do you mean?? I thought we decided on a comedy, the new one!  19:21  Sylvia: That’s right! The comedy with Ruffle Yellow  Beard, the famous mime!  19:25  Jason: Comedy? I thought horror too, but I do love Ruffle Yellow Beard. I’m in!  19:35  Phyllis: OK, comedy it is. Meet you outside the theater at 10:00 P.M. SHARP! |

**149.** What kind of movie did Phyllis think the

group was going to see?

(A) Horror

(B) Sci-fi

(C) Comedy

(D) Romance

**150.** What does Jason mean when he texts,

“I’m in!”?

(A) He wants to see the horror movie they

agreed on.

(B) He wants to be in a comedy movie.

(C) He wants to be included in the group.

(D) He wants to stay in his house tonight.

**Questions 151-152** refer to the following article.

|  |
| --- |
| **Brixton Science Journal**  On March 3, famed archeologist Douglas Price will be presenting on the results of his year-long excavation of ancient burial sites in Egypt. The presentation will be held at the Brixton Public Library beginning at 6:00 P.M.  Attendees are encouraged to come early in order to view some ancient Egyptian tools and instruments that will be on display. These precious items were retrieved by Mr. Price during his expedition to Egypt, and they are truly one of a kind. They are believed to have been used for farming by ancient Egyptian people.  Those who want to attend can reserve a seat by visiting www. brixtonlibrary.com. You can also find more information concerning Mr. Price’s most recent research on the Web site. |

**151.** What is mentioned about the event?

(A) It is sponsored by the Egyptian

government.

(B) It will feature an artifact exhibition.  
(C) It will be held in Egypt.  
(D) It is already sold out.

**152.** What can be found on the library’s Web

site?

(A) An events calendar  
(B) A detailed map of the area  
(C) Facts about ancient Egypt  
(D) A guide to Egyptian food

**Questions 153-154** refer to the following invitation.

|  |
| --- |
| **Spring Valley Center**  **Grand Opening on Birch Street**  Monday, February 23  Spring Valley Center of Spring Valley, California, is happy to invite you to tour our new office spaces available for rent!  All day Monday we will host an open house and all are welcome to tour the premises.  Spring Valley Center is conveniently located off Highway 10. |

**157.** What most likely is Spring Valley Center?

(A) A department store

(B) A conference center

(C) A logistics company  
(D) A business park

**158.** Why is the event being held?

(A) To attract new employees to a

company

(B) To schedule a sales conference(C) To advertise commercial rental space  
(D) To announce the opening of a

shopping center

**Questions 155-157** refer to the following article.

|  |  |
| --- | --- |
| **Lockland Business News** | |
| September 8 – – [1] – This comes as a relief for residents on both side of the Canadian and American borders as many shoppers from Lockland often take the one-and-a-half-hour drive into Canada to shop at the Cashco warehouse there. – [2] – This usually results in long waits at the border and a very crowded Canadian Casho with more than half the shoppers from across the border. Many Canadian residents of Brentwood are resentful of the large crowds in their tiny town and Lockland residents | have Complained that the closest American Cashco is located almost 5 hours away. – [3] – “I’m very excited,” said Lockland resident Janice Burrows. “I heard it’ll be huge. Maybe Canadians might start coming here to shop. But all kidding aside, we’ve been petitioning for a branch here for a long time.” – [4] – The new Lockland Cashco is rumored to become one of the largest warehouses in America with full petrol service, pet center, restaurant, cafeteria, garden center and medical clinic. |

**155.** What is the article about?

(A) The tension at the border

(B) The competition between neighboring

residents

(C) Cross-border shopping expeditions

(D) The opening of a new Cashco branch

in the near future

**156.** What is implied about Canadian residents?

(A) They want a Cashco branch

(B) They dislike Americans coming to shop

(C) They don’t like going to America

(D) They have to travel far to get to a

Cashco

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

and [4] does the following sentence best belong?

“A spokesperson for the wholesale giant Cashco comfirmed on Monday that a branch will finally open in Lockland next month.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

**Questions 158-160** refer to the following article.

|  |  |
| --- | --- |
| **Centerville County Shelter to Hold Marathon to Raise Money for the Homeless** | |
| A walking marathon will be held in Centerville County next Saturday. All proceeds from the event will be donated to the Centerville County Shelter. It is a public institution that provides food, lodging, and support services to the homeless, the elderly, and anyone in need.  This will be the second time the event will be held, and organizers expect | more participants than they had last year. This event is open to children and adults of all ages. However, children must be accompanied by an adult family member at all times.  Centerville County Shelter was founded in 1981 with the mission of alleviating the hardships of homelessness, poverty, and hunger. |

**158.** Why most likely would someone register

for the event?

(A) To learn about staying fit  
(B) To win a cash prize  
(C) To apply for a job  
(D) To contribute to the community

**159.** According to the article, who is not allowed

to participate in the event?

(A) Senior citizens  
(B) Students with no student ID cards  
(C) Unaccompanied children  
(D) Foreign tourists

**160.** What is the main goal of the Centerville

County Shelter?

(A) To build affordable housing  
(B) To provide basic necessities  
(C) To train professional athletes  
(D) To educate community members

**Questions 161-164** refer to the following online chat discussion.

|  |  |
| --- | --- |
|  | |
|  | |
| Molly | Who wants to go to the victory parade tomorrow with me? |
| Susan | I will! I have been following this team all season! The games have been the best.  And maybe their quarterback is the best the school has ever had! It will be a great  opportunity to network and promote our new brand of beer, Winner’s Ale! |
| Jeff | That might be fun. But I worry about our competitor and their contracts with the  University and the stadium sponsorship. |
| Molly | Ahhhhhhh. True, I didn’t think of that… Well, we could do it “off the record”… Hahaha |
| Susan | Yeah right, if corporate finds out, we will be fired for sure ... Or worse. |
| Jeff | True true, but I still want to see the game and at least analyze our competitor’s marketing strategy. |
| Susan | Good point Jeff; we will go but you better keep your mouth shut. |
| Jeff | Thanks Susan, I will, so we’ll all go and take notes right? |
|  |  |

**161.** What is indicated about Winner’s Ale?

(A) It is an old variety of beer.

(B) People don’t know about it yet.

(C) It is delicious.

(D) It is cheap.

**162.** What will the group most likely do next?

(A) Report to corporate about Jeff

(B) Go to the victory parade

(C) See a movie

(D) Go dancing and drink Winner’s Ale

**163.** What does Molly mean when she says,

“off the record”?

(A) An unreleased song

(B) A record is being kept of their events.

(C) They won’t go and work officially.

(D) There is a clear recording of all events

and they want it off.

**164.** What is suggested about Jeff?

(A) He takes good notes.

(B) He likes to drink.

(C) He likes to talk.

(D) He loves parades.

**Questions 165-167** refer to the following notice.

|  |
| --- |
| Lichtenberg Air  September 24  To our passengers:  Beginning October 1, Lichtenberg Air will ask passengers to pay an extra 20 percent in baggage fees. As you know, the reason for this increase is because of the rising fuel costs. We regret that the baggage fees have to be increased.  However, passengers are still allowed to have one carry- on bag free of charge. We would also like to emphasize that this has been the first increase in baggage fees for Lichtenberg Air in ten years.  As always, our goal is to provide safe and reliable transportation at a reasonable price. As the price of fuel lowers, we expect to eliminate the fee increase.  We thank you for choosing Lichtenberg Air. |

**165.** What is indicated about Lichtenberg Air?

(A) It is asking passengers to keep a

baggage limit.

(B) It is responding to customer complaints.

(C) It has not increased its baggage fees

for a decade.

(D) It has added new destinations.

**166.** What is suggested about passengers?

(A) They are allowed to bring electronics.  
(B) They can take one bag onto the plane

without any charge.

(C) They must pay the increased airline

ticket price from October 1.

(D) They can get a 20 percent discount

next month.

**167.** According to the notice, what will happen

when the price of fuel drops?

(A) The stock price for Lichtenberg Air will

increase.

(B) Passengers will be offered gift

certificates.

(C) More flight attendants will be

employed.

(D) The extra charge will be waived.

**Questions 168-171** refer to the following letter.

|  |
| --- |
| April 4  Paula Lynch 344 Culler Boulevard Ellie, MN 42195  Dear Ms. Lynch,  We are pleased that you have accepted our request to give a presentation at this year’s Conference for Second Language Education. As you know, this conference will gather teachers of German, French, Chinese, and many other languages in one place to share classroom techniques and approaches. Aside from attending workshops and seminars, attendees will have ample opportunities to converse and network at a variety of events. This is an opportunity not to be missed.  This year’s conference will be held at the Wilson Convention Center in Salem, Oregon. It will begin on Thursday, July 12, and last through Sunday, July 16. If requested, a laptop and other equipment can be loaned to speakers to be used during the conference. Any borrowed supplies must be returned on the final day of the conference. In addition to your payment for speaking, all speakers are also allowed to attend any other workshops and seminars free of charge.  Please notify us of your detailed travel itinerary. One of our staff members will arrive in a car at the airport to meet you and give you a ride to the venue. Please call our office at (456) 555-1345 to give this information before April 10.  We are looking forward to seeing you at the conference.  Sincerely, *Dirk Klein* Conference Organizer |

**168.** What can be inferred about Ms. Lynch?

(A) She lives in Salem, Oregon.  
(B) She can speak a second language.  
(C) She is a motivational speaker.  
(D) She is a conference organizer.

**169.** What is the purpose of the conference?

(A) To attract foreign investment   
(B) To share teaching methods  
(C) To set curriculum standards   
(D) To establish a charitable foundation

**170.** When must speakers return borrowed

supplies?

(A) April 4  
(B) April 10  
(C) July 12  
(D) July 16

**171.** What is Ms. Lynch asked to inform Mr.

Klein about?

(A) When she will arrive   
(B) What supplies she will need  
(C) What room she will use   
(D) Who will accompany her

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

|  |
| --- |
| **Bandit Pharmaceuticals**  255 Highway Road  Boston, MA 48573  April 23  Mr. Timothy Jean  6844 Sylvia Place  Fresno, CA 97658  Dear Mr. Jean,  We at Bandit Pharmaceuticals are delighted you have accepted the position of research assistant. You will begin work on May 5. The first day will be an orientation for all new hires with a workplace safety workshop, a seminar explaining your responsibilities on the job, and a tour of the facilities. – [1] –  Because you are coming in from out of town, we would like to make your move as smooth a transition as possible. We understand that you will be arriving on April 29th and staying at the Boston Family Inn for a few days. The inn is about a 1 0-minute taxi drive to the Bandit Pharmaceutical Headquarters. – [2] – You can go to the front desk at the main lobby and ask for Ms. Jenna Rhimes in human resources. She will help new out-of- town employees settle into the city and answer any questions you may have. I have also attached telephone numbers for places and organizations that may be relevant for your move here. – [3] –  If you have any further questions or concerns, please feel free to call me at 555-1234 during my office hours Mondays to Fridays from 9:00 A.M. to 7:00 P.M. – [4] – Best of luck with your move here and I will see you on May 5.  Sincerely,  Joan Noonan  Human Resources |

**172.** Why did Ms. Noonan send a letter to Mr.

Jean?

(A) To give him details about the job

Interview’s place and time

(B) To give him information about his first

day of work

(C) To provide information about available

places for rent

(D) To confirm whether he would accept

the job

**173.** What did Ms. Noonan sent with the letter?

(A) Telephone numbers

(B) A copy of the contract

(C) Contact information of company

employees

(D) A schedule

**174.** The phrase “settle into” in the second

paragraph is closest in meaning to:

(A) Look for

(B) Explore

(C) Become comfortable in

(D) Navigate within

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

and [4] does the following sentence belong?

“Your laboratory manager will give you

further details after the first day.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

**Questions 176-180** refer to the following Web page and e-mail.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Blackrock Education Foundation**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | HOME | ABOUT | NEWS | RESOURCES | CONTACT |   February 10  Language Scholarship  The Blackrock Education Foundation would like to announce that we will begin taking applications for the 24th German Language Scholarship starting March 10 and ending on March 31. Applicants from diverse backgrounds are encouraged to apply. To qualify for the scholarship, applicants must:  - be currently enrolled in a master’s program - prove advanced proficiency in the German language - submit a complete health check - submit a recommendation from a previous language instructor  The German Language scholarship is intended for students who already speak German at an advanced level. Therefore, this scholarship is for students who plan to use the German language to study in Germany in the near future.  Recipients of the scholarship must complete monthly progress reports, submit all monthly expenses to the foundation, and maintain a B+ grade average.  Applications can be downloaded under the RESOURCES tab on our Web site. Please submit all necessary materials to Mr. Hans Richter, Blackrock Education Foundation Director. The address is 459 Pearson Road, Chicago, IL 60616. The review and selection process will take approximately two weeks. Any application with incomplete or missing documents will be rejected without exception. Results will be released on April 15. |

|  |
| --- |
| **To:** Clint Porter <cporter@umc.com> **From:** Hans Richter <richter@blackrockedu.com> **Date:** April 15 **Subject:** Blackrock Scholarship **Attachment:** scholarship\_information |
| Dear Mr. Porter,  I would like to congratulate you as a recipient of the 24th German Language Scholarship. As a recipient of the scholarship, your travel expenses to Germany, tuition fee, and living expenses will all be supplied for the duration of one year. Attached is a booklet containing information on scholarship regulations and requirements. Please make sure to read it carefully. If you have any questions or concerns, feel free to contact me. I will be e-mailing you within the next week with specific details for how to prepare for your upcoming studies.  Thanks,  Hans Richter Director, Blackrock Education Foundation |

**176.** According to the Web page, what must

scholarship recipients do?

(A) Keep track of monthly expenses  
(B) Write a research paper  
(C) Submit an annual report  
(D) Take an entrance examination

**177.** What is indicated about the scholarship

applications?

(A) They will be received by mid-April.  
(B) They will be accepted only if

requirements are met.

(C) They will be reviewed and selected by

German professors.

(D) They must be submitted online.

**178.** In the Web page, the word “proficiency” in

paragraph 1, line 6, is closest in meaning  
to:

(A) system  
(B) practice  
(C) experience  
(D) mastery

**179.** What is the purpose of the e-mail?

(A) To confirm a departure date  
(B) To schedule an interview  
(C) To give some information to a

scholarship winner

(D) To enroll in required courses in a

university in Germany

**180.** What is suggested about Mr. Porter?

(A) He worked at the Blackrock Foundation.

(B) He is an entrepreneur working in

Germany.

(C) He has a good command of German.  
(D) He wants to be a language instructor

**Questions 181-185** refer to the following invoice and letter.

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| **Sunny Day Cleaning**  The only choice for your professional cleaning  **Bill to:** Randall Auto Body **Invoice #:** 2348 **Date:** March 3  957 Pacific Trail Rd.  Troutdale, Oregon 97055   |  |  |  | | --- | --- | --- | | Date | Description of Service | Amount | | February 5 | Full-office cleaning  (Including: 3 rooms, 2 bathrooms, window, carpet deep clean, furniture) | $95 | | February 19 | Full-office cleaning  (Including: 3 rooms, 2 bathrooms, windows, carpet deep clean, furniture) | $95 |   Total: $190  \*Payments received after April 1 will be subject to a $20 late charge.  **Sunny Day Cleaning**  283 Main St.  Troutdale, Oregon 97055  Questions or Additional Service; Please call 1-345-737-2209 |

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| March 8  Dear Sunny Day Cleaning  I received your invoice for the services we received in February, which I have to say were excellent. I see we were charged $95 dollars for each time you serviced our offices. This is what we had initially agreed upon and have been paying for your services since last year at this time. However, Rod Sanford told me we’d be receiving a $5 discount each time you visited us because we have arranged for you to clean our other location just off of Hwy. 26. He said that this new price would be starting in February. I have included a copy of the e-mail Rod Sanford sent me. Could you please adjust the price to reflect the new agreement and send us a new bill? I’d appreciate it. We look forward to seeing you again.  Thank you for your assistance.  *Patricia Collins*  Manager  Randall Auto Body |

**181.** According to the invoice, what amount is

due by April 1?

(A) $20

(B) $90

(C) $95

(D) $190

**182.** What service was NOT provided to Randall

Auto Body?

(A) Window care

(B) Floor care

(C) Furniture care

(D) Carpet care

**183.** Why did Ms. Collins write a letter?

(A) The cleaning service missed an

appointment.

(B) She was overcharged for a service.

(C) The cleaning service added an extra

fee to her bill.

(D) She would like to renew her contract.

**184.** What is implied about Sunny Day

Cleaning?

(A) They provide decent service.

(B) They are often late to appointments.

(C) They frequently overcharge their

clients.

(D) They offer late payment options.

**185.** What did Ms. Collins send besides her

letter?

(A) A coupon for auto repairs

(B) A copy of an e-mail

(C) A signed contract

(D) A check for the amount due

**Questions 186-190** refer to the following article, web page and certificate.

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| **Respite for Commuters** | |
| A new ride-sharing app is gaining in popularity as bus and taxi fees continue to rise and commuters continue to look for more efficient routes. Jordan Mills, a small business owner who commutes into downtown from his home in Brentwood has to transfer buses twice, then, take the subway to get to his workplace. Not only did he find the commute quite costly and uncomfortable in the rush-hour crowds, he found it time-consuming. But with the availability of the new app Freewheel, he found that he saved time and money with a quick ride available within 5 minutes of | flagging for a ride from any location he was at. “This is definitely the future of transportation,” said Jordan. “I can’t get to work and back any other way now.”  Jordan Mills isn’t the only commuter who feels this way. An estimated 2000 new commuters in the city of Sherwood alone are expected to use the ride-sharing app within the next year and almost 500 new drivers have signed up to the program.  Freewheel is available for download at the Freewheel website and at Miniapp.com and Amacom.com. |

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| |  | | --- | | **www.freewheel.com/history** |   The idea for Freewheel began when Michael Owens and his co-workers first started a carpooling program at the company they worked at. Owens had to transfer the subway three times and the bus twice to get to work and although he could drive, the parking was limited. He managed the group by assigning different drivers and mapped out routes to each co-worker’s homes. He created an app that everyone could connect and communicate through so that the designated drivers and passengers could easily find each other. Five years later, Freewheel is now a major company with tens of thousands of users, both drivers and commuters around the country.  Freewheel is dedicated to keeping the cost of commuting down and the efficiency up.  In time, it hopes to bring its services to people around the world. |

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| **Technology Initiatives**  Is proud to present the  New Innovation Award to:  Michael Owens, CEO of Freewheel  This award recognizes the innovation and creativity of new talent in the technology industry. It also acknowledges the effort to help consumers through the use of technology with a novel idea that has transformed the transportation community.  Susan Vaneer  Executive Manager, Technology Initiatives |

**186.** How are Jordan Mills and Michael Owens

similar?

(A) Both started technology companies.

(B) Both wanted an efficient way to

commute.

(C) Both were employed in public

transportation.

(D) Both won awards for their

achievements.

**187.** What is indicated about Freewheel?

(A) It started out small.

(B) It is an international company.

(C) It employs bus drivers.

(D) It is good for the environment.

**188.** What is most likely true about Michael

Owens?

(A) He dislikes driving.

(B) He owns a taxi company.

(C) He wants to expand his business.

(D) He has met Jordan Mills.

**189.** The word “respite” in the title of the article

is closest in meaning to

(A) Employment

(B) Immunity

(C) A refund

(D) A break

**190.** What is the certificate awarding?

(A) The best drivers

(B) Environmental efforts

(C) A good idea

(D) The highest-earning company

**Questions 191-195** refer to the following e-mails.

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| **To:** Ken Alberts <kalberts@emergentsolutions.com>  **From:** Clarissa Pierce <cpierce@actionservices.com>  **Date:** June 13  **Subject:** Shipping Contracts |
| Hello Mr. Alberts,  I am writing on behalf of my company, Action Services. Our company specializes in creating personalized flower arrangements, gift baskets, and novelty gifts. Recently we have been going over our books and realized we were paying too much to our current shipping company. We would be interested in offering you the opportunity to take over our account if you could provide us with some competitive rates. I have included a recent invoice of shipping costs with our current carrier, Express Corp. If you feel that you could beat their prices, we would like to try to work with you. Please let me know what you think.  Sincerely,  Clarissa Pierce  Account Manager, Action Services |

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| --- |
| **To:** Clarissa Pierce <cpierce@actionservices.com>  **From:** Ken Alberts <kalberts@emergentsolutions.com>  **Date:** June 14  **Subject:** Shipping Contracts |
| Dear Ms. Pierce,  Thank you for contacting us at Emergent Solutions. I have taken a look at your invoice from your last bill from Express Corp. and I believe that we can beat their prices. I would be happy to send over my account director to try to tailor a delivery package that is perfect for your needs. Since most of the shipping that you do is within the state and composed of relatively small items, I believe our express courier service will be perfect. We use fuel-efficient hybrid vehicles to run our small deliveries and are able to pass the savings on to our customers. As the Account Director, I look forward to working with Action Services in the future.  Sincerely,  Ken Alberts |

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| --- |
| **To:** Ken Alberts <kalberts@emergentsolutions.com>  **From:** Clarissa Pierce <cpierce@actionservices.com>  **Date:** June 16  **Subject:** Shipping Contracts |
| Mr. Alberts,  This sounds amazing! You have no idea how much it means to our company that you are using environmentally responsible transportation. Action Services was originally formed by a collection of Environmental Studies students at City College here. Everything we do is ethically sourced and recyclable. We can't wait to meet with your team.  Best,  Clarissa Pierce  Account Manager, Action Services |

**191.** What job does Mr. Alberts have?

(A) President

(B) HR manager

(C) CEO

(D) Account director

**192.** What is indicated about Action Services?

(A) They care about art.

(B) They are concerned about the

environment.

(C) They need to sell more packages.

(D) Their old delivery service delivered

packages to the wrong address.

**193.** According to the e-mails, what can you

infer?

(A) Emergent Solutions offers cheaper

shipping costs than Express Corp.

(B) Emergent Solutions will likely not be

efficient.

(C) Emergent Solutions has a business

ethics at odds with Action Services.

(D) Action Services is in debt.

**194.** Why did Action Services contact Emergent

Solutions?

(A) They needed new customers.

(B) They were spending too much on

shipping.

(C) They wanted to expand their operation.

(D) They wanted to ship internationally.

**195.** What kind of business is Action Services?

(A) Technology consultants

(B) Leadership experts

(C) Hotel and resort specialists

(D) Florist and novelty suppliers

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

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| **To:** Aaron Donald <adonald@acemail.com>  **From:** James Holt <holtrain@zipnet.net>  **Date:** Jan. 12  **Subject:** First Quarter Performance Review |
| Dear Aaron,  I just wanted to give you a heads-up that the performance evaluations are going to be going forward as discussed. I know this was an area of stress for you in the fourth quarter of last year, so I wanted to give you plenty of advanced warning. You will need to bring your numbers up significantly if you want to pass the review. As you know, we have been struggling to make our sales goals over the past several years, and I am afraid Mr. Jones is determined to trim the staff if things don’t change. I have far exceeded my target numbers, so I have included an attachment with some possible leads for sales. Give them a shot.  Good luck,  James |

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| **To:** James Holt <holtrain@zipnet.net>  **From:** Aaron Donald <adonald@acemail.com>  **Date:** Jan. 12  **Subject:** First Quarter Performance Review |
| James,  Thank you so much for the leads. I will get on them right away. I don’t know why my sales are slumping so much lately in the technologies division. It seems like every sales technique I learned in school isn’t working anymore. I am thinking about changing industries if I don’t pass our review when it comes out in March. My sister is opening a beauty parlor and she was asking me to become a barber. Imagine that! Anyway, thank you again for the notice about the possible layoffs corning up. I will try to get my numbers up to standards, but I think that Mr. Jones may have already decided to let me go.  All the best,  Aaron |

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| Possible Sales Leads for January   |  |  |  |  | | --- | --- | --- | --- | | Name | Division | Account Potential | Rating | | Sally Jones | Technologies | $35,000-$50,000 | Silver | | Bob Knuddle | Technologies | $100,000 and up | Gold | | Marquise Lee | Technologies | $12,000-$20,000 | Bronze/Silver | |

**196.** What is most likely true about James and

Aaron?

(A) They are competitors.

(B) They are related.

(C) They are married.

(D) They are friends.

**197.** What is indicated about Aaron?

(A) He is not very good at his job these

days.

(B) The owner loves him.

(C) There are problems in the main office.

(D) He will keep his job after the

evaluations come in.

**198.** According to the information provided,

what is true about James?

(A) He has done very well at work.

(B) He needs more sales.

(C) He wants to work with Aaron.

(D) He will become a barber.

**199.** What is the problem with the sales leads

James gave to Aaron?

(A) They are rated too highly.

(B) They are worth too much money.

(C) Aaron doesn’t know the contacts .

(D) They are in a field Aaron is struggling

in.

**200.** What is the job that Mr. Jones most likely

has?

(A) Human resources agent

(B) Sales executive

(C) Owner

(D) Associate secretary