

KTC

실전 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. Mr. Sokolov ----- a positive review of his stay at the Olana Hotel.  
(A) write  
(B) wrote  
(C) writing  
(D) was written
102. The manager often leads new employees through the safety procedures -----.  
(A) her  
(B) herself  
(C) hers  
(D) she
103. The corporate fitness center is equipped ----- fourteen stationary bicycles.  
(A) at  
(B) on  
(C) with  
(D) about
104. Professor Phuong will go over the use of the laboratory ----- with the interns next week.  
(A) instruments  
(B) instrumental  
(C) instrumentally  
(D) instrumented
105. Arnby Cable ----- £25.00 to all Internet subscribers after the weeklong service interruption.  
(A) refunded  
(B) accepted  
(C) divided  
(D) deposited
106. The board of directors will meet next Monday to examine the current hiring -----.  
(A) purpose  
(B) intent  
(C) assembly  
(D) policy
107. Passengers should not leave their seats ----- a flight attendant gives them permission to do so.  
(A) unless  
(B) rather  
(C) instead  
(D) otherwise
108. The goal of the committee was to evaluate the company's bylaws and offer ----- for improvement.  
(A) renewals  
(B) registrations  
(C) recommendations  
(D) reimbursements

109. The building's new ventilation system circulates heat much ----- than before.
- (A) even  
(B) most even  
(C) evenly  
(D) more evenly
110. Glowood Appliances promises customers their money back ----- they are not satisfied with their purchase.
- (A) while  
(B) and  
(C) if  
(D) then
111. The theater doors will close and the show will start at precisely 8:00 p.m., so guests are reminded to be -----.
- (A) rapid  
(B) sudden  
(C) punctual  
(D) instant
112. All vacation requests must be made to your supervisor ----- the requested date.
- (A) prior to  
(B) except for  
(C) previously  
(D) because
113. Most banks now offer clients the option of receiving their statements electronically or ----- mail.
- (A) from  
(B) of  
(C) in  
(D) by
114. Construction at Langhall Plaza is going so well that shops might open before the expected ----- date.
- (A) completion  
(B) selection  
(C) decision  
(D) option
115. Kohmek, Inc., is seeking a suitable site ----- the construction of its electronics factory.
- (A) for  
(B) so  
(C) to  
(D) more
116. Studies show that the average audience forms its ----- of the speaker within the first few seconds of the presentation.
- (A) impress  
(B) impressive  
(C) impressively  
(D) impression
117. Mr. Cutler has been asked to ----- domestic sales of low-calorie beverages.
- (A) oversee  
(B) possess  
(C) succeed  
(D) persist
118. Cranford Culinary Academy offers 35 different classes for ----- chefs.
- (A) aspires  
(B) aspirations  
(C) aspiring  
(D) to aspire
119. -----, items sold at the Scottville Craft Fair are unique and of very high quality.
- (A) Fairly  
(B) Typically  
(C) Simply  
(D) Entirely
120. Mamton Home Furnishings ----- customized furniture in Pennsylvania for more than a century.
- (A) manufactures  
(B) is manufacturing  
(C) has manufactured  
(D) manufacture

- 121.** Please hold any phone calls for Ms. Tanaka ----- she will be in meetings all day.
- (A) as  
(B) but  
(C) despite  
(D) similarly
- 122.** Dolores Gutierrez excels as an estate planning attorney who helps clients manage their assets -----.
- (A) effect  
(B) effectively  
(C) effects  
(D) effective
- 123.** Mr. Singh was ----- about sales of the fragrance after the first round of customer focus groups.
- (A) extensive  
(B) distinct  
(C) optimistic  
(D) superior
- 124.** Data from the finance department was used to ----- predict the company's future expenses.
- (A) either  
(B) ever  
(C) yet  
(D) better
- 125.** Immediately after the decrease in production was announced, everyone began discussing how ----- would impact work schedules.
- (A) us  
(B) it  
(C) theirs  
(D) yours
- 126.** Every year Arrow Mill, Inc., processes a ----- amount of grain.
- (A) durable  
(B) direct  
(C) resolute  
(D) substantial
- 127.** Tomorrow morning, both escalators in the store will be turned off periodically in order to perform ----- maintenance.
- (A) required  
(B) require  
(C) requiring  
(D) requires
- 128.** Those who wish to volunteer at the annual Sebastian Park flower-planting event this Saturday ----- to arrive early.
- (A) asks  
(B) are asked  
(C) has been asking  
(D) to ask
- 129.** Although Mr. Yanamura's theory is ----- controversial, it does help explain the latest changes in the market.
- (A) neatly  
(B) urgently  
(C) gracefully  
(D) certainly
- 130.** A recent ----- found that property values in the Agate Valley region had increased by 3 percent between January and June.
- (A) assessment  
(B) assessed  
(C) assessable  
(D) to assess

**PART 6**

**Directions:** Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

**Questions 131-134** refer to the following information.

The Design Present Conference is an annual event held in Melbourne for graphic-design professionals. The conference is steadily growing in popularity. Last year, it ----- more than 3,000 **131.** attendees from Australia and around the world. The next Design Present Conference, which will be held from 20 to 23 March, will offer more than 100 workshops, plus keynote speeches and plenary sessions. This year, several opportunities for professional networking will be added. Attendees will have the chance to market ----- to firms in several different industries. Periods for **132.** networking will be included in the ----- each day. Whether you are a design enthusiast, student, **133.** freelance designer, or business owner, Design Present has something for you. **134.**

- |  |  |
|--|--|
| <b>131.</b> (A) attracted<br>(B) entered<br>(C) awarded<br>(D) promoted  | <b>134.</b> (A) Registration begins on 3 February and continues through 18 March.<br>(B) This speaker is well-known throughout the industry.<br>(C) The conference was held in New Zealand in previous years.<br>(D) We'd like to get your feedback on last year's conference. |
| <b>132.</b> (A) they<br>(B) them<br>(C) themselves<br>(D) theirs         |  |
| <b>133.</b> (A) location<br>(B) situation<br>(C) machine<br>(D) schedule |  |

Questions 135-138 refer to the following advertisement.

### Housing Specialist Needed

Wallace & Prence Realty is currently seeking a housing specialist to work with our international clients. We specialize in securing appropriate short-term housing for individuals ----- will be 135. working in the Toronto area for only a short time. As part of our client-relations department, the housing specialist ----- guidance to clients preparing for temporary relocation. ----- . The 137. successful candidate must have knowledge of real estate and rental agencies in the Toronto area. Also required are a minimum of two years of customer-service experience. Individuals with the necessary ----- are encouraged to contact us at recruitment@wallaceprence.ca. 138.

135. (A) who  
(B) accordingly  
(C) recently  
(D) where

138. (A) questions  
(B) documents  
(C) references  
(D) qualifications

136. (A) provided  
(B) will provide  
(C) will have provided  
(D) is providing

137. (A) Your travel expenses are covered by Wallace & Prence.  
(B) We place clients in apartments throughout the world.  
(C) Duties also include supporting clients after their arrival.  
(D) Incomplete applications will not be considered.

Questions 139-142 refer to the following newspaper article.

LOWELL (March 3)—Just one year after opening, Viggo's Sweet Shop on Park Street has become the place to go for residents wishing to satisfy their sugary cravings. Says owner Viggo Magnusson, "Returning customers bring friends and relatives with them, so the shop is always -----." Mr. Magnusson credits the success of his business to the recipes he inherited ..  
**139.** from his grandmother about a decade ago. ----- .  
**140.**

But the popularity of the pastry shop ----- Mr. Magnusson with an unanticipated problem: lack of  
**141.** store space. So when the shoe store next door went out of business recently, he purchased the property to allow for the ----- of his shop. Renovations will start in April.  
**142.**

- 139.** (A) doubted  
(B) estimated  
(C) crowded  
(D) organized

- 140.** (A) She usually serves them warm.  
(B) She created them when she started the restaurant.  
(C) His family members prefer eating healthy meals.  
(D) His social media campaign has also boosted sales.

- 141.** (A) leave  
(B) left  
(C) is leaving  
(D) have left

- 142.** (A) expansion  
(B) supervision  
(C) submission  
(D) division

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

To: All Employees  
From: Jennifer Prasad  
Subject: Updated Password Policy  
Date: Tuesday, February 8

Dear Employees,

As an enhanced security measure, you will now be required to change the password you use to access the company network on the first workday of each month. -----, your log-in ID will **143.** remain the same.

Each password must be at least twelve characters long and include one capital letter, one lowercase letter, one number, and one special character.

An e-mail ----- on the last workday of each month reminding you to set a new password on the **144.** next workday. ----- to do so will result in your being locked out of your account, and you will **145.** have to contact our platform provider, Securities Services, for assistance.

We are doing our best to ensure that our employees and our clients have the highest possible level of security. ----- **146.**

Jennifer Prasad, CEO

- 143.** (A) However  
(B) Therefore  
(C) In addition  
(D) For example

- 146.** (A) I will see you at the meeting.  
(B) Write down your new log-in ID.  
(C) Let me know when this is done.  
(D) Thank you for your cooperation.

- 144.** (A) sent  
(B) will be sent  
(C) will have sent  
(D) had been sent

- 145.** (A) Support  
(B) Absence  
(C) Failure  
(D) Approval

**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.

**Asherton Garden Fair**

The City of Asherton proudly presents a Garden Fair  
on the grounds of Asherton Manor  
Saturday, June 10  
11:00 A.M. to 5:00 P.M.

Free admission includes  
Children's games, crafts, and local bands  
Shuttle buses from nearby Asherton Train and Bus Station

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

Tours of Asherton Manor available for a small fee  
Parking available at the manor for \$10 per vehicle

For more information:  
416-555-0187

**147.** What is indicated about Asherton Manor?

- (A) It is available for private parties.
- (B) It is open daily from 11:00 A.M.  
to 5:00 P.M.
- (C) It always offers guided tours.
- (D) It is near a train station.

**148.** What will NOT be free at the fair?

- (A) Games
- (B) Music
- (C) Shuttle rides
- (D) On-site parking

**Questions 149-150** refer to the following advertisement.

**Eleanor's Catering**  
*Make Your Next Event Unforgettable*

Looking for a caterer for your special occasion? Search no longer! Eleanor's Catering can be of help for every type of social gathering—from small, intimate gatherings to large, formal events. Eleanor's offers high-quality, delicious food for all occasions. Our full-service catering service includes beverages and rentals of tables, linens, dishes, and cutlery. Our staff will do everything to make your special event a success—we will deliver everything you need, set it up, and then remove it afterward.

To get a cost estimate, please complete a Catering Request Form on our Web site at [www.eleanorscatering.com](http://www.eleanorscatering.com). Tasting of menu items is available upon request.

- 149.** What is the purpose of the advertisement?
- (A) To offer a discount to new clients
  - (B) To announce new menu items
  - (C) To describe the services of a business
  - (D) To explain delivery requirements
- 150.** According to the advertisement, what is available by special request?
- (A) Food sampling
  - (B) Vegetarian meals
  - (C) Itemized bills
  - (D) Decorations

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

\*E-mail\*

|             |                           |
|-------------|---------------------------|
| To:         | rwest@lupinecityhall.com  |
| From:       | dbryant@arcospartners.com |
| Date:       | April 12                  |
| Subject:    | Site Survey               |
| Attachment: | Survey                    |

Dear Mr. Wiest,

I e-mailed you the site survey document on Monday, so it's strange that you didn't see it. Perhaps because I sent it from my personal e-mail rather than my work e-mail, your server didn't recognize it and routed it to your junk-mail folder instead. In any case, I will reattach the document here.

If the site is approved by next week, my team will expedite the completion of the final blueprints. The property owner hopes to have the full building project approved before the end of the month so that the construction team can start laying the foundation in June.

Sincerely,

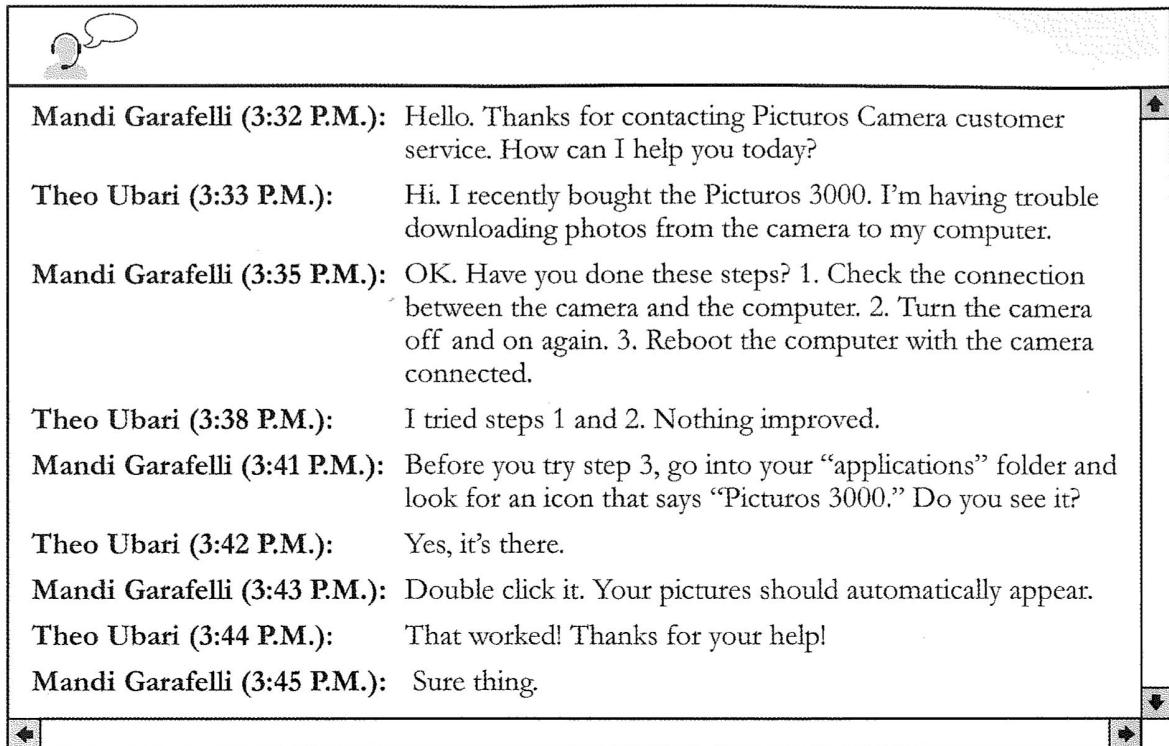
Daniela Bryant

151. According to Ms. Bryant, why might Mr. Wiest not have seen the original document?
- (A) She forgot to attach it to her e-mail.
  - (B) She sent it to a different person.
  - (C) It may have gone to the wrong e-mail folder.
  - (D) The file in it may have been too large.

152. Who most likely is Ms. Bryant?
- (A) An architect
  - (B) An apartment-building manager
  - (C) A banker
  - (D) A property owner

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



**153.** What has Mr. Ubari NOT done?

- (A) Purchased a new camera
- (B) Connected the camera to the computer
- (C) Restarted the camera
- (D) Restarted the computer

**154.** At 3:42 P.M., what does Mr. Ubari most likely mean when he writes, "Yes, it's there"?

- (A) He found an icon.
- (B) He moved the camera.
- (C) He uploaded the pictures.
- (D) He sees the instructions.

Questions 155–157 refer to the following memo.

**MEMO**

**To:** All Staff  
**From:** Damian Perez  
**Date:** September 3  
**Re:** Safety inspection

Tomorrow, September 4, we will have a safety inspection here in the factory. The inspector, Ms. Hannah Langan, is expected to arrive at 8:30 A.M. and depart by 3:30 P.M. Note that there will be preliminary meetings prior to the inspection itself. The schedule is below.

| Time       | Activity                             | Required Attendees | Location       |
|------------|--------------------------------------|--------------------|----------------|
| 9:00 A.M.  | Opening meeting                      | All staff          | Cafeteria      |
| 10:00 A.M. | Inspector meets with General Manager | Damian Perez       | Meeting Room C |
| 11:30 A.M. | Lunch                                | Damian Perez       | Cafeteria      |
| 12:30 P.M. | Operations inspection                | All staff          | Factory floor  |

With the exception of the opening meeting, factory floor workers should be at their regular stations throughout the day. During the operations inspection, the inspector may visit workstations and ask about machines. Please respond directly and honestly, and then continue working as soon as the inspector moves on.

155. Who most likely is Mr. Perez?

- (A) A factory floor worker
- (B) A food service worker
- (C) The safety inspector
- (D) The general manager

156. When will the inspection begin?

- (A) At 8:30 A.M.
- (B) At 10:00 A.M.
- (C) At 12:30 P.M.
- (D) At 3:30 P.M.

157. What does the memo suggest about factory floor workers?

- (A) They must prepare written reports.
- (B) They will be able to leave work early.
- (C) Their afternoon work might be interrupted.
- (D) Their workstations might be unavailable.

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

**From:** Healthhome <healthhome-noreply@healthhome.net.uk>  
**To:** Steve Mayer <smayer@rmail.co.uk>  
**Date:** Friday, 3 July  
**Subject:** Our new Web site

Hello,

We are grateful that you have been a committed subscriber to our Web site. We encourage you to visit healthhome.net.uk again as soon as possible! You will discover a new look, as we have created a fresh, appealing, and easy-to-navigate Web site. Our team of Web developers, writers, and designers has worked for months to make our Web site exactly what you need it to be.

The new design includes social media buttons at the top of the page for improved access. The site's content is much easier to view on tablets and mobile phones than it used to be. Also, the online store is significantly easier to navigate. Finally, we enhanced the site's Education Centre by adding a quiz feature designed to facilitate a greater understanding of health and nutrition.

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

Healthhome

158. Who most likely is Mr. Mayer?
- (A) A health professional
  - (B) A Healthhome Web-site user
  - (C) A Web-site designer
  - (D) A Healthhome article contributor
159. The word “look” in paragraph 1, line 2, is closest in meaning to
- (A) search
  - (B) appearance
  - (C) photograph
  - (D) glance
160. What does the e-mail suggest about the previous Web site?
- (A) It did not have an online store.
  - (B) Some people visited it on a daily basis.
  - (C) Viewing it on some devices was difficult.
  - (D) It featured interactive nutrition quizzes.

Questions 161–163 refer to the following article.

## Webmarch Still Going Strong After Fifteen Years

(November 20)—Webmarch revolutionized video consumption when it first launched its Internet streaming service. — [1] —. For a monthly fee, customers could watch as many movies as they liked online. Fifteen years later, the company continues to grow and expand. Webmarch now not only streams movies and television shows but also produces its own critically acclaimed content. — [2] —.

There are other services, such as Movieriver, with similar business models, but what makes Webmarch unique is its global reach. — [3] —. While currently available in 40 countries, Webmarch announced that it will be expanding its service to an additional 46 countries by February 8. — [4] —. The service has content available in sixteen languages, with subtitles available in an additional fourteen languages so that people from all over the world can enjoy the same programs.

**161.** What is the purpose of the article?

- (A) To advertise Webmarch's new online streaming service
- (B) To detail a merger between Webmarch and Movieriver
- (C) To profile the history and future of Webmarch
- (D) To report on Webmarch's changes in pricing

**162.** What is true about Webmarch?

- (A) Its competitors offer fewer shows.
- (B) Its customer base has tripled in two years.
- (C) It is currently available in 46 countries.
- (D) It offers videos in many languages.

**163.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“It was an immediate success.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 164-167 refer to the following instructions.

## Zovtech

Zovtech customers are most satisfied when they fully understand how to use their products and get the most out of them. Because Zovtech's products offer many innovative technology features, such as auto-timers on washing machines and variable light settings on microwave ovens, it is important to list and explain these features clearly in the user manuals. When writing the text for a manual, try to put yourself in the user's position and consider which features might need a more detailed explanation. Visual aids such as diagrams or photographs can be especially useful in outlining a process, and they can also serve to minimize the length and complexity of verbal instructions. Including specific examples can also help users grasp complex concepts more quickly as well as determine early in the process if something is not working properly.

164. For whom are the instructions most likely intended?

- (A) Users of Zovtech products
- (B) Salespeople in Zovtech stores
- (C) Designers of Zovtech products
- (D) Writers of Zovtech product manuals

167. The word "grasp" in paragraph 1, line 10 is closest in meaning to

- (A) hold
- (B) tighten
- (C) accomplish
- (D) understand

165. What does Zovtech manufacture?

- (A) Appliances
- (B) Automobiles
- (C) Cleaning supplies
- (D) Photography equipment

166. According to the instructions, why are pictures useful?

- (A) They can be understood by people in different countries.
- (B) They clearly show when something is not working properly.
- (C) They reduce the amount of written text needed.
- (D) They attract more people to a Web site.

Questions 168-171 refer to the following review.

<http://www.softwareopinion.com>

Home      **Reviews**      Contact Us

### S-Tor Application

★ ★ ★ ★ ★

*"I was disappointed with the customer service I received."*

My job involves coordinating large-scale corporate events like trade shows and conventions. — [1] —. Because I am on the road a lot, I have found S-Tor to be perfect for storing vendor lists, program schedules, and other important documents that I need to access digitally wherever I happen to be. — [2] —. In fact, I became so reliant on S-Tor that I never stopped to consider what I would do if I couldn't access it one day.

That day finally came, though, and I was disappointed with the customer service I received. When I contacted the help desk to report that I was unable to log in, I was transferred from representative to representative, each one walking me through the same troubleshooting procedure. — [3] —. I was eventually able to get back into the application, but only after much trial and error. Nonetheless, everyone I spoke with was nice and polite.

In short, I love the S-Tor application, but I have to be certain that I can quickly get it running again if something goes wrong. — [4] —. After this experience with S-Tor's help desk, I have decided to look at similar products to see how they compare.

— Adele Mohlmann

168. Who most likely is Ms. Mohlmann?

- (A) A product tester
- (B) An event planner
- (C) A corporate trainer
- (D) A sales representative

169. What is indicated about Ms. Mohlmann?

- (A) She travels often for her job.
- (B) She prefers paper documents.
- (C) She receives software for free.
- (D) She gives frequent presentations.

170. Why was Ms. Mohlmann unhappy with S-Tor's customer service?

- (A) Her issue took too long to resolve.
- (B) The instructions given were not clear.
- (C) Help-desk employees were unfriendly.
- (D) She felt pressured to make a purchase.

171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

*"Instructing me to repeat the same steps over and over seemed pointless."*

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

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

**Piper McNair (12:15 P.M.)**

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

**Marcus Davison (12:17 P.M.)**

The trees have been cut down, and the limbs and trunks are being loaded into the truck. I'm just about done here at the Jones' property.

**Piper McNair (12:18 P.M.)**

I just got a call from a new client, Ms. Mirzoyan. She said a tree in her yard has come down and she needs it removed right away. A real estate agent is stopping by her house tomorrow morning with some prospective buyers.

**Cara Brooks (12:19 P.M.)**

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

**Piper McNair (12:19 P.M.)**

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

**Cara Brooks (12:20 P.M.)**

That works for me.

**Piper McNair (12:20 P.M.)**

It will probably be a three-hour job. Given the size of the tree, you'll need an extra pair of hands, so I've called Grady.

**Marcus Davison (12:21 P.M.)**

It's Saturday.

**Piper McNair (12:22 P.M.)**

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

**Marcus Davison (12:22 P.M.)**

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

**Piper McNair (12:23 P.M.)**

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

172. Where do the writers most likely work?
- (A) At a tree service company
  - (B) At a real estate agency
  - (C) At a construction firm
  - (D) At an auto repair shop
173. What does Ms. Mirzoyan expect to do tomorrow?
- (A) Purchase a property
  - (B) Have visitors at her home
  - (C) Hire a new moving company
  - (D) Use Ms. McNair's business again
174. When will the writers most likely meet at 234 Lakeside Avenue?
- (A) In one hour
  - (B) In two hours
  - (C) In three hours
  - (D) In four hours
175. At 12:21 P.M., what does Mr. Davison most likely mean when he writes, "It's Saturday"?
- (A) He does not have extra time.
  - (B) He thinks they should not accept more work.
  - (C) Grady is not usually available then.
  - (D) Miles did not make a good decision.

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

## **Mayor Kowalik Announces Bus Driver Appreciation Day**

FRECOSTA (April 2)—Mayor Ed Kowalik has declared April 21 the city's first ever Bus Driver Appreciation Day. Bus riders are asked to greet drivers with a warm hello and one of the city's specially designed thank-you cards, which can be printed out from [www.frecosta.gov/transitappreciation](http://www.frecosta.gov/transitappreciation). As an added gesture of gratitude, Mayor Kowalik will invite bus drivers to attend a sporting event free of charge next month.

Because the city's population has increased over the past two years, Frecosta's bus drivers have had to cope with frequent changes to bus routes. However, next year's long-anticipated opening of the Frecosta subway line is expected to alleviate some of the stress on drivers while creating more jobs. The subway line will connect the Bargain Town Shopping Center on the western end of the city with Frecosta Stadium, which is located on the eastern end.

### **YOU'RE INVITED!**

Who: Frecosta Public Transit Services Employees

What: Frecosta Kickers Football Game

Where: Frecosta Stadium

When: May 7 at 2:00 P.M.



**FRECOSTA  
KICKERS**

In honor of your hard work for the city, we are pleased to offer FREE tickets to the Frecosta Kickers football game on May 7.

To download your e-tickets, visit [www.frecostakickers.com/tickets](http://www.frecostakickers.com/tickets) and enter the discount code "FPTS OFFER" at checkout. This code will allow you to access one free ticket. You may also purchase up to five guest tickets for family and friends at \$7 each.

Please join us in the stadium clubhouse at 1:00 P.M. for a light snack before the game. (Note: For transit employees and their guests only.)

176. What does the mayor suggest people do to thank bus drivers?
- (A) Donate to a fund
  - (B) Give the drivers a card
  - (C) Post an online greeting to drivers
  - (D) Write a letter to the local newspaper
177. According to the article, what group of people has recently become larger?
- (A) Football fans
  - (B) Train passengers
  - (C) Frecosta residents
  - (D) Shopping center customers
178. What is true about some of the people who will attend the football game on May 7?
- (A) They will travel to the eastern end of Frecosta.
  - (B) They must live in the city of Frecosta.
  - (C) They must reply to an e-mail from the mayor.
  - (D) They may bring only three guests to the game.
179. What will happen at 1:00 P.M. on May 7?
- (A) The stadium will open.
  - (B) A football game will begin.
  - (C) Refreshments will be served.
  - (D) An awards ceremony will be held.
180. According to the invitation, how can transit workers obtain tickets?
- (A) By visiting the bus station
  - (B) By calling the mayor's office
  - (C) By arriving to the game early
  - (D) By ordering through a Web site

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

To: Burnley warehouse teams  
From: Jane Peralta  
Date: 1 December  
Re: Upcoming changes

Our company recently purchased the JLX software suite to replace our current RERQ suite. With the new software will come a new process. Previously, workers in the shipping area would check the paperwork for the customer's name and search the company address in the database in order to create an address label. With the new process, the supply team completes each order, affixes a bar code sticker to the box, and delivers the box to the shipping area. In the shipping area, we will use a bar code scanner in sync with the new software so that scanning a bar code will automatically print an address label. Addresses for companies that are not in the database will still need to be looked up in the old RERQ software. We will continue to observe the delivery speed indicated on the paperwork. For example, some orders need to arrive by 8 A.M. the next morning. Please continue to highlight the address of such priority deliveries in yellow, then place those boxes on the shelves marked "priority".

We are planning to start using the updated shipping process company-wide from 15 December. One team has been selected to test and provide feedback on the new software, equipment, and procedures during the first week of December. If we find any problems at this trial stage, we may need to postpone the all-around implementation of the new procedure.

|                 |                               |
|-----------------|-------------------------------|
| <b>To:</b>      | Jane Peralta                  |
| <b>From:</b>    | Aram Mansouri                 |
| <b>Date:</b>    | 7 December                    |
| <b>Subject:</b> | RE: Fine-tuning work with JLX |

Hello Ms. Peralta,

In reply to your request for feedback, I can say that most aspects of the JLX system are working well. However, we do need a better way to handle orders going to companies requiring priority shipping for all their orders, such as Turing Photography. Several of their orders this week did not arrive at their premises by 8 A.M. I think some of our team members have been forgetting to check the labels for the required delivery speed. Also, I was informed our handheld scanners run out of battery power very quickly. Could you look into it?

Thank you,

Aram Mansouri

181. What is the purpose of the memo?
- (A) To announce a company reorganization
  - (B) To explain new procedures
  - (C) To introduce an efficiency expert
  - (D) To bring attention to a problem
182. What step in the shipping process will NOT change?
- (A) Looking up addresses using the software
  - (B) Using bar code scanners
  - (C) Creating bar code stickers for all orders
  - (D) Putting priority items on a specific shelf
183. What is implied about Turing Photography?
- (A) Its address labels should be highlighted in yellow.
  - (B) It purchased software at a reduced price.
  - (C) It provides the warehouse with supplies.
  - (D) It has received complaints about the scanners.
184. What is most likely true about Mr. Mansouri?
- (A) His shift begins at 8 A.M.
  - (B) His team is testing out the JLX software.
  - (C) He prefers using the RERQ system.
  - (D) He handles all priority shipping orders.
185. What will Ms. Peralta most likely do after reading the e-mail?
- (A) Find a missing package
  - (B) Research long-life batteries
  - (C) Reschedule a deadline
  - (D) Correct an address

GO ON TO THE NEXT PAGE

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

http://www.ohayonmarketing.com/clients

|      |                    |              |         |
|------|--------------------|--------------|---------|
| Home | <b>Our Clients</b> | Work Samples | Contact |
|------|--------------------|--------------|---------|

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

|                        |                            |                            |
|------------------------|----------------------------|----------------------------|
| <u>Specialty Foods</u> | <u>Apparel</u>             | <u>Technology</u>          |
| • Blue Bay Bakeries    | • Sakurai Sportswear       | • Craftspace               |
| • Berry Delectable     | • Urban Activewear Company | • Gingi Tech               |
| • Over-the-Moon Teas   | • Chic Wraps               | • New Teams Office Systems |
|                        |                            | • Surefire Learning Ltd.   |

\*E-mail\*

|          |   |
|----------|---|
| To:      | Sunil Mehta <sunil.mehta@gomail.co.in>    |
| From:    | Marc Ohayon <mohayon@ohayonmarketing.com> |
| Date:    | May 3                                     |
| Subject: | Hello                                     |

Dear Sunil,

I hope this message finds you well. You may have heard the news that my family and I are preparing to move from New York to Marrakesh in the fall. In the process, I am hoping to move my marketing firm, Ohayon Marketing, to the area as well.

You may remember that after I left Sharp Smart—and moved out of New Delhi—I freelanced for Craftspace, which went on to become my company's first client. In more recent years, my company has branched out to consult for a large number of businesses in unrelated industries.

I would like to continue with this work by establishing a client base in Marrakesh. I am reaching out to you because of your contacts in the business community there. If you know anyone who might be interested in the services I offer, would you be so kind as to let me know?

Best wishes,

Marc

|          |   |
|----------|---|
| To:      | Marc Ohayon <mohayon@ohayonmarketing.com> |
| From:    | Sunil Mehta <sunil.mehta@gomail.co.in>    |
| Date:    | May 6                                     |
| Subject: | Marrakesh contact                         |

Hello, Marc,

It was a pleasure to hear from you. You remember correctly; I do have contacts in Marrakesh. Before we worked together at Sharp Smart, I worked for a company that had an office in Marrakesh, and I traveled there frequently. I can also recommend several hotels, restaurants, and even travel agencies if you would like.

In response to your inquiry, I will introduce you by e-mail to Ms. Salma Kader. She is quite knowledgeable in the region, and I have no doubt that she will be helpful to you.

Warm regards,

Sunil

**186.** What is indicated about Ohayon Marketing?

- (A) It specializes in family-owned companies.
- (B) It has a diverse client portfolio.
- (C) It mainly supports export firms.
- (D) It earns most of its revenue from the apparel industry.

**187.** For what industry did Ohayon Marketing first consult?

- (A) Online education
- (B) Specialty Foods
- (C) Apparel
- (D) Technology

**188.** What is suggested about Sharp Smart?

- (A) It has offices in New Delhi.
- (B) It recently hired several new employees.
- (C) It is under new management.
- (D) It recently merged with a larger firm.

**189.** Who is Mr. Mehta?

- (A) A travel agent
- (B) An executive recruiter
- (C) A former colleague of Mr. Ohayon's
- (D) An Ohayon Marketing partner

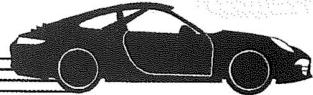
**190.** Why will Mr. Ohayon most likely contact Ms. Kader?

- (A) To remind her to send an itinerary
- (B) To rent a new office location
- (C) To explore business opportunities
- (D) To get sightseeing recommendations

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

## Steel Wheels Vehicle Insurance

With a top-of-the-line car, you should have top-of-the-line protection.  
Choose whichever plan best suits your needs.



- Maintenance Plan: Includes an annual inspection, testing, and monthly oil changes
- Repair Plan: Covers repairs needed to the engine and other major systems, including electrical, exhaust, and cooling. Includes all replacement parts
- Cleaning Plan: Complete interior and exterior cleaning every three months, including replacement of floor mats when necessary
- Combination Plan: Includes benefits of all three plans

Monthly fees vary by vehicle model.

E-mail us at [planinfo@steelwheelsins.com](mailto:planinfo@steelwheelsins.com) for specific cost and plan information.

## Lum Motors Sales and Service

| Client: Ming Xiong<br>Insurance: Steel Wheels | Date: 13 December    |                      |
|---|----------------------|----------------------|
| Service Received                              | Covered by Insurance | Billable to Customer |
| Replaced split radiator hose and clamps       | \$120                | \$0                  |
| New floor mats                                | \$0                  | \$250                |
| Total   | \$120                | \$250                |

If you wish to examine or keep any parts that have been replaced, please ask to speak to the mechanic when you pick up your vehicle. Parts will not be kept after the service date.

Recommended products: Goldings synthetic oil for smoother engine functioning  
Harmon air filters to protect your engine  
Lift-brite fabric treatment to protect cloth seat upholstery  
Eversweet spray to keep your interior smelling fresh

www.jkarcare.com/forum/auto-maintenence/interior

## Auto Forum

**Great product**  
by Ming Xiong/29 December 7:43 PM

I can't recall the name, but I bought this product based on a recommendation from my car dealer's service department, and it works very well. The liquid comes in a blue bottle with yellow lettering. As a father of three, I have a hard time keeping the interior of my car clean. Many products claim to protect against stains, but this one actually works. All our spills wipe right off. Even more impressive is the price. It costs about the same as other brands but works much better.

191. According to the flyer, why should the reader e-mail Steel Wheels Vehicle Insurance?
- (A) To inquire about plan coverage
  - (B) To obtain a repair estimate
  - (C) To schedule an appointment
  - (D) To find a participating service center
192. What insurance plan does Mr. Xiong most likely have?
- (A) The Maintenance Plan
  - (B) The Repair Plan
  - (C) The Cleaning Plan
  - (D) The Combination Plan
193. According to the invoice, what could Mr. Xiong have requested on December 13?
- (A) The mechanic's work certificate
  - (B) His car's old parts
  - (C) A full tank of gas
  - (D) A loaner vehicle
194. What product did Mr. Xiong most likely purchase?
- (A) Goldings synthetic oil
  - (B) A Harmon air filter
  - (C) Lift-brite fabric treatment
  - (D) Eversweet spray
195. According to the online review, what impressed Mr. Xiong about the product?
- (A) Its reasonable price
  - (B) Its pleasant scent
  - (C) Its innovative packaging
  - (D) Its sudden popularity

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

### **Mission Statement**

The Hulani Harbor Neighborhood Association (HHNA) is a self-governing organization that strives to promote a safe, vibrant, and enjoyable community for all. Members live in the Hulani Harbor area and are committed to the following goals:

1. Ensuring that the Hulani Harbor area maintains a range of housing types and price levels
2. Preserving the architectural character of historic homes
3. Planning seasonal gatherings and events for residents
4. Promoting open discussion of local issues and initiatives

### **The Hulani Harbor Neighborhood Association Quarterly Meeting**

Scheduled for Thursday, April 20, at 7:00 P.M.

New topics added to the meeting agenda:

- The Chenaux Company seeks rezoning for 3912 Bennett Avenue, a residential structure built in 1909. The company is requesting that the property be approved for commercial use, after which the house would be completely remodeled. We invite residents to attend the city council meeting on Monday, April 17, to learn more about the company's request and then be prepared to discuss further at the HHNA meeting on Thursday evening.
- The leadership committee for the Brazoria Creek sector announces a position opening. Duties include serving as point of contact for residents, distributing the monthly newsletter, and sharing information with other leaders of the HHNA. Individuals who are interested in representing Brazoria Creek will each be asked to speak briefly before a vote will take place.

The HHNA is pleased to announce that Elena Redman has been selected as the next representative to the HHNA for the Brazoria Creek sector. Ms. Redman has held various roles in local public interest organizations. She stated, "Although I am retired professionally, the focus of my career has been supporting people and communities through advocacy and education. I look forward to helping the community where I have been living for over 25 years."

- 196.** What does the HHNA indicate in the mission statement?
- (A) It is an independently run group.
  - (B) It was formed recently.
  - (C) It is advised by city officials.
  - (D) It charges membership fees.
- 197.** Why are residents encouraged to attend a meeting on Monday, April 17 ?
- (A) To receive training in public speaking
  - (B) To show support for some city politicians
  - (C) To get information about a zoning proposal
  - (D) To meet some new neighbors
- 198.** What HHNA goal is most likely being challenged by the Chenaux Company?
- (A) Goal 1
  - (B) Goal 2
  - (C) Goal 3
  - (D) Goal 4
- 199.** What is suggested about Ms. Redman?
- (A) She spoke at a meeting in April.
  - (B) She owned a business in Hulani Harbor.
  - (C) She is responsible for distributing the meeting agendas.
  - (D) She writes articles for a newsletter.
- 200.** What does Ms. Redman suggest qualifies her for the representative position?
- (A) Her university degree
  - (B) Her fresh leadership ideas
  - (C) Her awareness of national issues
  - (D) Her experience in supporting local groups

**Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.**

KFC

실전 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. The Pangea Company will send ----- an e-mail confirming receipt of the application.  
(A) your  
(B) yourselves  
(C) yourself  
(D) you
102. Mr. Yamamoto's farewell party was ----- in the cafeteria on Tuesday.  
(A) meant  
(B) held  
(C) taken  
(D) built
103. Tours run every day, but there may be ----- availability on weekends.  
(A) limit  
(B) limits  
(C) limited  
(D) limitation
104. Bentoc Shoes has a loyal customer base ----- it provides high-quality service.  
(A) because  
(B) rather  
(C) not only  
(D) as well
105. Building management ----- asks employees to avoid socializing in the lobby.  
(A) respects  
(B) respected  
(C) respectful  
(D) respectfully
106. The theater district is located ----- walking distance of the Yafeh Hotel.  
(A) within  
(B) along  
(C) below  
(D) down
107. As consumers buy more products online, retailers are finding ways ----- orders more quickly.  
(A) have delivered  
(B) are delivering  
(C) to deliver  
(D) delivers
108. Please ----- that environmental inspectors must renew their certification yearly.  
(A) proceed  
(B) secure  
(C) note  
(D) keep

109. Mr. Yi's calendar is ----- open for interviews from 3:00 P.M. to 5:00 P.M. on Tuesdays.
- (A) usually  
(B) during  
(C) several  
(D) longer
110. The lead role ----- the film *Sunocket* was created especially for Ms. Abebe.
- (A) by  
(B) at  
(C) in  
(D) as
111. Your current online banking session -----, so please log on to your account again.
- (A) has expired  
(B) expiring  
(C) expiration  
(D) to expire
112. XAG Motors recommends checking your vehicle's oil at ----- intervals.
- (A) heavy  
(B) genuine  
(C) regular  
(D) immediate
113. Mr. Wu was responsible for the latest design ----- at Shu Faucet Company.
- (A) innovative  
(B) innovatively  
(C) innovate  
(D) innovation
114. Rincon Data has just opened a new facility that is ----- larger than its previous one.
- (A) expertly  
(B) significantly  
(C) prominently  
(D) historically
115. Each year, the relationship between what people eat and the state of ----- health is more fully understood.
- (A) they  
(B) their  
(C) theirs  
(D) them
116. ----- from customers is valuable in determining where we need to improve.
- (A) Inventory  
(B) Feedback  
(C) Possibility  
(D) Distribution
117. Poet Yoshino Nagao will read from her latest ----- collection at Argyle Library on Friday.
- (A) publisher  
(B) publish  
(C) published  
(D) publishes
118. An inspection of the Coltier Building identified several ----- defects.
- (A) private  
(B) instructional  
(C) complimentary  
(D) structural
119. Retailers have been reporting ----- strong sales of swimwear for this time of year.
- (A) surprised  
(B) surprises  
(C) to surprise  
(D) surprisingly
120. Curitour Travel offers ----- throughout Asia that vary in length, cost, and group size.
- (A) excursions  
(B) refreshments  
(C) improvements  
(D) institutions

121. As the city's largest -----, Bailin Hospital provides more than 1,000 jobs at its west campus alone.
- (A) employment  
(B) employable  
(C) employing  
(D) employer
122. The venue is small, so not ----- who requests a ticket to the play will be able to attend.
- (A) the other  
(B) one another  
(C) everyone  
(D) someone
123. Both the *Atkinson Times* and the *MacMillan Record* have sizable readerships, ----- each targets a different demographic.
- (A) unless  
(B) although  
(C) once  
(D) whether
124. ----- the acquisition of a competitor, Plautner Electric has become the biggest appliance retailer in the city.
- (A) With  
(B) Wherever  
(C) Together  
(D) Above
125. The shipment delay was ----- caused by miscommunication within our department.
- (A) primarily  
(B) eventually  
(C) hastily  
(D) reluctantly
126. Because of an ordering error, Vival Market received an ----- of 200 bags of rice.
- (A) exceeding  
(B) exceedingly  
(C) excess  
(D) excessive
127. Ms. Choi reports that the new accounting software works well, ----- the computer's operating system has been updated.
- (A) provided that  
(B) no sooner  
(C) so as to  
(D) in view of
128. Researchers must sign in at the visitor registration table upon ----- the Briston Literary Archive.
- (A) entered  
(B) entering  
(C) entry  
(D) enter
129. Over the years, Garnet Advertising has ----- supported its employees' volunteer work for charitable organizations.
- (A) currently  
(B) upwardly  
(C) severely  
(D) actively
130. Ms. Rakel's new Stockholm office tower is sure to be recognized as a highlight of ----- architecture.
- (A) instant  
(B) associated  
(C) contemporary  
(D) simultaneous

**PART 6**

**Directions:** Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131-134 refer to the following job advertisement.

Berestoff Ltd. ----- a professional procurement officer to oversee bidding and procurement processes in all company departments. This employee will draft advertisements, prepare contract documents, process bids, ----- provide training on policy and procedures to company personnel. **131.** **132.**

The position requires a two-year degree in business administration or a related field. The ----- must have a minimum of three years experience as an office manager in a corporate environment, including recent experience in procurement. **133.** **134.**

131. (A) seeks  
(B) hires  
(C) offers  
(D) trains

132. (A) so  
(B) while  
(C) nor  
(D) and

133. (A) application  
(B) applicant  
(C) applying  
(D) apply

134. (A) Likewise, company-owned cars are a major expense for firms such as ours.  
(B) Moreover, excellent organizational skills are essential.  
(C) The top candidate for the position has been offered a one-year contract.  
(D) All employees have been notified of the policy change.

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

To: Hong Kong Office Staff  
From: Wai-Lun Yeung  
Date: Monday, 4 January  
Subject: Interns

Dear Colleagues,

I am writing ----- you that two university students will be arriving next week and beginning their  
**135.** six-week internships in the Hong Kong office. Their duties will ----- consist of helping the  
**136.** Corporate Social Responsibility team organise their plans for the coming year. Both interns have strong backgrounds in responsible business practices. As such, they will be well suited to their  
**137.**

The interns will be using the vacant office in the east wing. -----  
**138.**

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

All best,

Wai-Lun Yeung

- 135.** (A) information  
(B) informed  
(C) informs  
(D) to inform
- 136.** (A) cautiously  
(B) patiently  
(C) largely  
(D) quietly
- 137.** (A) roles  
(B) donations  
(C) articles  
(D) locations
- 138.** (A) They were far away from our office.  
(B) That time is usually critical to our work.  
(C) The room will be theirs for six weeks.  
(D) It will be for sale in the new cafeteria.

Questions 139-142 refer to the following memo.

To: All staff  
From: Management  
Date: October 10  
Re: Move to new office

Preparations for the move to our new office are scheduled to take place on Thursday and Friday of next week. ----- for this are going to be distributed to each employee's cubicle in advance.  
**139.**

Boxes, tape, and markers ----- on Wednesday afternoon. As you pack your belongings, please  
**140.** write your name and employee number on the top and sides of each box. ----- . A human resources employee will come around and record this number to ensure that all of your boxes are returned to you.

Please take any valuables home with you by Wednesday. The company will not be responsible for the loss of any items during the move. No open food items may be packed. ----- , unopened  
**142.** packaged food, such as candy and crackers, may be boxed.

Thank you for your cooperation.

- 139.** (A) Itineraries  
(B) Proposals  
(C) Materials  
(D) Licenses

- 142.** (A) Moreover  
(B) However  
(C) Similarly  
(D) Previously

- 140.** (A) were providing  
(B) will be provided  
(C) will provide  
(D) are providing

- 141.** (A) Make a note of your total count.  
(B) He will want to know how many of each you have.  
(C) Boxes will be shipped at the company's expense.  
(D) Extra boxes and tape can be found in the front lobby.

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

To: Rudolf Crowley <rcrowley@crowley.com.au>  
From: Dafina Ndashe <dndashe@millview-australia.com.au>  
Subject: Decision on proposal  
Date: 12 August

Dear Mr. Crowley:

I am pleased to inform you that at the Tuesday night meeting the city council approved your proposal to build an inn at 17 Dickinson Street. You ----- a formal letter of approval this week. **143.**

----- . Specifically, they were concerned about noise and on-street parking. However, your **145.** that the inn would only serve breakfast to guests and would not have a restaurant open to the general public helped to persuade them. ----- , they were pleased that the small parking area is **146.** tucked into the back of the property, so curbside parking along the street should not be affected.

Please let me know if you have any questions.

Sincerely,

Dafina Ndashe  
Clerk, Millview City Council

- 143.** (A) receiver  
(B) receiving  
(C) had received  
(D) should receive

- 144.** (A) The city council elections are quickly approaching.  
(B) Indisputably, Dickinson Street is one of the loveliest streets in the city.  
(C) As you know, there were some objections from the people in the neighborhood.  
(D) Many small hotels offer complimentary breakfasts to their guests.

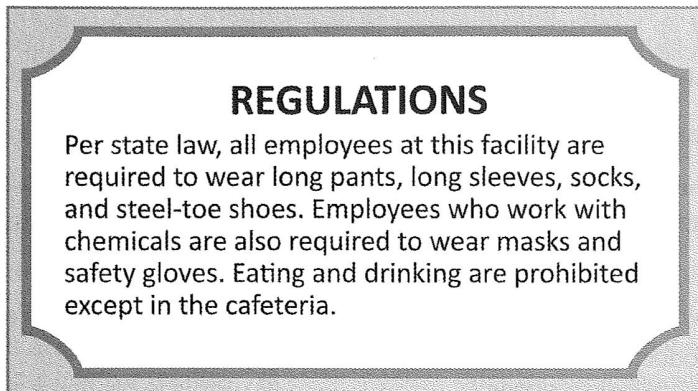
- 145.** (A) assure  
(B) assures  
(C) assured  
(D) assurance

- 146.** (A) In addition  
(B) In contrast  
(C) Unfortunately  
(D) Normally

## 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.



- 147.** Where would the notice most likely appear?

(A) In a laboratory  
(B) In a restaurant  
(C) In a clothing store  
(D) In a law office

**148.** What issue does the notice discuss?

(A) Workplace cleanliness  
(B) Lunch breaks  
(C) Weekly schedules  
(D) Workplace safety

GO ON TO THE NEXT PAGE

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

|                 |                              |
|-----------------|------------------------------|
| <b>From:</b>    | noreply@electrimaxstores.com |
| <b>To:</b>      | wtarnowski@mailzm.com        |
| <b>Date:</b>    | February 2                   |
| <b>Subject:</b> | Repair request #2989231      |

Dear Mr. Tarnowski,

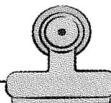
We are sorry to hear you are having trouble with the washing machine you purchased at an Electrimax store. Your repair request has been received. Within the next 24 hours, we will call you to set up a service appointment in your home. Note that at the time of service, our technician will ask to see the original receipt given to you when you purchased the machine. Please have it available.

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

Electrimax Customer Service Team

- 149.** Why did Mr. Tarnowski use the online form?      **150.** What is Mr. Tarnowski asked to do?
- (A) To ask for a product replacement  
(B) To inquire about delivery options  
(C) To request a service appointment  
(D) To post a customer review
- (A) Register a product  
(B) Provide his home address  
(C) Present proof of his purchase  
(D) Visit an Electrimax store

Questions 151–152 refer to the following information.



### New Policy for Remote Participation

On Monday, the board of directors of Heart & Health Charity adopted a remote participation policy for committees, boards, and working groups operating under the organization's umbrella. The policy authorizes the chairperson of the particular committee to permit a member to participate by telephone or videoconference when the member cannot physically attend the meeting. There are forms to fill out and procedures to follow, so check the Web site for details on how to take advantage of this new policy.

151. What is the information primarily about?

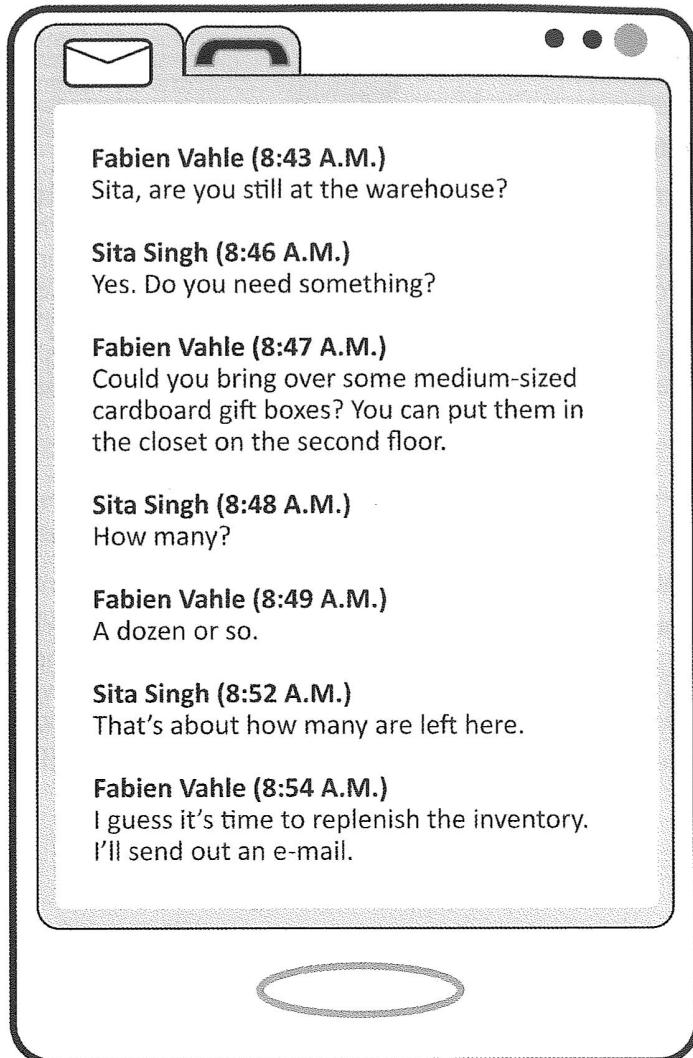
- (A) The charity's multiple offices
- (B) Attendance at meetings
- (C) Technological improvements
- (D) A meeting schedule

152. According to the information, how can people find out more?

- (A) By going online
- (B) By speaking with a chairperson
- (C) By joining a videoconference
- (D) By reading a manual

GO ON TO THE NEXT PAGE

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



153. At 8:54 A.M., what does Mr. Vahle mean when he writes, "I'll send out an e-mail"?

- (A) He will ask warehouse staff to help Ms. Singh.
- (B) He will place an order for more boxes.
- (C) He will inform a colleague about a new policy.
- (D) He will thank Ms. Singh for a job well done.

154. What will Ms. Singh probably do next?

- (A) Take an inventory of boxes
- (B) Prepare a gift for Mr. Vahle
- (C) Organize a messy closet
- (D) Bring boxes to the second floor

Questions 155–157 refer to the following notice.

**Attention All Employees**

At 7:30 A.M. today, the main server facility lost power during regular security testing. — [1] —. Power was restored less than one hour later, and the company Web site is now fully functional. — [2] —. However, many services are still down. Among these are the main database and all desktop phone services, including voice mail. At this time, you can access e-mail from mobile devices but not from your office computers. — [3] —.

Our technicians are working to bring all systems back online. However, it may take until this afternoon for everything to resume working normally. — [4] —.

We understand the importance of these services to your work, and we will issue updates as more information becomes available.

- 155.** What is the purpose of the notice?
- (A) To explain how to access a Web site
  - (B) To provide instructions for using voice mail
  - (C) To inform employees of a technology issue
  - (D) To advise employees of revisions to a database
- 156.** What is indicated about the company e-mail?
- (A) It is only available on office computers.
  - (B) It is accessible on mobile devices.
  - (C) Only office technicians can use it currently.
  - (D) It has been updated to provide more security.
- 157.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “We humbly ask for your patience until that time.”
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

GO ON TO THE NEXT PAGE

Questions 158-160 refer to the following letter.

© 2013, 2010

Peake Painting Ltd. • 375 Fox Road • Toronto, ON M5B 2C1 • 416-555-0101

8 June

Ms. Priti Parekh, Manager  
Eagle Point Apartments  
23 Concordia Lane  
Toronto, ON M5H 1A1

Dear Ms. Parekh:

This letter is a follow-up to our telephone conversation of 6 June. As I mentioned then, we have been successfully serving many apartment complexes in the Toronto area for the past fifteen years. I would be happy to supply references.

I also discussed with you the various benefits our service agreement offers. These include priority scheduling, preventive maintenance, service discounts, and advice from our expert painters. Our service agreement also covers the repainting of apartments vacated by tenants and a one-year guarantee on paint and labour.

Enclosed is a copy of our standard contract, which can be adjusted to your specific needs and requirements. Please let me know if you need any further information.

I look forward to hearing from you soon.

Sincerely,

*Nuruddin Abdullahi*

Nuruddin Abdullahi, Owner  
Peake Painting Ltd.

Enclosure

158. Why did Mr. Abdullahi send the letter to Ms. Parekh?

(A) To give some details about his business  
(B) To describe some available apartments  
(C) To inquire about a service provided  
(D) To ask for a reference

159. What is NOT mentioned as a feature covered by the service agreement?

(A) Price reductions  
(B) Annual evaluations  
(C) Recommendations by specialists  
(D) Periodically performed maintenance

160. What did Mr. Abdullahi send with the letter?

(A) Information for tenants  
(B) A bill for services  
(C) A sample contract  
(D) An estimate of costs

Questions 161-163 refer to the following report.

**Web site traffic report**

Prepared by Takani Analytics  
For www.hejmo.com

The following report breaks down how visitors to www.hejmo.com found your Web site. Based on the results, we advise you to boost your social media presence. Your Web site traffic from social media sites is approximately 20 percent lower than that of similar Web sites.

**Traffic Sources**

**Direct Traffic: 17%**

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

**Redirected Traffic: 53%**

- ▶ These are visitors who followed a link from an advertisement found on another company's Web site.
- ▶ Popular referral sites: gardensandhomes.com, modernhousehold.com

**Search Engine Traffic: 22%**

- ▶ These are visitors who used a search engine to search for specific information or products.
- ▶ Popular search engines: Locala, River
- ▶ Popular search terms: chair, lamp, table, bookshelf, desk

**Social Media Traffic: 8%**

- ▶ These are visitors who followed a link from an advertisement posted on social media.
- ▶ Popular outlets: myfold, grouple

**From home page to sale**

32% of total users never left the home page

48% visited individual product pages without purchasing an item

20% purchased an item

161. What Web site traffic source does Takani Analytics recommend increasing?

- (A) Direct traffic
- (B) Redirected traffic
- (C) Search engine traffic
- (D) Social media traffic

162. What type of products does www.hejmo.com most likely sell?

- (A) Books
- (B) Furniture
- (C) Advertisements
- (D) Gardening equipment

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

- (A) It advertises on other Web sites.
- (B) It gets more direct traffic than similar Web sites do.
- (C) It has redesigned its home page.
- (D) It has increased its Internet sales.

**Questions 164-167 refer to the following article.**

CAPE TOWN (18 May)—The Cape Town Museum of Art has announced the appointment of Ms. Simphiwe Nyambi as head of the museum's Digital Media Department, effective on 1 June. — [1] —. The department is responsible for managing digital content for the documentation and interpretation of the museum's collection. In her role as chief digital officer, Ms. Nyambi will explore new digital opportunities for the museum.

Ms. Nyambi studied journalism in South Africa and Scotland. — [2] —. Until recently she lived in Nairobi, Kenya, where she was the digital editor for *African Arts &*

*Culture Quarterly*. — [3] —. Before working for the journal, she taught journalism at colleges in the United States and Canada.

"I am delighted to be back in my hometown," Ms. Nyambi said in a recent interview with this publication. — [4] —. "I feel blessed to have the opportunity to work for this wonderful museum. It holds a special place in my heart, dating back to my childhood. And as of two weeks ago, I have a clear view of the building from my apartment. I look forward to sharing the museum's amazing collection with the world through digital media."

**164. What is a purpose of the article?**

- (A) To introduce a new publication
- (B) To describe partnerships between museums and universities
- (C) To discuss new methods of documentation
- (D) To announce the hiring of a media specialist

**165. According to the article, where is one place Ms. Nyambi studied?**

- (A) Canada
- (B) Kenya
- (C) Scotland
- (D) The United States

**166. What is true about Ms. Nyambi?**

- (A) She can see the museum from her home.
- (B) She grew up near Nairobi.
- (C) She earned a degree in computer science.
- (D) She owns a large collection of art.

**167. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?**

"She replaces Mr. Arthur Maseko, who resigned in March."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

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

**Sara Davis (9:40 A.M.)**  
Don't forget that our brainstorming meeting today is at 1:30 in room 143.  
Please bring your suggestions for the Alder presentation.

**Ron Chou (9:41 A.M.)**  
I'll be there, Sara. Will you be available after the meeting to discuss the facilities work request?

**Sara Davis (9:41 A.M.)**  
Absolutely. Let's talk in my office immediately afterwards.

**Tania Watson (9:42 A.M.)**  
Can you include Patrick Martin in the meeting? He has some good ideas for communicating with the new clients.

**Aidan Reynolds (9:43 A.M.)**  
I have some advertising and promotional concepts that I've drafted.  
I'll bring them.

**Sara Davis (9:44 A.M.)**  
Done. Good idea, Tania.

**Ron Chou (9:45 A.M.)**  
Great. I've been waiting to see those, Aidan.

**Tania Watson (9:46 A.M.)**  
How long do you think the meeting will last? I'm supposed to brief Scott Kennedy at 2:30 on the results of the Blackwood presentation.

**Sara Davis (9:47 A.M.)**  
We're scheduled for an hour and a half in the room, but feel free to leave whenever you need to.

168. Why does Ms. Davis invite the writers to the afternoon meeting?  
(A) To generate new ideas  
(B) To review a client survey  
(C) To discuss a work request  
(D) To finalize the Alder presentation
169. What will Mr. Reynolds contribute to the afternoon meeting?  
(A) Scheduling information  
(B) Conference projects  
(C) Client strategies  
(D) Marketing plans
170. At 9:44 A.M., what does Ms. Davis most likely mean when she writes, "Done"?  
(A) She has completed the Blackwood presentation.  
(B) She has sent a meeting invitation to Mr. Martin.  
(C) She has freed up time for a meeting.  
(D) She has finished her work for the day.
171. Why does Ms. Watson need to leave the afternoon meeting early?  
(A) She is leaving for a business trip.  
(B) She has to provide information to a colleague.  
(C) She must prepare for a presentation.  
(D) She is scheduled to greet new clients.

Questions 172-175 refer to the following article.

## Quester Expands Marketplace

DUBLIN (23 July)—Quester Ltd., the company that operates the groundbreaking Quester Web site for job seekers and employers, has announced that it will now include technology-related occupations in its marketplace.

Since its launch more than five years ago, Quester has focused solely on staffing for organisations in the health-care sector. Like health care, the technology sector is also struggling to find employees who have the right skills and who can help **meet the demands** created by high growth.

"The employment rate of technology professionals is already quite high, yet jobs in the industry are projected to grow significantly each year over the next decade," said Ladli Misra, a **founding partner** of Quester.

Quester works by bringing job seekers together with recruiters and hiring managers. When companies contract with Quester, job listings are created with

details of the companies' open positions. Job seekers create a skill-set profile and identify opportunities of interest to them. Candidates and employers interact, seeking links and bridges between skills and jobs listed on the Quester site.

Quester's proprietary algorithm matches employers and job seekers and then notifies both. Using a simple messaging-and-scheduling tool, job seekers can indicate their interest in a job opening and employers can send interview requests. Employers are assigned a personal guide to walk them through the process and to ensure the maximum benefit from the experience. **There is no cost to job seekers.**

"It's great for both ends of the employment market," said Ms. Misra. "Job seekers can easily find the most appropriate opportunities and employers get the information they need to efficiently acquire in-demand talent, usually in less than a month."

172. Where would the article most likely appear?
- (A) In a medical journal  
(B) In a business magazine  
(C) In a technology firm's newsletter  
(D) On a hospital's Web site
173. The word "meet" in paragraph 2, line 7, is closest in meaning to
- (A) fulfill  
(B) join  
(C) find  
(D) contact
174. What is indicated about Ms. Misra?
- (A) She worked as a medical professional in the past.  
(B) She helped to create Quester.  
(C) She is in charge of hiring at Quester.  
(D) She expects the health-care sector's profits to grow.
175. What is suggested about Quester's system?
- (A) Its technology needs to be upgraded.  
(B) It guarantees job seekers a match within 30 days.  
(C) It offers positions in many different industries.  
(D) Its costs are covered by employers.

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

LONDON (20 May)—Narvalis, a marine-transport company based in Le Havre, France, announced last week that it has once again added to its cargo fleet. A Danish vessel, dubbed the *Epsilon*, was purchased from a Copenhagen-based company to be Narvalis' largest ship. It will be docked in a separate location for cleaning and inspection before officially entering service out of Le Havre.

Narvalis maintains a fleet of twenty medium-and large-sized vessels, transporting primarily grains and iron ore between international destinations. “Our board unanimously decided to invest in this secondhand vessel to expand our operations,” said company president Emmanuel Brodeur. “We believe that the substantial scale of this vessel will allow us to deliver certain shipments more efficiently.”

|                 |                        |
|-----------------|------------------------|
| <b>From:</b>    | zbernard@narvalis.fr   |
| <b>To:</b>      | asharma@daruunco.co.in |
| <b>Date:</b>    | 22 May                 |
| <b>Subject:</b> | Your transport needs   |

Dear Mr. Sharma,

Thank you for contacting me. I think that the *Epsilon* would be the best option for your company's needs. Given its size, it would take longer to arrive in Mumbai than our other vessels. However, it provides unparalleled cargo space, which will allow for your goods to be transported as a single shipment. This will greatly simplify logistics on the receiving end.

Following its purchase in Copenhagen, the *Epsilon* was routed to Amsterdam in the Netherlands for several days. The plan is that it will next head to our headquarters in Le Havre. However, we can easily send it directly on to Bilbao, Spain, for loading. Please let me know how you would like to proceed.

Sincerely,

Zacharie Bernard  
Client Services, Narvalis

176. What is the *Epsilon* ?

- (A) A container ship
- (B) A transport truck
- (C) A freight train
- (D) A cargo plane

177. What is mentioned about the *Epsilon* ?

- (A) It was built by Narvalis.
- (B) It had a previous owner.
- (C) It is frequently used.
- (D) It has passed inspection.

178. In the article, the word “scale” in paragraph 2, line 8, is closest in meaning to

- (A) portion
- (B) level
- (C) degree
- (D) size

179. Why did Mr. Bernard write the e-mail?

- (A) To finalize a purchase
- (B) To apologize for a delay
- (C) To advise a client
- (D) To reply to a colleague

180. Where was the *Epsilon* most likely inspected?

- (A) In Copenhagen
- (B) In Amsterdam
- (C) In Le Havre
- (D) In Bilbao

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

To: Fanoula Graphics employees  
From: Accounting Department  
Re: Expense reimbursement form  
Date: December 15

Beginning on January 2, Fanoula Graphics will implement a new process for reimbursement of business-travel expenses. The new procedure will be easier to follow, and employees can expect to receive reimbursements much more quickly than they do under the current system.

Employees will no longer book their own flights and hotels. All travel arrangements will instead be made by Allison Weber and her team in Operations. Employees should submit an electronic request form to Ms. Weber's team at least two weeks before the first day of travel. If travel plans are known far in advance, it is preferable to submit requests well before the submission deadline. Request forms can be found on the employee portal of the company's Web site.

After travel, employees should submit an electronic reimbursement form for all other reimbursable expenses, including meals, tips, car rental or taxi service, gasoline, laundry services at hotels, and other expenses that are outlined in the employee portal on the Web site. Please note that photocopying is no longer considered a reimbursable expense. We ask that employees prepare copies using our own office equipment before traveling.

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

## Fanoula Graphics Expense Reimbursement Form

Name and department: Martin Santos, Sales

Date of submission: January 29

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

| Date of Expense | Payee             | Purpose        | Amount          |
|-----------------|-------------------|----------------|-----------------|
| January 3       | Photocopies       | Client meeting | \$12.74         |
| January 3       | Mary's Restaurant | Dinner         | \$45.93         |
| January 3–4     | Len's Car Rental  | Transportation | \$78.24         |
| January 4       | Wellfleet Diner   | Breakfast      | \$13.35         |
| January 4       | Gasoline          | Transportation | \$18.42         |
| Total:          |                   |                | <b>\$168.68</b> |

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

181. According to the memo, what will happen on January 2 ?  
(A) A Web site will be updated.  
(B) A new procedure will go into effect.  
(C) A new operations director will be hired.  
(D) A meeting about travel policies will take place.
182. What is indicated about reimbursement forms?  
(A) They are available in Ms. Weber's office.  
(B) They require a manager's signature.  
(C) They must be submitted electronically.  
(D) They should be submitted monthly.
183. In the memo, the word "well" in paragraph 2, line 5, is closest in meaning to  
(A) right  
(B) much  
(C) closely  
(D) successfully
184. What amount will NOT be reimbursed to Mr. Santos?  
(A) \$12.74  
(B) \$18.42  
(C) \$45.93  
(D) \$78.24
185. What did Mr. Santos most likely do?  
(A) Buy lunch for a client  
(B) Use a taxi for transportation  
(C) Attach receipts from restaurants  
(D) Host a client at Fanoula Graphics' office

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

<http://www.jacintobusinessinstitute.com>

## Jacinto Business Institute (JBI)

Whether you are just starting out in the business world or looking for ways to expand your operations, JBI offers a variety of low-priced seminars taught by successful entrepreneurs from top businesses in the region. Check out our upcoming seminars that will meet weekly in February!

**Basic Financing for Small Businesses**  
This seminar will review traditional and practical ways to finance your business.  
Saturdays, 12:30 P.M. to 3:00 P.M.

**Starting Out in Leadership**  
For those new to management, this seminar will examine essential techniques that focus on productivity and positive workforce motivation.  
Tuesdays and Thursdays, 7:00 P.M. to 9:30 P.M.

**Promoting Your Business**  
Explore strategies for effectively advertising and expanding your business.  
Mondays, 6:00 P.M. to 9:00 P.M.

**Planning a Successful Start-Up**  
Before you open for business, prepare a detailed plan of your concept using time-honored strategies.  
Tuesdays, 5:00 P.M. to 8:00 P.M.

### Notice

#### Ting Yang to lead JBI seminar

We are delighted to have Ms. Ting Yang joining us in February. She earned a master's degree in marketing from Julem University and started out at Wister Point, Inc., where she rose to the position of marketing director. The company's revenue increased greatly during Ms. Yang's tenure. After fifteen years at Wister Point, Ms. Yang joined the successful advertising consulting firm Marvin and Rhodes Advisers. Take advantage of this opportunity to benefit from her considerable expertise and sign up for her seminar today!

|                 |   |
|-----------------|---|
| <b>To:</b>      | Jacinto Business Institute <contactus@jacintobusinessinstitute.com> |
| <b>From:</b>    | Gabriela Torres <gtorres@flowersbygabriela.com>                     |
| <b>Date:</b>    | March 3   |
| <b>Subject:</b> | February seminar  |

Greetings,

The seminar I attended proved valuable. I have long admired Ms. Yang. In fact, she was a department director at the same firm where I first worked after university. Now that I am looking to grow the business I recently started, the chance to learn from her insights has been very helpful. I hope she will return to lead other seminars at your institute.

All the best,

Gabriela Torres

186. What is indicated about JBI?

- (A) Its seminars are provided for free.
- (B) Its instructors have business experience.
- (C) It specializes in the retail industry.
- (D) It was established several years ago.

187. For whom is the notice mainly intended?

- (A) Potential JBI students
- (B) Current JBI faculty
- (C) Graduates of Julem University
- (D) Clients at a consulting firm

188. What seminar did Ms. Yang most likely teach?

- (A) Basic Financing for Small Businesses
- (B) Starting Out in Leadership
- (C) Promoting Your Business
- (D) Planning a Successful Start-Up

189. Why did Ms. Torres write the e-mail?

- (A) To respond to an opportunity
- (B) To inquire about registration for a seminar
- (C) To ask for advice about a business
- (D) To provide feedback about a seminar

190. What is most likely true about Ms. Torres?

- (A) She has a degree in finance.
- (B) She was employed at Wister Point, Inc.
- (C) She will soon teach a seminar at JBI.
- (D) She recently moved to a new town.

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

The screenshot shows a web browser window with the URL <https://www.copychaser.com> in the address bar. The page has a header with links for Home, Our Services (which is underlined), Project Description Form, Client Reviews, and Contact Us. Below the header is a section titled "Our Services" with a yellow background. The text in this section discusses the company's expertise in writing and artwork development. Below this is a bulleted list of four services: Marketing Copy, Content Development, Translation, and Training in Writing. At the bottom of the page, there is a call to action: "Fill out our project description form and we will get back to you within 24 hours with a service proposal to suit your needs."

At Copychaser, we understand that skillfully written content is essential to a thriving business. That's why over the past three decades we have continued to increase our pool of skilled staff and freelance writers representing a wide range of expertise. And now we offer you the opportunity to complement your text with artwork developed by our team of graphic artists. Let Copychaser take care of all your company's communication needs.

- Service 1: Marketing Copy. We will craft the perfect message to promote your products and services, putting your company ahead of the competition.
- Service 2: Content Development. Whether you need general informational or technical articles, we will match you with the expert writer you need.
- Service 3: Translation. We work with international translation agencies that will give your Web site content the local flavor you need in order to sell to diverse markets and populations.
- Service 4: Training in Writing. We provide in-person workshops and webinars on general writing skills as well as coaching sessions for individuals or small groups on a specific type of writing or project.

Fill out our project description form and we will get back to you within 24 hours with a service proposal to suit your needs.

The screenshot shows an "Online Form" with a title "Project Description Form". It contains two fields: "Name" with the value "Yuna Takahashi" and "Submitted" with the value "11 January". Below these fields is a section titled "Project Description:" containing a text area with the following content: "I'm looking for an expert who can write articles related to the petroleum business. This would be for an online periodical that I edit and publish. The ideal writer has an established background in petrochemicals or in economics as it relates to the international oil market. A degree in a field related to fossil fuels or economics is preferred. I need someone who can communicate complex topics clearly while maintaining scientific accuracy."

Project Description Form

Name: Yuna Takahashi

Submitted: 11 January

Project Description:

I'm looking for an expert who can write articles related to the petroleum business. This would be for an online periodical that I edit and publish. The ideal writer has an established background in petrochemicals or in economics as it relates to the international oil market. A degree in a field related to fossil fuels or economics is preferred. I need someone who can communicate complex topics clearly while maintaining scientific accuracy.

Copychaser search results for Project 981:

| Name              | Degree and Expertise   |
|-------------------|--|
| Analia Almeida    | Master of Business Administration. Experience in agricultural commodity pricing. Consultant in food packaging.                                 |
| Cara Ponti        | Doctorate in Physics. Expert in subatomic particle theory and light spectrum analysis of distant space objects.                                |
| Armand Mkhaliophi | Master of Science in Mechanical Engineering. Experience in aircraft design and quality control. Expert in adhesives used in aircraft assembly. |
| Wayne Bryfield    | Doctorate in Chemical Engineering. Expert in fuel and lubricant formulation. Presenter on topics related to the oil and gas industries.        |

191. What does the Web page suggest about Copychaser?

- (A) It is a relatively new business.
- (B) It offers video content development.
- (C) It works exclusively with freelancers.
- (D) It has expanded its team of writers.

192. What has Copychaser added recently?

- (A) Web-site hosting
- (B) Printing
- (C) Graphic design
- (D) Data storage

193. What is indicated about Ms. Takahashi?

- (A) She runs a Web-based publication.
- (B) She works for a petroleum company.
- (C) She has used Copychaser in the past.
- (D) She needs some work done quickly.

194. What Copychaser service does Ms. Takahashi need?

- (A) Service 1
- (B) Service 2
- (C) Service 3
- (D) Service 4

195. Who best fits Ms. Takahashi's criteria?

- (A) Ms. Almeida
- (B) Dr. Ponti
- (C) Mr. Mkhaliophi
- (D) Dr. Bryfield

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

## Greenfell Landscaping



Make sure your company's natural features look their best. A tidy first impression is important. Greenfell Landscaping can help you keep your company's greenery green! We have multiple tiers of service designed especially for our commercial clients.

- **Eco Keeper Standard:** weekly lawn mowing with detailed grass trimming by walkways and buildings
- **Eco Keeper Plus:** weekly mowing and trimming, organic fertilizer application, and weed removal. Our most popular service.
- **Master Green Gold:** all the lawn-care services of our Eco Keeper Plus plan with the added benefit of seasonal flower plantings and flower bed maintenance
- **Master Green Platinum:** all the services of our Master Green Gold plan but with care for your small trees and shrubs included. Twice-yearly pruning and trimming. Insect control. We can even bring ornamental potted trees to brighten your entryways.

Contact [service@greenfell.com](mailto:service@greenfell.com) to request an estimate. Costs are based on plan, lawn size, and type of plantings.

|                 |  |
|-----------------|--|
| <b>From:</b>    | Daphne Mizuno < <a href="mailto:d.mizuno@pamaturn.com">d.mizuno@pamaturn.com</a> >                 |
| <b>To:</b>      | Greenfell Landscaping Service < <a href="mailto:service@greenfell.com">service@greenfell.com</a> > |
| <b>Date:</b>    | June 10  |
| <b>Subject:</b> | Inquiry  |

Hello,

My company has recently decided to outsource the lawn care at both our work sites, and I have been asked to solicit bids for a contract to do the work. I saw your Greenfell Landscaping flyer and wanted to reach out to you, as we would prefer to work with a locally owned company rather than a large franchise.

We have two properties with large lawns. Our main offices are on Langley Boulevard, near the Crossroads Shopping Plaza, and our shipping warehouse is five kilometers from the main offices, on Kempton Road. Our needs are fairly simple. We only require that the grass be kept short for a low but fair cost. We do not have any flower gardens or hedges, so the mowing is very straightforward.

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

Daphne Mizuno, Facilities Manager  
Pamaturn Products, LLC

**\*E-mail\***

|             |   |
|-------------|---|
| From:       | Greenfell Landscaping Service <service@greenfell.com> |
| To:         | Daphne Mizuno <d.mizuno@pamaturn.com>                 |
| Date:       | June 11   |
| Subject:    | RE: Inquiry   |
| Attachment: | Reference   |

Dear Ms. Mizuno,

Thank you for contacting Greenfell Landscaping about this opportunity. We would like to bid on this work. Please forward the specifications, and I will begin working up the bid.

If you need references as part of your process, you can contact Mr. Fred Stoltz, the owner of Dynamo Machine Shop, which is located just down the street from your warehouse. Fred has been a Greenfell Landscaping customer for over eight years. His details are attached.

Greenfell Landscaping is fully licensed and insured. You can count on us to provide excellent, reliable service.

Sincerely,

Brian Karpyak, Owner  
Greenfell Landscaping

196. For whom is the flyer specifically intended?
- (A) Private homeowners
  - (B) Part-time landscapers
  - (C) Business owners**
  - (D) Environmental researchers
197. Why did Ms. Mizuno contact Greenfell Landscaping in particular?
- (A) Because she saw a discount offer
  - (B) Because it is a local company**
  - (C) Because she recently met the owner
  - (D) Because it uses highly specialized equipment
198. What level of service will Ms. Mizuno most likely choose?
- (A) Eco Keeper Standard**
  - (B) Eco Keeper Plus
  - (C) Master Green Gold
  - (D) Master Green Platinum
199. According to the second e-mail, what should Ms. Mizuno do?
- (A) Submit a competitive bid
  - (B) Provide the name of a reference
  - (C) Arrange a meeting with Mr. Karpyak
  - (D) Send Mr. Karpyak the details of a job**
200. What is most likely true about Mr. Stoltz?
- (A) He used to work for Pamaturn Products.
  - (B) His insurance payments are up-to-date.
  - (C) He lives near the Crossroads Shopping Plaza.
  - (D) His shop is located on Kempton Road.**

**Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.**

TEST

실전 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. An interview with author Tito Flores about ----- new book will be broadcast tonight.  
(A) himself  
(B) him  
(C) his  
(D) he
102. Perend Trail's new hiking boots will be available in brown ----- black leather.  
(A) nor  
(B) yet  
(C) and  
(D) so
103. Mr. Ruotolo's ----- on the new tax changes is scheduled for 10:00 A.M.  
(A) present  
(B) presented  
(C) presentable  
(D) presentation
104. Boyd Street Market is Mapleton's largest retailer of foods ----- around the world.  
(A) toward  
(B) from  
(C) above  
(D) plus
105. Mr. Johansson ----- accepted the job offer he received from Saco Bike Works.  
(A) quicken  
(B) quickly  
(C) quicker  
(D) quickness
106. To expand its global reach, Amity Spas will ----- open its franchise opportunities to international prospects.  
(A) soon  
(B) almost  
(C) recently  
(D) already
107. The second-generation XR1280 unit is ----- to its predecessor, except for its reduced weight.  
(A) equally  
(B) equal  
(C) equals  
(D) to equal
108. Zarmeni Mining has been evaluating the benefits of building a mine at the ----- site.  
(A) proposed  
(B) structured  
(C) unlimited  
(D) educated

109. Vice President Ramos will not make ----- decisions until more feedback has been gathered.
- (A) whether  
(B) what  
(C) over  
(D) any
110. If you have ordered more than two items, be aware they may arrive in separate -----.
- (A) payments  
(B) sequences  
(C) packages  
(D) receipts
111. Candidates for the open position must have good interpersonal skills and ----- working with clients.
- (A) experience  
(B) experienced  
(C) experiencing  
(D) to experience
112. Chong Kim was ----- recommended for the position of merchandise manager for Corbin Furniture Mart.
- (A) thickly  
(B) currently  
(C) securely  
(D) highly
113. Once the returned item is received, a refund will appear on your credit-card statement ----- five business days.
- (A) within  
(B) during  
(C) since  
(D) when
114. The printer on the second floor will be out of ----- until the technician arrives on Friday.
- (A) purpose  
(B) variety  
(C) service  
(D) repair
115. Sales of our computer software were good last quarter, but sales for our mobile applications have been even -----.
- (A) strong  
(B) stronger  
(C) strongly  
(D) strongest
116. Upon request, the guests at Olane Hotel will be provided vouchers ----- free parking.
- (A) on  
(B) to  
(C) with  
(D) for
117. Please review the projected sales figures in the spreadsheets that ----- to the e-mail.
- (A) is attaching  
(B) had attached  
(C) attachment  
(D) are attached
118. During tourist season, selling handmade crafts is a ----- source of income for local residents.
- (A) contented  
(B) dependable  
(C) flavorful  
(D) patient
119. Everyone at the annual Tirmaco exposition seemed ----- by the new products on display.
- (A) excite  
(B) excitement  
(C) excited  
(D) excitedly
120. This Saturday, Ritesense customers will have the opportunity to sample a ----- of Health Bar products.
- (A) nutrition  
(B) selection  
(C) placement  
(D) management

121. Ms. Wong has expressed ----- in leading the city's planned beautification project.
- (A) interest  
(B) interests  
(C) interesting  
(D) interestingly
122. Mr. Choo was chosen to head the committee for consumer protection from a ----- pool of candidates.
- (A) sizable  
(B) practiced  
(C) consecutive  
(D) missing
123. Please save spreadsheets periodically when updating them to prevent data from -----.
- (A) is lost  
(B) lost  
(C) being lost  
(D) losing
124. ----- Gyoh Company's marketing push, new orders for cash registers decreased slightly in the third quarter.
- (A) As  
(B) If  
(C) However  
(D) Despite
125. All members of the sales team must attend next Thursday's meeting so that ----- can see the sales forecast presentation.
- (A) one  
(B) someone  
(C) everyone  
(D) either one
126. The updated medical-records system will ----- that patients and doctors can easily access accurate information.
- (A) ensure  
(B) allow  
(C) accept  
(D) provide
127. Up until last year, we marketed our services ----- through our online partner, Yoder Tech.
- (A) exclusive  
(B) exclusivity  
(C) exclusiveness  
(D) exclusively
128. President Grimaud would like to thank the marketing department for ----- the mislabeling issue to her attention.
- (A) showing  
(B) telling  
(C) bringing  
(D) making
129. Please be patient as the IT department works ----- service to your business application.
- (A) to restore  
(B) restoration  
(C) restored  
(D) had restored
130. Markley Corporation's earnings have risen steadily despite significant fluctuations ----- the stock market.
- (A) about  
(B) in  
(C) through  
(D) onto

## PART 6

**Directions:** Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131-134 refer to the following notice.

This notice ----- your reservation for two double rooms, with check-in on Sunday, March 5, and 131. checkout on Thursday, March 9. I see here that you have a special request for one extra set of blankets and two extra pillows in each room; please note ----- the items will be placed in each 132. room, on top of the dresser. There will be no extra charge for this request.

----- , check-in time is at 3:00 P.M., and checkout is at noon. Some people wish to check in at an 133. earlier time or check out at a later time. ----- . This will help us ensure that we can accommodate 134. your scheduling needs. We look forward to having you stay with us.

131. (A) will be confirmed  
(B) confirms  
(C) is a confirmation  
(D) confirm
132. (A) which  
(B) what  
(C) these  
(D) that
133. (A) Apparently  
(B) As a reminder  
(C) In an emergency  
(D) However
134. (A) If these days suit you, please let us know so we can reserve a shuttle for you.  
(B) For example, some people need a reservation with all meals included.  
(C) If this is your case, please give us a call 24 hours in advance of your arrival.  
(D) You can always request a wake-up call by contacting the receptionist.

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

To: claimscenter@cheapsure.com  
From: lgreenberg@cheapsure.com  
Date: November 15  
Re: Updates to Office Layout

Dear Claims Specialists:

On January 1, Cheapsure will begin offering homeowners insurance as well as automobile insurance. This exciting ----- will require a surge in hiring and adjustments to the layout of our office space. Tomorrow, I will hold a meeting at 2:00 P.M. in the main conference room to discuss the ----- changes. We have ----- flexibility with the floor plan and would like your input. ----- .

Sincerely,

Lee Greenberg  
Facilities Administrator

135. (A) performance  
(B) merger  
(C) relocation  
(D) addition

136. (A) necessarily  
(B) necessity  
(C) necessary  
(D) necessities

137. (A) some  
(B) each  
(C) overly  
(D) very

138. (A) Some current employees will switch departments.  
(B) Attached is a map of our new desk assignments.  
(C) Your attendance is thus strongly encouraged.  
(D) Productivity is expected to double afterward.

Questions 139-142 refer to the following instructions.

Before making travel arrangements, all Saffler Bank employees ----- authorization. Only after **139.** approval has been granted can travel plans be made. To request authorization, fill out the first side of the Travel Reimbursement Form. Here you will provide the reason for your ----- . Next, submit **140.** the form ----- an estimate for the cost of travel to your destination. Upon returning, do not forget to **141.** fill out the second side of the form, where you will report mileage and expenses. Inclusion of receipts is required. **Expenses** for which you cannot show a receipt, such as parking meters and tips, are also reimbursable. ----- **142.**

139. (A) will receive  
(B) must receive  
(C) had received  
(D) are receiving
140. (A) trip  
(B) decision  
(C) situation  
(D) appointment
141. (A) along with  
(B) taken from  
(C) according to  
(D) in the event of
142. (A) It is customary to leave a tip.  
(B) Parking is limited, so arrive early.  
(C) These expenses should be supported with a written statement.  
(D) However, routine travel does not require managerial approval.

GO ON TO THE NEXT PAGE

Questions 143-146 refer to the following announcement.

### Mason Brothers Makes Major Organizational Change

We at Mason Brothers, Inc., are making a significant change to our corporate operations. To improve our focus on our customers' needs, we have adopted an organizational system that employs regional offices. This new system will allow us to analyze the demands of our customers based on their \_\_\_\_\_. Consequently, we \_\_\_\_\_ able to more quickly supply building and maintenance items in the regions of the country where they are most in demand. This change will also help us to better support our managers as they work to improve the operations of the individual stores they oversee.

I am confident that \_\_\_\_\_ of our business plan will lead to greater customer satisfaction. For over 30 years, listening to our customers has been an integral component of our corporate strategy.

\_\_\_\_\_.  
— Max Mason, President and CEO

143. (A) age  
(B) gender  
(C) income  
(D) location

144. (A) were  
(B) will be  
(C) had been  
(D) will have been

145. (A) implementing  
(B) an implement  
(C) when implemented  
(D) the implementation

146. (A) Mason Brothers was founded more than 40 years ago.  
(B) Rest assured that customers will remain our top priority.  
(C) We have also increased the marketing budgets for each location.  
(D) Customers will soon have more payment options.

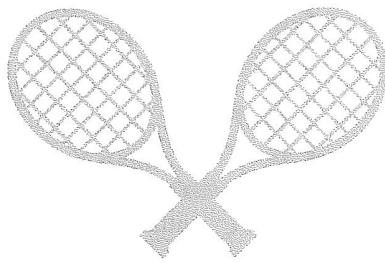
**PART 7**

**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 contract.

**Pinnacle Sports Club Membership Agreement**

**Member Name:** Mary Swansone



**Membership Type:** 12 months

**Begin Date:** September 5

**Enrollment Fee:** \$25

**Monthly Dues:** \$32 per month

**Payment Method:** Credit card

Thank you for joining Pinnacle Sports Club. As a club member, you have unlimited access to all gym equipment, fitness classes, and the swimming pool. Please present your membership card to the front-desk attendant upon entry. If for any reason you need to discontinue your membership before the 12-month contract period has expired, you must write a letter and send it by mail to the Pinnacle Sports Club, 171 Aqua Street, Germantown, California 95913. A penalty will apply.

Signed: Mary Swansone

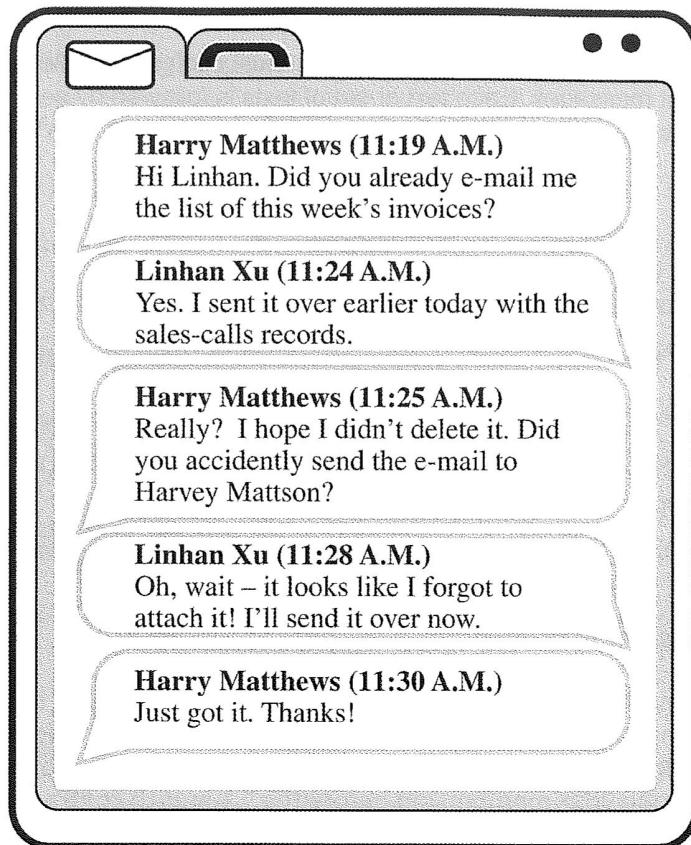
147. What is suggested about Ms. Swansone?

- (A) She recently moved to California.
- (B) She has not paid her enrollment fee.
- (C) She is an instructor in a fitness class.
- (D) She has entered into a one-year contract.

148. Why would Ms. Swansone be required to submit a letter?

- (A) To cancel her membership
- (B) To gain access to special equipment
- (C) To pay with a different credit card
- (D) To receive a replacement membership card

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



- 149.** What is the purpose of the text-message chain?

- (A) To determine whether information has been sent
- (B) To understand why a decision has changed
- (C) To provide instructions on deleting a file
- (D) To decide who will deliver a presentation

- 150.** At 11:25 A.M., what does Mr. Matthews imply when he writes, "Really?"

- (A) He needs the documents right away.
- (B) He deleted the sales-calls records.
- (C) He cannot find the attachment.
- (D) He sent the attachment to Mr. Mattson in error.

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

TEST  
3

|                 |                             |
|-----------------|-----------------------------|
| <b>From:</b>    | jovanie.blum@messickfmc.com |
| <b>To:</b>      | asvoboda@nyzcomputing.com   |
| <b>Date:</b>    | 5 May                       |
| <b>Subject:</b> | Financial consulting        |

Dear Mr. Svoboda:

My name is Jovanie Blum, and I am a consultant with Messick Financial Management Company. My company specializes in international funds, and we have experts on tax law in France and Germany. As your computer firm expands its operations into Germany, our experts can provide valuable advice to your employees who will be sent to Berlin.

To find out more about what we can do for your employees, please contact me at your earliest convenience at 1-267-555-0184.

Sincerely,

Jovanie Blum

- 151.** Why does Ms. Blum most likely want to meet with Mr. Svoboda?
- (A) To apply for a job in Berlin  
**(B) To sell her company's services**  
(C) To discuss business opportunities in Asia  
(D) To review changes in a city's tax code
- 152.** How could Messick Financial Management help Mr. Svoboda's company?
- (A) By providing information about the German computer industry  
(B) By recruiting employees to work in Europe  
(C) By recommending international travel services  
**(D) By giving financial advice to his company's staff**

GO ON TO THE NEXT PAGE

Questions 153-155 refer to the following customer review.

The screenshot shows a web browser window with the URL [https://www.therightvenue.com.au/customer\\_reviews](https://www.therightvenue.com.au/customer_reviews). The page title is "Customer Reviews". A review is displayed, starting with a 5-star rating icon. The review is from Elena Patterson on April 12. The text of the review discusses the venue's recent opening, its stunning view, and the staff's arrangement of seats for a sunset view. It notes a small kitchen and ends with a positive note about future events.

★★★★★☆  
12 April  
Elena Patterson

My company recently held a banquet at the Calla Courtyard, and it was the perfect venue for our event. Initially, I was hesitant to book the space because it had only recently opened to the public and there were no customer reviews yet. — [1] — . I decided to give it a try anyway.

Although it was a little expensive, the setting was absolutely stunning. — [2] — . The Calla Courtyard has a magnificent view of the bay. The staff had arranged the seats in the hall so that the guests could view the sunset through the large glass windows.

One thing to note is that while the facility does have a kitchen available for use, it is quite small and not well-stocked. — [3] — .

All in all, I was pleased with my decision and would definitely consider this place again for future events. — [4] — .

153. What is indicated about the Calla Courtyard?
- (A) It is a relatively new rental space.
  - (B) It was recently renovated.
  - (C) It is a popular venue for business events.
  - (D) It features an outdoor seating area.
154. What was Ms. Patterson particularly impressed by?
- (A) The friendliness of the staff
  - (B) The low cost of the rental
  - (C) The seating capacity of the hall
  - (D) The beauty of the surroundings

155. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "For this reason, it might be wise to hire a full-service catering company."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

Questions 156–158 refer to the following postcard.

**Hartridge University School of Business**

Dear Ms. Wu:

As the Hartridge University School of Business prepares the 100th-anniversary edition of the Alumni Directory, we are reviewing the information we have on file for all graduates of our programs. We need your assistance in checking the accuracy of the records we have for you. We want to be certain that your biography, career summary, and contact information are up-to-date.

Please call us at 207-555-0125 between 9 A.M. and 9 P.M. Monday through Friday. At the voice prompt, enter this unique number: 293883. A representative will then go over your file with you and record any corrections or updates that you give.

Note that we need to hear from you by March 31. Thank you for your time and attention.

Jutta Verhoeven  
Director of Alumni Relations

**156.** Why is Ms. Verhoeven contacting Ms. Wu?

- (A) To issue an invitation to an anniversary party
- (B) To request verification of some information
- (C) To provide advice on a career opportunity
- (D) To offer a discount on a publication

**157.** What does the postcard indicate about Ms. Wu?

- (A) She teaches at Hartridge University.
- (B) She is writing a biography of a business leader.
- (C) She plans to make a donation to the alumni association.
- (D) She is a graduate of Hartridge's business school.

**158.** According to the postcard, what must Ms. Wu provide at the start of the call?

- (A) A new phone number
- (B) An old account password
- (C) A personal identification number
- (D) A payment confirmation code

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**Questions 159-162** refer to the following online chat discussion.

The screenshot shows a digital communication platform with a header featuring three user icons. The main area contains a transcript of a chat between three users:

- Mario Lizzardi (11:09 A.M.)**: Team, sorry to bring this up early on a Monday, but the due date to submit our end-of-year report is coming up. We should aim to have each of our sections done by Wednesday so we can put everything together before the Friday deadline. I am almost done with the information for the technology section.
- Karthik Durav (11:14 A.M.)**: I have already written up descriptions of the program's major accomplishments. I just need to add the number of participants and organizers involved in each. It won't take very long.
- Paola Rossi (11:15 A.M.)**: I have finished the Future Goals section. I still need to finish the Predicted Budget Needs section, but I'd like to consult with some of you first.
- Mario Lizzardi (11:15 A.M.)**: I can't help you with that. I don't have access to that information—only you and Human Resources have access to the participant lists.
- Karthik Durav (11:17 A.M.)**: Don't worry, Mario. Paola, I could help to outline budget needs with you tomorrow. Anything else?
- Paola Rossi: (11:18 A.M.)**: That's it. Depending on how much we finish, we could develop a timeline for finalizing the report this week.

- 159.** For what aspect of the project is Mr. Lizzardi most likely responsible?

(A) Production  
(B) Budget  
(C) Technology  
(D) Personnel

- 160.** Why does Mr. Lizzardi decline to help out?

(A) He does not have time to work with Ms. Rossi.  
(B) He has to attend a technology meeting.  
(C) He cannot access the budget.  
(D) He does not have information on participants.

- 161.** When does Mr. Durav suggest meeting?

(A) On Monday  
(B) On Tuesday  
(C) On Wednesday  
(D) On Thursday

- 162.** At 11:18 A.M., what does Ms. Rossi most likely mean when she writes, "That's it"?

(A) She does not need any other help.  
(B) She found the file she needs.  
(C) She selected a new team logo.  
(D) She has finished the end-of-year report.

Questions 163–166 refer to the following article.

## Iwoni Media in the News

TORONTO (1 May)—Publisher Iwoni Media announced on Friday morning that new issues of *Energy Run* would not be released according to the book's regular monthly publishing schedule. — [1] —.

The company's decision is connected to plans to modernize its printing facility by replacing the now-obsolete machinery on which the legendary comic book is printed. — [2] —.

As the word spread on Friday of the decision to halt publication, fans rushed to buy what many feared might be the last issue. — [3] —. Iwoni Media's online store is reportedly the only place where the publication is still available.

Iwoni Media's spokesperson, Jon Emanuel, stated that the new printing facility should be up and running within four months and that the next issue of *Energy Run* will arrive on newsstands shortly after that. — [4] —.

"Fans should not worry," Mr. Emanuel said. "Their favourite characters will be back soon."

- 163.** What is the purpose of the article?
- To summarize the plot of a popular comic book
  - To publicize the opening of an online store
  - To report on a company's recent earnings
  - To describe a change in a company's operations
- 164.** What is suggested about sales of *Energy Run*?
- They increased suddenly.
  - They will be reported online.
  - They were expected to be low.
  - They were calculated incorrectly.
- 165.** What did Mr. Emanuel announce?
- A new character will be introduced.
  - A publication will become available again.
  - Some newsstands will be closed.
  - Some book prices will be reduced.
- 166.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "To that end, the company has invested \$100,000 in new equipment."
- [1]
  - [2]
  - [3]
  - [4]

**Questions 167-169** refer to the following notice.

Dear Customers,

After 45 years in business, Ghearey Garden Goods locked its doors for the final time on Saturday, January 10. As many of you know, I purchased a farmhouse in the country several years ago, and I had been driving three hours a day to get to the store and back. While I am saddened to walk away from this business, it is just no longer sustainable for me to spend so much time in transit.

My grandfather, Timothy Ghearey, who built the business nearly 60 years ago before handing it off to me, always said that his favorite part about running a retail store was serving the needs of his community. I echo this sentiment. Words cannot express how much joy I have received from interacting with all of you, and I want you to know how much I value your dedicated support over all these years.

Thank you for understanding what a truly difficult decision this was. But while the physical Ghearey Garden Goods location is closing, ghearygardengoods.com will remain a resource for home gardeners through our Web site. I will keep adding educational blog posts and articles as I have time.

Thank you for your support!

*Jerry Sanderson*

Jerry Sanderson  
Ghearey Garden Goods

**167.** Why did Ghearey Garden Goods close?

- (A) The building is being renovated.
- (B) The rent costs became too expensive.
- (C) The commute was too long for the owner.
- (D) An open management position could not be filled.

**168.** What does Mr. Sanderson indicate in the notice?

- (A) New competitors have entered the marketplace.
- (B) The business was founded by a family member.
- (C) The store's staff members are reliable.
- (D) The demand for gardening supplies has increased.

**169.** What will people continue to find on the Web site?

- (A) Photographs of a farmhouse
- (B) Discount coupons
- (C) Instructions for gardeners
- (D) A list of recommended stores

Questions 170-171 refer to the following article.

CHICAGO (January 8)—Local retailer Derbyshire Company, which sells clothes, household goods, and other items through its twelve Illinois stores, announced today that it will be buying the popular bookseller Lillard, Inc. The two companies will remain independent of each other until April 30, when all Lillard's merchandise—books, music, and other media—will be transferred to the Derbyshire Company stores.

Derbyshire Company CEO, Cynthia Schulman, stated that her company "could not be more pleased to bring customers the expanded selection of merchandise gained from this merger with Lillard, Inc."

Meanwhile, Lillard's president Steven Paulson announced that "from our point of view, this was a perfect opportunity for collaboration." Paulson will stay on after the acquisition with a job title yet to be announced. The companies said they began talks eleven months ago but waited until the new year to announce the news.

170. What is the purpose of the article?

- (A) To announce the selection of a new CEO at Derbyshire Company
- (B) To describe events at a store's anniversary
- (C) To notify the public of a business acquisition
- (D) To attract applicants for job openings

171. What is indicated about Mr. Paulson?

- (A) He is taking on a role at Derbyshire Company.
- (B) He is retiring from Lillard, Inc.
- (C) He is starting a new company.
- (D) He is moving to Chicago.

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**Questions 172-175** refer to the following e-mail.

**\*E-mail\***

To: teamleaders@carfield.co.uk  
From: fjacobs@carfield.co.uk  
Subject: Workshops  
Date: 13 November

Dear Team Leaders,

Thanks to you and your team members for attending our latest monthly workshop last week. These workshops are a key feature of our employee training program, as we consider it fundamental that our employees continue to learn new skills and perfect existing ones.

I know everyone has already completed their workshop evaluations, but we would like to obtain some more specific feedback to ensure that interesting and instructive workshops continue to be offered. Please answer the following questions.

- Were the exercises presented at the workshop related to employees' responsibilities? Have your team members been using the ideas presented?
- What, if anything, would you leave out in future workshops? What could be done better?
- Were the facilitators knowledgeable and engaging? Do you think your team would respond well to the same facilitators for other workshops?

Your perspectives on our workshops are invaluable. We would appreciate a response by the end of this week, as we are planning to discuss any information you can provide at our next management meeting next Tuesday.

Thanks for your cooperation,

Frank Jacobs

172. What is stated about the workshops?
- (A) They are held annually.
  - (B) They feature well-known presenters.
  - (C) They are being offered by a new vendor.
  - (D) They are important for employee development.
173. What is implied about the completed workshop evaluation?
- (A) It did not gather specific details.
  - (B) It has not been analyzed yet.
  - (C) It was given to the wrong employees.
  - (D) It has been the subject of a presentation.

174. Why is a prompt reply requested?
- (A) A list of attendees needs to be finalized.
  - (B) Responses will be discussed soon.
  - (C) A contract is scheduled to be signed.
  - (D) Staff performance evaluations are due.
175. Who most likely is Mr. Jacobs?
- (A) A workshop facilitator
  - (B) A team leader
  - (C) A senior manager
  - (D) A software developer

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

### New Look for Rhee Poultry

LEEDS (17 February)—Rhee Poultry, suppliers of fresh and frozen poultry, announced on Monday a change to its packaging practices. Starting on 31 October, every package of chicken, duck, goose, and turkey sold at retail will be labeled with the city and country where the meat was sourced.

According to company spokesperson Insook Kim, Rhee will make modifications to its production, packing, and shipping facilities that will cost an estimated £400,000 over a transition period of eight months.

"The high price tag is more than worth it to maintain the trust our customers have always had in Rhee Poultry products," added Ms. Kim.

Rhee's announcement was made following criticism regarding transparency in sourcing practices leveled at other meat-packaging conglomerates that sell in the United Kingdom, such as Supragood and Char Bo Lynn, Inc.

"We felt it was in the best interests of our customers to be proactive in this matter," said Ms. Kim.

## RHEE POULTRY

### Boneless Duck Breasts

1.5 kg

Raised in Rzeszow, Poland

Packed in Krakow, Poland



*Only and always the best in poultry!*

Notice something different about our packaging? Go to our Web site, [www.rhee.co.uk](http://www.rhee.co.uk), to read about our recent changes.

176. According to the article, why did Rhee Poultry make a change?
- (A) To lower production costs
  - (B) To attract more customers
  - (C) To promote a new product line
  - (D) To retain consumer confidence
177. What is suggested about Supragood?
- (A) It does not export poultry.
  - (B) Its customers are not pleased.
  - (C) Its headquarters is located in Leeds.
  - (D) It offers discounts to new customers.
178. In the article, the word “matter” in paragraph 5, line 2, is closest in meaning to
- (A) situation
  - (B) printing
  - (C) importance
  - (D) substance
179. Based on the label, what can be concluded about the package?
- (A) It may contain some bones.
  - (B) It was exported to Poland.
  - (C) It was packaged in an updated facility.
  - (D) It is labeled with an incorrect weight.
180. According to the label, what can customers find on the Web site?
- (A) Some discount coupons
  - (B) Directions to Rhee headquarters
  - (C) Names of the shipping managers
  - (D) Information about new packaging

Questions 181-185 refer to the following Web pages.

<https://www.akikohirota.co.jp/english>

|                                  |                              |                             |                               |
|----------------------------------|------------------------------|-----------------------------|-------------------------------|
| <a href="#"><u>Biography</u></a> | <a href="#"><u>Books</u></a> | <a href="#"><u>Blog</u></a> | <a href="#"><u>Events</u></a> |
|----------------------------------|------------------------------|-----------------------------|-------------------------------|

Born and raised in Chiba Prefecture, Akiko Hirota started writing short stories in English in high school. She continued writing short fiction while completing her degree in English literature at the Chiba Institute of Linguistics.

Two years ago Ms. Hirota won the “Best Short Story” prize at the 5th Annual New York Writers Gala for her short story entitled, *Dreaming of Maringá*. She has participated in over 30 writers’ workshops, a number of which she has led, and has been a regular guest speaker at the Writers United Forum. A collection of her short stories written thus far, including *Dreaming of Maringá*, has been published by Jenson Publishing.

*Lives Ensnared*, Ms. Hirota’s first full-length novel, is inspired by her upbringing as the daughter of two marine biologists. It tells the story of a group of amateur divers whose lives were turned upside down following their discovery of a hitherto unknown species of shark. Scheduled for release by mid-September, the novel is sure to appeal to a wide audience.

<https://www.zantreebooks.com>

**“From the depths of the ocean comes a novel of mystery and suspense!”**  
—Diayu Ling, *Sun National Times*



*Altered Existence* is the first novel by Japanese author Akiko Hirota. When Hiroko Jitsukawa and her friends learned that they had discovered a new shark species, they were quite excited, fully expecting fame and fortune. What they got instead was a sea of trouble that would completely upend their lives.

Release date: September 15  
\$25.95. 287 pages, hardcover  
Pre-order this title or purchase any other of Zantree Books offerings at [www.zantreebooks.com](http://www.zantreebooks.com)

181. What is indicated about Ms. Hirota?
- (A) She began writing fiction as a teenager.
  - (B) She used to teach English literature at university.
  - (C) Her interest in literature was inspired by her parents' work.
  - (D) Her workshops frequently attract over 30 writers.
182. What is suggested about Ms. Hirota's collection of short stories?
- (A) It contains stories about ocean life.
  - (B) It will be published next year.
  - (C) It was released in Japanese and English.
  - (D) It includes an award-winning story.
183. In the first Web page, the word "regular" in paragraph 2, line 3, is closest in meaning to
- (A) symmetrical
  - (B) frequent
  - (C) acceptable
  - (D) invited

184. What is indicated about Zantree Books?
- (A) It has an office in New York.
  - (B) It hosts annual writers' events.
  - (C) It sells books on its Web site.
  - (D) It has several divisions.
185. What change was made to Ms. Hirota's published novel?
- (A) Undersea adventures were added to the story.
  - (B) A main character's name was changed.
  - (C) It was published later than planned.
  - (D) It was given a different title.

Questions 186-190 refer to the following article, job application, and information.

## Washington State Gets Fit

April 7—Throughout its 25 years in business, Fitness National, Inc., which owns and operates gyms throughout the northeastern United States, has never extended its presence to the west coast. That will change next month when it opens two new gyms: one in Tacoma and one in Spokane.

“We’re excited to move into this territory,” says Fitness National’s CEO, Lisa Tran. “If we are successful in these two cities, then we will continue to grow our business throughout Washington and into Oregon.”

Both gyms will feature studios for group fitness classes, state-of-the-art fitness machines, and indoor pools. Both locations will be holding on-site job fairs for prospective employees on Saturday, April 14. Grand opening events are planned for both gyms on May 12.

### Fitness National, Inc.

#### Application for Employment

Name: Bernadette Okoye Date: April 14

E-mail Address: b.okoye@chjmail.com Telephone Number: (253) 555-0173

For what position are you applying? Group Fitness Instructor

At which location would you like to work?  Tacoma  Spokane

Describe your reason for applying:

A friend of mine who works at an older Fitness National location told me she really enjoys working there. I am currently employed part-time at a dance studio and would like to add a few more instructor hours into my schedule.

Describe your relevant experience:

I have taught beginner, intermediate, and advanced ballet classes at Veloa Dance School for the past three years. Prior to this I taught group dance workouts at Cadia Gym for two years. I also worked at Cadia’s front desk, so I have customer service experience.

Please attach a résumé and reference list and submit to management at a Fitness National location.

## Fitness National Group Fitness Classes

Exercise is more fun in a group! Our classes are open to members at all levels of fitness and experience. You will find these and other classes taught at all of our locations across the United States. For a complete listing of classes, see your local Fitness National gym's Web page.



**Basic Weights**—Build strength through this guided weightlifting workout.

**Groove and Move**—Get a cardio workout while dancing to your favorite music.

**Quick Cycle**—Follow your instructor on a challenging ride on a stationary bicycle.

**Splash for Strength**—Tone your muscles safely with a low-impact workout in the pool.

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

- (A) To describe the expansion of a business
- (B) To provide details about job openings
- (C) To announce the merger of two companies
- (D) To introduce a new corporate leader

**187.** What does Ms. Okoye suggest in the application?

- (A) She lives in Spokane.
- (B) She studied at Veloa Dance School.
- (C) She currently works for Cadia Gym.
- (D) She wants a part-time position.

**188.** What is most likely true about Ms. Okoye's friend?

- (A) She works in customer service.
- (B) She does not live in Washington State.
- (C) She was not able to update her schedule.
- (D) She helped organize a job fair.

**189.** What class would Ms. Okoye be most qualified to teach?

- (A) Basic Weights
- (B) Groove and Move
- (C) Quick Cycle
- (D) Splash for Strength

**190.** What is indicated about all of the classes in the information?

- (A) They are limited in size.
- (B) They are for advanced students only.
- (C) They include the use of music.
- (D) They are taught at multiple gyms.

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

|                 |   |
|-----------------|---|
| <b>To:</b>      | Emi Mizuno <emizuno@purpleworks.com>            |
| <b>From:</b>    | Robert Callaway <rcallaway@hartwelltheater.com> |
| <b>Date:</b>    | October 10                                      |
| <b>Subject:</b> | Season tickets                                  |

Dear Season Ticket Holder:

Thank you for purchasing your subscription to the upcoming season of plays at the Hartwell Theater. You should have already received your packet of tickets. Please contact us immediately if you have not.

Do you have a conflict for any of the performance dates? Only season subscribers have the benefit of exchanging tickets for another performance. Exchanges must be made at least one week prior to the original performance date and are subject to availability. If exchanging for a higher priced performance or seating location, the price difference will be charged to your account. Exchanges can be requested online by filling out a ticket exchange form at [www.hartwelltheater.com/ticket-exchange](http://www.hartwelltheater.com/ticket-exchange) or by calling 555-0105 Monday–Friday from 1–5 P.M. Please note that the first time you choose to exchange tickets for a performance, you will not be charged a fee. However, any subsequent exchanges will incur a \$6.25 per ticket fee.

We look forward to seeing you at the shows.

Sincerely,

Robert Callaway, Subscription Manager

<https://www.hartwelltheater.com/ticket-exchange>

### Ticket Exchange Form

|                      |                       |                 |                         |
|----------------------|-----------------------|-----------------|-------------------------|
| Name:                | Emi Mizuno            | E-mail:         | emizuno@purpleworks.com |
| Subscription Number: | 3698389               | Show:           | The Mountain Calls      |
| Performance Date:    | January 14, 7:30 P.M. | Seat Locations: | Row V, Seats 4, 5       |

Indicate your top four choices for alternate performances:

|          |                       |                 |                     |
|----------|-----------------------|-----------------|---------------------|
| 1. Date: | January 15, 7:30 P.M. | Seat Locations: | Row D, Seats 1, 2   |
| 2. Date: | January 16, 7:30 P.M. | Seat Locations: | Row F, Seats 6, 7   |
| 3. Date: | January 18, 7:30 P.M. | Seat Locations: | Row T, Seats 9, 10  |
| 4. Date: | January 20, 2:00 P.M. | Seat Locations: | Row B, Seats 15, 16 |

You will receive an e-mail confirmation within 24 hours of submitting this form.

**To:** Emi Mizuno <emizuno@purpleworks.com>

**From:** Robert Callaway <rcallaway@hartwelltheater.com>

**Date:** January 6

**Subject:** Ticket exchange

**Attachment:** Tickets

Dear Ms. Mizuno:

We have received your ticket exchange form for the upcoming play, *The Mountain Calls*. I am happy to confirm that tickets for your second choice were still available. Your new tickets are attached to this e-mail. Please print them at home and present them on the evening of the performance. Your old tickets are no longer valid and cannot be used. Because you have selected a comparable seating location, there is no price difference. However, we will be charging your account the \$6.25 per ticket exchange fee. You may log in to your account to view the charges.

Thank you for being a season ticket holder. We look forward to seeing you at the show.

Sincerely,

Robert Callaway, Subscription Manager  
Hartwell Theater

191. In the first e-mail, what is stated about Ms. Mizuno's tickets?
- (A) They cost \$6.25 each.  
 (B) They have already been sent.  
 (C) They are being held at the box office.  
 (D) They are for a 1:00 P.M. performance.
192. What is indicated about submitting a ticket exchange request?
- (A) It can only be done online.  
 (B) Only season ticket holders can do it.  
 (C) People with balcony tickets cannot do it.  
 (D) It can be done on the day of the original performance.
193. When will Ms. Mizuno most likely attend a performance of *The Mountain Calls*?
- (A) On January 15  
 (B) On January 16  
 (C) On January 18  
 (D) On January 20
194. What can be concluded about Ms. Mizuno?
- (A) She works in the theater industry.  
 (B) She cannot find her original tickets.  
 (C) She has canceled her subscription.  
 (D) She has exchanged tickets in the past.
195. What is the purpose of the second e-mail?
- (A) To provide tickets  
 (B) To point out an error  
 (C) To inquire about season tickets  
 (D) To request a discount

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

**\*E-mail\***

From: [eward@cornerbookshop.com](mailto:eward@cornerbookshop.com)  
To: [jberete@bertebakery.com](mailto:jberete@bertebakery.com)  
Subject: Your sign  
Date: July 30

Hi Jacques,

The new sign outside your bakery looks great. I love the natural look of the wood, and the gold lettering is beautiful. The new sign, combined with the freshly painted storefront and new shutters, really makes Berte's Bakery stand out.

I also plan to replace the sign above my shop door with a wooden sign. Could you tell me where you had yours made? I was considering using Studio 9, which was recommended to me by Devon at Q Apparel, but Studio 9's signs definitely have a more modern design. The rustic, vintage look of your sign would fit better with the aesthetics here at Corner Book Shop.

Thanks.

Elias Ward  
Owner, Corner Book Shop

E-Mail Message

From: [jberete@bertebakery.com](mailto:jberete@bertebakery.com)  
To: [eward@cornerbookshop.com](mailto:eward@cornerbookshop.com)  
Subject: RE: Your Sign  
Date: July 31

Hi Elias,

Thanks for your comments on our sign. We used Hedgerow Graphics. We also looked at Studio 9 because all of their products were much less expensive than anything Hedgerow offers. And they do offer wooden signs in various styles, some of which we liked. But we ended up choosing Hedgerow because of its longer warranty period. Although the wood used for any outdoor sign is treated with a protective, weather-resistant coating, we wanted to have that extra protection Hedgerow provides with its warranty.

Good luck!

Jacques Berte

**Order Form**

**Customer:** Elias Ward, Corner Book Shop, 8 Main St., Haywood Village

**Order Date:** August 1

**Description of order:**

One exterior sign. Oak wood treated with Everlast Coating. Mariner blue wood stain, gold lettering (text to read: Corner Book Shop). 152 centimeters wide by 45 centimeters high. Changes to the order must be made by 5:00 P.M. on August 10.

**Price:** \$495 (Paid in full, August 5)

**Warranty:** 1 year

**Expected delivery:** August 20

196. What is the purpose of the first e-mail?
- (A) To promote a business
  - (B) To offer a suggestion
  - (C) To request information**
  - (D) To extend an invitation
197. According to the first e-mail, what was recently replaced at Berte's Bakery?
- (A) The shutters**
  - (B) The lighting
  - (C) The front door
  - (D) The staff uniforms
198. What is suggested about Q Apparel?
- (A) It is next door to Corner Book Shop.
  - (B) Its interior has been recently remodeled by the owner.
  - (C) Its sign cost less than signs sold by Hedgerow Graphics.**
  - (D) It is decorated in a rustic, vintage style.
199. What is indicated about the sign Mr. Berte purchased for his bakery?
- (A) It is larger than the sign ordered by Mr. Ward.
  - (B) It is under warranty for more than one year.**
  - (C) It was delivered in August.
  - (D) It has blue lettering.
200. When will Mr. Ward most likely receive his order?
- (A) On August 1
  - (B) On August 5
  - (C) On August 10
  - (D) On August 20**

**Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.**

KD

실전 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. ----- is currently Ms. Wonderle's first year working as our office's administrative assistant.

- (A) This
- (B) That
- (C) These
- (D) Those

102. Riversedge City is ----- to announce new monthly parking discounts for its residents.

- (A) pleasing
- (B) pleasure
- (C) please
- (D) pleased

103. Sang-Joon Park is retiring after 25 years of ----- with Dahl Legal Consultants.

- (A) service
- (B) profession
- (C) knowledge
- (D) relationship

104. The Trails Store will ----- add a section for hiking equipment.

- (A) eventualities
- (B) eventual
- (C) eventually
- (D) eventuality

105. Puraforce Staffing can provide your business ----- temporary employees during the busy holiday season.

- (A) from
- (B) with
- (C) about
- (D) into

106. In contrast to the ----- outside, the inside of Taft's Bakery was warm and welcoming.

- (A) to weather
- (B) weatherability
- (C) weathering
- (D) weather

107. Berrell Foods, a wholesale distributor of fresh produce, ----- more than 100 grocery stores in northern Scotland.

- (A) contracts
- (B) affords
- (C) supplies
- (D) travels

108. Payments to the Wendell Lake Association will be considered late ----- they are received after January 1.

- (A) so
- (B) by
- (C) to
- (D) if

109. Although the alternate route was ----- marked, many drivers ended up getting lost.
- (A) never  
(B) next  
(C) clearly  
(D) noisily
110. Later today, Mr. Warken ----- interview times for the job applicant finalists.
- (A) has been arranging  
(B) will be arranging  
(C) was arranged  
(D) have arranged
111. For one week -----, Penny's Grocery is giving away a free tote bag with every order of 50 dollars or more.
- (A) often  
(B) only  
(C) over  
(D) through
112. Because of a recent artwork donation, the Libsing Art Museum will soon be displaying a new -----.
- (A) exhibits  
(B) exhibition  
(C) exhibited  
(D) exhibiting
113. Albert Doime oversaw smelting operations in Lydenburg for a ----- time before being reassigned to Johannesburg.
- (A) brief  
(B) large  
(C) slow  
(D) proper
114. The agreement ----- states that Amy Dyer will be the general contractor for the Hibley project.
- (A) specific  
(B) specifically  
(C) specifiable  
(D) specified
115. Executives at Wess Lumber were praised for addressing employees' concerns in a ----- manner.
- (A) constructing  
(B) construction  
(C) constructive  
(D) construct
116. Flu season is here, so take advantage of the free flu shots ----- in the lobby.
- (A) being offered  
(B) to offer  
(C) offering  
(D) offers
117. Clarkson Smith Legal Services requires that ----- client files be kept in off-site storage for seven years.
- (A) misplaced  
(B) inactive  
(C) unable  
(D) resigned
118. By ----- to digital accounting, your business can save time, space, and money.
- (A) advising  
(B) proving  
(C) resolving  
(D) switching
119. Mr. Liu's long list of awards can be attributed to his skills ----- a designer.
- (A) on  
(B) in  
(C) as  
(D) at
120. MBR Global Marketing has signed several new client contracts ----- 12 million pounds in annual revenue.
- (A) totaled  
(B) total  
(C) totals  
(D) totaling

121. ----- teaching economics at the local university, Ms. Ito also writes a monthly column for a financial magazine.
- (A) Besides  
(B) Whereas  
(C) Either  
(D) How
122. The feasibility study for building a new bridge was quite complex and included several -----.
- (A) annotate  
(B) annotative  
(C) annotating  
(D) annotations
123. The department mentor instructed the interns to contact her first ----- they had any questions.
- (A) in spite of  
(B) as a result  
(C) whenever  
(D) because
124. The number of people working at Yolen Laboratory's two locations keeps increasing, and there are now 452 employees -----.
- (A) apart  
(B) enough  
(C) yet  
(D) altogether
125. Highlee Sportswear, ----- popularity is widespread among athletes, will add a line of children's clothes soon.
- (A) whose  
(B) some  
(C) major  
(D) which
126. Employees spoke ----- of former CEO Olga Sombroek, emphasizing how well liked she was.
- (A) sharply  
(B) vaguely  
(C) critically  
(D) fondly
127. Although the owners made ----- renovations to their hair salon, they did not raise any of their prices.
- (A) informative  
(B) hesitant  
(C) extensive  
(D) conversational
128. ----- that Mr. Rey has completed the welding course, he is free to apply for an internal position with increased responsibility.
- (A) Otherwise  
(B) Rather than  
(C) Despite  
(D) Considering
129. The play's rehearsal lasted four hours, while the play ----- ran for only three.
- (A) themselves  
(B) them  
(C) itself  
(D) it
130. Ms. Sheth has identified the ----- that have prevented Hentig Industries from expanding globally.
- (A) registers  
(B) summaries  
(C) opposites  
(D) obstacles

## PART 6

**Directions:** Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131-134 refer to the following notice.

### Hollydale Medical Center

To All Office Staff:

The move to our new medical center building will take place this weekend. ----- , all items in your  
desks must be packed before the end of the day on Friday. The empty boxes ----- to you by  
8:00 A.M. on Thursday. When you arrive at our new location on Monday morning, your boxes  
should already be in your new office. ----- . If you will be out of the office this Thursday or Friday,  
notify me immediately so we can make other arrangements.

We appreciate your cooperation in helping to make this transition to our new location go as -----  
as possible.

Jian Tang, Office Manager

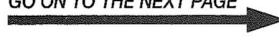
131. (A) Therefore  
(B) Thirdly  
(C) Regardless  
(D) Instead

134. (A) directly  
(B) smoothly  
(C) slowly  
(D) actively

132. (A) delivered  
(B) have delivered  
(C) will be delivered  
(D) had been delivered

133. (A) Enjoy dining at the nearby cafeteria.  
(B) You need to check your office mailbox.  
(C) The moving company has positive reviews.  
(D) Please begin unpacking right away.

TEST  
4

GO ON TO THE NEXT PAGE 

Questions 135-138 refer to the following flyer.

This year marks the twentieth anniversary of Hispanic Heritage Month. -----, the food court at the 135.

Swift Business Complex will feature cuisines from Hispanic and Latin American countries. Visit the food court today to kick off the -----! Free tapas (small bites) and drinks will be available for 136. tasting.

-----, the Swift Business Complex will be hosting a Hispanic Heritage Expo the week of October 137.

10 in the center of the main atrium. International businesses as well as local vendors will be participating in this one-of-a-kind event. Each afternoon at 3 P.M., two lucky shoppers will win leather handbags from Cuero Suave, a Colombia-based trading company located on the fourth floor. ----- . 138.

135. (A) To celebrate  
(B) It celebrated  
(C) By celebrating  
(D) The celebration

136. (A) festive  
(B) festivities  
(C) festively  
(D) more festive

137. (A) Rather  
(B) However  
(C) In addition  
(D) On the contrary

138. (A) The main atrium was completely renovated last spring.  
(B) Visit the service desk to get your free ticket for the drawing.  
(C) Try the chicken tacos for a tasty treat.  
(D) The food court will be open for breakfast all week.

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

To: Hye-Jin Lee  
From: Globiance Technologies  
Subject: Information  
Date: 5 June

Dear Ms. Lee,

Thank you for ----- the Sciorama X200 social science database. Your selection is a preferred one 139. among many researchers. We would like to learn about your ----- with this database through a 140. five-minute survey. As a token of ----- appreciation, you will be automatically entered into a 141. drawing to win a \$100 gift card from Globiance Technologies. All of your responses will be kept confidential. ----- . 142.

The questionnaire is available at [www.gt.org/scioramasurvey](http://www.gt.org/scioramasurvey). Thanks in advance for your feedback.

Sincerely,

The Survey Team at Globiance Technologies

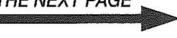
TEST  
4

139. (A) giving  
(B) performing  
(C) writing  
(D) choosing

140. (A) experience  
(B) experiencing  
(C) experienced  
(D) are experienced

141. (A) her  
(B) your  
(C) our  
(D) their

142. (A) They will be used for statistical purposes only.  
(B) They will determine which solution will be adopted.  
(C) They will reveal what difficulties new hires have reported.  
(D) They will be thoroughly reviewed for errors.

GO ON TO THE NEXT PAGE 

Questions 143-146 refer to the following instructions.

*Armanfax Logistics*

**Vehicle Inspection Policy**

This section deals with completing your ----- vehicle inspection reports. The purpose of these 143. reports is to ensure proper vehicle maintenance and operation safety.

As an Armanfax Logistics delivery driver, you must complete posttrip checks on your vehicle and list any defects on special report forms. ----- to report a problem may result in a breakdown of the 144. vehicle. Note that reports must be completed at the end of each day. ----- . 145.

Pretrip checks are completed by reviewing the previous driver's inspection report. If it notes any ----- , you must acknowledge that necessary repairs have been performed. 146.

143. (A) regular  
(B) regulars  
(C) regularly  
(D) regulate

146. (A) problems  
(B) arguments  
(C) increases  
(D) delays

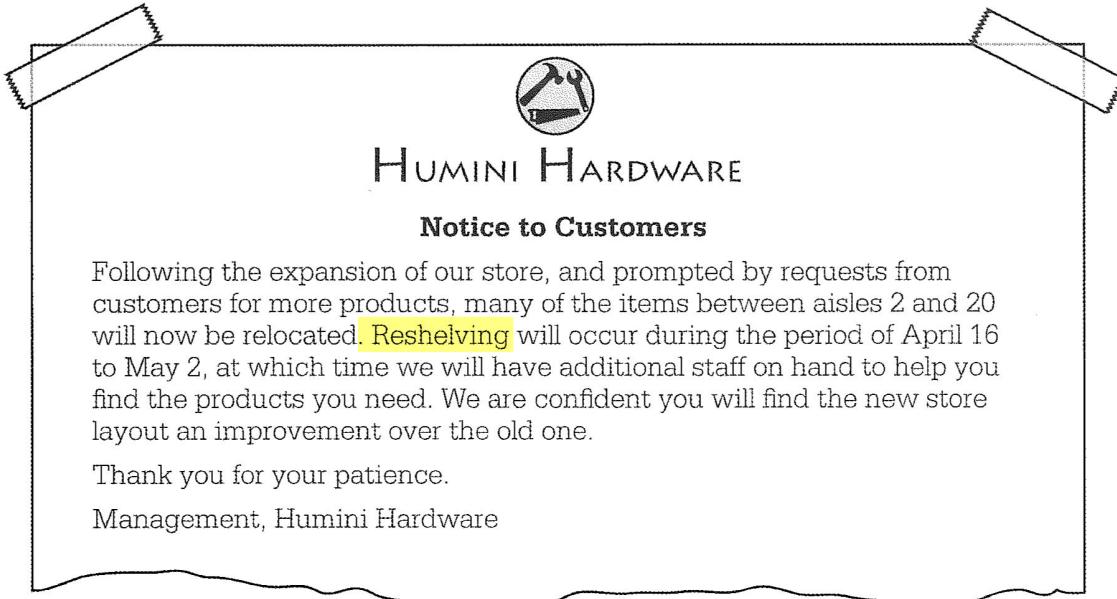
144. (A) Continuing  
(B) Deciding  
(C) Failing  
(D) Paying

145. (A) Within the next few days, notifications will be sent out.  
(B) They are required even if no defect is discovered.  
(C) It has been found on a number of occasions.  
(D) Time off may be requested a week in advance.

## PART 7

**Directions:** In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following sign.



TEST  
4

147. What is the purpose of the sign?

- (A) To announce a temporary closure
- (B) To advertise a new product line
- (C) To explain how shelves are arranged
- (D) To prepare customers for an upcoming change

148. Why will extra staff be available?

- (A) To take inventory
- (B) To help customers locate certain items
- (C) To give product demonstrations
- (D) To help customers place orders

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

https://www.rivieracarrental.co.uk/598270

Thank you, Mr. Gregersen!  
Your Riviera Car Rental booking is now complete.

Today's date: 3 June  
Duration: 7 days  
Pickup: 14 June in Bristol  
Return: 20 June in Cambridge  
Credit card: XXXX-XXXX-XXXX-2891  
Amount: £310.00

You have opted to prepay your rental, but your credit card will not be charged until 12 June.  
Until then you may cancel your booking at no charge. Should you cancel after that date,  
a fee will be charged. Also, if you fail to pick up your car (no-show), you will be charged in full,  
and the amount is nonrefundable.

- 149.** What is the purpose of the Web page information?

- (A) To verify credit card information
- (B) To approve a purchase order
- (C) To describe accommodation options
- (D) To confirm reservation details

- 150.** What is suggested about Mr. Gregersen?

- (A) His credit card needs to be replaced.
- (B) His travel expenses will be reimbursed.
- (C) He can still cancel at no charge.
- (D) He has requested a small car.

Questions 151–152 refer to the following article.

BAKERSVILLE (August 13)—As confirmed by today's vote, the city's building code is getting a shake-up. Among the changes to go into effect on November 3 are stricter fire safety standards for both commercial and residential buildings, enhanced insulation requirements, and, most notably, a requirement that 25 percent of newly constructed residential homes be equipped with solar panels.

The solar initiative has been met with broad support among voters, lawmakers, and home builders. The new rule will increase the total amount of green energy produced and reduce dependency on fossil fuels. Supporters also say that increasing demand for solar panels and hardware will drive prices down, so that this technology will be increasingly affordable. Finally, though the building phase will be more costly than usual, homeowners will save on electricity bills in the long term.

The state will open a phone hotline to answer questions from builders, property owners, contractors, and other affected parties beginning on October 15 and continuing through the end of the year.

151. When does the new code become effective?

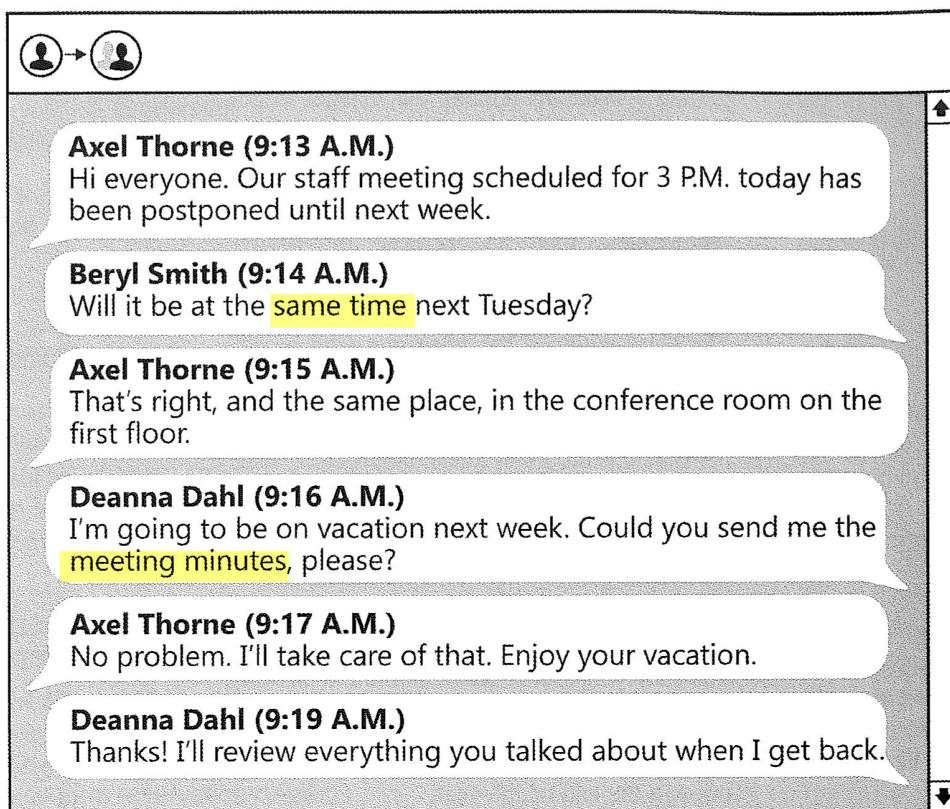
(A) On August 13  
(B) On October 15  
(C) On November 3  
(D) On December 31

152. According to the article, what will become more expensive?

(A) Construction costs  
(B) The price of solar panels  
(C) Home maintenance costs  
(D) Household electricity bills

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



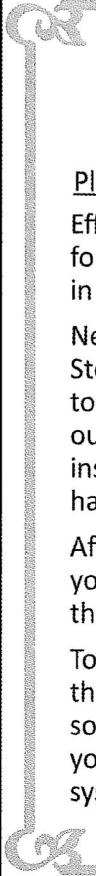
153. What has changed about the meeting?

- (A) The time
- (B) The date
- (C) The location
- (D) The topic

154. At 9:17 A.M., what does Mr. Thorne most likely mean when he writes, "No problem"?

- (A) He will send Ms. Dahl a copy of notes about the meeting.
- (B) He will ask someone to replace Ms. Dahl at the meeting.
- (C) He will give Ms. Dahl a project to work on while she is away.
- (D) He will meet with Ms. Dahl when she returns.

Questions 155-157 refer to the following instructions.



**Skylight Gardens**  
Your Neighborhood Garden Center

**Plant Care Tips**

Effective plant care starts with choosing the right pot for your houseplant. Make sure that there are holes in the bottom of the pot to let water flow out.

Next, purchase soil from your local garden center. Store-bought potting soil typically contains fertilizer to help indoor plants grow. Using dirt from your own outdoor garden is risky. This dirt can be filled with insects, disease, and weeds, all of which can be harmful to indoor plants.

After potting, pour water on the soil and flowers of your plant. Always check the soil before watering. If the soil is still moist, there is no need for more water.

To maintain a healthy plant, pinch or cut off parts of the plant that have turned brown or withered. Doing so helps to facilitate new growth. Each spring, repot your plant in a larger pot to allow room for the root system to grow.



155. Why are readers advised to purchase soil?
- (A) To avoid digging up their yards
  - (B) To promote plant growth**
  - (C) To support local garden centers
  - (D) To ensure that water is evenly distributed
156. What tip is NOT mentioned in the instructions?
- (A) Keep the plant in the sun.**
  - (B) Replace the pot every year.
  - (C) Feel the soil before adding water.
  - (D) Use a pot with holes in it.
157. The word “turned” in paragraph 4, line 2, is closest in meaning to
- (A) built
  - (B) rotated
  - (C) disturbed
  - (D) become**

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

Attention Conference Centre Staff:

The Geylang Conference Centre is hosting the Singapore Banking Conference on 20 April. The welcome desk will be open from 8:00 A.M. to 10:00 A.M. When checking in, conference attendees will need to present a valid form of identification. Acceptable forms of identification include a passport, a driver's license, or a company-issued photo ID. After checking in, attendees will be handed a welcome packet, which includes a conference schedule, a map of the facility, and their ticket to the evening banquet. If attendees arrive after 10:00 A.M., they should be directed to the security desk, where someone will check them in.

Please note that some attendees will be staying at the conference centre's hotel. They should be directed to the hotel lobby, where they can leave their luggage. Hotel personnel will bring the luggage to the appropriate guest rooms when the rooms are ready.

If you have any questions about your duties for the day, please contact Jia-Wei Teo at extension 231.

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

- (A) To inform staff about procedures for an event
- (B) To provide attendees with a schedule
- (C) To ask for volunteers to work at an event
- (D) To give information about conference speakers

**159.** The word "present" in paragraph 1, line 3, is closest in meaning to

- (A) introduce
- (B) show
- (C) attend
- (D) gift

**160.** According to the notice, what will happen at the end of the conference?

- (A) Packets will be collected.
- (B) Luggage will be put in storage.
- (C) An evaluation form will be handed out.
- (D) A banquet will be held.

Questions 161-163 refer to the following article.

GABORONE (6 May)—Local resident Sophie Shagwa has met a goal many application developers relish. — [1] —. Her app, Dream Sweet, which she created as a participant in the Next Generation Apps programme, has been downloaded more than 10,000 times.

“Simply put, this app helps users attain their dreams and ambitions,” Ms. Shagwa said. “The app does this by providing a series of questions to help users identify their goals and break them down into achievable parts.”

Recently, she added a much-requested calendar feature. — [2] —. Daily reminders and encouraging text messages are sent around the times when certain

parts of the goal should be accomplished.

Additionally, Ms. Shagwa designs calendars, notebooks, and posters with inspirational phrases that can be purchased through the app. — [3] —. “They’re lovely to look at and provide visual reminders that your goals are important and that you have the ability to achieve them,” she said.

The app is free, but additional features, such as personalized coaching and progress tracking, cost extra. Ms. Shagwa uses some of her profits from the Dream Sweet app to sponsor new app developers who want to join the Next Generation Apps programme. — [4] —.

161. What does the article mainly discuss?

- (A) The recruitment of young people for a new program
- (B) The profile of the creator of a piece of software
- (C) How apps and related products are priced
- (D) Recent changes across the software industry

162. What does the Dream Sweet app help users to do?

- (A) Reach their goals
- (B) Create visual text messages
- (C) Design artistic posters
- (D) Sponsor new app developers

163. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“Users can now plan a specific timeline of actions in order to be successful.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

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

**To:** elvin.williams@gxtinvestments.com  
**From:** barry.robledo@gxtinvestments.com  
**Date:** May 17  
**Subject:** 301 N. Powell  
**Attachment:** Photos

Elvin,

I walked through the property at 301 N. Powell Avenue today. I was able to see the reception area, the offices, and the kitchen, but the utility closet in the west hallway was locked. I am sure an inspector will be able to verify that the furnace and electrical circuit board in that space are in good working order should we choose to proceed with a purchase.

The building has all the space we need to accommodate our clients, including a large parking area. However, there are some issues that we will need to address if we move forward: the carpet in the reception area is discolored; some floor tiles in the east hallway are cracked; and there is chipped paint in the conference room. The small water stain on the ceiling of the conference room may indicate a leak in the roof. I have attached photographs of the problem areas.

Given the low price of the property, I think we should consider this location. We could update the space and still come in under budget. Our current lease expires in three months, so we will need to make a decision quickly. Let me know what you think.

Sincerely,

Barry Robledo

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

- (A) To request the extension of a lease
- (B) To suggest opening a branch office
- (C) To support relocating a business
- (D) To oppose the sale of a property

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

- (A) The reception area
- (B) The kitchen
- (C) The furnace
- (D) The conference room

166. The word “address” in paragraph 2, line 2, is closest in meaning to

- (A) attend to
- (B) write on
- (C) publicize
- (D) place

167. What is one of the problems Mr. Robledo mentions?

- (A) Some tiles have been broken.
- (B) A key has been misplaced.
- (C) The parking area is too small.
- (D) The location is inconvenient.

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

The screenshot shows a digital communication interface with three participants: Akio Nishi, Isidora Basque, and Kriya Patel. The messages are timestamped from 3:35 P.M. to 3:48 P.M. The interface includes a header with three user icons, a scroll bar on the right, and navigation arrows at the bottom.

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

**Isidora Basque [3:37 P.M.]:** Look at the brown leather chairs with wheels. They are so much more stylish than the current chairs.

**Akio Nishi [3:38 P.M.]:** They are attractive, but they don't seem sturdy. What do you think of the big green ones with the plush seats?

**Kriya Patel [3:39 P.M.]:** I am opening it now.

**Isidora Basque [3:40 P.M.]:** They look comfortable. But space is limited, and we need at least four chairs in the lobby. Those green chairs are really big.

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

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

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

**Akio Nishi [3:46 P.M.]:** We should probably select a reception desk before the chairs. Do you like the second one, the yellow desk? I do.

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

**Isidora Basque [3:48 P.M.]:** I think it's perfect. I'll tell Barbara now that we all like that desk. Let's touch base about the chairs after we have had the chance to look at all the choices.

168. What is mainly being discussed?

- (A) A new office location
- (B) A decorating budget
- (C) An interior design firm
- (D) New furniture choices

169. At 3:39 P.M., what does Ms. Patel most likely mean when she writes, "I am opening it now"?

- (A) She is going to read a recent e-mail.
- (B) She is looking in a desk drawer.
- (C) She is unwrapping a package.
- (D) She is preparing to eat lunch.

170. What is suggested about the lobby?

- (A) It currently has large furniture.
- (B) It does not have a lot of space.
- (C) It is located on the second floor.
- (D) It is stylishly decorated.

171. What will Ms. Basque most likely do next?

- (A) Place an online order
- (B) Distribute a catalog
- (C) Contact a coworker
- (D) Hire a receptionist

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

## **AFEC Offers Pathway to Success**

*By Pauline Weston*

BRIDGETOWN (29 October)—From 14 to 16 November, the Association of Female Entrepreneurs of the Caribbean (AFEC) will be hosting its fourth biennial forum at the Centre for Labour Force Development in Bridgetown, Barbados. This year's theme, "From Aspiration to Sensation," is centered on the essential skills and tools needed to start, run, and grow a successful business. — [1] —. About 350 women will be interacting with some of the region's most successful women business leaders through a series of presentations. — [2] —.

One presenter will be Serena Telting, owner of Suriname-based children's clothing manufacturer Serenatee. She welcomes the opportunity to share her experience with conference goers. — [3] —. "Specifically," she says, "I will be promoting a set of sound practices that I have adopted over my fifteen years in the apparel industry. Those might

shield emerging entrepreneurs from the challenges I faced early on in my career. Because I lacked adequate advice when I started my business, I made some mistakes that nearly ruined it."

Attendees are keen on engaging with their established peers. Madelon Picard, a native of Martinique who plans to open a nursery school on the island, says, "I am eager to learn how my role models dealt with challenges and accomplished their achievements." — [4] —. Ms. Picard also referenced the assistance she has received from the Martinique Business Society (MBS), of which she is a member. "The MBS is fully funding my participation in the AFEC forum, from hotel accommodation and airfare to meals and local transport." She is far from the exception. Organisers say they have seen a significant increase in financial support for attendees since the first AFEC forum.

172. Why was the article written?

- (A) To discuss some of the challenges female entrepreneurs face
- (B) To highlight the need for more role models in business
- (C) To show the importance of business in the Caribbean
- (D) To publicize an upcoming business gathering

173. What is suggested about Ms. Telting?

- (A) She had a difficult start to her career.
- (B) She attended the first AFEC forum.
- (C) She distributes her products across the Caribbean.
- (D) She has been promoting good business practices for fifteen years.

174. What is NOT true about Ms. Picard?

- (A) She received sponsorship from a trade organization.
- (B) She wants to start an educational institution.
- (C) She is looking forward to the AFEC forum.
- (D) She is one of the organizers of the event.

175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"They will also have the opportunity to attend one-on-one career coaching sessions."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

TEST  
4

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

**From:** Carlos Garcia  
**To:** Grace Wu  
**Subject:** Employee of the Month  
**Date:** July 25

Dear Grace:

I am writing to nominate a member of our production team, Dwight Clinton, as a candidate for Franklin Appliances' Employee of the Month. We have been working diligently to complete the design of a more energy-efficient air-conditioning unit by our July 31 deadline, and Mr. Clinton's participation on the team has made it possible for us to meet our challenging targets.

In his eight years at Franklin Appliances, Mr. Clinton has demonstrated the capacity to grow both professionally and personally. He began as an apprentice and has steadily worked his way up to Testing Engineer. Mr. Clinton has been instrumental in helping us realize the company's mission of designing high-quality energy-saving refrigerators, ovens, washing machines, and cooling systems. It would be difficult to envision meeting our product deadlines without his contribution to every project he is assigned to.

Thank you for your consideration.

Carlos

**MEMO**

To: All employees  
From: Grace Wu  
Date: August 1  
Subject: Employee of the Month

It is my privilege to announce that Dwight Clinton has been chosen to be our July Employee of the Month. Franklin Appliances promotes an environment of creative collaboration, and Mr. Clinton has demonstrated the leadership and support necessary to help make this mission a reality. Thanks in large part to his commendable efforts, we are pleased to announce that our newest product, the Eco-Cool Wave, was successfully launched yesterday.

Mr. Clinton has dedicated a large part of his professional life to rising through the ranks at Franklin Appliances. His story is indicative of the supportive environment that the company offers by promoting internally and providing professional growth as well as development opportunities. Franklin Appliances is honored to present Mr. Clinton with two paid personal days to use at his discretion. The next time you see Dwight, please offer your congratulations!

- 176.** Why did Mr. Garcia send the e-mail?
- (A) To recommend an employee for an award
  - (B) To report a design modification
  - (C) To ask for extra help with a task
  - (D) To request that a launch be postponed
- 177.** What most likely is Mr. Garcia's job title?
- (A) Human Resources Director
  - (B) Vice President of Sales
  - (C) Chief Executive Officer
  - (D) Production Team Leader
- 178.** What is the Eco-Cool Wave?
- (A) A washing machine
  - (B) A refrigerator
  - (C) An air conditioner
  - (D) A ceiling fan
- 179.** What is indicated about Franklin Appliances?
- (A) It has a small staff.
  - (B) It designs energy-efficient products.
  - (C) It encourages competition among staff.
  - (D) It has been in business for two decades.
- 180.** What is stated about Mr. Clinton in the memo?
- (A) He will be promoted.
  - (B) He is moving to a larger office.
  - (C) He will receive extra time off.
  - (D) His only job has been at Franklin Appliances.

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

http://www.inganirobotics.co.uk

## Ingani Robotics

In today's mail-order industry, turnaround time is key. Ingani's machines can take the physical labour out of item retrieval. Our self-navigating, fully rechargeable freight movers can increase your efficiency without the need for extra staff. They function safely in shared environments with people. All machines are equipped with tethering hooks to secure pallets or boxes. See below for measurements and speed of our popular and upcoming models.

| Unit Name | Almora Q1 | Almora S1 | Belma Q1 | Belma S1<br>(under development) |
|-----------|-----------|-----------|----------|---------------------------------|
| Height    | 950 mm    | 930 mm    | 356 mm   | 256 mm                          |
| Width     | 530 mm    | 500 mm    | 1,150 mm | 856 mm                          |
| Speed     | 4.2 km/h  | 4 km/h    | 2.5 km/h | 2.3 km/h                        |

To: edwinraster@inganirobotics.co.uk

From: aalmansouri@vemta.co.uk

Date: 3 April

Subject: Upcoming order

Dear Mr. Raster,

Thank you for updating me on the status of the Belma S1. Our facilities expansion will not be complete until next month, so I will wait until then to place the order.

As you know, we have been loyal customers for several years, having purchased two of the narrowest Almora units three years ago and an additional four last year. I wanted to inquire whether we might be eligible for a discount on bulk orders similar to the one we received for last year's order. We are planning to buy six of the new units but could be persuaded to purchase more. Please let me know, and thank you again for following up.

Sincerely,

Aliya Almansouri  
Senior Purchasing Manager, Vemta Ltd.

- 181.** Where are Ingani Robotics' products intended to be used?
- (A) In call centers  
(B) In warehouses  
(C) In automotive factories  
(D) In research laboratories
- 182.** What is mentioned about Ingani Robotics' machines?
- (A) They are fuel efficient.  
(B) They can travel up to four kilometers.  
(C) They work safely around people.  
(D) They are gaining in popularity.
- 183.** According to the e-mail, when will Vemta Ltd. most likely buy from Ingani Robotics?
- (A) In April  
(B) In May  
(C) In three months  
(D) Next year
- 184.** What product does Vemta Ltd. already use?
- (A) The Almora Q1  
(B) The Almora S1  
(C) The Belma Q1  
(D) The Belma S1
- 185.** What is indicated about Ms. Almansouri?
- (A) She may increase the size of Vemta Ltd.'s next order.  
(B) She may get a bigger discount on Vemta Ltd.'s next order.  
(C) She has referred clients to Mr. Raster.  
(D) She has moved to a new office.

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

| *E-mail*  |                          |
|---|--------------------------|
| To:   | All Staff                |
| From:   | Ken Harrise              |
| Date:   | February 8               |
| Subject:  | Professional development |
| <p>Hello,</p> <p>This spring, I would like to encourage all employees to take up to two full work days to attend professional development workshops. At the conclusion of each workshop, I would like participants to prepare a brief presentation for their department colleagues about what they learned.</p> <p>Each department will receive a customized list of pertinent workshops for consideration. Please contact your department manager if you would like to pursue an opportunity for professional development that is not on the list. We will do our best to support all requests.</p> <p>Thank you.</p> <p>Ken Harrise</p> |                          |

| <b>Approved workshops for Harrise Systems' Information Technology (IT) Department Manager: Nancy Welker</b> |                    |             |   |
|---|--------------------|-------------|---|
| <b>Title</b>  | <b>Facilitator</b> | <b>Date</b> | <b>Description</b>  |
| Developments in Data Security   | Leslie Mehra       | March 5     | Strategies and exercises for protecting your company's data                                 |
| Managing Big Data   | Janet Sabol        | March 8     | Overview of software systems used to manage data efficiently                                |
| Our Online Presence and Social Media  | Terrence Brewster  | April 2     | The role of IT departments in educating and managing staff regarding workplace computer use |
| IT Administration   | Dan Michaels       | April 18    | The expanding duties of an IT administrator   |

**\*E-mail\***

|          |                     |
|----------|---------------------|
| To:      | Nancy Welker        |
| From:    | Paul Cheung         |
| Date:    | April 20            |
| Subject: | Workshop completion |

Dear Nancy,

As per Mr. Harrise's suggestion, I attended the workshop "Our Online Presence and Social Media." I learned about the guidance we can offer employees who use social media, and I am prepared to present a report highlighting the workshop's content. Please let me know a convenient day and time for this activity, and I will schedule one of the conference rooms for our IT team. I have some printed material to distribute as well.

Thanks,

Paul

**TEST  
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- 186.** In the first e-mail, what are professional development participants asked to do?
- (A) Inform their manager of their absence at least two days in advance
  - (B) Share information about their training with colleagues**
  - (C) Develop their own list of professional contacts
  - (D) Leave instructions for colleagues so their usual responsibilities are covered
- 187.** What does the first e-mail mention about the workshops?
- (A) They have been chosen with particular departments in mind.**
  - (B) They must be attended in sequence.
  - (C) Their facilitators are department managers at Harrise Systems.
  - (D) Their topics were suggested by IT staff.
- 188.** Whom can IT staff ask about alternative professional development activities?
- (A) Ms. Mehra
  - (B) Ms. Sabol
  - (C) Ms. Welker**
  - (D) Mr. Brewster
- 189.** When did Mr. Cheung attend a workshop?
- (A) On March 5
  - (B) On March 8
  - (C) On April 2**
  - (D) On April 18
- 190.** What does Mr. Cheung still need to do?
- (A) Select a presentation topic
  - (B) Invite a facilitator
  - (C) Contact Mr. Harrise
  - (D) Reserve a meeting room**

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

**To:** All Staff <allstaff@sielendgroup.co.za>  
**From:** Orson Stanley <ostanley@sielendgroup.co.za>  
**Date:** 1 February  
**Subject:** Farewell party

Dear Colleagues,

As you may have heard, our friend and colleague Gerard Clegg will be leaving Sielend Group at the end of February after 22 years. During his tenure as CFO, Gerard implemented state-of-the-art budget-management software and presided over a threefold growth in company revenues.

Gerard has expressed mixed feelings about departing but says that he plans to work part-time alongside his brother at the local firm Chartera Consultants. Gerard will also continue to be involved with youth five hours a week at the nonprofit Reach-Out Durban League.

Please join us in attending Gerard's farewell party at 7:00 P.M. on Friday, 28 February, at Longres Ballroom here in Durban. Light refreshments will be served, and the company president will present Gerard with a plaque to show our appreciation for his many contributions to the company.

If you plan to attend, please e-mail my assistant Seojung Lee to let her know. We would like to know in advance how many people to expect. We look forward to seeing you there.

Thanks,  
Orson Stanley

<http://www.chartera.co.za>

## Chartera Consultants

Chartera Consultants offers professional financial guidance and expert accounting services.

[Home](#) [About Us](#) [Services](#) [\*\*News\*\*](#) [Contact Us](#)

### Staff News

We are happy to introduce Chartera Consultants' newest team member, Gerard Clegg. Mr. Clegg has a wealth of experience in all aspects of corporate finance. For over two decades he worked as CFO for a successful medical equipment manufacturing firm. Mr. Clegg holds a master of business administration in finance from Stoltz Institute.

**Reach-Out Durban League's Annual Fundraiser**  
Saturday, 14 July, at 10 A.M.

Join us for a fun-filled day and help raise money for an important cause at Paxton Community Center. Compete for a number of prizes, including the top prize, a dinner for two at the award-winning Port St. Johns Restaurant.

Last year's event raised over ZAR20,000 toward our critical mission. Reach-Out Durban League is a 100% volunteer-run organisation, and all event proceeds go toward providing academic development opportunities to Durban area youth.

Register for our annual fundraiser at [www.rodl.org.za](http://www.rodl.org.za).

191. What does the announcement mention about Mr. Clegg?
- (A) He is planning to start a new firm.
  - (B) He is planning to move away from Durban.
  - (C) He will start working with a family member.
  - (D) He will consult part-time for Sielend Group.
192. What will happen at Mr. Clegg's farewell party?
- (A) Dinner will be served.
  - (B) Local musicians will perform.
  - (C) Mr. Clegg will introduce the new CFO.
  - (D) Mr. Clegg will be presented with a gift.
193. What type of business is Sielend Group?
- (A) A medical equipment manufacturer
  - (B) A construction company
  - (C) A regional accounting firm
  - (D) A sporting goods supplier
194. According to the advertisement, what is a goal of Reach-Out Durban League?
- (A) To offer educational opportunities
  - (B) To protect the environment
  - (C) To promote local health-care services
  - (D) To provide career counseling
195. What most likely is Mr. Clegg's connection to Reach-Out Durban League?
- (A) He is an investor.
  - (B) He is a volunteer.
  - (C) He is an employee.
  - (D) He is a sponsor.

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

**CLAREGAL TOURS** 

Claregal Tours has been showing visitors Western Ireland's most iconic sights for the past fifteen years. Our buses are comfortable, air-conditioned, and include Wi-Fi. Our experienced drivers and guides are well versed in Ireland's history and culture. All excursions are day-long tours and leave from the bus terminal in Galway.

**Aran Islands (ARI423)**  
Spend the day island hopping between these three beautiful islands where you will see ancient ruins, visit a local farm, and have a chance to explore by bicycle. Ferry transportation fees included.  
Adult: €30, University Student: €25, Child: €20

**Aran Islands and Cliffs of Moher (AIM523)**  
Take your time exploring one of the scenic Aran Islands, Inisheer, and then take a ferry to get up close to the Cliffs of Moher. Ferry transportation fees included.  
Adult: €40, University Student: €35, Child: €30

**Connemara (CON234)**  
See the beautiful national park of Connemara, where nature is at its finest. Choose from several hiking options with varying degrees of difficulty.  
Adult: €35, University Student: €30, Child: €25

**Galway (GAL324)**  
Get off the bus and into the city with this walking tour of Galway. Along the way, you will have the chance to hear traditional music, visit a pub, and see an Irish step dancing performance.  
Adult: €20, University Student: €18, Child: €15

**\*E-mail\***

|             |                               |
|-------------|-------------------------------|
| To:         | Alan Trippier; Siobhan Canney |
| From:       | Helen Doyle                   |
| Date:       | 8 July                        |
| Subject:    | Tomorrow's tour               |
| Attachment: | 9 July Trip                   |

Hi Alan and Siobhan,

I have attached the final list of passengers for tomorrow's tour with its itinerary. Alan will be the driver/guide, and Siobhan will be doing passenger check-in. The clients have requested that you drive them to a café to get breakfast before going to Inisheer, which is different from our usual itinerary, but I agreed. It should take one hour. Just a reminder that last month we changed the departure time from 9:30 A.M. to 9:15 A.M. Alan, when you are finished with the tour today, please come by my office. I would like to set your schedule for August.

See you tomorrow,

Helen Doyle  
Tour Manager, Claregal Tours

**To:** Yerri Sliti <yerri.sliti@icmail.com>  
**From:** Claregal Tours <info@claregaltours.co.ie>  
**Date:** 8 July  
**Subject:** Tour confirmation

Dear Mr. Sliti,

Your Claregal Tours day trip for twenty guests is confirmed for tomorrow at 9:15 A.M. Please make sure to be at the Galway Bus Terminal fifteen minutes before your departure. All guests should give their €40 fee directly to your guide.

Enjoy your trip!

Claregal Tours

196. What is true about Claregal Tours?
- (A) It specializes in hiking excursions.
  - (B) It has tours in multiple countries.
  - (C) Its prices change every year.
  - (D) It has been in operation for fifteen years.
197. What do the tours have in common?
- (A) They include a ferry ride.
  - (B) They include visits to islands.
  - (C) They depart from the same location.
  - (D) They offer free lunch.
198. What is the purpose of the first e-mail?
- (A) To provide information for an upcoming tour
  - (B) To give Mr. Trippier his August schedule
  - (C) To change an employee's assignment
  - (D) To introduce a new employee
199. What tour will Mr. Trippier most likely lead on July 9?
- (A) ARI423
  - (B) AIM523
  - (C) CON234
  - (D) GAL324
200. What is likely true about the guests on Mr. Sliti's trip?
- (A) They requested Ms. Canney as their guide.
  - (B) They are all adults.
  - (C) They have already paid for the tour.
  - (D) They will receive a discount.

**Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.**

TEST

실전 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. Free Internet service ----- available in the lobby but not in the guest rooms.

- (A) being  
(B) to be  
(C) are      S + V  
(D) is

102. A third branch ----- Starshorn Hair Salon will open in Georgetown's industrial district.

- (A) up  
(B) of  
(C) along  
(D) in

103. The March shipment to Busan can fit an ----- thirteen containers.

- (A) adding  
(B) additional  
(C) addition  
(D) add

sau an là danh từ --> containers là danh từ --> thiếu tính từ

104. Ms. Tran ----- the clients fifteen different apartments in one afternoon.

- (A) made  
(B) opened  
(C) passed  
(D) showed

105. Mr. Sweeney is most pleased when ----- press releases are published unedited.

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

106. Whenever company costs ----- significantly, the budget is adjusted.

- (A) rise  
(B) rises  
(C) risen      S + v1 (hiện tại đơn)/v2 (quá khứ đơn)  
(D) rising

107. This is a ----- to all employees to submit expense reports by the end of the month.

- (A) remind  
(B) reminded  
(C) reminding  
(D) reminder

108. Please e-mail Human Resources if you are able to help set up the events room ----- the annual office party.

- (A) since  
(B) before  
(C) into      S + V = dùng liên từ  
(D) except      danh từ/cụm danh từ = dùng giới từ

while = diễn tả hành động đang diễn ra, while dùng ở thì quá khứ tiếp diễn

109. Aita Corporation will hire roughly 50 new employees ----- the next year.  
(A) over  
(B) while  
(C) somewhere  
(D) ideally
110. Dine Out Magazine will publish an article next month about people who ----- go to the same restaurant.  
(A) repeated **danh từ là** people  
(B) repeatedly **động từ chia theo danh từ là** go  
(C) repeat **thiểu trạng từ bỏ nghĩa cho go**  
(D) repetition
- danh từ + who/đại từ quan hệ + động từ chia theo danh từ
111. The aircraft's ----- flight had arrived late, so its scheduled 10:15 A.M. departure was delayed.  
(A) committed  
(B) entitled  
(C) previous  
(D) spacious
112. Blue Form Company offers its employees ----- in their working location and hours.  
(A) flexible  
(B) flex  
(C) flexibility  
(D) flexed
113. The latest sales figures ----- to the vice president that the company was doing well.  
(A) reinforcing  
(B) reinforcement  
(C) reinforces  
(D) reinforced
114. Management at the Sidol Factory is researching different ----- to enhancing employee productivity.  
(A) instincts  
(B) decisions  
(C) occasions  
(D) approaches
115. Only two percent of the focus group participants reported ----- disliking the new ice-cream flavor.  
(A) stronger  
(B) strong  
(C) strongly **disliking là v. --> cần adv.**  
(D) strongest **strong dislike (dislike = n.)**
116. Our line of passenger cars includes the latest ----- technology to protect vehicles and their passengers.  
(A) safety  
(B) more safely  
(C) most safely  
(D) saves
117. Jetways Japan and Night Sky Airways have ----- a planned merger, which is under review by government regulators.  
(A) treated  
(B) flown  
(C) announced  
(D) spread
118. The old Abita Theater was demolished one week ago, and construction of an office complex at the site is ----- underway.  
(A) yet  
(B) usually  
(C) soon  
(D) already
119. Wreen Watch's latest smart watch offers ----- features not found in other products.  
(A) similar  
(B) multiple  
(C) broken  
(D) careful
120. Although the conference does not ----- begin until Friday, many participants have informal meetings scheduled for Thursday.  
(A) official  
(B) officiate  
(C) officials  
(D) officially

121. Each year the Metro Enterprise Association honors a local business that has made a ----- impact on the city.
- (A) comfortable  
 (B) significant  
 (C) difficult  
 (D) granted **considerate = significant = đáng kể**
122. Martaska Technologies requires ----- new employees receive at least two weeks of training before starting work.
- (A) that  
 (B) for  
 (C) and  
 (D) when
123. Retailers were given one year to ----- their terminals to accommodate new credit card technology.
- (A) upgrade  
 (B) progress  
 (C) motivate  
 (D) describe
124. Marketers find that older consumers respond best to facts and statistics, ----- for teenagers, the best strategy is humor.
- (A) such as  
 (B) whereas  
 (C) due  
 (D) almost
125. Because of a processing error, Elmore Distributors ----- shipped cases of frozen fish to a bakery.
- (A) equally  
 (B) illegibly  
 (C) accidentally  
 (D) vigorously
126. With ----- from the board of directors, CEO Brian Krieder is aggressively pursuing fresh revenue sources.
- (A) authorization  
 (B) authorizes  
 (C) authorize  
 (D) authorized
127. Mr. Itomitsu's recent book on fitness encourages readers to strive for a healthy ----- between physical exertion and rest.
- (A) quantity  
 (B) supply  
 (C) balance  
 (D) number
128. ----- an anonymous donation, the Metropolitan Hospital was able to purchase new imaging equipment.
- (A) In case  
 (B) As though  
 (C) Owing to  
 (D) If only
129. Employees ----- cars are parked in designated client spaces should move them immediately.
- (A) those  
 (B) other  
 (C) who  
 (D) whose
- employees who park car on the pavement  
 employees + ..... + cars (danh từ)  
 --> diễn whose
130. The design team considered many possible ----- before settling on the red and black color scheme for the corporate Web site.
- (A) functions  
 (B) combinations  
 (C) destinations  
 (D) roles

## PART 6

**Directions:** Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131-134 refer to the following e-mail.

You are receiving this e-mail ----- you have contacted Brell Home in the past about our  
131. houseware products or have visited our Web site. If you no longer wish to receive our e-mails,  
you can be removed from our list. ----- . But do you really want to miss out on discount offers for  
132. products that will help you turn your house into an ----- home? We hope you will choose to  
133. remain a subscriber so that we can continue to send ----- for the most popular new products for  
134. your home.

TEST 5

131. (A) even  
(B) because.  
(C) during  
(D) among

133. (A) invites  
(B) invited  
(C) inviting  
(D) invitation

132. (A) Simply reply to this e-mail with the  
word "unsubscribe."  
(B) The issue has not yet been resolved.  
(C) Please provide your order number.  
(D) Our products are made by local  
artisans using natural materials.

134. (A) pieces  
(B) contracts  
(C) samples  
(D) coupons

GO ON TO THE NEXT PAGE

Questions 135-138 refer to the following notice.

Please note that the south lobby of the building will be closed from 7:00 P.M. this evening to 7:00 A.M. tomorrow morning. Routine 135 will be performed on the heating and cooling systems. 136, the central air conditioning will be turned off between these hours.

We have scheduled any necessary 137 to take place outside of regular business hours. 138. If you need access to the building during these hours, please use the north lobby or the basement-level entrances. They will be unlocked and extra lighting will be provided in these two areas.

Thank you,

Building Management

135. (A) maintenance  
(B) maintained  
(C) maintains  
(D) maintainable

136. (A) As a result  
(B) Even though  
(C) On the contrary  
(D) In comparison

137. (A) designs  
(B) repairs  
(C) meetings  
(D) strategies

138. (A) Extra office chairs will be available.  
(B) Our goal is to minimize your discomfort while you are in the office.  
(C) The thermostat setting needed to be reset.  
(D) The employee entrance code is changing again next month.

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

To: Kristina Tursi <ktursi@fratellitursi.com>  
From: Steven Bracchio <sbracchio@worldsmail.net>  
Date: August 24  
Subject: Thank you

Dear Ms. Tursi,

Thank you for your time today. I ----- enjoyed meeting and interviewing with your team. It is clear  
**139.** to me that Fratelli Tursi is a dynamic company ----- for great success.  
**140.**

----- . As we discussed, I am comfortable conducting business in the Italian language, and  
**141.** beyond that, I believe my marketing skills would strongly support Fratelli Tursi's efforts to grow  
internationally.

I understand that the partners will be considering whom to call in to the office for ----- interviews.  
**142.**  
Please let me know if you require additional information about me. I very much look forward to  
hearing from you.

Steven Bracchio

TEST  
5

- 139.** (A) closely  
(B) skillfully  
(C) quickly  
(D) thoroughly

- 142.** (A) initial  
(B) optional  
(C) further  
(D) experienced

- 140.** (A) positioned  
(B) position  
(C) positions  
(D) positionally

- 141.** (A) My salary has risen with my increased responsibilities.  
(B) The office space is well designed.  
(C) I think my skills are a good match for the needs of your sales team.  
(D) Please use my personal e-mail address to reach me.

GO ON TO THE NEXT PAGE 

Questions 143-146 refer to the following letter.

Dear Small-Business Owner:

Do you change your opening and closing times depending on the season? According to market research, a quarter of all small businesses periodically ----- their operating hours. However, **143.**

such changes are not always accurately reflected in the search engine results and on the many Web sites that show your operating hours to your customers. Inaccurate information can lead to customer frustration, which can drive them to do business with your competitors. **144.**

One of our services is designed to help you monitor ----- your operating hours are being shown **145.** on the Web. To learn more about our tools and services, please see the enclosed brochure. We would be happy to work with you ----- your business's opportunities. **146.**

Sincerely,

Richard N. Batterman  
Account Representative  
Muros Solutions

Enclosure

- 143.** (A) adjust  
(B) report  
(C) display  
(D) examine

- 145.** (A) how  
(B) until  
(C) why  
(D) unless

- 144.** (A) Today's search engines are more sophisticated.  
(B) Many of them prefer to shop online.  
(C) Our competitors face similar issues.  
(D) Once lost, they can be hard to bring back.

- 146.** (A) maximization  
(B) to maximize  
(C) maximum  
(D) having maximized

## PART 7

**Directions:** In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following sign.



TEST  
5

147. What is the purpose of the sign?

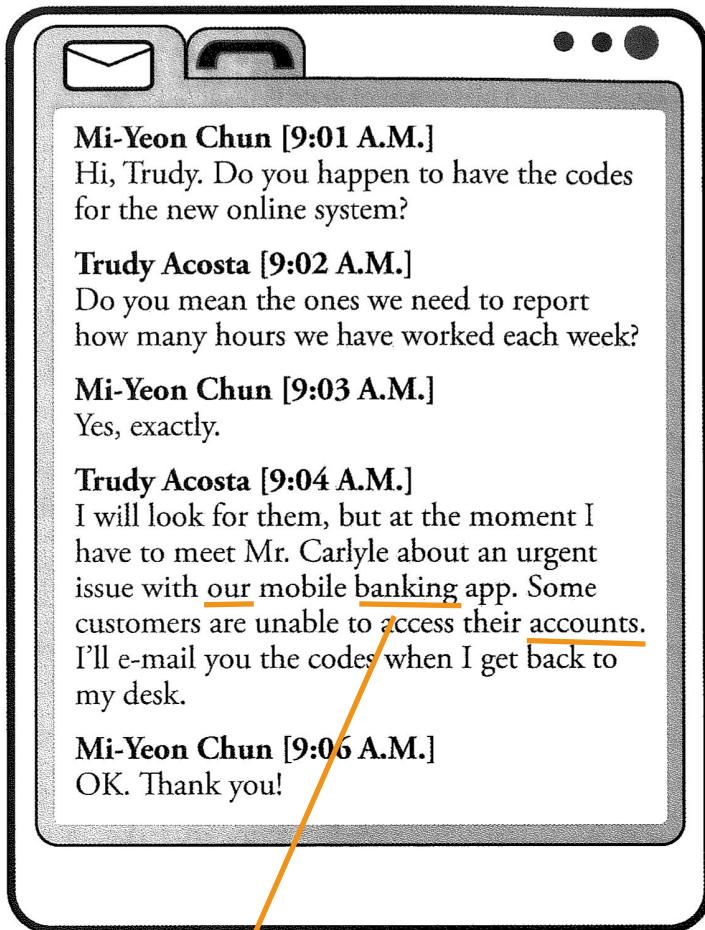
- (A) To explain why an area is inaccessible
- (B) To highlight a new service being offered
- (C) To express regret for the hotel's appearance
- (D) To promote gardening positions that will soon be available

148. What is mentioned about the Wesselman Hotel?

- (A) It has a new owner.
- (B) It has more vacancies than usual.
- (C) It is offering a seasonal promotion.
- (D) It is a popular venue for special events.

GO ON TO THE NEXT PAGE

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



149. Where do the writers most likely work?

- (A) At a building security company
- (B) At an employment agency
- (C) At a computer device manufacturer
- (D) At a financial institution

150. At 9:03 A.M., why does Ms. Chun write, "Yes, exactly"?

- (A) She thinks that a new online system is easy to use.
- (B) She is sure that she has recorded her work hours.
- (C) She is confirming that Ms. Acosta is correct.
- (D) She is reporting that she has worked a full week.

Questions 151–152 refer to the following note card.

Thank you for sending me another of your company's food blenders in exchange for my product feedback. The motor of the Lumtik LB-8900 seems to be a bit more powerful than the motors of the two blenders I reviewed previously. This one does a great job, especially on the high-speed setting. One thing that is disappointing is that the measurement lines were not easy to decipher and seem to fade and become less legible after several washings. This may be a problem with the imprinting on the device. The measurement lines need to be engraved or permanently marked to be clearer. Needless to say, this is important for recipes that require precisely measured ingredients.

Hannah Daley

151. What is suggested about Ms. Daley?
- (A) She wants to return a defective part.
  - (B) She needs updated instructions.
  - (C) She purchased the wrong product.
  - (D) She was asked for her opinion.
152. What does Ms. Daley mention about measurement lines?
- (A) They are hard to read.
  - (B) They are a minor problem.
  - (C) They are an issue with several blender models.
  - (D) They are printed in a dark color.

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

**\*E-mail\***

From: Tom Martinez <tmartinez@isppm.com>  
To: Reshma Singh <rsingh@itresources.ca>  
Subject: ISPPM Top 20  
Date: 3 April

Dear Ms. Singh,

We are currently accepting nominations for *Internet Security and Patent Protection Magazine*'s Top 20 list. The ISPPM Top 20 is the preeminent guide for businesses seeking expertise for safeguarding the value of intellectual property. Finalizing the Top 20 list is a challenging task, and we value your contribution to this process.

If you would like to make any nominations for this annual listing, please do so by 17 April. Visit our Web site and enter the details of the consultants you believe should be included in this year's listing, along with a brief explanation for your nominations. Please note that we do not accept self-nominations or nominations from colleagues working in the same company. The final list will be published in June.

We look forward to reviewing your nominations.

Kind regards,

Tom Martinez, Technical Editor

**153.** What is Mr. Martinez requesting?

- (A) Articles for a magazine
- (B) Best ideas for using social media
- (C) The names of skilled consultants
- (D) Strategies for securing computer equipment

**154.** How is Ms. Singh being asked to respond?

- (A) By accessing a Web site
- (B) By mailing in a form
- (C) By attending a meeting in June
- (D) By sending an e-mail to Mr. Martinez

**Questions 155-157** refer to the following product description.

Clearhold Coating is a newly developed, transparent waterproofing system that is superior to traditional pigmented coatings. Clearhold is ideal for application to masonry-block constructions—both new and existing—as well as to interior and exterior decorative elements.

Clearhold can also be applied to concrete and masonry subfloors, which is not possible with our competitors' waterproofing materials. Clearhold will stop humidity from seeping up through subfloors and can be applied before installation of adhesive and floor coverings such as carpet, tile, laminate, or hardwood.

Clearhold will be available in stores starting in January. For more information, visit [www.clearholdcoating.com](http://www.clearholdcoating.com).

**155.** What does Clearhold Coating do?

- (A) It provides protection from moisture.
- (B) It ensures that floors look shiny.
- (C) It adds color to brick and stone.
- (D) It shields masonry from scratches.

**156.** What does the description indicate about Clearhold Coating?

- (A) It is intended for outdoor use only.
- (B) It contains natural pigments.
- (C) It is suitable for both new and old masonry.
- (D) It requires a single application.

**157.** How is Clearhold Coating an improvement on products already on the market?

- (A) It is resistant to heat.
- (B) It can be used on subfloors.
- (C) It is made with nontoxic ingredients.
- (D) It can be applied to many types of furniture.

TEST  
5

GO ON TO THE NEXT PAGE

Questions 158-160 refer to the following instructions.

### Caring for your Minot Griddle

Thank you for purchasing the nonstick Minot Griddle. With proper care, you and your family will enjoy cooking pancakes, grilled sandwiches, and much more for years to come. First, it is important to protect the griddle from contact with metal that can scratch the nonstick surface. — [1] —. Also, the nonstick feature of your griddle is sensitive to changes in temperature. Be sure not to immerse the hot griddle in cool water, which can cause warping and peeling. — [2] —. Instead, allow the griddle to cool before washing. Finally, careful handwashing will prolong the life of your Minot Griddle. Do not use harsh scrubbers such as steel wool. Gentle washing with a cloth or soft sponge is preferred. — [3] —.

— [4] —. Should you have any questions about your Minot Griddle, please visit our customer Web site at [www.minot.co.uk](http://www.minot.co.uk).

158. For whom are the instructions most likely intended?

- (A) A product manufacturer
- (B) A store employee
- (C) A cookware owner
- (D) A support professional

159. What method is recommended for washing the item?

- (A) Scrubbing it with steel wool
- (B) Immersing it in cool water
- (C) Wiping it with a soft sponge
- (D) Cleaning it without soap

160. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“Therefore, avoid using metal cooking utensils with the griddle.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

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

|          |                               |
|----------|-------------------------------|
| To:      | All Patient Distribution List |
| From:    | Mevers Dental Clinic          |
| Date:    | August 12                     |
| Subject: | Extended services             |

Dear Patient,

We are pleased to announce that, as of September 1, Meyers Dental Clinic will offer extended hours to better meet your needs for appointments outside regular workday hours. With the hiring of an additional dentist and assistant, we will be able to offer regular appointments Monday to Saturday between 7:00 A.M. and 6:00 P.M. Dr. Meyers will continue to offer urgent appointments as late as 7:00 P.M.

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

Thank you for trusting us with your dental care.

Best regards,

Erica Trumble, Office Manager

TEST 5

- 161.** What is the purpose of the e-mail?
- (A) To inform customers of schedule changes  
(B) To announce a new dental product  
(C) To supply information on dental hygiene  
(D) To confirm an appointment
- 162.** The word “meet” in paragraph 1, line 2, is closest in meaning to
- (A) oppose  
(B) experience  
(C) gather together  
(D) provide for

- 163.** What is indicated about Meyers Dental Clinic?
- (A) It is a new business.  
(B) It has some new employees.  
(C) It will expand to a second location.  
(D) It offers only morning appointments.

GO ON TO THE NEXT PAGE

Questions 164-167 refer to the following article.

### Closing Early on Summer Fridays

HOUSTON (June 3)—Summer just became more relaxing for employees of Aftnax Software, where the company recently instituted a Summer Friday policy. — [1] —. From now until the first week in September, the office closes at 1 P.M. so employees can go home early.

"It's great to have that 1 P.M. cutoff," says Clay Jackson, an Aftnax employee for the past decade. — [2] —. "Some nights I can stay in the office until seven or eight if I have a project I need to finish. But knowing that the office is closing its doors early on Friday frees me up to spend more time with my family."

In addition to boosting workers' morale,

studies have found that scheduled downtime actually increases productivity. — [3] —. The number of firms offering this perk has increased by 23 percent in the past five years.

Remmor Tech, one of the first local companies to institute a similar policy, says that ever since it began offering time off on Fridays twelve years ago, it has seen a marked improvement in employee satisfaction. — [4] —.

"Our employees' happiness is important to us," says Alexandra Odoms, the CEO of Remmor. "We know that if we care about our employees, then our employees will care about the work they do for us."

164. What is the purpose of the article?

- (A) To detail the results of a study on employee morale
- (B) To describe an effective business practice
- (C) To announce a change in executive leadership
- (D) To profile a company new to the area

165. What is indicated about Mr. Jackson?

- (A) He works an overnight shift.
- (B) He works from home on Fridays.
- (C) He used to work for Remmor Tech.
- (D) He has worked for Aftnax Software for ten years. a decade

166. According to Ms. Odoms, what is the rationale for having a Summer Friday policy?

- (A) It attracts top talent to Remmor Tech.
- (B) It creates a positive work environment.
- (C) It allows employees to work later on other days.
- (D) It lets employees spend more time with their families.

167. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"And companies are taking notice."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 168-171 refer to the following Web page.

http://www.masterint.co.uk

HOME      ABOUT      FORMS      **INTERNSHIPS**

Master International offers internships to university students and recent graduates who are passionate about the software industry and would like to gain real-world experience in coding, product development, marketing, and security. Our products are used by businesses worldwide.

Each unpaid internship position lasts for a period of four months and requires an on-site commitment of at least three full days per week. Applications must be received by 1 November (for the spring program), 1 April (for summer), or 1 July (for autumn). Current university students are encouraged to check with their academic institution to determine whether course credits may be granted. Although a few interns may subsequently be offered permanent full-time employment, a job offer is not guaranteed.

Master International receives hundreds of internship applications throughout the year. After an initial review, a select few will be contacted in advance of each four-month cycle for an in-person or telephone interview.

**HOW TO APPLY**

To get started, we require the following:

- A completed employment application (located in the Forms tab)
- A letter indicating area of interest and relevant coursework
- Two letters of recommendation

Submit all documents to:  
Master International  
Personnel Department  
34 Crawley Square  
London, England SE7 9BQ

**TEST 5**

168. What most likely is Master International?
- (A) An employment agency
  - (B) An international bank
  - (C) A software firm
  - (D) A study-abroad program
169. By what date must an application be submitted for a summer internship?
- (A) January 1
  - (B) April 1
  - (C) July 1
  - (D) November 1
170. What is suggested about the Master International internship program?
- (A) It is collaborating with a local university.
  - (B) It was created within the past year.
  - (C) It offers paid positions to all participants.
  - (D) It is highly competitive.
171. What is an applicant NOT required to submit?
- (A) Employment history
  - (B) A completed application form
  - (C) Recommendation letters
  - (D) A description of relevant courses

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

**Jaya Pillay (9:04 A.M.)**

Paul and Kristen—are you two going to the meeting this morning? I need a favor because I'm running late.

**Paul Smythe (9:06 A.M.)**

I am. What do you need?

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

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

**Kristen Tervo (9:07 A.M.)**

Wait, what time is the meeting?

**Jaya Pillay (9:08 A.M.)**

10:30 A.M.

**Paul Smythe (9:08 A.M.)**

Sure. What do you want me to say?

**Kristen Tervo (9:09 A.M.)**

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

**Jaya Pillay (9:10 A.M.)**

OK. Paul, just say something about how attendance was great, and the team should feel proud of themselves for their hard work.

**Paul Smythe (9:11 A.M.)**

Sure. When you arrive, will you be saying anything about the expansion into Florida next quarter?

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

Yes, but most of the meeting will be about developing strategies to sell more tickets on opening weekends in our existing theaters.

**Kristen Tervo (9:14 A.M.)**

That's good to know. I'm meeting with the vice president of development tomorrow. I'll be sure to fill her in on what we've been doing.

172. For what type of business do the writers most likely work?
- (A) A construction company  
(B) A financial services firm  
(C) A movie theater chain  
(D) A travel agency
173. At 9:09 A.M., what does Ms. Tervo imply when she writes, “Oh right”?
- (A) She agrees that the festival was a success.  
(B) She now remembers when a meeting will begin.  
(C) She thinks that Mr. Smythe is the best person to speak.  
(D) She is confirming that she will purchase some tickets.
174. What will be the main focus of the 10:30 A.M. meeting?
- (A) Developing a financial report  
(B) Expanding into new territories  
(C) Planning a future festival  
(D) Increasing the number of customers
175. What does Ms. Tervo say that she will do tomorrow?
- (A) Provide an update to a supervisor  
(B) Lead a discussion on finances  
(C) Develop a marketing strategy  
(D) Travel to Atlanta for business

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

|          |                   |
|----------|-------------------|
| To:      | Hathai Khwan      |
| From:    | Jim Frollo        |
| Date:    | July 15           |
| Subject: | Possible solution |

Dear Ms. Khwan,

Thank you for getting the team together so quickly to deal with the problem recently reported by passengers. The congestion in the departures area, particularly at check-in, has been an ongoing source of customer complaints. Some airlines, such as Sunleaf, have addressed similar problems at their gates by creating additional business-class lines for check-in. I suggest that instead we ask airlines to place more staff at their economy check-in lines. However, this would require more kiosks and counters. Without extensive remodeling, there just is not enough room here at Granite Springs Airport.

We need to put together a proposal for next month's budget meeting. I will let Ms. Pembroke know that we are working on a plan. It can be added to this year's budget.

The other issue we still need to discuss is adding more restaurants. Passengers continue to comment about that on surveys.

Thanks,  
Jim Frollo

## GSP Puts Travelers First

By Katherine Herncane

(October 10)—Earlier this month, news circulated that the management of Granite Springs Airport (GSP) was considering a big change that would shorten the time passengers wait in line without affecting the price of their ticket.

In a conversation with the *Granite Springs Journal* earlier this week, Airport Operations Chief Claire-Lise Pembroke confirmed that the airport will begin remodeling in the spring to expand the check-in counters for economy travelers. Her team is also planning upgrades to airport dining options.

"We are excited about the expansion, which will improve the experience for all of our passengers," Pembroke said. "The renovations should be completed by the end of next year."

176. According to the e-mail, what has been a consistent problem at Granite Springs Airport?
- (A) Flight delays caused by construction  
(B) Limited food selections on aircraft  
(C) Poorly managed gate areas  
(D) Complaints about the high cost of travel
177. In the e-mail, the word “room” in paragraph 1, line 7, is closest in meaning to
- (A) space  
(B) lodging  
(C) chance  
(D) location
178. What does the e-mail suggest about travelers at Granite Springs Airport?
- (A) They especially like traveling with Sunleaf Airlines.  
(B) They are content with the dining options at the airport.  
(C) They need to walk a long distance to get to airline gates.  
(D) They are regularly asked to provide feedback.
179. According to the article, what will remain the same after the renovations?
- (A) Food services  
(B) Gate numbers  
(C) Ticket prices  
(D) Check in areas
180. What is suggested about Mr. Frollo?
- (A) His remodeling experience will be useful in the spring.  
(B) His proposal will be implemented by the end of next year.  
(C) He recently started his position at the airport.  
(D) He will soon be interviewed by the *Granite Springs Journal*.

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

|             |                   |
|-------------|-------------------|
| TO:         | All employees     |
| FROM:       | Sirisha Rao       |
| DATE:       | 7 May             |
| SUBJECT:    | Event photographs |
| ATTACHMENT: | Order form        |

Dear Employees:

Photographs from Nitin Kumar's retirement party on 3 April are now available. To see the album, visit Happy Moon Photography's Web site at [happymoonphotography.co.in](http://happymoonphotography.co.in) and enter our company name and ID number (933704). You may order individual prints for ₹400 each, or choose from one of the four packages listed below.

- **Basic (₹1270):** Four 10x15 prints
- **Basic Plus (₹2150):** Four 10x15 prints and two 13x18 prints
- **To Share (₹4120):** Eight 10x15 prints and four 13x18 prints
- **For Everyone (₹7930):** Sixteen 10x15 prints and eight 13x18 prints

Enter discount code **10 PERCENT** in the coupon field at checkout when you order online and receive free shipping and a 10 percent discount. Alternatively, you may complete the order form attached to this e-mail and return it to me.

Photographs are available online for 30 days. For purchases after that time, please call Happy Moon's customer support line at 11 2679 5004.

Regards,  
Sirisha Rao, Special Events Coordinator

|          |  |
|----------|--|
| TO:      | Gurunath Pandit <gpandit@akrzindustries.co.in> |
| FROM:    | <service@happymoonphotography.co.in>           |
| DATE:    | 10 May   |
| SUBJECT: | Order number 38919                             |

Dear Mr. Pandit,

Thank you for ordering from Happy Moon Photography! Please review your completed purchase below. Your photographs should arrive in the mail no later than 23 May.

Event: Nitin Kumar Retirement Party, AKRZ Industries

Four 10x15 photographs of image 204: ₹1270

Discount 10 percent: -₹127

Total: ₹1143

Planning an event? Book one of our photographers before 15 June and receive a 20 percent discount.

- 181.** According to the first e-mail, what must employees do to view photographs of the party?
- (A) Enter an ID number  
(B) Open an attachment  
(C) Meet with a photographer  
(D) Contact customer support
- 182.** What is NOT true about the photographs of the party?
- (A) They can be purchased individually.  
(B) They were taken on April 3.  
(C) They are organized into four albums.  
(D) They will be available online for 30 days.
- 183.** Why was the second e-mail sent?
- (A) To provide a tracking number  
(B) To request a payment  
(C) To confirm a transaction  
(D) To promote a new service
- 184.** What package did Mr. Pandit most likely purchase?
- (A) Basic  
(B) Basic Plus  
(C) To Share  
(D) For Everyone
- 185.** What is indicated about Mr. Pandit?
- (A) He recently retired.  
(B) He plans corporate events.  
(C) He booked a photographer for June 15.  
(D) He entered a discount code online.

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

HAMILTON (3 February)—The Ruakura Training Centre (RTC) is relocating to the Springdale Industrial Park. Spokesperson Jax Wu said RTC hopes for a grand opening in May, with only a slight interruption of the usual course schedule.

The new facility, which offers training and accreditation for work in a variety of fields, including roadwork, mining, and construction, is opening at the right time, according to Mr. Wu. “There are numerous

job openings now in these specialized fields, especially around Hamilton,” Mr. Wu stated.

The new location will be more convenient for people to reach than RTC’s current building on Clarkston Road. There is a public transit stop directly in front of the industrial park, and there is free parking as well.

For more information, visit RTC’s Web site at [www.ruakuratc.co.nz](https://www.ruakuratc.co.nz).

The screenshot shows a web browser window with the URL <https://www.ruakuratc.co.nz> in the address bar. The page has a header with tabs for Home, News (which is selected), Course Offerings, and Register. Below the header is a main content area with a title and several course details.

**Ruakura Training Centre (RTC) Grand Opening**  
**Sunday, 16 August, 1:00 P.M. to 4:00 P.M.**

Join us on Sunday, 16 August, as we open our new centre at Springdale Industrial Park. Courses will begin on Monday, 17 August. See below for our first week's offerings. To register for any of these courses, go to the Register tab. If you have questions, e-mail our registrar, Ms. Phoebe Gordon, at [pgordon@ruakuratc.co.nz](mailto:pgordon@ruakuratc.co.nz). RTC can also train on-site at your location; for further details see the Course Offerings tab.

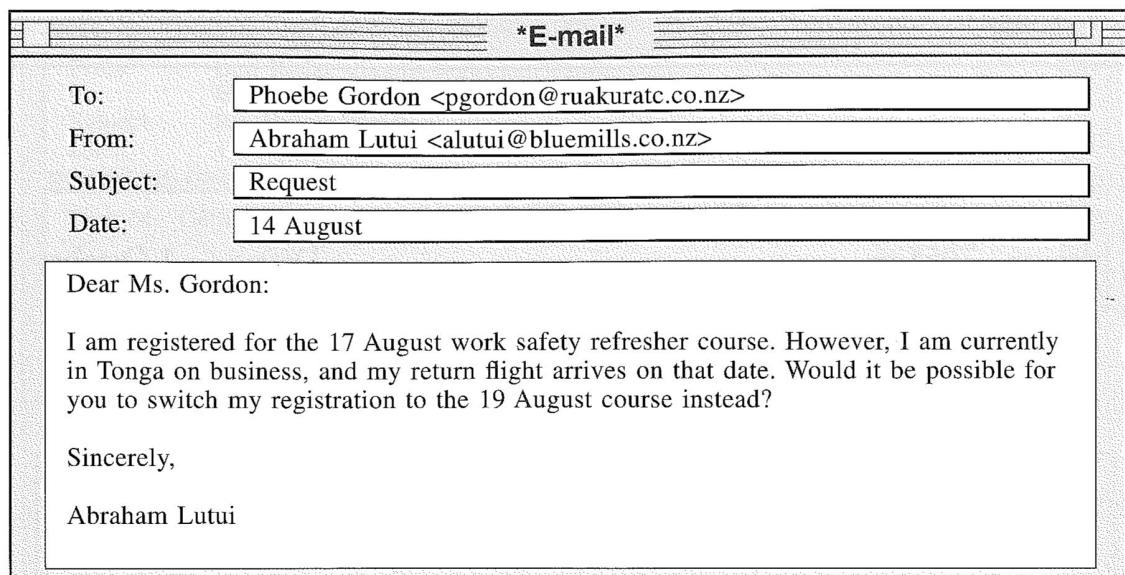
**17 August:** Work Safety Refresher, Mr. Jenkins, Instructor

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

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

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

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



186. What is the main focus of the article?
- (A) A company's closing celebration  
(B) A road improvement project  
(C) Advances in manufacturing technology  
(D) The relocation of a training facility
187. What does Mr. Wu mention in the article?
- (A) He will be teaching a new course.  
(B) Many jobs are available in the area.  
(C) Local transportation should be improved.  
(D) There is a problem with a parking structure.
188. What is suggested about RTC?
- (A) Its tuition fees have increased.  
(B) It is hiring new instructors.  
(C) The opening of its new location was delayed.  
(D) The registration period for classes was extended.
189. What is indicated about RTC's courses?
- (A) They are fully booked.  
(B) They are all two-day sessions.  
(C) They may be offered more than once per month.  
(D) They require full payment in advance.
190. What is most likely true about Mr. Lutui?
- (A) He is registered for Mr. Jenkins' course.  
(B) He previously worked at RTC.  
(C) He had to reschedule his flight.  
(D) He is interested in a travel career.

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

| <p style="text-align: center;"><b>Gleelan Commercial Cleaning</b><br/><b>632 Oakland St., Halifax, NS B3J 3J5</b><br/><b>www.gleelancleaning.com.ca</b><br/><b>Phone: 902-555-0111</b></p> |                                   |                         |  |
|--|-----------------------------------|-------------------------|--|
| <u>Invoice:</u> 705526   |                                   | <u>Date:</u> 1 October  |  |
| <u>Bill to:</u> Endora Gellis<br>Jant Advertising<br>1900 Barrington St., Suite 230<br>Halifax, NS B3J 1P2   |                                   | <u>Account:</u> 30056JA |  |
| Date of service  | Description                       | Price                   |  |
| 6 September  | Office cleaning                   | \$80                    |  |
| 13 September   | Office cleaning<br>Rug cleaning   | \$80<br>\$135           |  |
| 20 September   | Office cleaning                   | \$80                    |  |
| 27 September   | Office cleaning<br>Window washing | \$80<br>\$115           |  |
| Preferred customer discount (10%):   |                                   | -\$57                   |  |
| Balance due:   |                                   | \$513                   |  |
| For billing questions, please contact our billing manager at<br><a href="mailto:billing@gleelancleaning.com.ca">billing@gleelancleaning.com.ca</a> .                                       |                                   |                         |  |

|                 |  |
|-----------------|--|
| <b>From:</b>    | Endora Gellis <egellis@jantad.com.ca>                        |
| <b>To:</b>      | Gleelan Commercial Cleaning <billing@gleelancleaning.com.ca> |
| <b>Subject:</b> | Billing question   |
| <b>Date:</b>    | 2 October  |

Hello,

I am writing concerning the invoice we received at Jant Advertising yesterday. It appears there has been a mistake. We had requested that the windows be washed at the end of last month, but you had to cancel that particular service. However, a charge for it is included on the invoice. We would like to schedule the window washing for early this month, if possible, before the weather gets too cold. In the meantime, could you please send us a corrected invoice?

Best,

Endora Gellis  
Jant Advertising

E-Mail Message

From: Burt Radke <bradke@gleelancleaning.com.ca>  
To: Endora Gellis <egellis@jantad.com.ca>  
Subject: RE: Billing question  
Date: 3 October

---

Dear Ms. Gellis,

Thank you for contacting us regarding your September services. On behalf of our Billing Department, I would like to apologize for the mistake. You are correct that we canceled the window washing that was scheduled. There was a rainstorm on that day. We will remove the charge and send you a corrected invoice today. And because it was our error, please note that we will still provide the full discount that was listed on the invoice for September.

I have checked with the scheduling department, and they can reschedule your window washing for 11 October to coincide with your regular office cleaning. Please confirm if this is suitable for Jant Advertising.

Thank you for your continued business with us.

Sincerely,

Burt Radke  
Gleelan Commercial Cleaning

191. What does the invoice indicate about Jant Advertising?
- (A) It has its offices cleaned weekly.
  - (B) It recently moved to a new location.
  - (C) It replaced its carpeting in September.
  - (D) It had some windows repaired.
192. What amount does Ms. Gellis want removed from the invoice?
- (A) \$80
  - (B) \$115
  - (C) \$135
  - (D) \$513
193. According to Mr. Radke, why was a service canceled?
- (A) There were not enough cleaners available.
  - (B) The equipment was not functioning.
  - (C) There was a mistake on the schedule.
  - (D) The weather conditions were poor.
194. What is suggested about Jant Advertising?
- (A) It will receive \$57 off the full price.
  - (B) It is currently seeking experienced cleaning staff.
  - (C) Its offices will close early on October 11.
  - (D) It has multiple locations throughout the city.
195. Who most likely is Mr. Radke?
- (A) A window installer
  - (B) A billing manager
  - (C) An office cleaner
  - (D) A scheduling assistant

GO ON TO THE NEXT PAGE

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

**Listing Type:** Single-family properties

**Location:** Bonatra Acres in Windham County

**Last updated:** October 28

Bonatra Acres is a lovely residential community in Windham County featuring two-, three-, and four-bedroom single-family homes near schools, public transportation, and beautiful parks.

The Lalique and Grand Barron models feature an eat-in kitchen, a large living area, and a garage. The Andover model, the most affordable home, is a one-story home with a patio in the rear. The Mickala is a uniquely-styled home featuring upstairs bedrooms with oversized windows. The Harrison is a two-story model with modern upgrades.

#### Properties Currently Available for Sale

| Address           | Bedrooms | Bathrooms | Model        |
|-------------------|----------|-----------|--------------|
| 126 Hickory Drive | Three    | Two       | Grand Barron |
| 912 Birch Place   | Two      | One       | Andover      |
| 21 Lilac Lane     | Two      | One       | Mickala      |
| 108 Pine Avenue   | Three    | One       | Lalique      |



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

**From:** Chun Lai <chunlai@anymail.com>

**Date:** October 30

**Subject:** New place to live

Dear Ms. Sidkoff,

EMIK Properties comes highly recommended by my manager, David Mwabili, who worked with you to find his business property.

I am wondering whether you also sell residential properties in the area. My wife and I are looking to move to Windham County with our children to be closer to our jobs. We will need easy access to public transportation. I would be grateful if you could recommend some listings for reasonably priced homes in that area, ideally with two or more bedrooms and at least two bathrooms. I am available to visit homes on Wednesday mornings and Thursday afternoons.

Thank you,

Chun Lai

**June Preston, October 16**

I recently purchased a home from EMIK Properties and had the pleasure of working with Valerie Sidkoff, the company's owner. She patiently showed me many houses in my preferred area and was attentive to my needs. My only concern about EMIK Properties is that it seems to prioritize commercial clients over residential ones. The agency reserves Thursday and Friday afternoons to show exclusively commercial properties. While this did not affect me, it could be a problem for others looking to buy a home.

196. What does the listing indicate about Bonatra Acres?
- (A) It was built recently.
  - (B) It is located near parks.
  - (C) It features apartment units for sale.
  - (D) It is close to a city.
197. What Bonatra Acres model is currently unavailable?
- (A) The Lalique
  - (B) The Grand Barron
  - (C) The Andover
  - (D) The Harrison
198. What does the e-mail indicate about Mr. Lai?
- (A) He will be getting a new job soon.
  - (B) He heard about EMIK Properties from his supervisor.
  - (C) He owns EMIK Properties.
  - (D) He currently lives in Windham County.
199. What Bonatra Acres property best meets Mr. Lai's needs?
- (A) 126 Hickory Drive
  - (B) 912 Birch Place
  - (C) 21 Lilac Lane
  - (D) 108 Pine Avenue
200. When will Mr. Lai most likely visit properties?
- (A) On a Wednesday morning
  - (B) On a Wednesday afternoon
  - (C) On a Thursday morning
  - (D) On a Thursday afternoon

**Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.**

# ANSWER SHEET

수험번호

응시일자 : 20 년 월 일

## ETS® TOEIC® 토익® 정기 시험 예상문제집

|   |    |
|---|----|
| 수 | 한글 |
| 한 | 자  |
| 영 | 자  |
| 문 |    |

### Test 01 (Part 5~7)

|     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |      |      |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|
| 101 | 121 | 141 | 161 | 181 | 201 | 221 | 241 | 261 | 281 | 301 | 321 | 341 | 361 | 381 | 401 | 421 | 441 | 461 | 481 | 501 | 521 | 541 | 561 | 581 | 601 | 621 | 641 | 661 | 681 | 701 | 721 | 741 | 761 | 781 | 801 | 821 | 841 | 861 | 881 | 901 | 921 | 941 | 961 | 981  | 1001 |
| 102 | 122 | 142 | 162 | 182 | 202 | 222 | 242 | 262 | 282 | 302 | 322 | 342 | 362 | 382 | 402 | 422 | 442 | 462 | 482 | 502 | 522 | 542 | 562 | 582 | 602 | 622 | 642 | 662 | 682 | 702 | 722 | 742 | 762 | 782 | 802 | 822 | 842 | 862 | 882 | 902 | 922 | 942 | 962 | 982  | 1002 |
| 103 | 123 | 143 | 163 | 183 | 203 | 223 | 243 | 263 | 283 | 303 | 323 | 343 | 363 | 383 | 403 | 423 | 443 | 463 | 483 | 503 | 523 | 543 | 563 | 583 | 603 | 623 | 643 | 663 | 683 | 703 | 723 | 743 | 763 | 783 | 803 | 823 | 843 | 863 | 883 | 903 | 923 | 943 | 963 | 983  | 1003 |
| 104 | 124 | 144 | 164 | 184 | 204 | 224 | 244 | 264 | 284 | 304 | 324 | 344 | 364 | 384 | 404 | 424 | 444 | 464 | 484 | 504 | 524 | 544 | 564 | 584 | 604 | 624 | 644 | 664 | 684 | 704 | 724 | 744 | 764 | 784 | 804 | 824 | 844 | 864 | 884 | 904 | 924 | 944 | 964 | 984  | 1004 |
| 105 | 125 | 145 | 165 | 185 | 205 | 225 | 245 | 265 | 285 | 305 | 325 | 345 | 365 | 385 | 405 | 425 | 445 | 465 | 485 | 505 | 525 | 545 | 565 | 585 | 605 | 625 | 645 | 665 | 685 | 705 | 725 | 745 | 765 | 785 | 805 | 825 | 845 | 865 | 885 | 905 | 925 | 945 | 965 | 985  | 1005 |
| 106 | 126 | 146 | 166 | 186 | 206 | 226 | 246 | 266 | 286 | 306 | 326 | 346 | 366 | 386 | 406 | 426 | 446 | 466 | 486 | 506 | 526 | 546 | 566 | 586 | 606 | 626 | 646 | 666 | 686 | 706 | 726 | 746 | 766 | 786 | 806 | 826 | 846 | 866 | 886 | 906 | 926 | 946 | 966 | 986  | 1006 |
| 107 | 127 | 147 | 167 | 187 | 207 | 227 | 247 | 267 | 287 | 307 | 327 | 347 | 367 | 387 | 407 | 427 | 447 | 467 | 487 | 507 | 527 | 547 | 567 | 587 | 607 | 627 | 647 | 667 | 687 | 707 | 727 | 747 | 767 | 787 | 807 | 827 | 847 | 867 | 887 | 907 | 927 | 947 | 967 | 987  | 1007 |
| 108 | 128 | 148 | 168 | 188 | 208 | 228 | 248 | 268 | 288 | 308 | 328 | 348 | 368 | 388 | 408 | 428 | 448 | 468 | 488 | 508 | 528 | 548 | 568 | 588 | 608 | 628 | 648 | 668 | 688 | 708 | 728 | 748 | 768 | 788 | 808 | 828 | 848 | 868 | 888 | 908 | 928 | 948 | 968 | 988  | 1008 |
| 109 | 129 | 149 | 169 | 189 | 209 | 229 | 249 | 269 | 289 | 309 | 329 | 349 | 369 | 389 | 409 | 429 | 449 | 469 | 489 | 509 | 529 | 549 | 569 | 589 | 609 | 629 | 649 | 669 | 689 | 709 | 729 | 749 | 769 | 789 | 809 | 829 | 849 | 869 | 889 | 909 | 929 | 949 | 969 | 989  | 1009 |
| 110 | 130 | 150 | 170 | 190 | 210 | 230 | 250 | 270 | 290 | 310 | 330 | 350 | 370 | 390 | 410 | 430 | 450 | 470 | 490 | 510 | 530 | 550 | 570 | 590 | 610 | 630 | 650 | 670 | 690 | 710 | 730 | 750 | 770 | 790 | 810 | 830 | 850 | 870 | 890 | 910 | 930 | 950 | 970 | 990  | 1000 |
| 111 | 131 | 151 | 171 | 191 | 211 | 231 | 251 | 271 | 291 | 311 | 331 | 351 | 371 | 391 | 411 | 431 | 451 | 471 | 491 | 511 | 531 | 551 | 571 | 591 | 611 | 631 | 651 | 671 | 691 | 711 | 731 | 751 | 771 | 791 | 811 | 831 | 851 | 871 | 891 | 911 | 931 | 951 | 971 | 991  | 1001 |
| 112 | 132 | 152 | 172 | 192 | 212 | 232 | 252 | 272 | 292 | 312 | 332 | 352 | 372 | 392 | 412 | 432 | 452 | 472 | 492 | 512 | 532 | 552 | 572 | 592 | 612 | 632 | 652 | 672 | 692 | 712 | 732 | 752 | 772 | 792 | 812 | 832 | 852 | 872 | 892 | 912 | 932 | 952 | 972 | 992  | 1002 |
| 113 | 133 | 153 | 173 | 193 | 213 | 233 | 253 | 273 | 293 | 313 | 333 | 353 | 373 | 393 | 413 | 433 | 453 | 473 | 493 | 513 | 533 | 553 | 573 | 593 | 613 | 633 | 653 | 673 | 693 | 713 | 733 | 753 | 773 | 793 | 813 | 833 | 853 | 873 | 893 | 913 | 933 | 953 | 973 | 993  | 1003 |
| 114 | 134 | 154 | 174 | 194 | 214 | 234 | 254 | 274 | 294 | 314 | 334 | 354 | 374 | 394 | 414 | 434 | 454 | 474 | 494 | 514 | 534 | 554 | 574 | 594 | 614 | 634 | 654 | 674 | 694 | 714 | 734 | 754 | 774 | 794 | 814 | 834 | 854 | 874 | 894 | 914 | 934 | 954 | 974 | 994  | 1004 |
| 115 | 135 | 155 | 175 | 195 | 215 | 235 | 255 | 275 | 295 | 315 | 335 | 355 | 375 | 395 | 415 | 435 | 455 | 475 | 495 | 515 | 535 | 555 | 575 | 595 | 615 | 635 | 655 | 675 | 695 | 715 | 735 | 755 | 775 | 795 | 815 | 835 | 855 | 875 | 895 | 915 | 935 | 955 | 975 | 995  | 1005 |
| 116 | 136 | 156 | 176 | 196 | 216 | 236 | 256 | 276 | 296 | 316 | 336 | 356 | 376 | 396 | 416 | 436 | 456 | 476 | 496 | 516 | 536 | 556 | 576 | 596 | 616 | 636 | 656 | 676 | 696 | 716 | 736 | 756 | 776 | 796 | 816 | 836 | 856 | 876 | 896 | 916 | 936 | 956 | 976 | 996  | 1006 |
| 117 | 137 | 157 | 177 | 197 | 217 | 237 | 257 | 277 | 297 | 317 | 337 | 357 | 377 | 397 | 417 | 437 | 457 | 477 | 497 | 517 | 537 | 557 | 577 | 597 | 617 | 637 | 657 | 677 | 697 | 717 | 737 | 757 | 777 | 797 | 817 | 837 | 857 | 877 | 897 | 917 | 937 | 957 | 977 | 997  | 1007 |
| 118 | 138 | 158 | 178 | 198 | 218 | 238 | 258 | 278 | 298 | 318 | 338 | 358 | 378 | 398 | 418 | 438 | 458 | 478 | 498 | 518 | 538 | 558 | 578 | 598 | 618 | 638 | 658 | 678 | 698 | 718 | 738 | 758 | 778 | 798 | 818 | 838 | 858 | 878 | 898 | 918 | 938 | 958 | 978 | 998  | 1008 |
| 119 | 139 | 159 | 179 | 199 | 219 | 239 | 259 | 279 | 299 | 319 | 339 | 359 | 379 | 399 | 419 | 439 | 459 | 479 | 499 | 519 | 539 | 559 | 579 | 599 | 619 | 639 | 659 | 679 | 699 | 719 | 739 | 759 | 779 | 799 | 819 | 839 | 859 | 879 | 899 | 919 | 939 | 959 | 979 | 999  | 1009 |
| 120 | 140 | 160 | 180 | 200 | 220 | 240 | 260 | 280 | 300 | 320 | 340 | 360 | 380 | 400 | 420 | 440 | 460 | 480 | 500 | 520 | 540 | 560 | 580 | 600 | 620 | 640 | 660 | 680 | 700 | 720 | 740 | 760 | 780 | 800 | 820 | 840 | 860 | 880 | 900 | 920 | 940 | 960 | 980 | 1000 |      |

### Test 02 (Part 5~7)

|     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |      |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| 101 | 121 | 141 | 161 | 181 | 201 | 221 | 241 | 261 | 281 | 301 | 321 | 341 | 361 | 381 | 401 | 421 | 441 | 461 | 481 | 501 | 521 | 541 | 561 | 581 | 601 | 621 | 641 | 661 | 681 | 701 | 721 | 741 | 761 | 781 | 801 | 821 | 841 | 861 | 881 | 901 | 921 | 941 | 961 | 981 | 1001 |
| 102 | 122 | 142 | 162 | 182 | 202 | 222 | 242 | 262 | 282 | 302 | 322 | 342 | 362 | 382 | 402 | 422 | 442 | 462 | 482 | 502 | 522 | 542 | 562 | 582 | 602 | 622 | 642 | 662 | 682 | 702 | 722 | 742 | 762 | 782 | 802 | 822 | 842 | 862 | 882 | 902 | 922 | 942 | 962 | 982 | 1002 |
| 103 | 123 | 143 | 163 | 183 | 203 | 223 | 243 | 263 | 283 | 303 | 323 | 343 | 363 | 383 | 403 | 423 | 443 | 463 | 483 | 503 | 523 | 543 | 563 | 583 | 603 | 623 | 643 | 663 | 683 | 703 | 723 | 743 | 763 | 783 | 803 | 823 | 843 | 863 | 883 | 903 | 923 | 943 | 963 | 983 | 1003 |
| 104 | 124 | 144 | 164 | 184 | 204 | 224 | 244 | 264 | 284 | 304 | 324 | 344 | 364 | 384 | 404 | 424 | 444 | 464 | 484 | 504 | 524 | 544 | 564 | 584 | 604 | 624 | 644 | 664 | 684 | 704 | 724 | 744 | 764 | 784 | 804 | 824 | 844 | 864 | 884 | 904 | 924 | 944 | 964 | 984 | 1004 |
| 105 | 125 | 145 | 165 | 185 | 205 | 225 | 245 | 265 | 285 | 305 | 325 | 345 | 365 | 385 | 405 | 425 | 445 | 465 | 485 | 505 | 525 | 545 | 565 | 585 | 605 | 625 | 645 | 665 | 685 | 705 | 725 | 745 | 765 | 785 | 805 | 825 | 845 | 865 | 885 | 905 | 925 | 945 | 965 | 985 | 1005 |
| 106 | 126 | 146 | 166 | 186 | 206 | 226 | 246 | 266 | 286 | 306 | 326 | 346 | 366 | 386 | 406 | 426 | 446 | 466 | 486 | 506 | 526 | 546 | 566 | 586 | 606 | 626 | 646 | 666 | 686 | 706 | 726 | 746 | 766 | 786 | 806 | 8   |     |     |     |     |     |     |     |     |      |

ANSWER SHEET

수험번호

일정 : 20일

Test 03 (Part 5~7)

|     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 181 | 182 | 183 | 184 | 185 | 186 | 187 | 188 | 189 | 190 | 191 | 192 | 193 | 194 | 195 | 196 | 197 | 198 | 199 | 200 |
| 161 | 162 | 163 | 164 | 165 | 166 | 167 | 168 | 169 | 170 | 171 | 172 | 173 | 174 | 175 | 176 | 177 | 178 | 179 | 180 |
| 141 | 142 | 143 | 144 | 145 | 146 | 147 | 148 | 149 | 150 | 151 | 152 | 153 | 154 | 155 | 156 | 157 | 158 | 159 | 160 |
| 121 | 122 | 123 | 124 | 125 | 126 | 127 | 128 | 129 | 130 | 131 | 132 | 133 | 134 | 135 | 136 | 137 | 138 | 139 | 140 |
| 101 | 102 | 103 | 104 | 105 | 106 | 107 | 108 | 109 | 110 | 111 | 112 | 113 | 114 | 115 | 116 | 117 | 118 | 119 | 120 |

Test 04 (Part 5~7)

|     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 181 | 182 | 183 | 184 | 185 | 186 | 187 | 188 | 189 | 190 | 191 | 192 | 193 | 194 | 195 | 196 | 197 | 198 | 199 | 200 |
| 161 | 162 | 163 | 164 | 165 | 166 | 167 | 168 | 169 | 170 | 171 | 172 | 173 | 174 | 175 | 176 | 177 | 178 | 179 | 180 |
| 141 | 142 | 143 | 144 | 145 | 146 | 147 | 148 | 149 | 150 | 151 | 152 | 153 | 154 | 155 | 156 | 157 | 158 | 159 | 160 |
| 121 | 122 | 123 | 124 | 125 | 126 | 127 | 128 | 129 | 130 | 131 | 132 | 133 | 134 | 135 | 136 | 137 | 138 | 139 | 140 |
| 101 | 102 | 103 | 104 | 105 | 106 | 107 | 108 | 109 | 110 | 111 | 112 | 113 | 114 | 115 | 116 | 117 | 118 | 119 | 120 |

ETS® TOEIC® 토익® 정기시험 예상문제집

|    |  |
|----|--|
| 한글 |  |
| 한자 |  |
| 영자 |  |

ANSWER SHEET

수험번호

이율 : 응시일자 : 20 년

ETS® TOEIC® 토익® 정기시험 예상문제집

|    |    |    |
|----|----|----|
| 한글 | 한자 | 영자 |
| 정0 | 정0 | 정0 |

## Test 05 (Part 5~7)

## Test 06 (Part 5~7)