

LISTENING TEST

PART 1: For each question in this part, you will hear four statements about a picture in your test book. Then you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer.

1.



(A) (B) (C) (D)

PART 2: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C).

- | | | | | |
|----|---------------------------------------|-------------------------|-------------------------|-------------------------|
| 2. | Mark your answer on your answer sheet | <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C |
| 3. | Mark your answer on your answer sheet | <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C |
| 4. | Mark your answer on your answer sheet | <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C |
| 5. | Mark your answer on your answer sheet | <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C |
| 6. | Mark your answer on your answer sheet | <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C |
| 7. | Mark your answer on your answer sheet | <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C |
| 8. | Mark your answer on your answer sheet | <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C |

PART 3: You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

9. Where is the conversation taking place?
 - A. At a bakery
 - B. At an employment agency
 - C. At a farmers market
 - D. At a restaurant
10. What does the woman ask about?
 - A. An upcoming event
 - B. A project deadline
 - C. A delivery service
 - D. A job opening
11. What does the man remind the woman to do?
 - A. Register on a Web site
 - B. Send a document
 - C. Update a budget
 - D. Change an address
12. What is the man planning for next month?
 - A. A birthday dinner
 - B. An awards banquet
 - C. A retirement party
 - D. An office relocation
13. What does the woman say she will do?
 - A. Send a sample menu
 - B. Prepare a contract
 - C. Change a reservation
 - D. Speak to a manager
14. What will the man give to the woman?
 - A. A guest list
 - B. An e-mail address
 - C. A credit card number
 - D. An itinerary

PART 4: You will hear some talks given by a single speaker . You will be asked to answer three questions about what the speaker says in each talk . Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

15. What event is taking place?
 - A. A grand opening
 - B. A focus group
 - C. A food festival
 - D. A sales workshop
16. What does the speaker say is distinct about a coffee blend?
 - A. It is locally sourced.
 - B. It is available in glass bottles.
 - C. It comes in several different flavors.
 - D. It contains a lot of caffeine.
17. What is the speaker offering customers?
 - A. Free delivery
 - B. Two-day shipping
 - C. A full refund
 - D. A discount
18. Why is the speaker calling?
 - A. To ask how to fill out an application
 - B. To inquire about a delivery date
 - C. To report a problem with a product
 - D. To revise a billing address
19. What does the speaker say she is going to do next week?
 - A. Start a new job
 - B. Present at a conference
 - C. Have a dental examination
 - D. Take a trip
20. What does the speaker want the listener to do?
 - A. Provide an extended warranty
 - B. Return a phone call
 - C. Send a new catalog
 - D. Deliver a free sample

READING TEST

PART 5: 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.

21. Ms. Alshammari took a full hour to ____ each of the budget changes during the staff meeting.

- A. detail
- B. attend
- C. respond
- D. comply

22. Ms. Hyun is reviewing the training manual to see if updates ____.

- A. have need
- B. needing
- C. are needed
- D. to be needed

23. Due to a computer malfunction, financial statements issued ____ the week of March first to seventh may contain errors.

- A. among
- B. during
- C. under
- D. above

24. I have attached my résumé detailing my _____ experience in the hotel industry.

- A. extensive
- B. punctual
- C. prospective
- D. accepted

25. Ms. Budrow was promoted after ____ group recorded the highest revenue growth for the year.

- A. her
- B. hers
- C. herself
- D. she

26. Talk-Talk Cell Phone Company will soon be merging with its main ____.

- A. competitor
- B. competing
- C. competitive
- D. competitively

27. Payments to the Wendell Association will be considered late ____ they are received after January 1

- A. so
- B. by
- C. to
- D. if

28. In preparation for Mr. Kumar's retirement at the end of March, the Carolex Corporation will need to ____ a new facilities director.

- A. resume
- B. compete
- C. recruit
- D. conduct

29. Many businesses promote carpooling _____ traffic congestion.

- A. is prevented
- B. prevent
- C. to prevent
- D. prevented

30. Beginning on August 1, patients will be asked to complete a short survey _____ each visit.

- A. inside
- B. after
- C. where
- D. whenever

PART 6: 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 31-34 refer to the following email

To: Staff
From: Amy Henwith
Date: 15 January
Subject: Exciting news

Dear Staff,

Thanks for a great year! In case you haven't heard, Henwith Home Supply will be __ (31) __ our second store this spring. This additional retail site will be located in the shopping centre at the corner of Aberton Parkway and Sutton Avenue in Derbyshire. We will be accepting applications for cashiers and sales positions __ (32) __ 1 April. The personnel director will review applicants' qualifications from 2 April to 6 April, and __ (33) __ is scheduled to begin one week later. __ (34) __.

Best,
Amy Henwith, CEO
Henwith Home Supply

- 31.** A. moving
B. renovating
C. expanding
D. opening

- 33.** A. trainer
B. training
C. train
D. trained

- 32.** A. until
B. following
C. according to
D. for

- 34.** A. Feel free to share this news with any interested friends.
B. Make sure you have received all of the material.
C. Contact Henwith Home Supply if you are still waiting for a response.
D. Access to the main entrance will be blocked by construction.

PART 7: In this part you will read a selection of texts. Each text or set of texts is followed by several questions. Select the best answer for each question and choose the letter (A), (B), (C), or (D).

Questions 35-39 refer to the following Web page and e-mail

<http://www.mountainandforest.ca/custserv/shippinginfo>

[Clothing](#) | [Gear](#) | [Customer Service](#) | [About Us](#)

Mountain and Forest Company

The Leader in Quality Camping and Hiking Gear

Please note that most regular electronic or phone orders can be processed and made ready for shipping almost immediately. Custom and personalized orders may take up to five days for processing before they are shipped.

Please direct any questions or concerns to our customer service department at service@mountainandforest.ca. We will respond within 24 hours.

Our shipping rates:

Order cost with tax	Overnight shipping (1 day)	Express shipping (3 days)	Standard (6-8 days)
Under \$25	\$8	\$5	\$3
\$25 to \$100	\$13	\$7	\$5
Over \$100	\$18	\$15	FREE

To: service@mountainandforest.ca

From: jinheeshin@sharemail.ca

Date: 10 January

Subject: Order B75022

I recently placed an order for \$135 for hiking boots and a thermal jacket intended for a camping trip this weekend. According to the confirmation I received at the time of my purchase, my order should have arrived yesterday. Since I paid an additional fee for three-day shipping, I was expecting that my order would arrive in a timely fashion. As it has not, I am requesting a refund of the shipping cost. Additionally, if my order has not been delivered by tomorrow, please cancel my order as I will have to purchase similar items at a local shop.

Sincerely,
Jin-Hee Shin

- 35.** In the Web page, what is indicated about Mountain and Forest's shipping?
A. Standard shipping is free for orders under \$25.
B. Some shipped orders may take up to eight days to arrive.
C. The shipping cost depends on the total weight of an order.
D. Custom orders are not eligible for standard delivery.
- 36.** In the Web page, the word "direct" is closest in meaning to
A. address
B. supervise
C. prescribe
D. handle
- 37.** What is the purpose of the e-mail?
A. To suggest a new service policy
B. To inquire about an order packing error
C. To request a personalized item
D. To report a delivery problem
- 38.** How much did Ms. Shin pay for shipping?
A. \$5
B. \$8
C. \$15
D. \$18
- 39.** According to the e-mail, why might Ms. Shin decide to visit a local shop?
A. She expects to purchase her items for a lower price.
B. She wants to support businesses in her town.
C. She needs to have her items before a certain date.
D. She hopes to find a greater selection of sportswear.

Questions 40-41 refer to the following advertisement

<http://www.yummygoodfoods.com>

Yummy Good Foods

Is nutrition important to you?

Do you like high-quality, natural products?

Are you short on time?

Then consider our healthy, nutritional meals shipped right to your door! Yummy Good Foods is having a special one-time offer. We will send your first week of delicious meals from our Healthy. Meal menu with complimentary shipping!

Go to www.yummygoodfoods.com and enter code: BetterHealth4Me.

Offer valid through June with your first monthly purchase.

- 40.** What is the purpose of the advertisement?
A. To promote a store opening
B. To attract new customers
C. To announce a new menu
D. To report a Web site upgrade
- 41.** What is available through the month of June?
A. A diet analysis
B. A sample recipe
C. A free delivery
D. A magazine subscription