

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
3. Mark your answer on your answer sheet
4. Mark your answer on your answer sheet
5. Mark your answer on your answer sheet
6. Mark your answer on your answer sheet
7. Mark your answer on your answer sheet
8. Mark your answer on your answer sheet

Diagram illustrating the initial state of the system with three columns of circles:

- Column 1: 7 circles, all labeled 'A'.
- Column 2: 7 circles, all labeled 'B'.
- Column 3: 7 circles, all labeled '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. What is the woman preparing for?
A. A holiday raffle
B. A grand opening
C. A retirement party
D. A charity event
10. What does the man say he can do?
A. Rush an order
B. Apply a discount
C. Include some free samples
D. Set up a product display
11. What does the woman ask about?
A. Payment methods
B. Store hours
C. Return policies
D. Color options
12. Where is the conversation taking place?
A. At a vegetable farm
B. At an electronics store
C. At a motorcycle repair shop
D. At a grocery store
13. What does the woman ask the man to do?
A. Describe a phone
B. Show a receipt
C. Contact a manufacturer
D. Speak to a mechanic
14. What information does the woman give the man?
A. The price of an item
B. The name of a supervisor
C. The location of a product
D. The size of an order

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. Where does the announcement take place?
A. At a sports arena
B. At a concert hall
C. At an art museum
D. At a movie theater
16. Why does the speaker apologize?
A. A presenter has been delayed.
B. Some lights have gone out.
C. A sound system is broken.
D. A construction project is noisy.
17. What does the speaker offer listeners?
A. A promotional item
B. A parking voucher
C. Discounted snacks
D. Free tickets
18. Where is the speaker?
A. At a public library
B. At a history museum
C. At a community center
D. At a sports arena
19. What will happen next week?
A. A new exhibit will be set up.
B. A fund-raiser will take place.
C. A local election will be held.
D. A construction project will begin.
20. What are visitors encouraged to do?
A. Park on a side street
B. Wear ear protection
C. Donate money
D. Take photographs

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. This Friday, Zone Fly Cameras invites the public to a free aerial photography ____ .

- A. picture
- B. ticket
- C. action
- D. workshop

22. The judges for this year's screenplay competition include ____ from Hanovi Studios.

- A. represents
- B. representatives
- C. representative
- D. represent

23. Mr. Chandling will cover any time sensitive work ____ Mr. Tan is on vacation.

- A. along
- B. besides
- C. while
- D. then

24. New salespeople are instructed to research the businesses of ____ customers before contacting them for the first time.

- A. total
- B. potential
- C. equal
- D. factual

25. Some commuters were late because of the weather, but the road closures affected an even ____ number.

- A. great
- B. greater
- C. greatest
- D. greatly

26. Last year, the city ____ nearly 500 building permits to small-business owners.

- A. regarded
- B. issued
- C. performed
- D. constructed

27. Questwiz, the library's newest database, ____ a wide range of resource materials.

- A. contain
- B. contains
- C. container
- D. containing

28. The spreadsheet ____ data on retail sales during the fourth quarter is attached.

- A. contains
- B. contained
- C. containing
- D. containable

29. Please reserve room 200 for Monday afternoon, since the workshop is expected to ____ several hours.

- A. occur
- B. start
- C. hold
- D. last

30. Of the people who have publicly introduced ____ at the Carpentry Club meetings, about half are commercial contractors.

- A. their
- B. their own
- C. them
- D. themselves

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 e-mail

To: Multiple Recipients
From: Gold Star Bank
Subject: Gold Star Bank App
Date: 15 July

Dear Customer:

Here at Gold Star Bank, we take our customers and their needs seriously. As some of you know, we __ (31) __ technical difficulties with our mobile app. __ (32) __. The trouble started on 14 July when our system went down because of a software bug. We expect the app to be up and running __ (33) __ the next twenty-four hours. __ (34) __ banking transactions can be done at any of our branch locations, and our automated cash machines are also working. We apologize for any inconvenience.

Sincerely,
Ravi Chadda
Vice President of Customer Relations

- 31.** A. to experience
B. experiencing
C. had experienced
D. are experiencing

- 33.** A. if
B. within
C. as long as
D. above all

- 32.** A. Our engineers are working on this problem now.
B. The new mobile app is easy to use, and it is available for free.
C. We have several openings for customer service representatives.
D. We are announcing the opening of a new Gold Star Bank location.

- 34.** A. Unusually
B. Eventually
C. In the meantime
D. As an example

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 35-36 refer to the following advertisement.

★★★★★★★

VACANCY

The Golden Lagoon has been serving Montego Bay for 18 years. We are an award-winning restaurant with a reputation that spans the Caribbean. Currently we have vacancies for the position of waitstaff. Duties include taking customers' orders, serving food and beverages, preparing itemized bills, and accepting payments. Experience is preferred but not required. We offer an excellent hourly rate and flexible work schedule. Apply in person, supplying a résumé and three employment references.

The Golden Lagoon
Shahine Kincaid, Manager
135 Concertina Dr.
Montego Bay, Jamaica

Business hours: Monday-Friday, 11:00 A.M.-11:00 P.M.
Saturday and Sunday, noon - 10:00 P.M.

★★★★★★★

35. What is stated about The Golden Lagoon?

- A. It is closed on Sundays.
- B. It regularly has positions available.
- C. It has been in business for over a decade.
- D. It was bought by Ms. Kincaid eighteen years ago.

36. What is mentioned about job applicants?

- A. They will be working on a fixed schedule.
- B. They must go to the restaurant to file their job request.
- C. They must have worked in a restaurant before.
- D. They will learn how to cook Jamaican dishes.

Questions 37-38 refer to the following email.

To: Wayan Cahyo
From: Adi Athletic Club
Date: March 10
Subject: Acknowledgment

Dear Mr. Cahyo,
This is to acknowledge receipt of your letter dated March 5.
Your request has been processed. Your athletic club membership is scheduled to end on the date indicated below. You are welcome to use our facilities and attend group classes until then. Please be sure to clear out your locker of any personal belongings by this deadline.
Termination effective: March 31

Thank you.
Jordi Sommers, Customer Service Representative

37. What is the purpose of the e-mail?

- A. To correct some information
- B. To offer a membership discount
- C. To promote a new group class
- D. To confirm a cancellation

38. What must Mr. Cahyo do by March 31 ?

- A. Mail a check
- B. Empty a locker
- C. Write to an instructor
- D. Call Mr. Sommers

Questions 39-40 refer to the following messages

Dennis Beck (2:52 P.M.): Hi, Corinne. I just want to be sure that you saw the document I sent you. It's the combined market analysis and advertising proposal for the Keyes Elegant Home group. We're preparing it for tomorrow's presentation to the client.

Corinne McCall (2:53 P.M.): Yes, I have just downloaded it. Is this about their new line of tableware?

Dennis Beck (2:54 P.M.): Yes. I'd like you to read it over.

Corinne McCall (3:01 P.M.): No problem. Would you like me to revise anything, or do you want me to just check that it is all clear?

Dennis Beck (3:02 P.M.): Feel free to add information to the section "Advertising Strategies," since that is your area of expertise.

Corinne McCall (3:03 P.M.): Will do. I'll get it back to you before the end of the day.

39. At 3:01 P.M, what does Ms. McCall most likely mean when she writes, "No problem"?

- A. She did not have any issues logging on to her computer.
- B. She does not think a document has errors.
- C. She is willing to review a document.
- D. She has time to meet representatives from Keyes Elegant Home.

40. What type of work does Ms. McCall most likely do?

- A. Marketing
- B. Accounting
- C. Legal consulting
- D. Information technology services