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TOEIC® Listening and Reading Test



Read the directions on the back cover.

Do not break the seal until you are told to do so.

This test book and the answer sheet must be handed in separately as instructed at the end of the test.

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LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When 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. The statements will not be printed in your test book and will be spoken only one time.



Statement (C), “They’re sitting at a table,” is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.



2.



GO ON TO THE NEXT PAGE

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3.



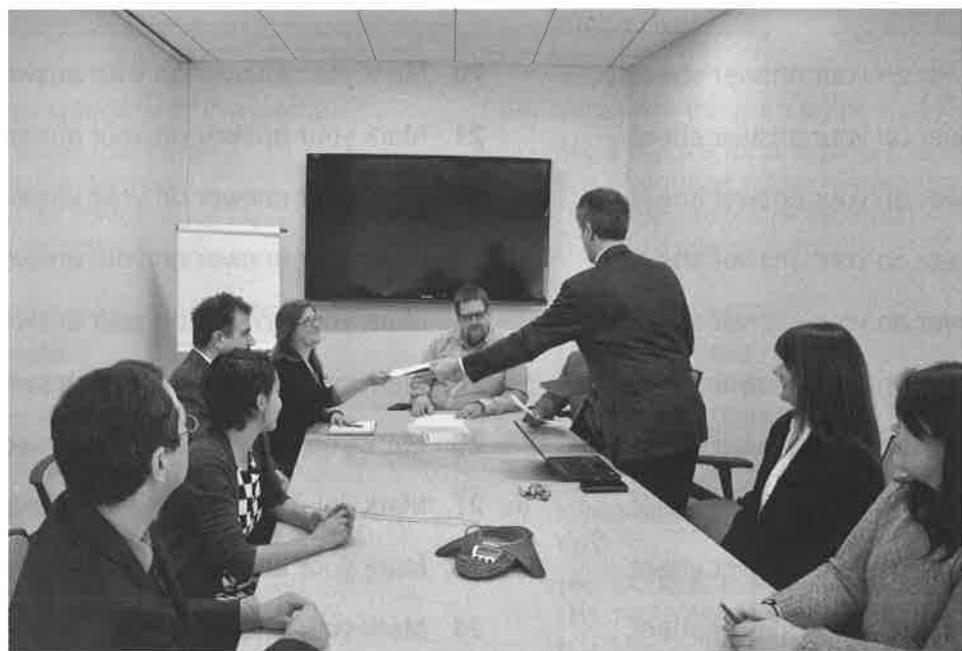
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4

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5.



6.



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PART 2

Directions: 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) on your answer sheet.

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
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27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

PART 3

Directions: You will hear some conversations between two or more 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. The conversations will not be printed in your test book and will be spoken only one time.

32. Why is the man speaking to the woman?

- (A) To locate some lost items
- (B) To negotiate a deadline
- (C) To decline an invitation
- (D) To ask for directions

33. What event is the man planning to attend?

- (A) A public lecture
- (B) A musical performance
- (C) A museum exhibit
- (D) A trade show

34. What does the woman advise the man to do?

- (A) Download a map of the area
- (B) Change his schedule
- (C) Make a reservation
- (D) Use another form of transportation

35. How did the man hear about Equal Fitness?

- (A) From a flyer
- (B) From a coworker
- (C) From a newspaper article
- (D) From a radio advertisement

36. According to the woman, how is Equal Fitness different from its competitors?

- (A) It offers lower prices.
- (B) It has upgraded equipment.
- (C) It has longer hours of operation.
- (D) It has many locations.

37. What will the man do in September?

- (A) Interview an athlete
- (B) Work with a personal trainer
- (C) Complete a certification class
- (D) Participate in a bicycle competition

38. What are the men trying to do?

- (A) Prepare for a videoconference
- (B) Purchase some electronics
- (C) Meet a vendor for lunch
- (D) Move some furniture

39. Who is the woman?

- (A) A business owner
- (B) An office manager
- (C) A store clerk
- (D) A new customer

40. What does the woman instruct the men to do?

- (A) Consult a manual
- (B) Write some reviews
- (C) Use a different room
- (D) Install a computer program

41. What goal does the man have?

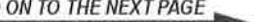
- (A) To learn another language
- (B) To work in a stationery shop
- (C) To get a promotion
- (D) To publish a book

42. What does the woman offer to do for the man?

- (A) Contact her friend
- (B) Check his work
- (C) Design publicity materials
- (D) Draft a proposal

43. What information does the man ask for?

- (A) A building location
- (B) A project timeline
- (C) A phone number
- (D) An e-mail address

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44. What type of business do the speakers work for?
(A) A bank
(B) A law firm
(C) A software company
(D) An employment agency
45. What did Haruki Ito suggest?
(A) Speaking to workers individually
(B) Taking some courses online
(C) Scheduling a management retreat
(D) Subscribing to a business journal
46. What does the woman say she will do?
(A) Read some applications
(B) Send out an interoffice memo
(C) Rearrange some slides
(D) Investigate some costs
-
47. What product are the speakers discussing?
(A) Energy drinks
(B) Casual clothing
(C) Sports equipment
(D) Kitchen appliances
48. According to the woman, what information was disappointing?
(A) A merger was postponed.
(B) Some television actors are unavailable.
(C) Membership at fitness centers decreased.
(D) Some sales figures were low.
49. What does the woman suggest doing?
(A) Finding a new supplier
(B) Offering additional sales training
(C) Advertising with social media
(D) Increasing some funds
-
50. According to the man, what caused some deliveries to be late?
(A) One of the company trucks broke down.
(B) There was a problem with an ordering system.
(C) Some packaging supplies ran out.
(D) Some files were misplaced.
51. What step does the man suggest adding to a procedure?
(A) Keeping a factory's inventory updated
(B) Conducting daily maintenance checks
(C) Sending text messages
(D) Gathering opinions from clients
52. What do the speakers agree to do this afternoon?
(A) Make an announcement
(B) Revise a manual
(C) Review some résumés
(D) Make some travel arrangements
-
53. What does the woman ask the man to do?
(A) Cancel an event
(B) Mail some invitations
(C) Check some graphs
(D) Research a complaint
54. What does the woman plan to do today?
(A) Hire a consultant
(B) Print some handouts
(C) Reserve a banquet hall
(D) Book a flight
55. Why does the woman say, "It's an important presentation, and I'm still pretty new here"?
(A) To express concern about doing a task alone
(B) To show that she is thankful for an assignment
(C) To provide a reason for canceling an event
(D) To ask the man for some advice
-

- 56.** Where are the speakers?
(A) At a staff meeting
(B) At a photo shoot
(C) At a product demonstration
(D) At an industry conference

- 57.** What project are the men working on?
(A) A documentary film
(B) A fund-raising campaign
(C) A financial report
(D) A Web-site redesign

- 58.** What does the woman say she was in charge of?
(A) Writing press releases
(B) Planning an internship program
(C) Reviewing user feedback
(D) Recruiting new employees
-

- 59.** What did a client dislike about some floor tiles?
(A) Their durability
(B) Their color
(C) Their shape
(D) Their price
- 60.** Why does the man say, "The contract states we'll be finished by the end of this week"?
(A) He will return some borrowed machinery soon.
(B) He is impressed by the progress of a renovation.
(C) He thinks a document is incorrect.
(D) He is worried about missing a deadline.

- 61.** What does the woman say she will do?
(A) Sign a contract
(B) Contact a customer
(C) Visit a site
(D) Reschedule a delivery
-



State Park Picnic Facilities	
Shelter Areas	Shelter Capacity
Twin Oaks	40 people
Meadowcroft	45 people
Elm Grove	50 people
Brookside	60 people

- 62.** What information about the picnic did the woman receive yesterday?
(A) The preferred dates
(B) The desired activities
(C) The amount of money budgeted
(D) The number of people attending
- 63.** Look at the graphic. Which shelter do the speakers choose?
(A) Twin Oaks
(B) Meadowcroft
(C) Elm Grove
(D) Brookside
- 64.** What does the man say he will take care of?
(A) Transportation
(B) Food options
(C) Entertainment
(D) Parking facilities
-

INVOICE

Frame Size	Cost
4 x 7 inch	\$40
8 x 8 inch	\$45
12 x 36 inch	\$60
23 x 18 inch	\$75
Total	\$220

Hong Kong to New York

FLIGHT	DEPARTS	ARRIVES
155	9:15 A.M.	1:05 P.M.
136	10:25 A.M.	2:00 P.M.
200	4:10 P.M.	8:10 P.M.
303	5:45 P.M.	9:40 P.M.

65. What does the woman say she will do with the framed photographs?
- (A) Decorate some offices
(B) Give them to colleagues
(C) Auction them at an event
(D) Exhibit them in a gallery
66. Look at the graphic. Which amount will be removed from the invoice?
- (A) \$40
(B) \$45
(C) \$60
(D) \$75
67. What does the man say his assistant will do?
- (A) Take some merchandise to a vehicle
(B) Photocopy some assembly instructions
(C) Add the woman to a mailing list
(D) Show the woman a new product

68. Why does the man apologize?
- (A) A refund will not be issued.
(B) A flight has no seats available.
(C) A ticket cannot be purchased online.
(D) A credit card cannot be processed.
69. Look at the graphic. What flight will the woman most likely take?
- (A) Flight 155
(B) Flight 136
(C) Flight 200
(D) Flight 303
70. What does the woman say she will do in New York?
- (A) Present at a conference
(B) Attend a retirement party
(C) Meet with some clients
(D) Conduct an interview

PART 4

Directions: 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. The talks will not be printed in your test book and will be spoken only one time.

71. What kind of business does the speaker manage?

- (A) A farm
- (B) A restaurant
- (C) A warehouse
- (D) A repair shop

72. Why should the listener come to work early tomorrow?

- (A) To receive a delivery
- (B) To greet a new employee
- (C) To check some equipment
- (D) To move some furniture

73. What does the speaker offer the listener?

- (A) A bus pass
- (B) Overtime pay
- (C) Some time off
- (D) Assistance with a project

74. What happened yesterday?

- (A) A store promotion began.
- (B) A city election took place.
- (C) An anniversary was celebrated.
- (D) A historic building was sold.

75. Why does the speaker say Plinkton Associates was selected?

- (A) It has several locations throughout the city.
- (B) It has experience doing difficult restorations.
- (C) It has built many hotel chains.
- (D) It will provide employment opportunities.

76. What is the city hoping to do?

- (A) Upgrade its transportation system
- (B) Train more building inspectors
- (C) Increase tourism
- (D) Improve community safety

77. What is the advertisement mainly about?

- (A) A moving sale
- (B) A sports competition
- (C) A street festival
- (D) A factory opening

78. What type of business is being advertised?

- (A) A shipping company
- (B) A car dealership
- (C) An electronics manufacturer
- (D) A sporting-goods store

79. According to the speaker, what can the listeners do on a Web site?

- (A) Print a coupon
- (B) Fill out a survey
- (C) Make a purchase
- (D) Confirm an address

80. What product is the speaker selling?

- (A) Filing cabinets
- (B) Label printers
- (C) Accounting software
- (D) A paper shredder

81. What does the speaker say the product will help avoid?

- (A) Losing customers
- (B) Misplacing shipments
- (C) Having a disorganized office
- (D) Using an outside vendor

82. What will the speaker do next?

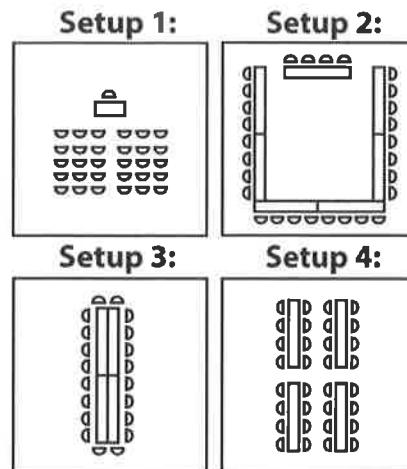
- (A) Complete a transaction
- (B) Give a demonstration
- (C) Show some charts
- (D) Hand out samples

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83. What does the speaker remind the listeners to do by Friday?
(A) Edit a report
(B) Update a client list
(C) Vote on a decision
(D) Submit a time sheet
84. What good news does the speaker mention?
(A) An order arrived early.
(B) Staff will receive bonus pay.
(C) Sales have gone up.
(D) Some clients provided positive feedback.
85. Why does the speaker say, “our clients from Michigan were here all week”?
(A) To ask for extra help
(B) To explain a delay
(C) To announce some good news
(D) To describe an upcoming project
-
86. What is the purpose of the talk?
(A) To recruit course instructors
(B) To introduce a new president
(C) To advertise a machine
(D) To welcome new students
87. What does the man recommend the listeners do?
(A) Print their résumés
(B) Apply for top-level jobs
(C) Choose a specific skill area
(D) Check job postings on the Internet
88. What will the listeners do next?
(A) Tour a facility
(B) Have some refreshments
(C) Meet a manager
(D) Watch a video
-
89. What is the message mainly about?
(A) Planning a party
(B) Revising some documents
(C) Renting a car
(D) Taking a cooking class
90. What does the speaker imply when he says, “You remember what happened, right”?
(A) He needs more details.
(B) He cannot complete a task.
(C) He does not want to repeat a mistake.
(D) He disagrees with some guidelines.
91. What is the speaker going to do tonight?
(A) Stop at a market
(B) Go to a friend’s house
(C) Visit a fitness center
(D) Eat at a restaurant
-
92. Why is the speaker qualified to host the show?
(A) She won a broadcasting award.
(B) She is widely published.
(C) She has many years of work experience.
(D) She studied with a famous economist.
93. Why does the speaker say, “participating in a trade show can be expensive”?
(A) To deny a request
(B) To acknowledge a common opinion
(C) To remind listeners to keep receipts
(D) To contradict an expert’s claim
-
94. What will the speaker most likely do next?
(A) Enter a contest
(B) Register for a trade show
(C) Give detailed suggestions
(D) Prepare a speech
-



95. Which department is the speaker calling?
- (A) Security
 - (B) Maintenance
 - (C) Accounting
 - (D) Human Resources
96. Look at the graphic. What information does the speaker say is incorrect?
- (A) 05735
 - (B) 328
 - (C) 214
 - (D) 555-0196
97. What does the speaker ask the listener to do?
- (A) Schedule a presentation
 - (B) E-mail some paperwork
 - (C) Print a directory
 - (D) Return a phone call
-



98. What kind of event is being organized?
- (A) A film screening
 - (B) A shareholders' meeting
 - (C) A science seminar
 - (D) An employee orientation
99. Why is the speaker expecting attendance to be high?
- (A) Some experts will be presenting.
 - (B) Product samples will be distributed.
 - (C) Many people have been hired.
 - (D) The venue is centrally located.
100. Look at the graphic. Which setup will be used in room 102-B?
- (A) Setup 1
 - (B) Setup 2
 - (C) Setup 3
 - (D) Setup 4
-

This is the end of the Listening test. Turn to Part 5 in your test book.

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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. Please list Dr. Gong's research results on the last slide ----- the presentation.
(A) of
(B) into
(C) between
(D) except
102. Due to the weather, there was a small ----- at the sculpture garden's grand opening.
(A) crowds
(B) crowding
(C) crowd
(D) crowded
103. Reasons for the increase in vehicle sales across the region are not ----- clear.
(A) smoothly
(B) entirely
(C) justly
(D) tightly
104. Weil Industries had many applicants for the new position, but few were -----.
(A) qualifications
(B) qualifies
(C) qualified
(D) qualify
105. ----- she no longer had to work every day, Ms. Destin had time to take art classes.
(A) Whereas
(B) Because
(C) Regardless
(D) Whether
106. Customer-service representatives are expected to respond within two hours to callers ----- leave a voice-mail message.
(A) who
(B) they
(C) their
(D) when
107. Construction on the Holton Inn can begin only ----- the construction plans are approved by the city zoning commission.
(A) from
(B) after
(C) with
(D) by
108. Haru Arakita has been acting ----- since he was 17 years old.
(A) profession
(B) professionals
(C) professionally
(D) professionalism
109. Mr. Alarcon usually ----- only with clients who have appointments, but he will make an exception in this instance.
(A) fits
(B) meets
(C) remarks
(D) appears

110. Ms. Ermacora received an award last week for outstanding ----- in architectural innovation.
- (A) achieves
(B) achieving
(C) achievement
(D) achievable
111. Although Sara Tana had planned to retire from the newspaper, she ----- writes a weekly column.
- (A) still
(B) ever
(C) anyway
(D) especially
112. Before merging with Gammin Brothers, Abatte Financial ----- a wide range of banking services.
- (A) offer
(B) to offer
(C) offering
(D) offered
113. Portman Medical Center employees must submit a renewal ----- for a parking space annually.
- (A) specification
(B) application
(C) donation
(D) provision
114. The vacant Gulfport power station and the ----- property are being redeveloped into a wind farm.
- (A) surround
(B) surrounds
(C) surrounding
(D) surroundings
115. ----- the canopy at Bilman Park was damaged by a storm last night, there will be very little shade at the company picnic.
- (A) Further
(B) However
(C) Instead
(D) Since
116. Etusko Cable's new system lets managers communicate in real time with technicians who are ----- service calls.
- (A) on
(B) there
(C) going
(D) over
117. The latest printer model ----- up to 5,000 black-and-white pages from a single ink cartridge.
- (A) invests
(B) produces
(C) limits
(D) classifies
118. The spring shoe line was featured in *Athlete Life* magazine, causing a ----- increase in demand.
- (A) considers
(B) considering
(C) considerably
(D) considerable
119. Although he studied biotechnology, Mr. Mori ----- works in Human Resources.
- (A) therefore
(B) now
(C) rather
(D) very
120. Ms. Fielding will be placing an order for name badges this week, ----- let her know if you need a replacement.
- (A) before
(B) so
(C) than
(D) to
121. The company exceeded projected -----, so employees received year-end bonuses.
- (A) earnings
(B) workers
(C) travels
(D) combinations
122. To help maintain the beauty of Pine Tree Provincial Forest, please carry out any trash generated ----- your visit.
- (A) here
(B) as
(C) while
(D) during
123. Because employee well-being is our number one priority, safety training is ----- for all staff.
- (A) liable
(B) premium
(C) ambiguous
(D) mandatory

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124. Engineers are trying to determine exactly ----- caused the building's power failure.

- (A) what
- (B) that
- (C) whose
- (D) those

125. ----- the rain stops by noon, the outdoor exhibition will be moved indoors.

- (A) Despite
- (B) Accordingly
- (C) Where
- (D) Unless

126. Many sellers ----- overprice their homes and are later forced to adjust the price.

- (A) strategy
- (B) strategize
- (C) strategic
- (D) strategically

127. The complete article was too long to post on the Web site, but a ----- version is available there.

- (A) condensed
- (B) duplicate
- (C) contented
- (D) sustained

128. Mr. Nakamura wondered whether the firm was doing ----- to ensure full compliance with the air-quality regulations.

- (A) such
- (B) other
- (C) enough
- (D) few

129. North Heath Hospital offers an ----- of medical services to meet the needs of patients.

- (A) array
- (B) entity
- (C) article
- (D) item

130. If a customer ----- to speak to a manager, the representative must transfer the call to a supervisor.

- (A) wish
- (B) will wish
- (C) was wishing
- (D) wishes

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 press release.

The Lancaster Report, hosted by Clancy Jervis and Delilah Woods, is a regional radio program providing up-to-date forecasts ----- other weather-related news. *The Lancaster Report* debuted six years ago with Jervis delivering the forecasts. It rose to the top-rated show in the Lancaster area when local journalist Woods ----- Jervis a few years later. As a result, program executives ----- to expand the focus of the show to include documentaries about weather-related topics. ----- . *The Lancaster Report* airs daily from 9:00 A.M. to 9:30 A.M.

131. (A) in detail
(B) as a result
(C) furthermore
(D) together with
132. (A) joined
(B) replaced
(C) introduced
(D) hired
133. (A) decision
(B) decided
(C) deciding
(D) decider
134. (A) Radio programming continues to evolve to meet the listeners' needs.
(B) Weather forecasts are also available through apps on mobile phones.
(C) The programs include interviews with meteorological specialists.
(D) National reports demonstrate a recent increase in radio ratings.

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Questions 135-138 refer to the following information.

Maysky Airlines Frequently Asked Questions

How do I know if my flight booking has been confirmed?

----- . If you have not received a confirmation e-mail, check your credit card statement. If no
135.

charge has been added to your card, it is ----- that your booking did not go through.
136.

----- , please contact us at 830-555-0168 so that we may look into the matter. Calls to this
137.
number are free of charge from a landline phone, but ----- that there may be charges for calls
138.
made from mobile phones.

- 135.** (A) Your flight details will be sent to the e-mail address you provided.
(B) Please include your confirmation number in all correspondence.
(C) There are several options for making changes to your itinerary.
(D) Incorrect charges will be removed from your account immediately.
- 136.** (A) right
(B) likely
(C) proper
(D) correct

- 137.** (A) Finally
(B) Moreover
(C) In contrast
(D) In this case
- 138.** (A) note
(B) noting
(C) noted
(D) notes

Questions 139-142 refer to the following memo.

To: All Parmetti Chemical Corp. Employees
From: Nina Parmetti
Date: March 14
Subject: Study Results

At yesterday's status meeting, a policy was introduced that will reduce company costs as well as enhance corporate image. The Research Team ----- results of their study at the meeting. They **139.** concluded that using office equipment designed to minimize environmental impact also reduces our operating costs. The study also found that customers tend to value companies that commit to environmental sustainability. Therefore, ----- will replace our current office electronics with **140.** updated devices. Additionally, the Purchasing Department will henceforth buy nontoxic cleaning supplies and packaging made of renewable resources. Our file folders, notepads, and other paper products will be made of recycled material. ----- . Over time, these measures will have a **141.** ----- effect on both the company and the environment. **142.**

- 139.** (A) revealed
(B) is revealing
(C) will reveal
(D) will have revealed

- 142.** (A) chemical
(B) positive
(C) foreign
(D) public

- 140.** (A) his
(B) it
(C) we
(D) your

- 141.** (A) The meeting ended early because the speaker was due elsewhere.
(B) This is because they require less energy than older machines.
(C) The growth of the renewable energy industry will create jobs.
(D) An advertising campaign will make customers aware of these changes.

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Questions 143-146 refer to the following letter.

3 February

Charles Faivre
Barlett Corporation
811 Bakersfield Way, Suite 32
Richmond, BC V7B 0A2

Dear Mr. Faivre,

----- . Barlett Corporation's learning management system has proven invaluable to us in the two
143. years since we adopted it. We ----- simple and effective ways to deliver and track employees'
144. training. Now that we partner with Barlett, we use the software to train new employees and evaluate their progress. Because the content is delivered online, employees can complete courses at their ----- pace. Thanks to your system's efficiency for both management and staff,
145. Lafayette Labs has been able to realize significant ----- in cost. We remain highly satisfied with
146. the system and look forward to continuing our partnership with Barlett Corporation going forward.

Sincerely,

Fei Chu
Founder and CEO, Lafayette Labs

- 143.** (A) Lafayette Labs is in urgent need of a new learning management system.
(B) It is my pleasure to provide this feedback on behalf of Lafayette Labs.
(C) Thank you for contacting me about open positions at Lafayette Labs.
(D) Lafayette Labs is a longtime provider of learning management software.
- 144.** (A) used to lack
(B) lack
(C) are lacking
(D) will lack

- 145.** (A) total
(B) hopeful
(C) preferred
(D) additional
- 146.** (A) solutions
(B) directions
(C) divisions
(D) reductions

PART 7

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

Questions 147–148 refer to the following information.

The screenshot shows a web browser window with the URL <http://www.nowprompt.com>. The page features a large logo 'NOW Prompt' with a small graphic of an envelope and a mail slot. Below the logo, there is a paragraph of text: 'Need your parcel delivered today? We guarantee delivery of urgent items anywhere in the country on the day you dispatch them. Just call us, and we will pick up your parcel at any time 24 hours a day. The calculator on our website will show you how much your delivery will cost. This quote is valid for the day it is calculated.' Underneath this, another text block reads: 'Upon dispatch, you will receive a unique number that you can use to track your parcel's progress, including where it is at a given moment and when it will arrive.'

147. What is included in the company's guarantee?

- (A) The price can be determined online.
- (B) Delivery is confirmed by text message.
- (C) Parcels will be picked up within one hour.
- (D) Frequent customers receive a discount.

148. What is the purpose of the unique number?

- (A) To estimate the cost of delivery
- (B) To make an online payment
- (C) To modify details of an order
- (D) To check the status of a delivery

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Questions 149–150 refer to the following notice.



The notice is framed by a thick black border. Inside, there is a decorative header with a scalloped edge containing the text "Ursula's Boutique". Below the header, the main text reads: "Everything at our downtown store must go! Ursula's Boutique is making way for new-season stock. All winter items must go! One-of-a-kind designer clothing and accessories are now available at factory prices. All items are 20%–50% off! Sale runs from February 4 to March 1. Hours: 10 A.M. to 6 P.M., Tuesday through Sunday; closed on Mondays. We are on the first floor of the skyscraper located at the corner of 12th Street and 3rd Avenue. Visit us online at: www.ursulasboutique.com. The background of the notice features vertical grey and white stripes, similar to the frame.

149. Who most likely issued the notice?

- (A) A store owner
- (B) A Web site designer
- (C) A factory floor manager
- (D) An advertising executive

150. What is suggested about Ursula's Boutique?

- (A) It is a new business.
- (B) It sells most of its merchandise online.
- (C) It offers monthly discounts.
- (D) It has a store in a city center.

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

E-mail

To:	Robert Liebkind
From:	Zoe Close
Date:	July 18
Subject:	Update

Good morning Robert:

Please update my calendar as there are a few changes that need to be made. My Tuesday interview e-mailed and asked me to reschedule. I am quite busy this week, and we are interviewing two other candidates, so let's not reschedule this just yet.

Because Barbara Henson will not be able to attend the Future Technology Symposium in London next week (Wednesday–Friday), I will be going in her place. I will need a train to London booked for Tuesday evening, preferably leaving after 6 P.M. and returning Friday evening after 8 P.M. Let me know if you have any questions.

Zoe

151. Why was the e-mail sent?

- (A) To confirm an interview
- (B) To revise a schedule
- (C) To plan a conference
- (D) To reserve a meeting room

152. What is Mr. Liebkind asked to do?

- (A) Reschedule an interview
- (B) Attend a symposium
- (C) Contact Ms. Henson
- (D) Make travel arrangements

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



Live Chat

Brad Wilson 9:20 A.M. Good morning, Ms. Gonzalez. How can I help you?

Ana Gonzalez 9:22 A.M. Hi. I got an e-mail confirming delivery of our Clavins tools order, but my office building has not received the package.

Brad Wilson 9:23 A.M. I'm sorry about that. Do you have the original order code?

Ana Gonzalez 9:25 A.M. Yes, here it is. A5X23.

Brad Wilson 9:30 A.M. Thank you. I see that Nuchaffe is a frequent customer. We appreciate your business. According to our order database, it appears that we sent that e-mail in error. The package shipped only this morning and should be delivered on Thursday.

Ana Gonzalez 9:34 A.M. That explains it. I wasn't expecting it to arrive this soon anyway. Thank you for your help.

153. What is indicated about Nuchaffe?

- (A) It is updating its customer database.
- (B) It has purchased from Clavins before.
- (C) It is a shipping company.
- (D) It employs Mr. Wilson.

154. At 9:34 A.M., what does Ms. Gonzalez most likely mean when she writes, "That explains it"?

- (A) She found the original order code.
- (B) She misunderstood an e-mail.
- (C) She learned why she did not receive a package.
- (D) She realized that an order had been canceled.

Questions 155–157 refer to the following e-mail.

E-Mail Message

From: Human Resources
To: Client Services Department
Subject: Spanish classes
Date: May 16

Good Afternoon,

The company's expansion to Argentina means that there will be more opportunities for interactions in Spanish with our new partners and clients. In order to prepare for this change, we will be offering free Spanish classes to staff members in our Client Services Department who will soon interact more often with Spanish speakers over the phone. These classes are optional, but we encourage you to take advantage of the chance to improve your language skills. We have partnered with the Forward Learning Language School, a top-ranked school here in Springfield that specializes in teaching languages for business purposes.

The classes will be held on-site, so no extra travel is required, and a light dinner will be provided. The school will offer three levels of business Spanish: intermediate, advanced, and professional. Participants will take a placement test to determine which class is most appropriate. Classes will be held in the early evenings on Tuesdays and Thursdays.

I hope you all take advantage of this great opportunity. Please let me know by Wednesday if you are interested.

Best,

Jarad Lerano
Human Resources
Ralence Global Technology

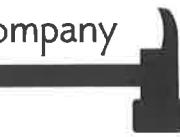
- 155.** Why is the company offering Spanish classes?
- (A) Several employees are moving to Argentina.
 - (B) A local language school provides free classes.
 - (C) The company is opening a new office in Argentina.
 - (D) Language learning is now part of the company's benefits package.
- 156.** What is suggested about some employees in the Client Services Department?
- (A) They travel as part of their job.
 - (B) They already speak some Spanish.
 - (C) They have attended classes at the Forward Learning Language School.
 - (D) They recently relocated to Springfield.

- 157.** What is NOT indicated about the classes?
- (A) Participants must pay for them.
 - (B) A meal will be served with them.
 - (C) They will meet two nights a week.
 - (D) They will be offered in three levels.

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Questions 158-160 refer to the following advertisement.

Franklynn Construction Company



Franklynn Construction Company specializes in architectural design and construction-project management. The firm was founded 40 years ago by Richard Franklynn, who moved to San Mateo to study architecture after learning the details of construction while working for another local contracting company.

In its early years, the company primarily designed and built single-family homes, but as business grew, Franklynn Construction started to produce multifamily apartment complexes. When Richard's oldest son, Peter Franklynn, assumed control of his father's firm eleven years ago, the company began to take on large commercial construction projects, eventually expanding operations to nearby Redwood City and southern San Francisco.

Franklynn Construction has a stellar reputation for designing and building sturdy, attractive structures, while working efficiently to keep prices low. For quality you can trust—and afford—choose Franklynn!

158. Where would the advertisement most likely be seen?
- (A) At an employment fair
 - (B) At an architecture school
 - (C) In a regional newspaper
 - (D) In a financial journal
159. What is probably true about Franklynn Construction Company?
- (A) It is a family-owned business.
 - (B) Its headquarters are in San Francisco.
 - (C) Its projects are mostly commercial buildings.
 - (D) It is going to merge with another company.
160. What is NOT mentioned as a change the company has experienced?
- (A) An increase in the number of locations it serves
 - (B) An expansion in the variety of structures it builds
 - (C) A change in leadership
 - (D) A revision to its pricing

Questions 161-163 refer to the following letter.

Alec Johnston
Ikto Equipment
North Branch Road
Oakes, North Dakota 58474

Dear Mr. Johnston,

Last month you received your final issue of *Dakota Monthly*. You have not yet sent us your renewal instructions. — [1] —. For the last five years, *Dakota Monthly* has established itself as the leading authority in the region on farming equipment, livestock news, and environmental best practices. — [2] —. We believe that the value of our publication to your business far exceeds the \$30 cost of an annual subscription. — [3] —. A special subscription offer card for 50 percent off our usual rate is enclosed. This offer is valid if you renew within the next 30 days. — [4] —. Don't miss out on the current information crucial to your business! Take advantage of our offer today.

Sincerely,
Elizabeth R. Schott
Subscription Services

- 161.** In what industry does Mr. Johnston likely work?

(A) Publishing
(B) Agriculture
(C) Financial services
(D) Environmental protection

- 162.** What does Ms. Schott offer?

(A) A gift certificate
(B) A free business consultation
(C) A chance to advertise in a magazine
(D) A subscription at a discount

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

"We hope that this is an oversight rather than an intentional decision."

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

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

E-mail

From: sophielin@tpmail.net
To: <undisclosed recipients>
Date: Tuesday, April 5
Subject: Sunday's Craft Fair

Dear Vendors,

I'm writing to inform you that the Almara Craft Fair, scheduled for this Sunday at Sinykin Park, has been canceled. An unfortunate combination of unfinished construction in the parking area and impending bad weather has left us with no choice but to postpone the event.

I was notified late last week by the Sinykin Parks and Recreation Department that the covered parking area we were intending to use is still under construction and will not be ready in time for the event. I was told that we could use the overflow parking lot across the street instead, but it is not paved. Unfortunately, the heavy rainstorms that are forecast for this weekend will make that area impractical to use.

I realize that the event flyers said "rain or shine," but we simply cannot hold the event under these circumstances. I am very sorry. Note that this is out of the hands of the organizing committee, as Sinykin Park officials were the ones who made the call.

I am hopeful that we can reschedule for sometime in June and that you will be able to join us then. In the meantime, you can expect a reimbursement check for the registration fee that you paid in March. Please let me know if your address has changed, as the check will be sent to the address you included on the registration form.

Sincerely,

Sophie Lin

- 164.** Who most likely is Ms. Lin?
- (A) A park official
 - (B) An event organizer
 - (C) An artist
 - (D) A construction contractor
- 165.** What is suggested about the unpaved parking area at Sinykin Park?
- (A) It is difficult to find.
 - (B) It is being expanded.
 - (C) It is not usable in rainy weather.
 - (D) It is accessible by public transportation.
- 166.** The word "call" in paragraph 3, line 3, is closest in meaning to
- (A) sound
 - (B) phone
 - (C) contact
 - (D) decision
- 167.** What will Almara Craft Fair vendors receive?
- (A) A flyer
 - (B) A refund
 - (C) A registration form
 - (D) A revised event schedule

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

The screenshot shows a simulated online chat interface with four participants: Juno Weber, Mae Chang, Sam Panter, and Ruben Mendez. The messages are timestamped from 10:14 A.M. to 10:23 A.M. Juno Weber initiates the discussion about moving the team meeting due to low sales. Mae Chang suggests preparing products. Juno Weber proposes expanding the catalog to include more products like paper supplies. Sam Panter adds that businesses need cleaning products. Ruben Mendez agrees and suggests looking into paper products for break rooms. Mae Chang thinks they could sell microwaves or coffee makers. Juno Weber encourages presenting ideas and doing research. Ruben Mendez says he will send guidelines by email.

Juno Weber [10:14 A.M.] Hi everyone. I'd like us to start thinking now about our team meeting on Friday. Sales have been down lately. We should consider moving in a new direction.

Mae Chang [10:15 A.M.] What should we have prepared?

Juno Weber [10:16 A.M.] Since the demand for office supplies is decreasing, expanding the McDougal's catalog to include more products could be a smart move on our part.

Sam Panter [10:17 A.M.] Businesses will always need products for day-to-day cleaning.

Ruben Mendez [10:18 A.M.] I think this is a great idea. Maybe we can also look into paper products and supplies for use in break rooms.

Mae Chang [10:19 A.M.] I agree. We could even sell appliances like microwaves or coffeemakers.

Juno Weber [10:21 A.M.] Good ideas all. At the meeting I'd like each of you to present your own idea. Research suppliers and costs and include that in your presentation. I'll need that information later to provide a preliminary budget to management along with the proposal.

Ruben Mendez [10:21 A.M.] Sure thing.

Juno Weber [10:23 A.M.] Let me know if you have any questions. I'll send you some guidelines by e-mail.

168. What type of products does McDougal's currently sell?
(A) Kitchen appliances
(B) Office supplies
(C) Hot beverages
(D) Cleaning materials
169. At 10:14 A.M., what does Ms. Weber most likely mean when she writes, "We should consider moving in a new direction"?
(A) The company should relocate its headquarters.
(B) The meeting should be held in a different room.
(C) The company should sell a wider range of items.
(D) The meeting should focus on other topics.
170. What will Mr. Mendez most likely do next?
(A) Approve a budget
(B) Do some research
(C) Send an e-mail to Ms. Weber
(D) Write a proposal
171. What will Ms. Weber give to the management team?
(A) A list of recent purchases
(B) A detailed plan for updating the break room
(C) Recommendations for hiring new staff
(D) Information about product suppliers

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Tonkero Plant to Open

SUDBURY (10 May)—Japanese automaker Tonkero plans to open a third manufacturing facility in Ontario, Canada, in June. It will be located on East Borden Street in Sudbury, at the former site of aircraft-part manufacturer Anhinga Consolidated. — [1] —.

“Because of its large number of skilled workers, Sudbury is an ideal place to locate the Tonkero plant,” said Fumio Ochi, regional division head. “We are looking forward to continuing our

infrastructure investments in Ontario with this new facility. We are very excited to expand in this region, where we enjoy excellent rapport with local officials.”

— [2] —.

The Kyoto-based automaker also built a facility near the city of Atlanta, in the United States. And plans are underway to build a plant in Mexico early next year.

— [3] —. Cities there that are under consideration include Tecate and Cuernavaca. — [4] —.

172. What advantage of the new location does Mr. Ochi mention?

- (A) The reasonableness of energy costs
- (B) The proximity to an airport
- (C) The availability of potential employees
- (D) The opportunity to redesign a building

173. Where is Tonkero's main office?

- (A) In Sudbury
- (B) In Atlanta
- (C) In Tecate
- (D) In Kyoto

174. According to the article, what does the company hope to do in the future?

- (A) Expand into Mexico
- (B) Announce a new vehicle model
- (C) Merge with another manufacturer
- (D) Increase marketing efforts in the United States

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

"The others are in the towns of Afton and Bellingdale."

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

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

The screenshot shows a web browser window with the URL <http://www.coltbanking.com> in the address bar. The page title is "Financial Literacy Workshops" and it is "Sponsored by Colt Banking and Myers-Spring Financial Services". The text describes the workshops as free, offered to customers, and limited to the first 30 registrants. It also mentions that attendees will receive an insulated tote bag. Below this, a schedule table lists four sessions:

Date	Time	Topic	Facilitator	Location
10 March	1:00 P.M.-3:00 P.M.	Introduction to Small-Business Loans	Justin Cho	MSFS Conference Room
17 March	2:00 P.M.-4:00 P.M.	Home-Buying Basics	Norbert Montero	MSFS Conference Room
23 March	5:30 P.M.-7:00 P.M.	Technology to Track Personal Expenses	Tamisha Jones	MSFS Conference Room
24 March	5:30 P.M.-7:00 P.M.	Understanding Interest Rates	Marie Gonzalez	MSFS Conference Room

The email message is as follows:

To: hakiyama@redeaglecatering.com
From: customerservices@coltbanking.com
Date: 4 March
Subject: Workshop registration
Attachment: Akiyama-1

Dear Mr. Akiyama,

Thank you for registering for our finance workshop. We are confident you will receive worthwhile information about how to obtain financing to grow your business. You will be able to employ this information immediately.

Attached is proof of your workshop registration. Directions to the venue are available on our Web site. When you arrive at the location, report to the attendant on duty, who will direct you to the parking area. Then proceed to the main lobby and follow the signs to the workshop.

Colt Banking thanks you for your business. We appreciate having you as a customer.

Customer Services
Colt Banking

- 176.** According to the Web site, what is being offered?
(A) Opportunities to improve financial knowledge
(B) Information about regional community services
(C) A software program to help with budgeting
(D) One-on-one consultations with experts
- 177.** What is NOT indicated about the workshops?
(A) They are intended for customers of Colt Banking.
(B) They will be offered in future months.
(C) They are held at two locations.
(D) They are provided by Colt Banking and MSFS.
- 178.** Who will facilitate the event Mr. Akiyama is planning to attend?
(A) Mr. Cho
(B) Mr. Montero
(C) Ms. Jones
(D) Ms. Gonzalez
- 179.** In the e-mail, the word “employ” in paragraph 1, line 3, is closest in meaning to
(A) solve a problem
(B) provide a job
(C) use
(D) create
- 180.** What document is attached to the e-mail?
(A) Driving directions
(B) A participant confirmation
(C) Proof of attendance
(D) A list of upcoming workshops

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

From:	Marshall Lardner <mlardner@halebryant.com>
To:	Hale Bryant Company Employees
Date:	Monday, November 5, 4:23 P.M.
Subject:	Notification regarding Nov. 9

Dear Colleagues,

Computer software updates will be released to all company computers on Friday, November 9, beginning at 2:00 P.M. All computers linked to the main network will be updated. Those in the accounting, human resources, and marketing departments are of particular concern, as programs running on them may be adversely affected.

Please save your important computer files before 2:00 P.M., as all computers will be automatically restarted when the updates are complete. For anyone using a program that requires the system to run continuously, please note that the updates may cause loss of data. Thus, we recommend that you check your calendar and plan accordingly in order to avoid using those programs Friday afternoon. If you will be taking vacation or a personal day on Friday, the updates will be applied the next time you start your computer.

If you have any questions, please contact my assistant, Alisha Sawyer, at the technology support office at extension 5810 or by e-mail at asawyer@halebryant.com.

Marshall Lardner

From:	Dina Torres <dtorres@halebryant.com>
To:	Tsung-Han Chiu <thchiu@halebryant.com>
Date:	Tuesday, November 6, 9:16 A.M.
Subject:	Vendor checks

Dear Mr. Chiu,

I'm writing to inform you about a possible problem issuing this week's checks for our vendors. I usually schedule this process to run on Fridays. In light of Mr. Lardner's e-mail yesterday, the timing of this week's check production will have to be changed to avoid interrupting the process. I will be out of the office tomorrow and Thursday attending a bookkeeping certification training. I could run the job this afternoon, which would mean that any voucher received later this week would have to wait until next week's cycle to be paid. Or alternatively, I could run the job on Monday, November 12. However, if I wait, there is a chance some of the large vendor payments due on November 15 will not be mailed on time. Please let me know what you think would be the best plan of action, and I'll proceed accordingly.

Dina Torres

- 181.** What is the purpose of the first e-mail?
- (A) To explain how to install a software program
 - (B) To provide a solution to a scheduling problem
 - (C) To prepare employees for possible computer performance issues
 - (D) To inform employees that they must update their vacation calendars
- 182.** In what department does Mr. Lardner work?
- (A) Accounting
 - (B) Marketing
 - (C) Human Resources
 - (D) Technology Support
- 183.** Why most likely does Ms. Torres want to reschedule a task?
- (A) She does not want to lose information.
 - (B) Her computer is not working.
 - (C) She received a vendor request for immediate payment.
 - (D) She has two meetings scheduled at the same time.

- 184.** According to Ms. Torres, what is a possible date for the task to be rescheduled?
- (A) November 6
 - (B) November 8
 - (C) November 9
 - (D) November 15
- 185.** What is Ms. Torres planning to do on November 7?
- (A) Take a vacation day
 - (B) Attend an educational meeting
 - (C) Communicate with a vendor
 - (D) Process additional payments

Olvan Roofing Supplies

For decades, roofers and contractors have considered Olvan Roofing Supplies a trusted source of metal roofing panels. The following list describes some of our most popular options.

Golvex Plus is durable, quick to install, and comes in 18 attractive colors.

Master Crimp is similar to Golvex Plus, but color choices are limited (white, tan, and gray). The corrugated ribs are also closer together than those in the Golvex panels.

Lock Rib panels fasten together with clips, eliminating the need for screws. They are best installed by trained professionals, as panels can be tricky to align.

Pitch Protect is recommended for gradually sloping roofs. Its slick surface ensures adequate rainwater drainage.

See our catalog for detailed specifications and pricing. Contact us at 412-555-0129 or contact@olvanroofing.com with questions about these or other products. We can also recommend appropriate insulation and equipment.

Note: When purchasing roofing materials, it is important to remember that different panels have different degrees of overlap. Our simple roofing calculator can give you an instant estimate of how many panels are needed. Just visit <http://www.olvanroofing.com/calculator> and enter the surface area of your roof and the product you intend to use.

To:	contact@olvanroofing.com
From:	azapata@gmbacontracting.com
Date:	Monday, Oct. 22
Subject:	Order question

Dear Olvan Representative:

I placed order #096759 yesterday, which included some dark blue roofing panels. My client called me back this morning with a question. She wonders if her steep, south-facing roof will become too hot during the summer and make her home difficult to air-condition. I told her that in theory, lighter-colored roofs reflect more sunlight and are therefore better for warm climates. Can you tell me what your experience has been with this type of panel? She likes the color and would probably prefer not to switch.

Also, the last time I ordered from Olvan Roofing, someone directed me to a page on your Web site where I could download various instructions for installation. Because I have not used this brand before, I am concerned about correct placement for the screws. Can you send me a link to that page?

Aaron Zapata

To:	azapata@gmbacontracting.com
From:	llewis@olvanroofing.com
Date:	Monday, Oct. 22
Subject:	RE: Order #096759

Dear Mr. Zapata:

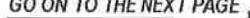
I am glad you inquired. The panels that you ordered actually have coating that reflects sunlight. We know of several buildings in your area that have installed the same panels in black and dark green. There have been no complaints about their interior spaces overheating. There is still time to adjust the order, though, if your client reconsiders. Just let me know by the end of the day.

In regard to the link you requested, we are now advising customers to consult the different manufacturers' Web sites because they have the most up-to-date information about specific materials.

Thanks for your business!

Lydia Lewis

186. According to the brochure, how can customers determine how many panels to buy?
- By sending an e-mail
 - By downloading a chart
 - By using an online tool
 - By calling a professional roofer
187. What aspect of the panels does Mr. Zapata need more information about?
- Their tendency to retain heat
 - Their ability to block moisture
 - Their likelihood of discoloration
 - Their weight compared to other products
188. What type of roofing did Mr. Zapata most likely order for his client?
- Golvex Plus
 - Master Crimp
 - Lock Rib
 - Pitch Protect
189. According to Ms. Lewis, why would Mr. Zapata need to contact her again on October 22?
- To request a refund
 - To change an order
 - To track a shipment
 - To confirm a payment
190. What is suggested about the installation instructions?
- Mr. Zapata has misplaced his copy of them.
 - Olvan Roofing will e-mail them to Mr. Zapata.
 - They include a list of recommended equipment.
 - They have been removed from Olvan Roofing's Web site.

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Questions 191-195 refer to the following article excerpt, instructions, and e-mail.

Travel the World magazine, February issue

Meet This Year's Top Mobile Applications for Travelers

#1: The Travel Journey mobile app is a refreshing new way to collect your travel photographs. Ideal for frequent travelers, it takes the hassle out of organizing and sharing photos with an attractive and user-friendly interface.

When travelers take a digital photo with a mobile device, Travel Journey automatically uploads it and labels it by date and location, using the mobile device's location function. The app places each photo in a virtual book for that trip, creating a record of the user's travels. The user can then access each book to add details and stories related to the trip. Users can also add special packages enabling them to apply borders, stickers, and labels to photos. One popular sticker package includes international landmarks such as the Eiffel Tower, the Grand Canyon, and Mount Fuji. All photo books are backed up to the app's server. The app charges users for storage, backup, and security features. A basic Hobbyist plan starts at \$10 per month, but it provides only 2GB of storage. Other plans with greater storage capacity are available at higher prices.

Thank you for purchasing the Travel Journey mobile app! Follow the instructions below to get started. Once you have completed your personal profile, you can create your photo books in your virtual studio. Remember, gift subscriptions are available. If you would like to give Travel Journey to a friend, visit www.traveljourneyapp.com/gifts. Travel Journey wishes you happy travels!

Personal Information

Name: Ms. Ae-Jeong Kim

E-mail: akim@aspenmarketing.net

Phone: 718-555-0112

How often do you travel: 8+ times a year

Do you ever travel internationally? Yes

Most Frequent Travel Destinations:

Paris, Tokyo, Chicago, San Francisco, Beijing, Miami

Preferred Plan:

Hobbyist: \$10/month

Enthusiast: \$15/month

Professional: \$20/month X

Advanced Pro: \$30/month

To:	akim@aspenmarketing.net
From:	customersupport@traveljourneyapp.com
Date:	March 15
Subject:	Annual Notice

Dear Travel Journey Customer:

Please note the following changes to plan subscriptions. Most of our monthly plan prices will increase this year. This will allow us to make important changes to our services, including adding more photo filter choices and five more languages. In addition, Professional and Advanced Pro subscribers will soon be able to order more special packages, including printed postcard and printed photo album packages. Our new prices, effective on May 1, are as follows:

Plan	Storage Capacity	Monthly Fee
Hobbyist	4GB	\$10
Enthusiast	7GB	\$20
Professional	12GB	\$25
Advanced Pro	36GB	\$40

Current subscribers to the Professional and Advanced Pro plans will receive one free printed photo album. Questions? Please contact us at customersupport@traveljourneyapp.com.

191. According to the article excerpt, what does the Travel Journey mobile app allow users to do?
- (A) Purchase custom-designed cameras
 - (B) Store digital photos
 - (C) Plan travel itineraries
 - (D) Keep track of purchases
192. What does the article excerpt suggest about the Travel Journey mobile app?
- (A) It can be used only with certain brands of mobile phones.
 - (B) It is the least expensive app of its type.
 - (C) It has received high ratings for the past five years.
 - (D) It can access functions in a user's mobile device.
193. Why is Ms. Kim eligible to receive a free photo album?
- (A) She won a photography contest.
 - (B) She subscribes to the Travel Journey Professional plan.
 - (C) She visited an international landmark.
 - (D) She gave a Travel Journey gift subscription to a friend.
194. What is NOT mentioned in the e-mail as a reason for the change in pricing?
- (A) Increasing the number of photograph filters
 - (B) Adding more language options
 - (C) Making the app available in more countries
 - (D) Offering more special packages
195. What specific change is being made to the Hobbyist plan?
- (A) The storage capacity is being increased.
 - (B) The number of photo books a user can create is being reduced.
 - (C) Security features are being improved.
 - (D) Users' payments will start being collected on a yearly basis.

GO ON TO THE NEXT PAGE 

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

To:	Kabelo Williams <kwilliams@udsa.capetown.co.za>
From:	Candace Marijn <cmarijn@marijnplans.co.za>
Re:	Rate quote
Date:	Monday, 19 January
Attachment:	Quote

Hello, Mr. Williams.

Thank you for contacting me regarding your upcoming Urban Designers of South Africa banquet here in Cape Town. I have attached prices from a variety of restaurants that could serve you well. As requested, a French restaurant is included. We have not used it before, but a colleague recommended it.

Please submit your payment in full by Friday, 23 January, in order to lock in the quoted rates. It is a pleasure to be working with you on your event.

Sincerely,

Candace Marijn

Dining Options Price Quote				
Prepared for: Urban Designers of South Africa			Number of guests: 25	
Banquet type: Five course			Event date: 9 April	
Restaurant	Cuisine Type	Special Features	Rate per Guest	Total Charge
<i>Summit Cuisine</i>	Asian Fusion	Outdoor terrace seating available	R500	R12,500
<i>Harlow Run</i>	Vegetarian	Fully customizable catering menu	R750	R18,750
<i>Penguin Landing</i>	Seafood	Walking distance to transportation	R1000	R25,000
<i>Bistro Number One</i>	Italian	Banquet room seats up to 40 people	R1250	R31,250
<i>Brasserie Table Mountain</i>	French	Live piano music included	R1500	R37,500

All listed rates include the meal, beverages, taxes, and gratuities.

To:	Candace Marijn <cmarijn@marijnplans.co.za>
From:	Kabelo Williams <kwilliams@udsa.capetown.co.za>
Re:	Payment
Date:	Wednesday, 21 January

Dear Ms. Marijn,

Thank you very much for your excellent work on the banquet arrangements. I have just submitted the full payment through your Web site. While I was tempted by the outdoor seating at Summit Cuisine, the most important consideration for us is a location that is convenient to area transportation.

Now that the location has been chosen, could you recommend a printer for the invitations? I'd like to order them by this coming Monday, 26 January. I have some ideas about the decorations, but we can discuss them when we meet on 1 February. At that point, I would also welcome your help in selecting a photographer and finalizing the design of the program.

Sincerely,

Kabelo Williams

- 196.** What is suggested about Ms. Marijn?
- (A) She is a hotel manager.
 - (B) She works for a travel agency.
 - (C) She is organizing a banquet.
 - (D) She lives near a French restaurant.
- 197.** What restaurant did Ms. Marijn include based on Mr. Williams' request?
- (A) Summit Cuisine
 - (B) Penguin Landing
 - (C) Bistro Number One
 - (D) Brasserie Table Mountain
- 198.** What is indicated about Harlow Run?
- (A) Its menu can be modified.
 - (B) Its rate is the lowest available.
 - (C) It can accommodate extra guests.
 - (D) It offers musical entertainment.
- 199.** How much did Mr. Williams most likely pay?
- (A) R18,750
 - (B) R25,000
 - (C) R31,250
 - (D) R37,500
- 200.** According to the second e-mail, what will Mr. Williams most likely do next?
- (A) Design the program
 - (B) Review some pictures
 - (C) Purchase decorations
 - (D) Order invitations

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.