

## **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.

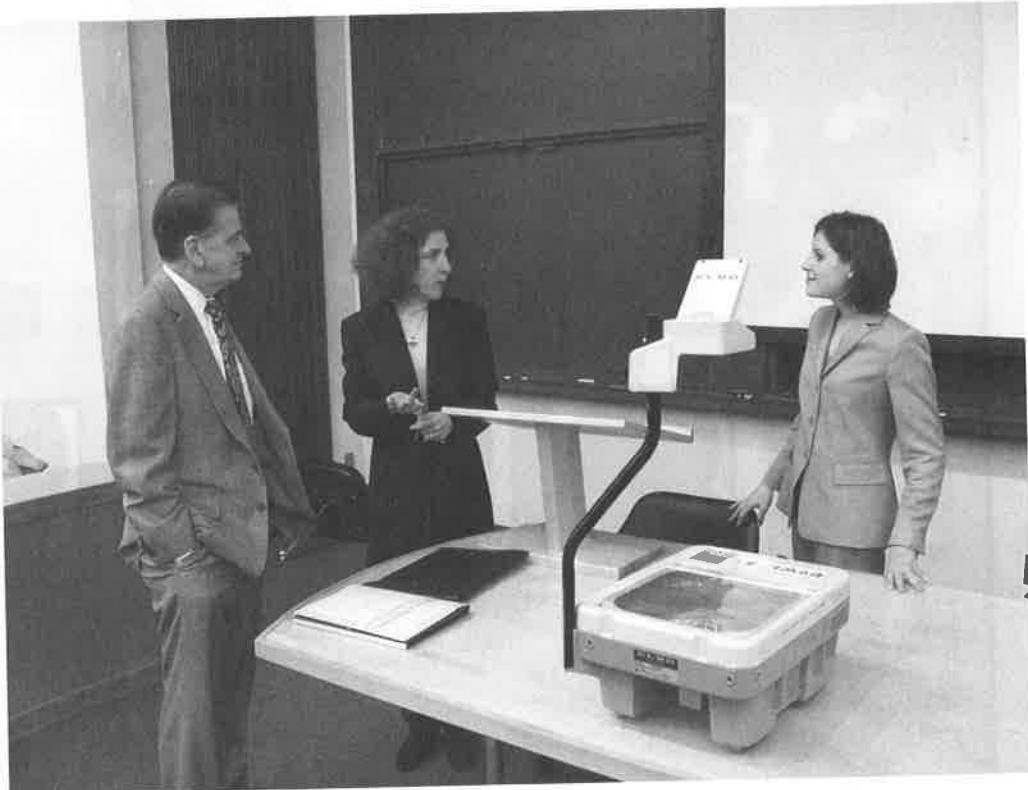
### **PART 1**

**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.

*Sample Answer*

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

#### **Example**

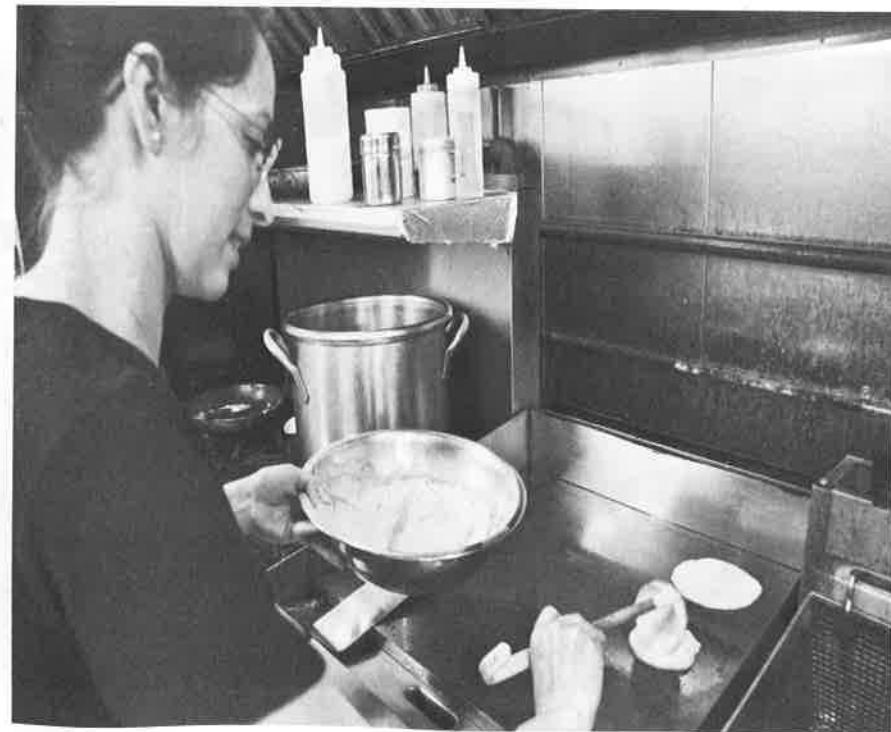


Statement (C), "They're standing near the table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.



2.



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3.



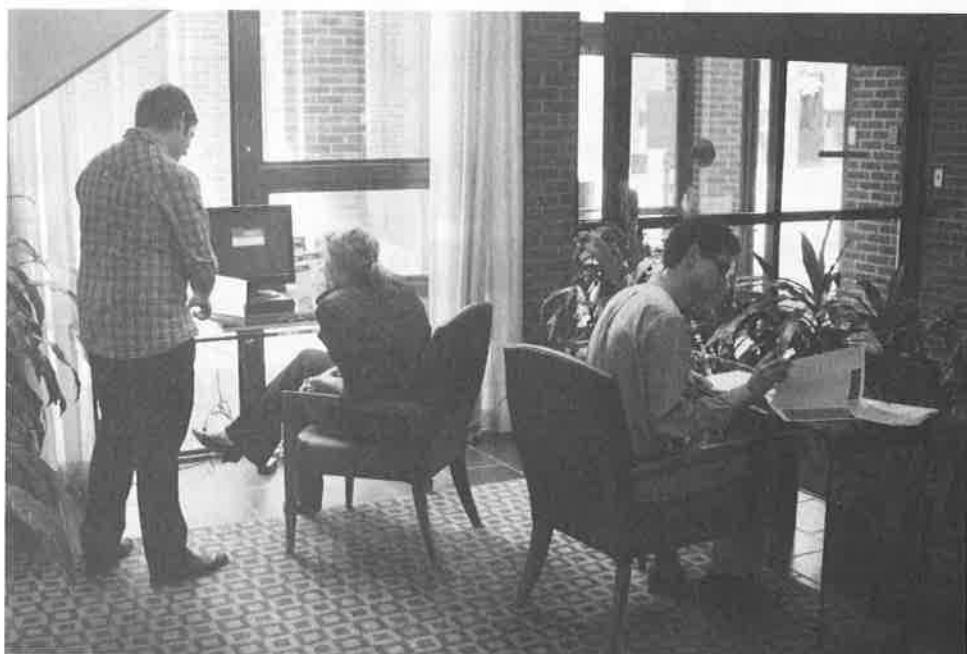
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5.



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8.



9.



10.



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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.

*Sample Answer*



### Example

You will hear: Where is the meeting room?

You will also hear: (A) To meet the new director.  
(B) It's the first room on the right.  
(C) Yes, at two o'clock.

The best response to the question "Where is the meeting room?" is choice (B), "It's the first room on the right," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
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36. Mark your answer on your answer sheet.
37. Mark your answer on your answer sheet.
38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

## PART 3

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

41. What type of product are the speakers discussing?  
(A) Appliances  
(B) Jewelry  
(C) Clothing  
(D) Furniture
42. What problem does the woman explain to the man?  
(A) A coupon has expired.  
(B) A product has been damaged.  
(C) A sales receipt was lost.  
(D) A duplicate gift was received.
43. What will the woman probably do next?  
(A) Select a different item  
(B) Talk to a store manager  
(C) Visit another store location  
(D) Call about a shipment
44. Why is the man calling?  
(A) He cannot find a folder.  
✓(B) His flight was canceled.  
(C) He has won a contest.  
(D) His car has broken down.
45. What will take place this evening?  
(A) A training seminar  
✓(B) A press conference  
(C) A client meeting  
(D) A company banquet
46. What will the woman pick up from the man's office?  
(A) A training manual  
(B) Newspaper articles  
(C) Award certificates  
(D) Some résumés

- 47.** What problem does the woman mention?  
(A) A package has not arrived.  
(B) A room is too small.  
(C) An employee is ill.  
(D) A machine is broken.
- 48.** What does the man agree to do?  
(A) Cancel an appointment  
(B) Work extra hours  
(C) Repair some equipment  
(D) Call a coworker
- 49.** What will happen at 5 P.M.?  
(A) A film will start.  
(B) A shipment will be delivered.  
(C) A new employee will arrive.  
(D) A party will begin.
- 
- 50.** What is the purpose of the call?  
(A) To comment on a proposal  
(B) To ask for some advice  
(C) To extend an invitation  
(D) To offer an apology
- 51.** What did the woman like about the presentation?  
(A) It was concise.  
(B) The slides were clear.  
(C) There was an opportunity to ask questions.  
(D) An outside consultant spoke.
- 52.** What does the man ask the woman to e-mail him?  
(A) A project schedule  
(B) A list of team members  
(C) Some slides from a presentation  
(D) Some ideas for a project
- 
- 53.** Why is the man calling?  
(A) To report a power outage  
(B) To reserve a temporary work space  
(C) To get access to a database  
(D) To arrange a computer installation
- 54.** What is the man waiting to receive from the security office?  
(A) An office key  
(B) An identification card  
(C) A software upgrade  
(D) An employee handbook
- 55.** What does the woman offer to do when the man calls back?  
(A) Guide him through a process  
(B) Register him for a training session  
(C) Analyze some data  
(D) Deliver some financial documents
- 
- 56.** Who is the man?  
(A) A real estate agent  
(B) A career counselor  
(C) A bus driver  
(D) A tour guide
- 57.** What does the woman ask about?  
(A) What monthly fees will be charged  
(B) Where she can buy a map  
(C) How she would commute to work  
(D) When the apartment will be available
- 58.** What does the man suggest?  
(A) Taking the subway  
(B) Visiting a store  
(C) Renting some furniture  
(D) Consulting a banker
-

59. What is the conversation about?

- (A) Damaged equipment
- (B) New merchandise
- (C) An upcoming concert
- (D) A customer request

60. What does the woman ask the man to do?

- (A) Make changes to a sign
- (B) Place an order for CDs
- (C) Contact a customer
- (D) Revise a store policy

61. What will the woman probably do next?

- (A) Deliver an order
  - (B) Put items on shelves
  - (C) Fix some equipment
  - (D) Update an inventory
- 

62. Why is the man calling?

- (A) To offer a free service
- (B) To verify a billing address
- ✓(C) To promote a business
- (D) To respond to a complaint

63. What does the woman say about her current Internet provider?

- (A) The service is good.
- (B) The fees are too high.
- (C) The equipment has recently been upgraded.
- (D) The technicians are often late.

64. What does the woman ask about?

- ✓(A) An installation schedule
  - (B) A Web site address
  - (C) A cancellation policy
  - (D) Payment options
- 

65. What are the speakers mainly discussing?

- (A) Advertising expenses
- (B) Hiring policies
- (C) Sales data
- (D) Trade show preparations

66. According to the man, what has increased in the second quarter?

- (A) The popularity of metal products
- (B) The number of branch locations
- (C) Office supply costs
- (D) Wooden furniture sales

67. What does the woman ask the man to do?

- (A) Forward a financial report
  - (B) Meet with some retail staff
  - (C) Contact a company spokesperson
  - ✓(D) Create a list of suppliers
- 

68. Why does the woman mention *Modern Workplace* magazine?

- ✓(A) She read an article in it.
- (B) She wants to advertise in it.
- (C) She works for the magazine.
- (D) She just renewed her subscription.

69. What does the woman want to consult with the man about?

- (A) Hiring factory workers
- (B) Distributing a publication
- (C) Moving a manufacturing facility
- ✓(D) Starting a program for employees

70. What does the man say about his schedule next month?

- (A) He will be on vacation.
  - (B) He will be working different hours.
  - (C) He will be busy writing a book.
  - ✓(D) He will be available for a short time.
- 

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## 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. Who most likely is the speaker?

- (A) A salesperson
- (B) An engineer
- (C) A receptionist
- (D) A factory supervisor

72. What problem does the speaker mention?

- (A) A telephone number is not working.
- (B) A shipment will be delayed.
- (C) A printer cannot be repaired.
- (D) An invoice is missing.

73. What does the speaker offer to do?

- (A) Reschedule a meeting
- (B) Send a sample
- (C) Provide a discount
- (D) Cancel a delivery

74. What type of business is being advertised?

- (A) A home-improvement store
- (B) An art school
- (C) An automotive-repair shop
- (D) A supermarket

75. What change has been made at the business?

- (A) It is under new ownership.
- (B) It has a new Web site.
- (C) The floor space has been enlarged.
- (D) A product line has been expanded.

76. What is being offered this Saturday?

- (A) Extended hours
- (B) A free workshop
- (C) Same-day delivery
- (D) Price reductions

77. What are some employees concerned about?
- (A) A reduced budget  
(B) A noisy work environment  
(C) Insufficient parking  
(D) Outdated equipment
78. When does the speaker say the project will be finished?
- (A) Later today  
(B) Tomorrow  
(C) Next week  
(D) In two weeks
79. What does the speaker say employees can do temporarily?
- (A) Change their work hours  
(B) Postpone their meetings  
(C) Take public transportation  
(D) Use a different room
- 
80. Who is Antonio Martelli?
- (A) A race car driver  
(B) A scientist  
(C) A magazine editor  
(D) A car designer
81. Why did Mr. Martelli go to London?
- (A) To promote his company  
(B) To conduct research  
(C) To accept an award  
(D) To visit a factory
82. What are listeners invited to do?
- (A) Submit their questions  
(B) Complete a survey  
(C) Enter a contest  
(D) Tour a factory
- 
83. According to the talk, what is special about the products?
- (A) They have added vitamins.  
(B) They stay fresh a long time.  
(C) They are healthy snacks.  
(D) They are recommended by experts.
84. What aspect of the products are listeners asked to evaluate?
- (A) The taste  
(B) The packaging  
(C) The cost  
(D) The nutritional value
85. How will information be collected from the participants?
- (A) By a telephone survey  
(B) By a group discussion  
(C) By a written questionnaire  
(D) By an anonymous vote
- 
86. What are the instructions about?
- (A) A citizenship application  
(B) A schedule change  
(C) Employment requirements  
(D) Foreign vacations
87. What should the listeners bring with them?
- (A) Health information  
(B) Picture identification  
(C) Plane tickets  
(D) Updated agendas
88. According to the speaker, what will the listeners do tomorrow?
- (A) Have an interview  
(B) Receive some documents  
(C) Board a flight  
(D) Start a job
- 

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**89.** Where does the speaker work?

- (A) At an advertising agency
- (B) At a manufacturing plant
- (C) At a retail store
- (D) At an architectural firm

**90.** According to the speaker, what does Hopkin Industries want to do?

- (A) Improve production methods
- (B) Offer environmentally friendly products
- (C) Attract younger customers
- (D) Build a new warehouse

**91.** What are the listeners asked to do by the end of the week?

- (A) Submit proposals
  - (B) Analyze customer surveys
  - (C) Revise a price list
  - (D) Create a floor plan
- 

**92.** Where is the announcement being made?

- (A) In a store
- (B) In a factory
- (C) In an office
- (D) In a museum

**93.** What change is being announced?

- (A) A project deadline is being extended.
- (B) Employees will receive new schedules.
- (C) A security system will be upgraded.
- (D) New stock will be available.

**94.** What does the speaker ask workers to do?

- (A) Place their orders for supplies soon
  - (B) Ask for supervisors' signatures
  - (C) Ensure that everything is put away
  - (D) Check that machinery is turned off
- 

**95.** Where most likely does the speaker work?

- (A) At a graphic design firm
- (B) At a book publisher
- (C) At a newspaper company
- (D) At a paper manufacturer

**96.** What new task are listeners being asked to do?

- (A) Enter information on a chart
- (B) Meet with an administrative assistant
- (C) Design a book cover
- (D) Edit a manuscript

**97.** According to the speaker, what will the administrative assistant do?

- (A) Track production progress
  - (B) Schedule monthly meetings
  - (C) Select a page design
  - (D) Contact some clients
- 

**98.** What is the theme of the conference?

- (A) Public health
- (B) Meteorology
- (C) Information technology
- (D) Energy production

**99.** According to the speaker, what should listeners have in their folders?

- (A) A certificate of participation
- (B) A copy of an updated schedule
- (C) A handout for a presentation
- (D) A map of the area

**100.** What can listeners do in the small ballroom?

- (A) View a poster display
  - (B) Tour a vendor exhibit
  - (C) Register for the next conference
  - (D) Participate in a prize raffle
- 

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

## 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. Ms. Yamada can be reached by e-mail while ----- is overseas.  
(A) she  
(B) her  
(C) hers  
(D) herself
102. Iggy's Market sells the ----- fruits and vegetables in all of Yunzu City.  
(A) freshest  
(B) fresh  
(C) freshly  
(D) fresher
103. The members of the budget committee were unable to finish the proposal by the ----- of November 1.  
(A) income  
(B) deadline  
(C) advice  
(D) possibility
104. Electrim Manufacturing will send customers a free ----- for any defective part in its products.  
(A) replace  
(B) replaced  
(C) replacement  
(D) replaceable
105. There will be a fifteen-minute intermission ----- the second act of the play.  
(A) along  
(B) except  
(C) between  
(D) before
106. Northern Express Railway is not ----- for the security of personal belongings left in the baggage room.  
(A) responsible  
(B) irresponsibleness  
(C) responsibly  
(D) responsibility
107. Kiko's Teahouse offers a ----- of gift items, such as teacups and ornamental spoons.  
(A) selection  
(B) pleasure  
(C) compound  
(D) preference
108. Vincent Lang's presentation was so persuasive ----- the transit board swiftly approved his plan.  
(A) which  
(B) about  
(C) that  
(D) during

109. After meeting with several consulting companies, managers at Kanzi Glassworks ----- to sign a contract with the Makini Group.
- (A) agreeing  
(B) agreed  
(C) agreement  
(D) agrees
110. Trevose Mills produces glossy photography paper in a ----- of sizes.
- (A) segment  
(B) priority  
(C) measurement  
(D) variety
111. Forklift operators at the Hernandez Retail warehouse ----- check the fluid levels of the machinery.
- (A) regular  
(B) regularly  
(C) regularize  
(D) regulars
112. Montoya College is ----- to present renowned violinist Jason Kouda in concert this Saturday in the Greenglen Auditorium.
- (A) fortunate  
(B) talented  
(C) admired  
(D) essential
113. ----- a full-service restaurant on the fourth floor, there is a cafeteria serving casual fare on the ground floor.
- (A) Just as  
(B) Because  
(C) Otherwise  
(D) In addition to
114. The survey found that ----- one in three professional cyclists prefer Alto to Maxride bicycles.
- (A) approximately  
(B) approximate  
(C) approximation  
(D) approximates
115. Even though inspections are ----- complete, the new airport is not expected to open for several weeks.
- (A) almost  
(B) usually  
(C) once  
(D) still
116. The ----- of Marcia Yuen's new restaurant, Yuen's Café, has helped increase the number of visitors to shops in the area.
- (A) popularity  
(B) popularize  
(C) popular  
(D) popularly
117. All health-care professionals must ----- a license to practice in Mapleton.
- (A) capture  
(B) refer  
(C) meet  
(D) obtain
118. Geppetto Foods has a long-term ----- to buy milk from local dairy producers.
- (A) commitment  
(B) committable  
(C) committed  
(D) committing
119. If the advertisement does not elicit a response ----- seven days, consider modifying it to increase consumer interest.
- (A) toward  
(B) instead of  
(C) within  
(D) apart from
120. Members of the Ping Li Graphics design team won several awards this year for ----- innovative logo designs.
- (A) their  
(B) them  
(C) whose  
(D) whom

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121. Chairman Yoshida plans on ----- the company's expansion at the annual board meeting.
- (A) outline  
(B) outlined  
(C) outlining  
(D) outliner
122. Hushed, Inc., markets its noise reduction products ----- to construction and manufacturing companies rather than to individual consumers due to the products' high costs.
- (A) formerly  
(B) early  
(C) nearly  
(D) exclusively
123. Although the computer programmers generally work alone, weekly staff meetings provide an opportunity for them to collaborate with -----.
- (A) the same  
(B) this  
(C) each other  
(D) much
124. Music Note TV will launch a new program ----- to showcasing amateur musicians from around the globe.
- (A) prepared  
(B) dedicated  
(C) allowed  
(D) compared
125. Our easy-to-follow recipes illustrate how to create healthy, flavorful meals with ----- effort.
- (A) minimally  
(B) minimize  
(C) minimal  
(D) minimizes
126. All staff must ----- with the firm's new policy on the proper management of electronic documents.
- (A) comply  
(B) fulfill  
(C) perform  
(D) observe
127. As executive liaison, Ms. Fujita's primary duty is to facilitate cooperation ----- Dekan Corporation's numerous directors.
- (A) above  
(B) onto  
(C) inside  
(D) among
128. Portini Contractors specializes in restoring older homes, and our ----- extends to everything from window repair to the renovation of entire structures.
- (A) expertise  
(B) experts  
(C) expertly  
(D) expert
129. While most council members would prefer to amend the rule, some would rather eliminate it -----.
- (A) unlike  
(B) altogether  
(C) beyond  
(D) total
130. When asked about their reasons for using Nevin Bank, customers have ----- cited the excellent service that bank representatives provide.
- (A) repeated  
(B) repeatedly  
(C) repeating  
(D) to repeat
131. Please inform the workshop instructor of your anticipated absences ----- alternate dates can be scheduled.
- (A) ever since  
(B) due to  
(C) in spite of  
(D) so that
132. After joining the Auckland Urban Planning Association, Mia Neumann ----- to serve as its president for fifteen years.
- (A) arrived at  
(B) met with  
(C) went on  
(D) found out

133. The contract's language is very ----- and clearly states that all work must be completed by April 1.
- (A) accomplished  
(B) straightforward  
(C) immediate  
(D) negligible
134. It is recommended that users of the Vixilis 2.0 operating system ----- the most recent version of the Equations 1-2-3 spreadsheet application.
- (A) purchased  
(B) purchasing  
(C) purchase  
(D) purchases
135. Global Network Ltd. has hired an international consulting group in an attempt to reestablish its ----- in Asia.
- (A) treatment  
(B) provision  
(C) description  
(D) presence
136. Several ports have ----- to adopt the recommended procedures for the staging and transfer of shipping containers.
- (A) soon  
(B) already  
(C) yet  
(D) less
137. To ensure that you can access data quickly, please run a monthly scan of your computer hard drive ----- you have experienced delays or not.
- (A) as  
(B) when  
(C) only if  
(D) whether
138. Employees of Lennon Construction, Inc., will receive a salary increase next year ----- the company's profits meet the president's expectations.
- (A) as a result  
(B) provided that  
(C) in place of  
(D) as well as
139. Located in Bangkok, Suttirat Marketing is a firm experienced in creating innovative advertising campaigns that clients may not be able to fully develop ----- .
- (A) these  
(B) themselves  
(C) whatever  
(D) another
140. Given its limited sample size, the Robell University study will need to be duplicated and its results ----- before additional funding is granted.
- (A) verified  
(B) conducted  
(C) occurred  
(D) inclined

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## PART 6

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

Questions 141-143 refer to the following article.

Developer Raymond Li has announced that his newest venture, Mar Haven, is scheduled to open next spring in Ibiston, Florida. Currently in the final stages of construction, the project consists of a sports complex and a hotel. ----- will be located on Prescott Avenue.

141. (A) Some  
(B) Several  
(C) Both  
(D) Few

Mr. Li is sponsoring a contest to find a name for the hotel's restaurant, which will be on the fifteenth floor and have a great ----- of the ocean. When asked what advice he would give to contestants,

142. (A) view  
(B) sight  
(C) appearance  
(D) scenery

Mr. Li said, "Keep in mind that the restaurant overlooks the water. The winning name ----- that."

143. (A) reflects  
(B) is reflecting  
(C) reflected  
(D) should reflect

The grand prize is one night in a deluxe suite and dinner in the new restaurant.

**Questions 144-146 refer to the following memo.**

To: All employees  
From: Human resources  
Re: Survey  
Date: January 31

Last week, the human resources team conducted a survey to assess employee perceptions of the company and to evaluate current practices in the workplace. The management team of Repark Industries would like to thank those who ----- . More than 300 surveys were submitted from every

- 144.** (A) attended  
(B) participated  
(C) applied  
(D) remained

division of the company, representing over 90 percent of all employees. The ----- gathered will be

- 145.** (A) money  
(B) momentum  
(C) information  
(D) people

useful for furthering the company's development. For example, the identification of weaknesses will lead to the creation of action plans that address areas needing improvement. ----- findings from the

- 146.** (A) Significance  
(B) Significant  
(C) Signifies  
(D) Signify

survey will be made available for employees to review on the company's internal Web site.

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**Questions 147-149** refer to the following e-mail.

From: James Sullivan  
To: Anna Mares  
Subject: Commendation—Erika Kwon  
Date: December 20

Hello Anna,

As you know, Erika Kwon ----- on a special assignment with the Advertising Software Project Team.

- 147.** (A) is working  
(B) would have worked  
(C) will work  
(D) has been working

The project ended last week, and I want to share with you how valuable Ms. Kwon's contribution was.

She put in long hours modifying the new software package ----- the past several weeks, and

- 148.** (A) since  
(B) over  
(C) by  
(D) from

everyone on the team was impressed with her dedication to the project. One representative who attended Ms. Kwon's presentation remarked that we had exceeded his expectations. Without exception, the clients were very ----- with the final product. That is due, in no small part, to Ms. Kwon's efforts,

- 149.** (A) distinguished  
(B) outstanding  
(C) pleased  
(D) thankful

and I believe she should be recognized and compensated accordingly.

James Sullivan  
Coordinator, Advertising Software Project

**Questions 150-152 refer to the following advertisement.**

Everest Publications Service is one of the leading ----- of top-selling magazines in the country. We

- 150.** (A) distributing  
(B) distributors  
(C) distributed  
(D) distribution

offer the lowest prices for annual subscriptions, with discounts of 50 percent or more off the regular retail price! In addition to these reasonable -----, we have an extensive selection. We carry over 500

- 151.** (A) requests  
(B) attempts  
(C) goals  
(D) rates

magazine titles, covering everything from local news to international fashion. And, no matter how many magazines you select, you will receive ----- one bill, once a year.

- 152.** (A) only  
(B) either  
(C) even  
(D) until

For a complete listing of available magazines or to place an order, visit [www.everestpublications.com](http://www.everestpublications.com).

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## PART 7

**Directions:** In this part you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text 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 153-154 refer to the following calendar.

<b>Reservations for Room 2, August 18-22</b>					
	<b>Monday, Aug. 18</b>	<b>Tuesday, Aug. 19</b>	<b>Wednesday, Aug. 20</b>	<b>Thursday, Aug. 21</b>	<b>Friday, Aug. 22</b>
10:00 A.M.	Story time for children		Story time for children		Youth Writing workshop
11:00 A.M.		Lecture by author David E. Horwitz		Science Fiction Club meeting	
12:00 noon			Summer reading program party		Friends of Literacy book sale
1:00 P.M.	Story time for children			Poetry Society meeting	
2:00 P.M.			Board meeting		
3:00 P.M.		Job Hunting and Interviewing Skills class			

153. Where is Room 2 most likely located?

- (A) In an employment agency
- (B) In a science museum
- (C) In a public library
- (D) In a toy store

154. What event is scheduled on the same day as the Youth Writing workshop?

- (A) Friends of Literacy book sale
- (B) Story time for children
- (C) Poetry Society meeting
- (D) Science Fiction Club meeting

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Questions 155-156 refer to the following letter.



## Gladburn Publishers

1400 Walnut Avenue, Suite 700  
Newport, RI 02841

Derek Roberts  
620 Chestnut Street  
Lamberton, PA 15458

Dear Mr. Roberts,

Recently, you applied for the position of editor with our company. We were quite impressed with your résumé. Your current work at Merwyn Books is of particular interest to us, and I think you would be a great asset to us at Gladburn.

Consequently, we would like to have an interview with you in the next two weeks. Annabel Jenkins in our human resources department will schedule the interview for you, so please let her know when you are available. She can be reached by telephone at (401) 555-0139 or by e-mail at [ajenkins@gladburn.com](mailto:ajenkins@gladburn.com).

Thank you for your interest in Gladburn Publishers. We are looking forward to speaking with you.

Sincerely,

*Giselle Peterson*

Giselle Peterson  
Managing Editor

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

- (A) To provide a job description
- (B) To announce that a position has been filled
- (C) To request information about a company
- (D) To invite a candidate to an interview

**156.** What is Mr. Roberts asked to do?

- (A) Interview a job applicant
- (B) Contact Annabel Jenkins
- (C) Submit a résumé
- (D) Send an e-mail to Giselle Peterson

**Questions 157-159 refer to the following announcement.**

## **BUSINESS FOR SALE**

**Baxters Bread and Desserts** is a profitable and heavily frequented baked-goods shop, with an asking price of €250,000. It is conveniently located in Brennan's town centre, within walking distance of Finbarr Street's stores, restaurants, and cultural attractions. Sale of the business includes all fixtures, appliances, and baking equipment.

This business has significant growth potential: the shop can easily be expanded to include a dining area and a larger retail space. An outdoor seating area could also be created.

Contact the estate agent for this property, Kate Daly of Brennan Commercial Properties, for photos and property details ([kdaly@brennancp.co.ie](mailto:kdaly@brennancp.co.ie)).

**157. What kind of business is for sale?**

- (A) A supermarket
- (B) A restaurant
- (C) A bakery
- (D) A kitchen appliance store

**158. What is NOT stated about Baxters?**

- (A) It has early opening hours.
- (B) It has many customers.
- (C) It is close to cultural sites.
- (D) It is a successful business.

**159. What potential change for the business is suggested in the announcement?**

- (A) The business location could be moved.
- (B) The kitchen equipment could be upgraded.
- (C) The size of the sales area could be increased.
- (D) The variety of products offered could be improved.

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Questions 160-161 refer to the following advertisement.

Done 7.0

Done 7.0 is the easiest to use software system on the market. Designed by builders for builders, this software program features labor and material cost estimating, proposal and contract writing, and work scheduling in an affordable package. It also integrates well with other third-party products, and technical support is available 24 hours a day. Whether you are a residential developer, remodeler, commercial builder, contractor, or any other type of construction professional, look no further for accurate job-costing and efficient project-management solutions. Download a 30-day limited-trial version today, and see why Done 7.0 has become a widely used tool of builders everywhere!

160. According to the advertisement, how does Done 7.0 differ from competing products?
- (A) It is simpler to use.
  - (B) It is cheaper.
  - (C) It is more accurate.
  - (D) It is faster.
161. What is mentioned as a capability of Done 7.0 ?
- (A) Processing company payrolls
  - (B) Drafting building designs
  - (C) Calculating the expenses of projects
  - (D) Tracking client satisfaction

**Questions 162-164 refer to the following advertisement.**



## **Bedford and Rogers**

*Your South Valley Moving Specialists!*

**1319 Ashwood Way • Paltonville**

**283 Jenson Street • Marsden City**

For do-it-yourself packing, stop by our Marsden City and Paltonville locations to purchase:

- Boxes, bags, and crates in many different sizes
- A wide variety of protective packing materials for delicate items

Contact one of our customer service representatives to ask about:

- Full-service packing for all of your household items
- Insurance plans for packing and moving valuable items
- Transportation of your household goods in our well-maintained trucks
- Rental space in our storage facilities for a low monthly rate

Here is what our customers have to say:

“B & R packed all of my household goods with the utmost care. I’ve used B & R for relocating twice now, and not one item has been broken!”

*—Aaron Z. Morrow*

“B & R’s movers were very careful in carrying my large furniture so that nothing was scratched or dented. And the company’s rates are very reasonable. I highly recommend this company!”

*—Maureen Ann Belmont*

Rated best moving company in the South Valley area by the readers of the *Paltonville Times Weekly* for three years in a row!

Estimates of our packing and moving services are provided at no cost to you. Call 1-800-555-0185 today!

**162. What is an advertised service of the company?**

- (A) Providing storage space for rent
- (B) Cleaning houses and apartments
- (C) Installing household appliances
- (D) Repairing damaged furniture

**163. What is a stated reason that customers are pleased with the company?**

- (A) It charges the lowest prices in the area.
- (B) It uses high-quality boxes and crates.
- (C) It transports goods without damaging anything.
- (D) It uses special equipment for moving large pieces of furniture.

**164. What is indicated about the company?**

- (A) It has three locations in the South Valley area.
- (B) It has been honored by readers of a newspaper.
- (C) It provides estimates for a small fee.
- (D) It offers special rates on international shipping of goods.

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Questions 165-167 refer to the following letter.

Ontario Daily News

18 September

Min-Soo Yang  
65 Maple Drive East  
Toronto, Ontario  
M5H 2M9

Dear Mr. Yang,

Thank you for your continued support of the *Ontario Daily News*. We are proud to inform you that we will now be offering a Sunday edition that will include a calendar of upcoming events, listings of local festivals and performances, and space for movie and theatre reviews. It will also include coupons for discounts at local businesses, restaurants, and entertainment venues.

As a courtesy to you, we will offer this special edition to you free of charge for one month. The free trial will begin on Sunday, 3 October, and will conclude on 31 October. If you decide you would like to continue the service after that time, your monthly bill will increase by only \$8.60.

We also encourage you to take advantage of our referral program by recommending the paper to your family and friends. When any friend or family member subscribes to our paper based on your recommendation, we will give you one month of news for free!

If you have any questions or concerns, please write to [service@ontarianews.com](mailto:service@ontarianews.com) or call us at 555-0119.

Sincerely,

*Meredith Schwaeble*

Meredith Schwaeble  
Customer Care Representative

165. What is the purpose of the letter?

- (A) To offer discounts to upcoming events
- (B) To explain a new service to an existing customer
- (C) To ask a customer to pay a bill
- (D) To sell advertising space to local businesses

166. What will NOT be included in the Sunday edition of the *Ontario Daily News*?

- (A) Discounts to nearby restaurants
- (B) Reviews of plays and movies
- (C) Recipes from local restaurants
- (D) Listings of local events

167. What will happen if Mr. Yang chooses to continue receiving the Sunday edition after October?

- (A) His friends and family will be entitled to a discount.
- (B) The price of the advertisements will decrease.
- (C) He will receive free tickets to a theater performance.
- (D) The cost of the edition will be added to his bill.

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

Vancouver, May 14 – Wilet Corporation, a medical consulting company, has been named Vancouver's best workplace by Sperling Resources, a business research organization. Jin-Ho Ahn, executive director of Wilet Corporation, said he was very pleased, noting, "We are in the medical field, and promoting health and wellness is integral to our mission.

Naturally we place a high value on the well-being of our employees." Mr. Ahn credits his staff's workplace satisfaction, in part, to a telecommuting option initiated last year. "We have found that our employees accomplish more when they can work some days at home without having to worry about traveling to and from the office," he said.

Employees of the second-place winner, Russo's Gourmet Supermarket, praised the way manager Mitchell Elliott recognized and promoted staff members, while workers at Akarui Financial

Services, the company in third place, appreciated having many opportunities to socialize. Anne Tang, Akarui's human resources director, said, "We provide plenty of opportunities for group outings, such as last year's trip to an amusement park, and our employees and their families can enjoy these activities at no charge."

The top three companies mentioned in the survey all have one thing in common: they were included on Careerways.org's list of the top 50 most profitable locally-owned businesses last year. Sperling general manager Alicia Fontaine said this does not surprise her. "Clearly there's a link between a positive work environment for employees and financial success for companies," she said. More than 1,500 employees from a wide variety of Vancouver companies responded to Sperling's survey this year.

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

- (A) To analyze the latest developments in the medical industry
- (B) To explain how to start a new business at home
- (C) To report on the employment rate in a city
- (D) To highlight the results of a survey

**169. According to the article, what is true about Wilet Corporation employees?**

- (A) They have many opportunities to socialize at work.
- (B) They are sometimes permitted to work at home.
- (C) They are quickly promoted for doing high-quality work.
- (D) They receive pay increases every year.

**170. Who manages a store?**

- (A) Jin-Ho Ahn
- (B) Mitchell Elliott
- (C) Anne Tang
- (D) Alicia Fontaine

**171. What is NOT indicated about Akarui Financial Services?**

- (A) It was one of last year's most profitable businesses.
- (B) It is a locally-owned business.
- (C) It arranges social activities for its employees.
- (D) It employs more than 1,500 people.

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

<b>*E-mail*</b>	
To:	Sachiko Miyakawa <smiyakawa@exactilab.co.uk>
From:	Jin Hsu <jhsu@trainapro.co.uk>
Subject:	Instrument Calibration Course
Date:	March 25
<p>Dear Ms. Miyakawa,</p> <p>Thank you for expressing interest in Trainapro's Instrument Calibration Course. This two-day course is generalized for technicians and scientists who work in laboratories. It is offered from 9:00 A.M. to 3:00 P.M. on the first Thursday and Friday of every month at all of our 35 learning centers across the United Kingdom, each of which can accommodate up to 40 participants. Tuition fees are £125.00 per person plus £10.00 for materials.</p> <p>Alternatively, you can arrange for a certified Trainapro instructor to provide training right in your laboratory. At £1,100.00 our on-site training programs can be the most convenient choice for labs with fewer than ten technicians or scientists, or for lab personnel engaged in highly specialized work. The instructor customizes the program to include specific terminology, equipment, processes, and challenges that pertain to your company or industry.</p> <p>To schedule on-site training, please visit <a href="http://www.trainapro.co.uk/private_training">www.trainapro.co.uk/private_training</a>, or phone 070 4930 8934.</p> <p>We hope to hear from you soon!</p> <p>Sincerely,</p> <p>Jin Hsu Trainapro Registrar</p>	

172. Why was the e-mail written?

- (A) To confirm a reservation
- (B) To respond to a query
- (C) To inquire about training costs
- (D) To sell laboratory equipment

173. Who most likely is Ms. Miyakawa?

- (A) A job applicant
- (B) A university student
- (C) A factory supervisor
- (D) A laboratory employee

174. How many learning centers does Trainapro operate in the United Kingdom?

- (A) 10
- (B) 25
- (C) 35
- (D) 40

175. According to the e-mail, how do on-site training programs differ from those offered at Trainapro learning centers?

- (A) On-site training programs can accommodate more people.
- (B) On-site training programs offer information that has been tailored to companies' needs.
- (C) On-site training programs take one day instead of two.
- (D) On-site training programs must be scheduled by phone.

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## *Management News Weekly*

### **A New Day for Blue Skies**

After ten years as chief executive officer of Blue Skies Airlines, Angelica Adler will step down in January, according to Blue Skies spokesperson Thomas Devlin. Mr. Devlin says that Ms. Adler plans to stay on at Blue Skies for three months as a consultant to the board of directors. The board is expected to name John Bergmann, currently a senior vice president with the company, as Ms. Adler's successor.

Ms. Adler, who majored in both finance and aerospace engineering at the University of Hayestown, got her first job with Star Airlines, and she quickly rose through the ranks to management. Her most noted accomplishment during that time was a proposal to create play areas for children in airports. With a team of early childhood experts and playground designers, Ms. Adler successfully introduced play areas near all Star Airlines arrival and departure gates. Shaheena Patel, now director of public relations for Star, says that she and others in the customer service department handled a record number of calls from Star customers praising the initiative when it was first implemented.

Ms. Adler's work on the project attracted the attention of Blue Skies' board of directors. The board's chairperson, Omri Aziz, invited her to join the airline's management team. Industry analysts attribute Blue Skies' reputation for excellent customer service to Ms. Adler's efforts. When CEO Charles Bowman left the company to pursue interests in the finance industry, Ms. Adler seemed the natural choice to take his place.

During her first few years as CEO, Ms. Adler led the company through difficult financial times. "It was a difficult time for the airline industry," says Mr. Aziz. "No one could have predicted how negatively the increase in competition from other airlines would affect us." Mr. Aziz credits Ms. Adler with bringing about the partnership between Blue Skies and Blanchard Airlines at that time. The partnership, says Mr. Aziz, has allowed Blue Skies to continue to exist as a profitable company in a competitive industry.

- 176.** What is noted in the article?  
(A) The accomplishments of an executive  
(B) A delay of a proposed merger  
(C) An award won by an employee  
(D) The design of a passenger plane
- 177.** According to the article, what is Ms. Adler planning to do in January?  
(A) Start a financial services company  
(B) Teach at the University of Hayestown  
(C) Leave her current position  
(D) Join the management team of Blanchard Airlines
- 178.** Who is Ms. Patel?  
(A) A former chief executive officer of Blanchard Airlines  
(B) An early childhood education expert  
(C) A chairperson of the board of directors at Blue Skies Airlines  
(D) A former customer service agent at Star Airlines
- 179.** According to the article, why have customers been pleased with Star Airlines?  
(A) Its customer service agents are more helpful than those of other airlines.  
(B) It offers inexpensive airfares.  
(C) It is managed better than newer airlines.  
(D) It provides play areas near its gates in airports.
- 180.** What does Mr. Aziz mention about the partnership with Blanchard Airlines?  
(A) It has enabled the company to remain competitive.  
(B) It was announced by Mr. Devlin.  
(C) It should be finalized within three months.  
(D) It was arranged by Mr. Bergmann.

**Questions 181-185 refer to the following article and letter.**

LARKTON (September 7)—Branstone's Department Store, a California-based chain specializing in affordable clothing and accessories, opened its newest location in the Teslen Valley Shopping Center yesterday. The chain is well known for its community involvement, and, as usual, it hosted an all-day grand opening celebration for local families.

An estimated 500 customers waited patiently in line on opening day to take advantage of special events and product demonstrations. The first 50 people entering the store received vouchers for a free gourmet lunch at Branstone's Downtime Restaurant on the store's top floor. Other special offerings included complimentary makeup lessons in the cosmetics department

and free toy bears in the children's department. Each of the clothing departments featured live models wearing outfits from Branstone's own exclusive brand.

Later in the evening, Downtime Restaurant became the site of a festive benefit dinner. "Tonight's gala serves two purposes," Margarita Walters, Branstone's vice president of community relations, said during her speech. "In addition to celebrating our grand opening, we're also collecting donations for a great institution, Larkton Children's Hospital."

The event was expected to raise more than \$10,000, Ms. Walters told the *Larkton Ledger*.

September 14

To the Editor:

On behalf of everyone at Larkton Children's Hospital, I would like to publicly acknowledge Branstone's Department Store's generous donation of \$11,000. I thoroughly enjoyed meeting Margarita Walters on the evening of September 6 and was moved by the heartfelt remarks she made about our hospital. Branstone's commitment to supporting children's causes cannot be understated. I wish them the best of luck with their new store!

Sandra Delgado  
President  
Larkton Children's Hospital

- 181.** What is indicated about opening day at Branstone's new store?
- (A) Free lunches in the store's restaurant were given to a number of people.
  - (B) Clothing items from Branstone's line were available at a large discount.
  - (C) Discount coupons for children's toys were distributed.
  - (D) Free samples of cosmetics were given out at the store's entrance.
- 182.** In the article, the word "models" in paragraph 2, line 12, is closest in meaning to
- (A) miniature toys for children
  - (B) examples of a product
  - (C) people displaying clothing
  - (D) items in a brand
- 183.** What is Ms. Walters' job?
- (A) She is a fashion designer.
  - (B) She is a department store executive.
  - (C) She is the owner of a shopping center.
  - (D) She is the publicist for a hospital.
- 184.** What is the purpose of the letter?
- (A) To request donations
  - (B) To promote an organization
  - (C) To express gratitude
  - (D) To describe an event
- 185.** Where did Ms. Delgado and Ms. Walters most likely meet?
- (A) At a hospital
  - (B) At the cosmetics counter
  - (C) At a newspaper office
  - (D) At a restaurant

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**Questions 186-190 refer to the following newsletter article and e-mail.**

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### The Aftontech Corporation Newsletter

**15 May**

Jeffrey Li received the Salesperson of the Year Award at the annual sales convention, which was held in Edinburgh last month. Mr. Li has been among the top achievers at Aftontech ever since he joined us. He began his career at Aftontech fifteen years ago as a summer intern at the corporate headquarters in London. After graduating from university, Mr. Li became a full-time employee at the regional office in Sydney, where he has remained.

In addition to being applauded for his impressive sales figures, Mr. Li was recognized for his utilization of new computer methods to identify potential buyers of Aftontech products. As a result of his work in this area, many of our routine marketing tasks can be accomplished more efficiently. We congratulate Mr. Li on his achievements!

---

**\*E-mail\***

From: Benjamin Lyburn <blyburn@aftontech.com>  
To: Jeffrey Li <jli@aftontech.com>  
Subject: Hello!  
Date: 23 May

Dear Jeffrey,

I'm sorry that my transfer to Toronto at the beginning of April made it too difficult for me to get to the convention this year, but I'm so pleased that you received the award. Do you have any photos that you can send to me?

My new position is quite challenging, but I am enjoying working in accounting. Did you ever think I would be supervising a whole department?

I will be in your area in July, so maybe we can have dinner to celebrate your award and talk about some ideas I have for the company. It seems like it was such a long time ago that we worked together as interns!

Regards,

Benjamin

- 186.** What is mentioned about Mr. Li?
- (A) He is a new employee at Aftontech.
  - (B) He has an excellent sales record.
  - (C) He specializes in computer sales.
  - (D) He recently graduated from a local university.
- 187.** According to the article, what process did Mr. Li improve?
- (A) Finding new customers
  - (B) Computerized billing
  - (C) Convention registration
  - (D) Maintaining communication among branch offices
- 188.** What is one reason that Mr. Lyburn sent the e-mail to Mr. Li?
- (A) To inform him of a job opportunity
  - (B) To congratulate him on being honored
  - (C) To give details about an upcoming convention
  - (D) To ask whether a job transfer was approved
- 189.** What is indicated about Mr. Lyburn?
- (A) He enjoys photography as a hobby.
  - (B) He plans to apply for a new position.
  - (C) He is developing an internship program.
  - (D) He oversees an accounting department.
- 190.** To what city will Mr. Lyburn most likely travel in July?
- (A) Toronto
  - (B) Sydney
  - (C) London
  - (D) Edinburgh

Questions 191-195 refer to the following job posting and letter.

The Melbourne branch of Superb Distribution needs a dynamic individual to supervise our warehouse team. Superb Distribution has been a leader in the shipping and distribution of quality fruit and vegetable products in Australia for more than 40 years. We supply a wide range of items to restaurants, food markets, and other retail outlets throughout the country.

The warehouse supervisor is in charge of training, scheduling, and evaluating a staff of twenty full-time workers and numerous part-time and seasonal employees. The supervisor must monitor work processes and environmental conditions to ensure the safety of all employees. Applicants need at least six years of relevant experience, with at least two years acting as a facility team leader. Weekend and evening hours are sometimes necessary to ensure that shipments are sent in a timely fashion. Candidates must have a working knowledge of shipping and warehousing, including issues involved with the handling and transportation of perishable items. Experience with the QPT inventory-tracking software system is required.

Qualified individuals should send a letter of interest, résumé, and two letters of recommendation to Ms. Maja Blacher, Superb Distribution, 26 Ronald Crescent, Melbourne VIC 4680, Australia.

27 August

Ms. Maja Blacher  
Superb Distribution  
26 Ronald Crescent  
Melbourne VIC 4680

Dear Ms. Blacher:

I am writing in reference to Daniel Shoshan, who has applied for the position of warehouse supervisor at your company. I have been Mr. Shoshan's supervisor for seven of his ten years at TYC Specialists, since he first transitioned from part-time to full-time employment here. In his current position as shift supervisor at TYC, Mr. Shoshan has excelled at his assigned duties. His most significant contribution has been the design and implementation of new loading and unloading procedures that have resulted in increased productivity and reduced product damage.

Mr. Shoshan has all the qualifications for the warehouse supervisor position, including the required work experience and technical expertise. Our company uses the QPT system, and Mr. Shoshan has worked with it extensively and has trained many of our employees in its use. In addition, Mr. Shoshan is working toward a degree in business at Hunston College while taking courses to further enhance his technical qualifications.

I am confident in Mr. Shoshan's abilities, and I know he will quickly adapt to the demands of any new position. Please do not hesitate to contact me if you have any further questions about his suitability.

Sincerely,

*Feng Chao*

Feng Chao, Shipping Director  
TYC Specialists

- 191.** What is suggested about Superb Distribution?
- (A) It has recently expanded into Australia.
  - (B) It offers a full line of software products.
  - (C) It owns a chain of restaurants.
  - (D) It specializes in handling food items.
- 192.** According to the job posting, what must the warehouse supervisor be willing to do?
- (A) Take a safety training course
  - (B) Work some weekend hours
  - (C) Lift heavy materials
  - (D) Sign a two-year contract
- 193.** Why does Mr. Chao write the letter?
- (A) To express a positive opinion of an employee
  - (B) To explain a scheduling decision
  - (C) To request information about a job candidate
  - (D) To welcome a new warehouse supervisor
- 194.** What is indicated about Mr. Shoshan?
- (A) He has experience in designing new software products.
  - (B) He teaches a course at Hunston College.
  - (C) He is skilled in the use of inventory-tracking software.
  - (D) He is looking for a part-time position at Superb Distribution.
- 195.** For how long has Mr. Shoshan worked for TYC Specialists?
- (A) Two years
  - (B) Five years
  - (C) Seven years
  - (D) Ten years

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**Questions 196-200 refer to the following letter and e-mail.**

**Porter Plaza Halifax**  
**30 Charter Street • Halifax, Nova Scotia B3J 3J5**

September 7

Ms. Brenda Mitra  
The Hulce Foundation  
1770 Brewster Street  
Halifax, NS B3J 3N8

Dear Ms. Mitra:

Because you have hosted a business event at the Porter Plaza Halifax before, we thought you would like to know that we have renovated our six conference rooms. All of the rooms now feature more comfortable seating and stylish new furnishings as well as state-of-the-art audiovisual equipment. In addition, the catering menu for meetings has been expanded to include several new selections.

As always, when you reserve our facilities, you are welcome to use the fax and photocopying services in our business center at no charge, and to take advantage of unlimited consultations with our professional event coordinators. Reserve any meeting room for use before December 31 of this year and earn 5,000 bonus points on your Porter Plaza Hotels Members Plus Card; these points can be collected and used for free stays at Porter Plaza Hotels around the world. Plus Card members who reserve a meeting room for use before December 31 will also receive a 15 percent discount on group dinners in our hotel restaurant. If you are not currently a member, you can apply today at [www.porterplazahotels.com/membersplus](http://www.porterplazahotels.com/membersplus) and receive your membership number instantly.

Please contact me at 902-555-0218 to set up an appointment to tour our updated meeting rooms.

Sincerely,

*Thomas Nolan*

Thomas Nolan, Director of Special Event Services

To:	Brenda Mitra <bmitra@hulce.ca>
From:	Thomas Nolan <tnolan@porterplazahalifax.ca>
Date:	September 30
Subject:	Event on December 10
Attachment:	<input type="checkbox"/> acct7565

Dear Ms. Mitra:

Thank you for choosing our facilities for your organization's board meeting in December. Per your request after you toured the facilities last week, I am reserving Conference Room 3 for your event, and I have arranged for one of our event coordinators to contact you today about choosing snacks and beverages to be served during a mid-afternoon break. The event coordinator will also arrange to set up any audiovisual equipment that you may need.

I have attached the conference room reservation, as well as rates for hotel guest rooms for the board members who will be attending from outside the Halifax area. Please remember to provide me with your Plus Card number when you submit your reservation deposit.

Best regards,  
Thomas Nolan

- 196.** What is a purpose of the letter?  
(A) To remind a club member to renew a membership  
(B) To invite a foundation board member to an event  
(C) To call attention to improvements made to a hotel's facilities  
(D) To note changes to the dates of upcoming conferences
- 197.** What is mentioned about Ms. Mitra?  
(A) She works for a company that specializes in interior design.  
(B) She previously reserved event space at the Porter Plaza Halifax.  
(C) She wants to purchase new audiovisual equipment to use at a meeting.  
(D) She frequently stays at Porter Plaza hotels when she travels for business.
- 198.** According to the e-mail, why will an event coordinator contact Ms. Mitra?  
(A) To give her advice on which conference room to reserve  
(B) To set up a tour of interesting places in Halifax  
(C) To describe services available at the business center  
(D) To help her decide on catering selections
- 199.** What is suggested about the December 10 meeting?  
(A) Some board members may stay at the Porter Plaza Halifax while attending it.  
(B) It has been rescheduled from its original date of September 30.  
(C) A dinner for attendees has been scheduled to take place immediately after it.  
(D) Fifteen people are expected to attend it.
- 200.** What will Ms. Mitra probably receive after providing the requested information to Mr. Nolan?  
(A) A discount on future catering services  
(B) Bonus points in a membership program  
(C) A complimentary meal at the Porter Plaza Halifax's restaurant  
(D) Room upgrades at Porter Plaza hotels around the world

**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.**