

Registration Number						
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TOEIC Form 4FIC17



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TOEIC[®]

Test of English for International Communication



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

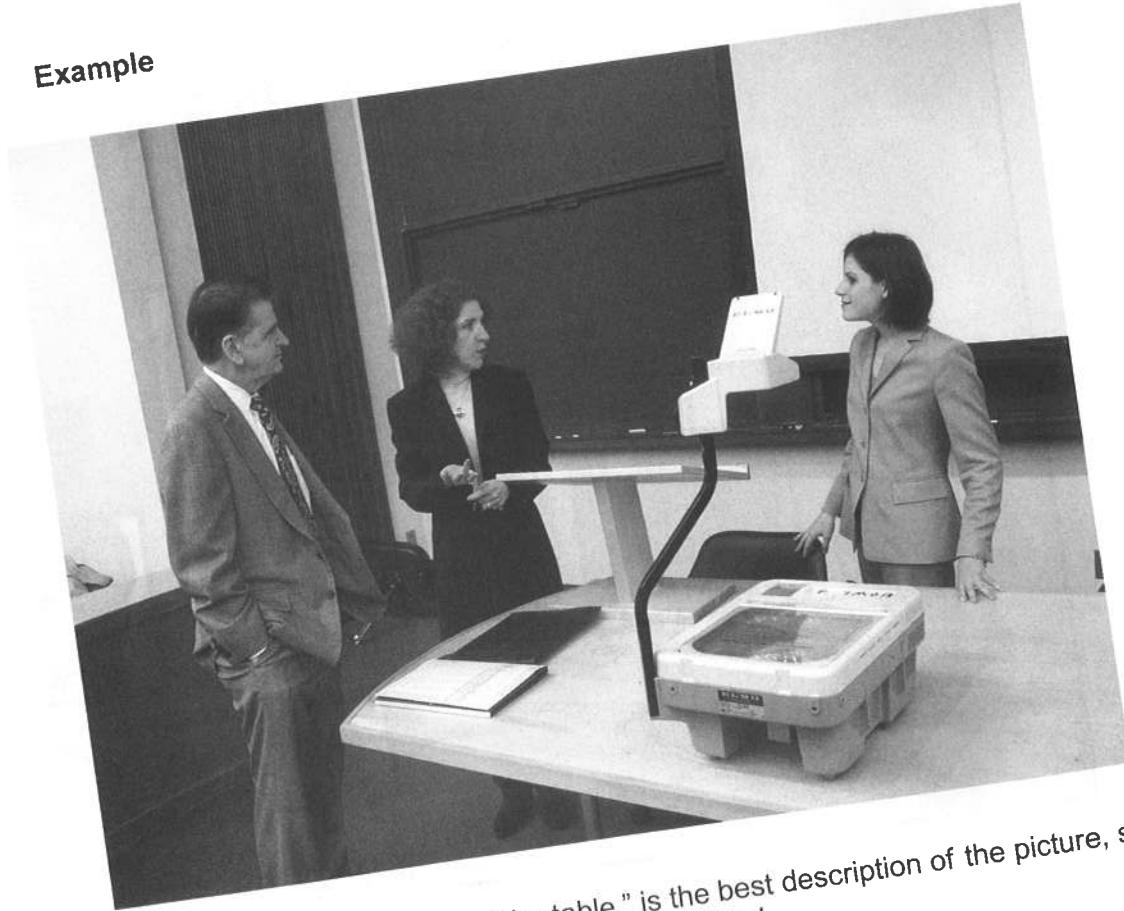
In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers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

Sample Answer
Ⓐ Ⓑ Ⓒ Ⓓ

Example

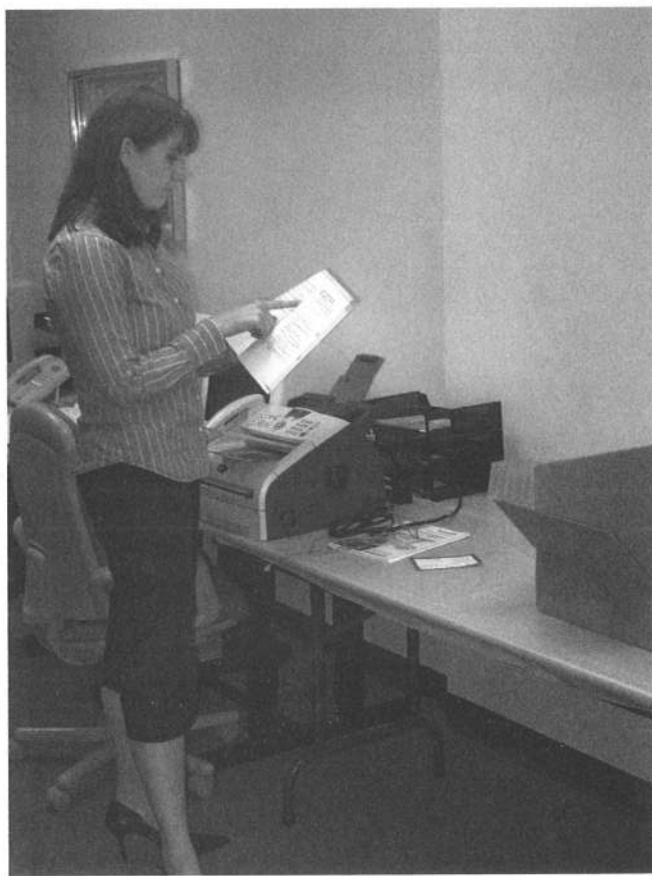


Statement (C), "They're standing near the table," is the best description of the picture, so should select answer (C) and mark it on your answer sheet.

1.



2.



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GO ON TO THE NEXT PAGE

3.



4.



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5.



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7.



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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34. Mark your answer on your answer sheet.
35. Mark your answer on your answer sheet.
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 are the speakers mainly discussing?

- (A) An early meeting
- (B) A way to get to work
- (C) A problem with a mechanic
- (D) A new work schedule

42. What do the speakers agree to do?

- (A) Stop by a repair shop
- (B) Contact a client
- (C) Share a taxi
- (D) Go to work early

43. When will the speakers meet?

- (A) In 10 minutes
- (B) In 15 minutes
- (C) In 30 minutes
- (D) In 50 minutes

44. Why did Carla request that the meeting time be changed?

- (A) She is waiting for a customer.
- (B) She has been on a business trip.
- (C) Some information was delayed.
- (D) A room was not available.

45. When will the meeting most likely take place?

- (A) On Wednesday morning
- (B) On Wednesday afternoon
- (C) On Thursday morning
- (D) On Thursday afternoon

46. What will the man most likely do next?

- (A) Make travel arrangements
- (B) Prepare a marketing report
- (C) Look for survey results
- (D) Try to contact Carla

47. Where are the speakers?
- (A) In a bank
(B) In a shopping center
(C) In a hotel
(D) In a restaurant
48. What does the woman ask about?
- (A) Placing an order
(B) Making a deposit
(C) Changing her room
(D) Cleaning some clothes
49. When is the interview?
- (A) On Sunday
(B) On Monday
(C) On Tuesday
(D) On Wednesday
-
50. What does the man want to do?
- (A) Buy an automobile
(B) Find a different job
(C) Rent an apartment
(D) Photograph a house
51. What does the man say about Madison Street?
- (A) His office is located there.
(B) It is an expensive area.
(C) It is a quiet neighborhood.
(D) He usually shops there.
52. What will the woman probably do next?
- (A) Reduce some prices
(B) Check computer listings
(C) Prepare a contract
(D) Set up some equipment
-
53. What department needs a new director?
- (A) Human resources
(B) Customer service
(C) Accounting
(D) Advertising
54. What job qualification does the man mention?
- (A) Willingness to travel
(B) Strong references
(C) Relevant experience
(D) A university degree
55. What does the woman offer to do?
- (A) Contact a possible candidate
(B) Relocate to a different office
(C) Place an advertisement in the newspaper
(D) Reschedule some interviews
-
56. Where are the speakers?
- (A) In an office
(B) At a restaurant
(C) In the mail room
(D) On the street
57. When are the movers coming?
- (A) This morning
(B) This afternoon
(C) Tomorrow morning
(D) Tomorrow afternoon
58. What will the woman probably do next?
- (A) Prepare a meal
(B) Pack some books
(C) Move some furniture
(D) Deliver a parcel
-

59. Why does the man go to the restaurant?

- (A) To arrange an event
- (B) To pick up an order
- (C) To meet a friend for dinner
- (D) To apply for a job

60. What is the problem?

- (A) A customer has complained.
- (B) The restaurant is about to close.
- (C) A room is already reserved.
- (D) The manager is not available.

61. What does the woman recommend?

- (A) Going to another restaurant
- (B) Calling the next day
- (C) Sending an e-mail
- (D) Returning with a friend

62. Why does the woman want to talk to the man?

- (A) To discuss a client's concern
- (B) To request a promotion
- (C) To ask for a recommendation
- (D) To announce her resignation

63. Where do the speakers most likely work?

- (A) At a travel agency
- (B) At a real-estate firm
- (C) At a newspaper office
- (D) At a theater company

64. What does the woman say about San Francisco?

- (A) Her family lives there.
- (B) It is a popular travel destination.
- (C) It has a lot of theaters.
- (D) She attended school there.

65. What does the man want to do?

- (A) Contact a famous writer
- (B) Buy a special gift
- (C) Return an unwanted item
- (D) Read a book online

66. What does the woman suggest?

- (A) Purchasing an unsigned copy
- (B) Telephoning a specialty store
- (C) Buying several copies of a book
- (D) Requesting a new signature

67. What does the man say about his father?

- (A) He is a writer.
- (B) He collects old books.
- (C) He knew the author of a book.
- (D) He used to own a bookstore.

68. Where are the speakers?

- (A) At a construction site
- (B) In a flower shop
- (C) On a farm
- (D) In a produce store

69. What are the speakers mainly discussing?

- (A) A change in shipping procedures
- (B) The benefits of some new equipment
- (C) The construction of a building
- (D) A process for ordering goods

70. According to the conversation, what will happen next month?

- (A) A new system will be installed.
- (B) The display cases will be replaced.
- (C) Workers will deliver water.
- (D) Harvesting will begin.

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 is the speaker?

- (A) An accountant
- (B) A furniture maker
- (C) A salesperson
- (D) A book publisher

72. What is the problem?

- (A) An item is not available.
- (B) Some paperwork is incomplete.
- (C) Some merchandise was damaged.
- (D) The wrong item was delivered.

73. What does the caller need to know from Christina?

- (A) Which model she wants
- (B) When she will return to the office
- (C) How much she paid for some items
- (D) Where her order should be delivered

74. What type of business is being advertised?

- (A) An airline
- (B) A restaurant
- (C) A travel agency
- (D) A hotel

75. What change has the business made recently?

- (A) It has hired more staff.
- (B) It has added new locations.
- (C) It has updated its Web site.
- (D) It has extended its hours of operation.

76. According to the speaker, who will receive a discount this month?

- (A) New customers
- (B) Repeat clients
- (C) Current employees
- (D) Contest winners

77. What is the message about?
(A) A budget proposal
(B) A job application
(C) A research report
(D) A department meeting
78. What is the speaker's occupation?
(A) Administrative assistant
(B) Research analyst
(C) Hiring manager
(D) Chemical engineer
79. What does the speaker suggest Mr. Mayer do?
(A) Complete paperwork
(B) Prepare a presentation
(C) Attend a conference
(D) Make a telephone call
-
80. What is being announced?
(A) A new hiring policy
(B) A survey of employee opinions
(C) A conference location
(D) A change in software
81. What will happen next Friday?
(A) Employees will be trained.
(B) An office will be reopened.
(C) Computers will be delivered.
(D) Job applications will be reviewed.
82. What are listeners asked to do by the end of the week?
(A) Meet with their supervisors
(B) Sign up for a workshop
(C) Submit expense receipts
(D) Call the human resources department
-
83. Who most likely is the speaker?
(A) A theater producer
(B) A tour guide
(C) A restaurant owner
(D) A city official
84. What is included as part of the special package?
(A) Tickets to a museum
(B) A discount at hotels
(C) Lunch at a restaurant
(D) A city guidebook
85. Why should listeners visit the Web site?
(A) To get parking information
(B) To see a list of current shows
(C) To purchase tickets
(D) To learn more about city attractions
-
86. Why has city traffic decreased?
(A) Recent road construction has ended.
(B) Larger buses have been introduced.
(C) Many people are on holiday.
(D) Train service has increased.
87. What is causing delays on Route 55 ?
(A) A stalled truck
(B) A broken traffic signal
(C) Wet road conditions
(D) Bridge repairs
88. When is the next traffic report?
(A) In 5 minutes
(B) In 10 minutes
(C) In 15 minutes
(D) In 30 minutes
-

89. Where does the talk take place?
- (A) At a convention center
(B) At a photography studio
(C) At an art gallery
(D) At a science museum
90. According to the talk, what will the exhibitors do?
- (A) Demonstrate their products
(B) Teach classes
(C) Receive awards
(D) Talk about their work
91. How will some of the money from the entrance fee be used?
- (A) To fund scholarships
(B) To build a new facility
(C) To sponsor a lecture series
(D) To purchase artwork
-
92. Who most likely is the speaker?
- (A) A computer technician
(B) A safety inspector
(C) A warehouse manager
(D) A construction manager
93. Why were plans changed?
- (A) Supplies were not delivered.
(B) It rained for several days.
(C) Some plans were not approved.
(D) Costs were higher than expected.
94. When will the work be finished?
- (A) Next week
(B) In three months
(C) Next year
(D) In two years
-
95. What did Greenwater Manufacturing intend to do?
- (A) Release a new product
(B) Buy another company
(C) Relocate its main office
(D) Change its name
96. What caused the change in plans?
- (A) Declining profits
(B) Insufficient space
(C) A competing product
(D) A legal issue
97. Who is Laura Shen?
- (A) A news reporter
(B) A company president
(C) A financial analyst
(D) A project manager
-
98. What is the main topic of the conference?
- (A) Community health
(B) Research methods
(C) Web site design
(D) Medical products
99. What does the speaker say about the small-group sessions?
- (A) They will be held in several locations.
(B) They are not listed in the program.
(C) They require prior registration.
(D) They will feature product demonstrations.
100. According to the speaker, what can listeners find on the conference Web site?
- (A) Research reports
(B) An evaluation form
(C) Registration confirmation
(D) A program schedule
-

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. Mr. Sato's bakery has been ----- successful despite the recent increase in the price of flour.
(A) only
(B) very
(C) well
(D) soon
102. After Ms. Sanchez approves the plans, construction of the new ----- will begin.
(A) build
(B) builder
(C) to build
(D) building
103. Using company equipment for personal use is discouraged ----- the management.
(A) on
(B) to
(C) from
(D) by
104. Mr. Li will be reorganizing his schedule because he has ----- many appointments next week.
(A) too
(B) much
(C) highly
(D) mostly
105. Mr. Endo decided to purchase his concert tickets early ----- he would not have to wait in line at the box office.
(A) in order
(B) in case
(C) even yet
(D) so that
106. Forly Systems, Inc., announced the ----- of Susan Walker to the position of Corporate Development Director yesterday.
(A) division
(B) intention
(C) permission
(D) promotion
107. This award recognizes Ji-Won Kim for having worked the ----- of all the employees at the bank this month.
(A) hardly
(B) harder
(C) hardest
(D) hard
108. A revised policy for returns and exchanges at Goodwin supermarkets ----- on August 1.
(A) will be implemented
(B) are implementing
(C) to implement
(D) implement

109. The position will be given to either Frank Lee in the research department ----- Carol Turner, who was interviewed on Monday.
- (A) but
(B) or
(C) and
(D) neither
110. The Mathematics Plus software program that Dr. Peters developed helps children learn to correct mistakes by -----.
- (A) their
(B) they
(C) themselves
(D) theirs
111. All expense reports for the ----- year must be submitted by December 31.
- (A) late
(B) current
(C) closed
(D) direct
112. Ms. Woo ----- employed by the same company in many different capacities over the last 25 years.
- (A) is
(B) has
(C) has been
(D) could be
113. The Larchmont Hospital ----- the right to restrict visitors when it is in the best interest of the patient.
- (A) collects
(B) turns
(C) reserves
(D) continues
114. Quesar Soft is ----- regarded as the leading software-development company in the country.
- (A) wider
(B) widely
(C) widened
(D) widening
115. Because houses in Shady Dell are comparatively -----, many people have moved there from the city.
- (A) affordable
(B) potential
(C) directed
(D) approximate
116. Gangjeon Energy has announced to ----- that its profits are expected to rise in the coming year.
- (A) invest
(B) investors
(C) investments
(D) investing
117. Construction of the capital's tallest skyscraper is ----- complete.
- (A) nearly
(B) daily
(C) busily
(D) early
118. Ms. Maldonado is looking for a dress that is both ----- and comfortable to wear to her store's grand opening celebration.
- (A) elegance
(B) elegantly
(C) elegant
(D) more elegantly
119. Mortgage brokers should ----- a copy of all sales documents for their records.
- (A) retain
(B) imitate
(C) support
(D) resist
120. Steel production has ----- been an important part of Levington County's industrial development.
- (A) history
(B) historian
(C) historically
(D) historical
121. Excellent oral and written communication skills and ----- to detail are required for the team leader position.
- (A) guidance
(B) alternative
(C) attention
(D) requirement
122. Mr. Zorn gave the Southern Hotel his highest rating because of the ----- of the rooms and the superb hospitality.
- (A) clean
(B) cleanliness
(C) cleanly
(D) cleanest

123. Ms. Young will be assigned to the customer service group ----- she has been trained in all relevant policies and procedures.
- (A) after
(B) then
(C) that
(D) while
124. Organic farming has enormous ----- to improve environmental conditions around the world.
- (A) mark
(B) proposal
(C) potential
(D) indication
125. A visiting researcher from Kuala Lumpur has been invited to observe MK Laboratory's ----- techniques.
- (A) innovate
(B) innovative
(C) innovates
(D) innovatively
126. A report ----- yesterday stated that, although the economy peaked in the first quarter of the year, it is now in a downturn.
- (A) controlled
(B) managed
(C) achieved
(D) released
127. Schmidt Architectural Associates is happy to recommend local contractors and construction companies to clients upon -----.
- (A) request
(B) question
(C) knowledge
(D) curiosity
128. Career consultant William Manning, ----- latest book was published last month, will be speaking at the job fair this afternoon.
- (A) whatever
(B) whom
(C) what
(D) whose
129. Under ----- and chief executive Diane Johnson, Johnson Legal has become a successful law firm.
- (A) foundation
(B) founder
(C) found
(D) founded
130. The management course will be ----- on Monday evenings from 5:00 to 7:00 P.M. in room 215 of the Maywood office building.
- (A) exhibited
(B) donated
(C) offered
(D) passed
131. ----- all the applicants for the sales management position, Ms. Chen is clearly best qualified for the job.
- (A) In
(B) Of
(C) At
(D) Out
132. *Popular Driver* magazine recently ranked 50 family car models ----- their fuel efficiency.
- (A) in order to
(B) according to
(C) similar
(D) allowing
133. Attracted by a booming local economy, Jackson Media Company ----- to Avignon, France, next winter.
- (A) was relocated
(B) to relocate
(C) will relocate
(D) relocated
134. We have ----- confidence in Ms. Zhang's ability to reorganize the layout of our fund-raising Web site.
- (A) productive
(B) eventual
(C) informative
(D) absolute

135. Initial sales of the new product will depend heavily on the ----- of the Nakano agency's advertising campaign.
- (A) happiness
(B) effectiveness
(C) prosperity
(D) satisfaction
136. Our investment consultant reminded us that new properties are usually easy to maintain and require ----- repairs.
- (A) quite
(B) often
(C) any
(D) few
137. The company's recent change in ----- can be attributed to the new president, Paul Reddy.
- (A) profitability
(B) profitable
(C) profited
(D) to profit
138. Alexander Naragov was transferred to our plant in Manila last year, but he will be returning next Tuesday to ----- his former duties here.
- (A) function
(B) withdraw
(C) gather
(D) resume
139. Please let the receptionist know ----- you would prefer to be notified by telephone or e-mail if it is necessary to change your appointment.
- (A) than
(B) whereas
(C) whether
(D) such
140. All adjustable shelves in the cupboard should be ----- secured to the side panels before use.
- (A) originally
(B) faintly
(C) properly
(D) moderately

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 letter.

Mr. Adom Agawu
4123 Cypress Road
Beltsville, MD 20704

Dear Mr. Agawu,

Thank you for your letter of August 2. We are happy to replace any items that do not function correctly. It is very easy to ----- Chefs, Ltd., kitchenware. Just visit our Web site, www.chefs ltd.com, and click

141. (A) collect
(B) acknowledge
(C) return
(D) buy

on the tab marked "Customer Service." Then, print out the appropriate online form, fill it out, and send it in ----- the items in question. The items may be sent back in the packaging in which they

142. (A) along with
(B) side by side
(C) nearby
(D) as much as

arrived at your business.

We consistently strive to meet the highest standards of quality, but sometimes a product does slip by our quality control. We offer you our ----- apologies and, upon receipt of the damaged items, will be

143. (A) sincerity
(B) sincerely
(C) more sincere
(D) sincere

happy to send you replacements.

Yours truly,

Michael Choi
Chefs, Ltd.

Questions 144-146 refer to the following article.

Researchers Test the Impact of Meditation on Alertness

Many people believe ----- meditation can enhance concentration and increase energy. Recently, a

144. (A) why
(B) how
(C) which
(D) that

study was conducted to determine whether such ----- can be scientifically confirmed. Researchers

145. (A) benefits
(B) growth
(C) attempts
(D) proof

selected twelve students who did not meditate and taught them basic meditation techniques. The students were then asked to take tests designed to measure skills and reaction time after ingesting caffeine or spending 40 minutes meditating, napping, or exercising. Researchers observed that the students were most alert and ----- after their meditation sessions. The researchers therefore

146. (A) energy
(B) energies
(C) energetic
(D) energize

concluded that meditation is more effective than naps, exercise, or caffeine in promoting alertness.

Questions 147-149 refer to the following article.

A Down-to-Earth Approach to Advertising

by Takako Yoshinari

For the past six months, colorful Voker Shoe Co. signs have been appearing in public areas in cities across the nation, which in ----- is a very traditional approach to selling products.

147. (A) them
(B) theirs
(C) itself
(D) it

But ----- they look like billboards, these ads do not loom over highways or city streets; instead, they

148. (A) whenever
(B) however
(C) either
(D) although

are affixed to the floors of airport terminals and train stations.

"Of course we want people to ----- the product," says Jill Weiser of Terelli & Zimmer, the advertising

149. (A) review
(B) replace
(C) remember
(D) reuse

agency responsible for the advertisements. "That's why we've positioned the advertising close to the feet, where Voker shoes belong."

Questions 150-152 refer to the following e-mail.

Date: October 20
To: Glaspin Employees <employeelist@glaspinautos.com>
From: Lydia Rodriguez <lrodriguez@glaspinautos.com>
Subject: Gradley Sales Award

Dear Colleagues,

I would like to congratulate this year's recipient of the Gradley Sales Award, Aiko Yoshida. As you may know, this honor ----- annually to the top sales manager here at Glaspin Automobiles.

- 150.** (A) gives
(B) is given
(C) had been giving
(D) will give

Under Ms. Yoshida's leadership, the Bedford sales team has provided outstanding service while regularly surpassing sales targets. ----- , her team exceeded last quarter's goal by 20 percent. As her

- 151.** (A) In that case
(B) On the contrary
(C) For instance
(D) If so

colleagues have noted, this ----- is but one example of Ms. Yoshida's dedication and management

- 152.** (A) achievement
(B) category
(C) decision
(D) guideline

skill.

I invite you to join me in honoring her this Wednesday, October 22, at the Delancey Conference Center from 2:00 P.M. to 3:30 P.M. Light refreshments will be served.

Best regards,

Lydia Rodriguez

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 message.

WHILE YOU WERE OUT

FOR: Amy Waters

DATE: Monday, December 2 TIME: 2:25 P.M.

CALLER: Jason Park

OF: J. H. Park Office Designs

PHONE: 201-555-0144

MESSAGE:

Mr. Park needs to reschedule his meeting with you.
It was supposed to be on Wednesday at 10:00, but he
wants to know if you can meet on Thursday at 11:00
instead. Please call him and let him know. He will bring
the furniture brochures and carpet samples for you to
look at. He also wants to remind you to fax the floor plan
and measurements of your office to him.

Taken By: Elizabeth Ortiz

153. Why did Mr. Park call Ms. Waters?

- (A) To make changes to his recent order
- (B) To request some brochures from her
- (C) To arrange a new time for a meeting
- (D) To schedule a job interview

154. What does Mr. Park ask Ms. Waters to do?

- (A) Give him information about the size of her office
- (B) Arrange for the delivery of a new carpet
- (C) Make changes to a floor plan
- (D) Purchase some office furniture

Questions 155-156 refer to the following notice.

Notice to Cramton City Residents

Beginning on March 3, the schedule for curbside recycling will change. Please note, however, that municipal service fees will remain the same. Cramton Sanitation workers will empty all recycling bins on the first and third Mondays of each month. Please remember to place your recycling bins at the curb by 7:00 A.M. on pickup days. If a Monday falls on a holiday, please put out your bins by 7:00 A.M. the next day, Tuesday. For further information concerning the holiday pickup schedule, as well as a description of recyclable items and how to sort them, please visit our Web site at www.cramtonsanitation.com. Thank you for your cooperation.

Cramton Sanitation

155. What is the purpose of the notice?

- (A) To announce new service fees
- (B) To explain how to obtain recycling bins
- (C) To provide information about deliveries
- (D) To introduce schedule changes

156. What information is NOT available on the Web site?

- (A) The names of the delivery locations
- (B) The kinds of items that are recyclable
- (C) The way recyclable items are separated
- (D) The dates of alternate service

Questions 157-159 refer to the following e-mail.

E-Mail Message

To:	All employees
From:	Harold Dupont <hdupont@kaufmannandstein.com>
Date:	March 15
Subject:	Mark your calendars!

Dear Kaufmann and Stein employee,

You are invited to a banquet honoring Ingrid Smithson's 35 years of hard work at Kaufmann and Stein. Ms. Smithson joined our company as a mail-room clerk. After completing a degree in civil engineering, she began working as a project manager. She eventually worked her way up to become our director of project management. Ms. Smithson will be retiring next month. John Zimmermann, one of Ms. Smithson's original coworkers, will speak in appreciation of Ms. Smithson's valuable contributions to Kaufmann and Stein.

The banquet will be held on Friday, April 20. Please reply to this e-mail by next Wednesday or call Ms. Smithson's secretary at extension 6655 or my secretary at extension 6235 if you wish to attend.

We hope to see you there.

Sincerely,

Harold Dupont
Director of human resources

- 157.** What is the purpose of the e-mail?
- (A) To invite employees to a retirement celebration
 - (B) To give the location of a special meeting
 - (C) To announce the hiring of a new secretary
 - (D) To encourage attendance at a special training session
- 158.** What was Ms. Smithson's position when she started working at Kaufmann and Stein?
- (A) Civil engineer
 - (B) Mail-room clerk
 - (C) Project manager
 - (D) Office secretary

- 159.** What method of response is NOT suggested?
- (A) Calling Ms. Smithson's secretary
 - (B) Replying to an e-mail
 - (C) Contacting Mr. Dupont's secretary
 - (D) Filling out a form

Questions 160-161 refer to the following e-mail.

E-mail

From: Marian Baxter <mbaxter@thomsensuppliers.com>
To: All Staff <all-staff@thomsensuppliers.com>
Subject: Temporary closing of parking area A
Date: May 18

Dear Employees,

From June 1 through June 10, parking area A will be closed for the construction of 75 additional parking spaces. During this period, you are encouraged to carpool with coworkers or take public transportation to work. On company premises, we will make a shuttle available from other Thomsen parking facilities to the main building near parking area A.

We understand that this work will cause some inconvenience, and we appreciate your cooperation. Questions about the project may be directed to James Fox at extension 2509.

Thank you,

Marian Baxter, Facilities Director
Thomsen Suppliers

- 160.** What is the purpose of the e-mail?
- (A) To announce that a building will be closed for repairs
 - (B) To notify employees of upcoming construction work
 - (C) To request volunteers for a special project
 - (D) To encourage employees to follow safety guidelines
- 161.** According to the e-mail, how will Thomsen Suppliers assist employees?
- (A) By providing a transportation service
 - (B) By reimbursing the cost of public transportation
 - (C) By allowing employees to work at a different location
 - (D) By offering more flexible work schedules

Questions 162-165 refer to the following article.

HONG KONG (March 14) — Photographer Zhong Wu has been documenting the changing skyline of Hong Kong for the past seven years. He does so by way of his Web site, www.skylineofhongkong.com, which he updates daily.

On the site are photos of and information about new buildings, buildings under construction, and even proposals for new buildings. He gives his opinion about the designs of various buildings but does not critique individual builders.

Mr. Wu's Web site draws thousands of visitors daily, especially builders, contractors, and others interested in Hong Kong real estate. Randy Li, for example, checks the Web site frequently. As an architect, he said Mr. Wu's project "keeps me aware of what my competitors are doing."

Mr. Wu said he is happy he can fill a need by doing something he loves. "With digital cameras and the Internet," he said, "it's very easy to keep my site up-to-date."

162. What is the subject of the article?

- (A) A photographer's project
- (B) Recent trends in the real estate market
- (C) The city planning board of Hong Kong
- (D) Famous buildings in Hong Kong

163. The word "draws" in paragraph 3, line 1, is closest in meaning to

- (A) describes
- (B) illustrates
- (C) attracts
- (D) labels

164. What is NOT featured on Zhong Wu's Web site?

- (A) Descriptions of construction projects
- (B) Price lists of photographs for sale
- (C) Plans for future buildings
- (D) Comments on building designs

165. Who is Randy Li?

- (A) A real estate agent
- (B) A photographer
- (C) A building contractor
- (D) An architect

Questions 166-168 refer to the following announcement.

Important Announcement

From
Consuela Fuentes, Vice President, Human Resources

Reap the Benefits of Optimal Health Rewards!

On January 15 Westcotte Frozen Dinners, Inc., will be introducing a program called Optimal Health Rewards, which is designed to help employees develop and maintain healthy living habits. Among other things, the program enables you to enroll at any gym in your area at a discounted price, attend sessions on healthy eating presented by dietitians, and access various online health libraries free of charge.

To participate in the program, please visit www.westcotte.com/healthrewards, where you will also find more details. The enrollment process involves completing and submitting a registration form as well as a questionnaire about your current lifestyle. Within three days of submission of the questionnaire, you will receive information that will support you in maintaining, improving, or altering your lifestyle.

If you have any questions about this program, please contact Martin Liu in the human resources department. We are excited about this new program and look forward to your participation!

166. Who is organizing the program described in the announcement?

- (A) A hospital
- (B) A fitness club
- (C) A food company
- (D) A library

167. What is NOT stated as being available to interested individuals?

- (A) Tips about healthy eating
- (B) Charts to record participants' progress
- (C) Reduced fees for exercise classes
- (D) Internet resources on health issues

168. How can interested individuals enroll in the program?

- (A) By sending Ms. Fuentes an e-mail message
- (B) By attending an introductory meeting
- (C) By contacting Mr. Liu
- (D) By visiting a Web site

Questions 169-172 refer to the following letter.

Bucktown Historical Society

45 Main Street, Suite F
Bucktown, MO 45600

September 30

Liz Carlisle
80 Canton Way
Bucktown, MO 45602

Dear Ms. Carlisle,

Thank you for your generous monetary contribution to the Bucktown Historical Society. As you may know, the campaign you contributed to aims to raise awareness about local history among students in Bucktown schools. This program has several facets. We have hired a historian from Bucktown State University to give presentations in each of the city's schools. Students throughout the city will be invited to participate in our annual Clean-Up Day in Bucktown's Historic District on March 14. The youngsters will be picking up litter, repairing fences, and planting flowers around Bucktown's historic buildings, including at the home of Bucktown founder Jackson Buck, as part of our ongoing efforts to restore and maintain these buildings. All community members are welcome, so if you would like to participate, please call our office at 555-0198 to let us know that you are coming. We would love to see you there! Finally, students at Bucktown High School will create the society's first quarterly newsletter, *Historic Bucktown*. While the students will be volunteering their time, our campaign will provide money for printing and distribution of the newsletter.

Thanks again for your support!

Sincerely,

Donna Lewis

President, Bucktown Historical Society

169. What is the purpose of the letter?

- (A) To acknowledge a donation
- (B) To invite someone to apply for a job
- (C) To provide information about Bucktown's founder
- (D) To promote a tourist destination

170. What is an activity that students will be involved in?

- (A) Planting flowers at a new school
- (B) Giving tours of the historic district
- (C) Producing a newsletter for the historical society
- (D) Cleaning up the historical society's offices

171. What is Ms. Carlisle invited to do?

- (A) Teach a class about local history
- (B) Volunteer at an annual event
- (C) Apply for a grant
- (D) Read about historic landmarks

172. What is NOT mentioned as being funded by the Bucktown Historical Society?

- (A) A new publication
- (B) Presentations by an expert
- (C) Restoration of historic buildings
- (D) Construction of a monument to Bucktown's founder

Questions 173-175 refer to the following letter.



**Greenboro Shipbuilding International
Singapore**

November 16

Ming Sun
22/B Nanjing Street, Dongcheng District
Beijing 1000031, PRC

Dear Mr. Sun,

Greenboro Shipbuilding International is pleased to offer you a position as a senior engineer at our Singapore center. We have no doubt that your skills and experience will make you a valuable asset to our company. Based on our recent conference-call discussion and upon your acceptance of this offer, Greenboro Shipbuilding's compensation package will include:

Salary: SGD \$80,000 annually, paid in weekly installments

Benefits: Four weeks of annual leave and a retirement plan

Bonuses: Once a year based on performance, up to six percent of your annual salary

In addition to the above, we are pleased to offer relocation assistance. Please contact Carla Weber, cweber@gboroship.com, for information and support with your moving process.

To indicate acceptance of the above, please sign and date the attached contract. In addition, complete the accompanying paperwork and return all documents promptly. Once we establish your start date, our office will schedule an orientation during which you will tour our shipyard and building facilities and meet with your supervisor, Ana Castillo, director of operations.

Please do not hesitate to contact me if you have any questions or concerns. We look forward to welcoming you to our team.

Sincerely,

Jon W. Montgomery

Jon W. Montgomery
President

173. What is the purpose of the letter?

- (A) To announce a job opening
- (B) To introduce a newly hired director
- (C) To confirm a job offer
- (D) To change a hiring date

174. What benefit is NOT mentioned?

- (A) Support in moving to Singapore
- (B) A monthly transportation allowance
- (C) Vacation time
- (D) An annual bonus

175. What is Mr. Sun asked to do?

- (A) Submit an application form
- (B) Contact the director of operations
- (C) Schedule a tour of a shipbuilding facility
- (D) Send in a contract

Questions 176-180 refer to the following memo.

Global Dynamic Processes, Inc.

Memorandum

FROM: Jee-Soo Moon, director of operations
TO: GDPI staff
RE: Physical upgrading project
DATE: February 14

The GDPI office building had its last major renovation fifteen years ago, and the facility is due for another one this year. Phase one of the company's physical upgrading project will begin on Monday, March 1. Over a period of eight weeks, all public areas and meeting rooms will get new carpets and a fresh coat of paint. Staff will receive new office furniture. Our auditorium will be expanded by an additional 400 seats. This will accommodate personnel more comfortably during all-staff meetings, which we have been holding in a rented space at the Anora Bay Hotel for almost a year since our merger with Alendel Data Corporation.

In the coming weeks, your supervisor will provide you with the exact date for work specific to your location. Please be prepared to clear your desk and file cabinet so that work can proceed smoothly; you will be provided with boxes for the temporary storage of your items. Be sure to label each of your boxes with your name, office location, and the contents of the box. The crew of the facilities department will be in your work space for about 60 minutes, so you will need to plan your time accordingly. As a precaution, please save all electronic files on the company's networked computer system, as your desk computer will be disconnected while work is being performed in your office.

If you have questions, please speak with your supervisor. Thank you for your cooperation.

- 176.** Why did Mr. Moon send the memo?
- (A) To make arrangements for a merger with another company
 - (B) To address workers' concerns about conditions in the office
 - (C) To report on the progress of an ongoing project
 - (D) To provide information about upcoming office improvements
- 177.** The word "due" in paragraph 1, line 2, is closest in meaning to
- (A) appropriate
 - (B) scheduled
 - (C) determined
 - (D) payable
- 178.** What is suggested about Global Dynamic Processes, Inc.?
- (A) Its staff has increased in the past year.
 - (B) It owns the Anora Bay Hotel.
 - (C) It was established fifteen years ago.
 - (D) Its all-staff meetings are held once a year.
- 179.** How long will staff need to be away from their work spaces?
- (A) Approximately one hour
 - (B) Two working days
 - (C) Approximately one week
 - (D) Eight weeks
- 180.** In the memo, what is NOT an instruction given to employees?
- (A) To save computer files onto the firm's computer network
 - (B) To remove all objects from cabinets and desks
 - (C) To select office furniture together with supervisors
 - (D) To prepare for interruptions in their work

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

Hotel Michel Crehen

Enjoy a relaxing stay in the heart of downtown Brussels. Our small but comfortable hotel is rated highly in many respected travel guides. Our accommodations are well-appointed, and most rooms have been updated with high-speed Internet connections and flat-screen televisions.

Hotel Michel Crehen offers four types of rooms:

- Superior: For one or two guests. Includes a deluxe bed and private bath with shower. €72 per night, plus tax and fees.
- Terrace: Similar to the Superior but facing Brussels Park. Enjoy the warm morning sun and the cool evening breeze from your private terrace. €85 per night, plus tax and fees.
- Argent: Spacious bedroom with two deluxe beds and extra space for an air bed, available upon request. Seating area with a desk. Private bath and shower. €95 per night plus tax and fees.
- Alsace Suite: Includes two bedrooms, a private bath, and a separate seating area that opens to a private balcony. €130 per night, plus tax and fees.

**For reservation requests, contact reservations@hotelmc.be or visit us
on the Web at www.hotelmc.be/reservations.**

E-Mail Message

To:	reservations@hotelmc.be
From:	athomson@getmail.uk
Date:	6 October
Subject:	Room change request

Dear Sir or Madam:

I've repeatedly tried today to change a reservation through your Web site. But while the Accommodations page displays properly, the Reservations page does not. As my company has recently reduced our daily travel allowance, I'd now like to book a Superior room instead of the one I originally requested.

I was also wondering if you have a room where I could leave my luggage. I understand you have a 1:00 P.M. check-in time. I'm meeting a client at 10:00 A.M. so having my luggage with me would be an inconvenience.

I apologize for the trouble my room change may cause. Actually, I'm not too happy about it myself. I was really looking forward to enjoying the view of Brussels Park again. Both my wife and I found it quite stunning when we stayed at your hotel two years ago.

Thank you and I hope to hear from you soon.

Sincerely,

Andrew Thomson

181. What is mentioned about the hotel?
(A) It sits on a historic site.
(B) It is centrally located.
(C) It is under new ownership.
(D) It has recently been enlarged.
182. What is stated about the room Mr. Thomson requests in his e-mail?
(A) It can accommodate two persons at most.
(B) It is furnished with a spacious writing desk.
(C) It has enough room for an additional bed.
(D) It offers access to a private balcony.
183. What does Mr. Thomson inquire about?
(A) The check-in time
(B) The price of each room type
(C) The availability of a luggage room
(D) The distance to Brussels Park
184. What type of room did Mr. Thomson most likely have when he stayed in the hotel on an earlier occasion?
(A) A Superior room
(B) A Terrace room
(C) An Argent room
(D) An Alsace Suite
185. What is NOT indicated by Mr. Thomson in the e-mail?
(A) He was accompanied by his wife on an earlier visit to Brussels.
(B) He will be visiting Brussels for business purposes.
(C) He hopes to stop by the hotel in the morning.
(D) He will spend his first day sightseeing.

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

E-mail

To: Asako Murabashi <amurabashi@nolstensolutions.net>
From: Customer Support <customersupport@lindgrenshomeandoffice.com>
Subject: Preferred customer rewards
Date: April 2

Dear Ms. Murabashi,

Our everyday low prices are now even lower! As one of our preferred customers, you are eligible to receive **15% off** orders you place through our Web site, www.lindgrenshomeandoffice.com.

Use your discount on any online order totaling \$50 or more. Simply enter coupon code **AX276** when prompted. Coupon may not be used on sale-priced items. *Hurry, because this offer ends on May 1.*

By customer request, we are now stocking the following items:

Blockton Co. copy paper
Excellent for everyday use in copiers, printers, and fax machines.
CP1003
1 case (5,000 sheets)\$35.00

Pathway colored paper
Assortment of six different colors. Heavyweight.
CP1004
1 package (200 sheets) \$9.00

Blockton Co. white business envelopes
WEN4300
1 box (500 envelopes)\$30.00

Almark black ballpoint pens
BPEN 3205
1 box (20 pens).....\$10.00

As always, thank you for shopping at Lindgren's Home and Office Supplies!

Order Number: ZW217625

Order Details:

Date: April 6
Name: Asako Murabashi
Address: 1434 Oak St., Tampa, FL 33605
Phone: 813-555-0104
E-mail: amurabashi@nolstensolutions.net

Thank you for your order!

Order will be shipped on April 8

Gift cards from Lindgren's Home and Office Supplies make great presents!

Order:	
CP1003 (2)	\$70.00
AX276 — 15% off	-10.50
Tax	4.50
Shipping and Handling	8.95
Total	\$72.95
Credit card **** * 4336	

- 186.** Why was the e-mail sent to Ms. Murabashi?
- (A) To encourage her to answer a survey
 - (B) To offer her an item free of charge
 - (C) To apologize for a shipping delay
 - (D) To inform her of a sales promotion
- 187.** According to the e-mail, what can the coupon be used for?
- (A) In-store purchases
 - (B) Purchases of less than \$50.00
 - (C) Online purchases
 - (D) Purchases of discounted items
- 188.** On what date did Ms. Murabashi place her order?
- (A) April 2
 - (B) April 6
 - (C) April 8
 - (D) May 1
- 189.** What did Ms. Murabashi order?
- (A) Copy paper
 - (B) Colored paper
 - (C) Business envelopes
 - (D) Ballpoint pens
- 190.** What is indicated about Ms. Murabashi's order?
- (A) It qualified for free shipping.
 - (B) It was purchased with a gift card.
 - (C) It was eligible for a special discount.
 - (D) It consisted of three different products.

Questions 191-195 refer to the following memo and e-mail.

MEMO

From: Sidra Hossain
Executive Assistant, Office of the President
To: Andrea Chavez
Chief Financial Analyst
Date: March 28
Subject: Tokyo meeting

Dear Andrea,

I have changed the itinerary of your April trip so that you can make a stop to attend the financial analysts' seminar before traveling on to the meeting in Tokyo. The dates and times of the new flights are below; the date and time of your return flight from Tokyo to London will remain the same.

Flight: W567—Depart London (LHR) 9:50 A.M. April 20
Arrive Frankfurt (FRA) 12:25 P.M. April 20

Flight: W824—Depart Frankfurt (FRA) 1:00 P.M. April 22
Arrive Tokyo (NRT) 8:05 A.M. April 23

Because Ms. Shahid's flight does not arrive until very late on the night before the meeting with Mr. Saito, she asks that you contact her from Frankfurt about final preparations for the meeting. As a reminder, that meeting was recently rescheduled from 8:00 A.M. to 10:00 A.M.

Please contact me if you should need to make any further changes.

E-Mail Message

To: Sidra Hossain <shossain@shahid_investments.com>

From: Masahiro Murakami <guest.services@orionhotel.com>

Date: April 7

Subject: Your requests for Ms. Shahid and Ms. Chavez

Dear Ms. Hossain,

This e-mail is to confirm our telephone conversation about the special arrangements for Ms. Shahid and Ms. Chavez's stay at Orion Hotel. As you requested, I have reserved two single rooms for them. The rooms are located on the same floor as our business center. Also, I will ensure that the documents that you have arranged to be sent by courier from your company's office in Yokohama will be given to Ms. Shahid immediately upon her arrival at the hotel.

Since Ms. Chavez will be arriving on a morning flight, I have arranged for her to be able to check in earlier than our standard check-in time of 1:00 P.M. at no extra charge. I have also booked one of our small conference rooms, Room B, for Ms. Shahid and Ms. Chavez to use on the morning of April 24. Room B is located on the second floor of the hotel, adjacent to the business center.

The hotel dining service will provide lunch for three people at 12:30 P.M. on April 24 in the meeting room. The meal will be charged to Ms. Shahid's account.

If I may be of further assistance, please do not hesitate to let me know.

Masahiro Murakami
Guest Services Manager
Orion Hotel Tokyo

191. What is the main purpose of Ms. Hossain's memo?
- (A) To request a new time for a meeting
 - (B) To confirm a change in travel plans
 - (C) To determine who will attend a seminar
 - (D) To correct a mistake on a return ticket
192. Where will the financial analysts' seminar most likely be held?
- (A) In London
 - (B) In Frankfurt
 - (C) In Tokyo
 - (D) In Yokohama
193. Where will the meeting scheduled for April 24 be held?
- (A) In a hotel conference room
 - (B) In the Yokohama office
 - (C) In the business center
 - (D) In Mr. Saito's office
194. What is indicated about Ms. Shahid's arrival at the Orion Hotel?
- (A) It will be delayed because she must attend a seminar.
 - (B) It will take place before documents arrive from another office.
 - (C) It will be earlier than the hotel's standard check-in time.
 - (D) It will take place after Ms. Chavez has arrived.
195. What is NOT indicated about the guest rooms that have been reserved?
- (A) They are single rooms.
 - (B) They are on the second floor.
 - (C) They are adjacent to the dining room.
 - (D) They are usually ready for guests at 1:00 P.M.

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

★★★★★★★★★★★★★★
Charlotte's celebrates a milestone!

Come in out of the cold and celebrate our twentieth year in business! To thank our loyal customers for supporting Charlotte's these past two decades, we're celebrating with discounts, prizes, and a party!

Take advantage of these special promotions during our anniversary month.

- Every Monday this month take 20 percent off the price of any coffee or tea.
- Every Friday enjoy 20 percent off all cakes and breads.
- All coffee cups and ceramic mugs are 20 percent off all month long.
- For every purchase made before March 20, customers will be entered in a drawing to win a prize in our 20 Years, 20 Prizes Giveaway.

And don't miss our anniversary party on Saturday, March 20, from 5 to 9 P.M.

Come and enjoy

- complimentary cups of our new vanilla mocha coffee
- drawings for our giveaway throughout the evening
- paintings by local artists on display
- a live performance from local favorites The King's Herald from 7 to 9 P.M.

Join the celebration at 800 Avenue Borel!

Charlotte Perrault, Owner
www.charlottescafe.ca



E-Mail Message

To:	Charlotte Perrault <cperrault@charlottescafe.ca>
From:	Wendy Zhang <wzhang@spotmail.com>
Date:	Tuesday, March 16
Subject:	Charlotte's celebration

Dear Charlotte,

I'm so excited about your anniversary celebration this weekend! We're planning to arrive and begin setting up the music equipment at 6 P.M. We should be ready to start shortly before 7 P.M.

Also, I'm hoping it won't be a problem if our manager sets up a small table where he can sell our album of new songs while we're playing. He's planning to bring about 100 copies. If you are not comfortable with this, please let me know as soon as possible.

Finally, I just wanted to let you know that when I was leaving class today, I overheard some of the other students chatting about your ad in the university newspaper. They were talking about what a terrific business you have and were trying to get people together to attend the celebration. I think it's going to be a great event!

I will be away until Friday evening without access to my e-mail, so if you have any questions or concerns, please give me a call at (514) 555-0112.

Regards,

Wendy

196. What is the subject of the advertisement?

- (A) The opening of a new business
- (B) An updated company Web site
- (C) The anniversary of a business
- (D) A change in store ownership

197. What is NOT mentioned as a part of the event?

- (A) Live music
- (B) Free baked goods
- (C) An art exhibit
- (D) A free beverage

198. When will the winners of the drawing be selected?

- (A) Every Monday
- (B) Every Friday
- (C) On the last day of the month
- (D) During the party

199. What is The King's Herald?

- (A) A musical group
- (B) A brand of coffee
- (C) A university newspaper
- (D) A theater company

200. What is suggested about Wendy Zhang?

- (A) She is a student at the university.
- (B) She works in a coffee shop.
- (C) She is the manager of a musical group.
- (D) She will be out of town when the party is held.

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.