

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.

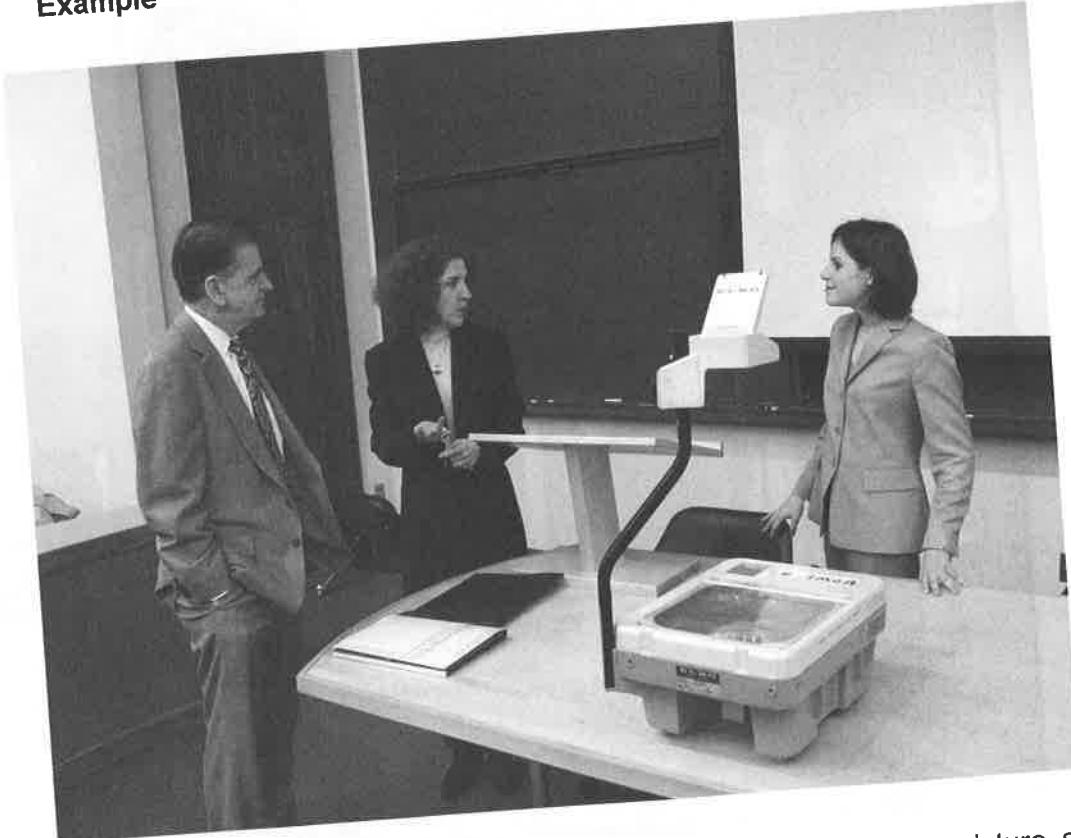
PART 1

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

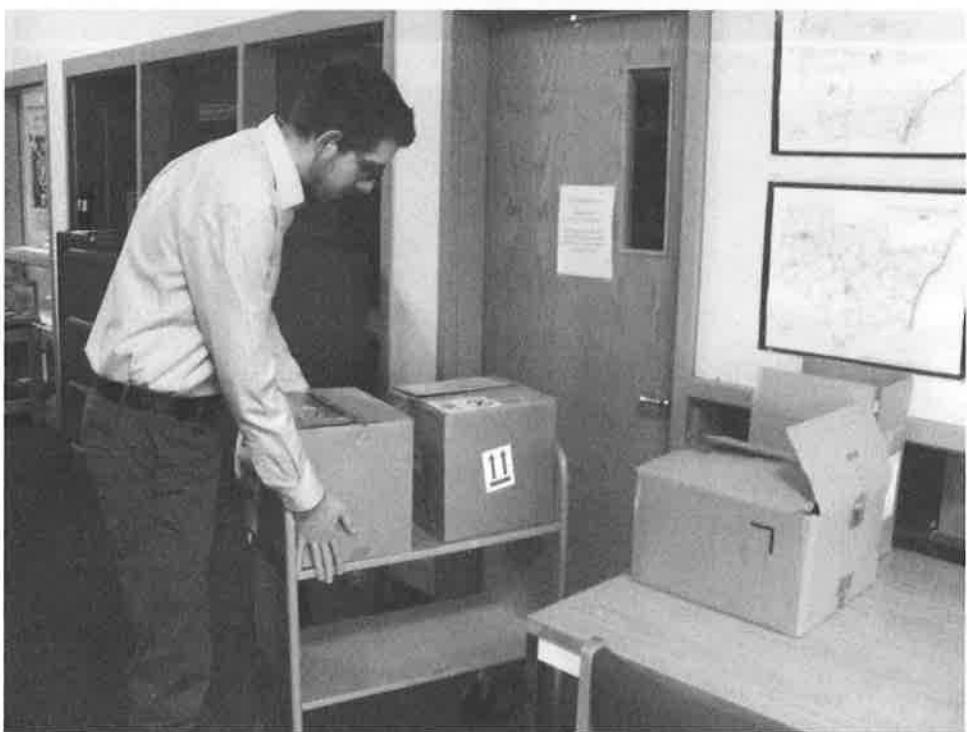


Statement (C), "They're standing near the table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.



2.



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3.



4.



5.



6.



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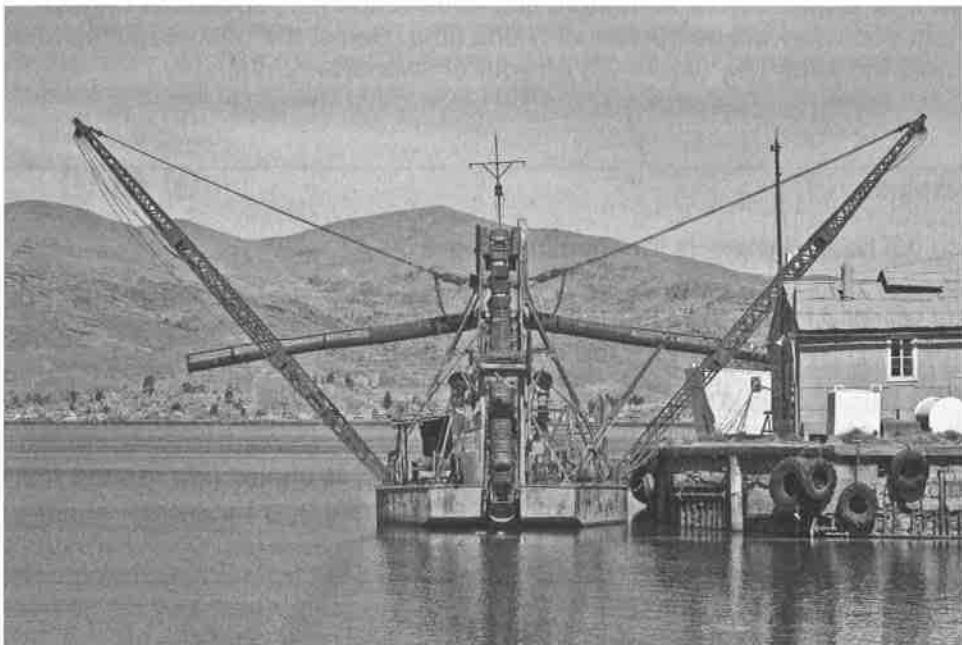
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10.



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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

(A) (C)

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.
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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. Where does the man work?

- (A) At a restaurant
- (B) At an appliance store
- (C) At a warehouse
- (D) At a repair shop

42. Why is the woman's order delayed?

- (A) It was sent to the wrong address.
- (B) A delivery vehicle has broken down.
- (C) A payment was not received.
- (D) Some items are out of stock.

43. What does the woman say she will do?

- (A) Pick up her own order
- (B) Choose another item
- (C) Use a different credit card
- (D) Call another business

44. What is the topic of the conversation?

- (A) Directions to a shop
- (B) Changing a medical appointment
- (C) Visiting a client's office
- (D) A delivery method

45. What will the woman do this afternoon?

- (A) Consult a doctor
- (B) Pack some boxes
- (C) Attend a meeting
- (D) Purchase some flowers

46. What information does the man confirm for the woman?

- (A) The name of a doctor
- (B) The amount of a bill
- (C) The agenda for a meeting
- (D) The location of an office

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- 47.** What event does the man plan to attend?
(A) An art exhibit
(B) A concert
(C) A play
(D) A sports competition
- 48.** Why is the woman surprised?
(A) A performance has been canceled.
(B) An event has been relocated.
(C) Tickets are available.
(D) Parking will be free.
- 49.** What should the woman do by the end of the day?
(A) Notify the man of a decision
(B) Check a schedule
(C) Cancel an order
(D) Send some invitations
-
- 50.** What has the woman decided to do?
(A) Increase the rent
(B) Replace a heating system
(C) Sell a property
(D) Inspect a building
- 51.** According to the woman, who will come to the apartment on Friday?
(A) A work crew
(B) A potential buyer
(C) A real estate agent
(D) A building manager
- 52.** What request does the man make?
(A) That a contract be revised
(B) That a space be redecorated
(C) That a price be reduced
(D) That a project be delayed
-
- 53.** What does the Wellmark Company want to advertise?
(A) A job opening
(B) An event
(C) A product
(D) A store
- 54.** What does the woman suggest?
(A) Offering coupons online
(B) Hiring a spokesperson
(C) Distributing a press release
(D) Advertising on a television show
- 55.** What does the man say about the woman's suggestion?
(A) It is too expensive to implement.
(B) It will take too much time.
(C) It was not approved by the management.
(D) It was not successful in the past.
-
- 56.** Where will the hotel be located?
(A) In the city center
(B) Next to a park
(C) At the seashore
(D) Near the airport
- 57.** Who most likely is Karen Chu?
(A) A hotel manager
(B) An architect
(C) A travel agent
(D) A city official
- 58.** What does the woman say she will do?
(A) Visit a building site
(B) Join a committee
(C) Attend a seminar
(D) Make a recommendation
-

59. What position is the woman applying for?

- (A) Tour guide
- (B) Assistant director
- (C) Human resource specialist
- (D) Financial consultant

60. What does the woman say she was in charge of?

- (A) Planning a banquet
- (B) Recruiting a new board member
- (C) Teaching a history course
- (D) Cataloging an exhibit

61. Why did the woman leave her last job?

- (A) She moved to a different city.
- (B) She wanted to work fewer hours.
- (C) She hoped to work in a different field.
- (D) She was employed on a temporary basis.

62. What problem is mentioned?

- (A) An air conditioner is not working.
- (B) A flight has been canceled.
- (C) A car is too small.
- (D) An invoice is incorrect.

63. What does the man suggest?

- (A) Postponing a departure
- (B) Asking for a refund
- (C) Speaking to a supervisor
- (D) Exchanging a vehicle

64. What does the man say he will do?

- (A) Call another office
 - (B) Contact a mechanic
 - (C) Complete some paperwork
 - (D) Arrange a shuttle
-

65. Who most likely is the woman?

- (A) An event organizer
- (B) An actress
- (C) A hiring manager
- (D) A journalist

66. Why is Lloyd Harrison unavailable?

- (A) He is on vacation.
- (B) He is meeting with clients.
- (C) He is giving a lecture out of town.
- (D) He is on a dance tour.

67. What does the man offer to do?

- (A) Send an article
 - (B) Provide some tickets
 - (C) Arrange an interview
 - (D) Take some photographs
-

68. According to the woman, what has Topzone Wireless requested?

- (A) A lower price
- (B) A deadline extension
- (C) A conference call
- (D) An updated design

69. What problem does the man mention?

- (A) His availability is limited.
- (B) He does not have the necessary skills.
- (C) A budget is not sufficient.
- (D) Some equipment is defective.

70. What does the woman say she will arrange?

- (A) Secure storage for confidential files
 - (B) Transportation for visitors
 - (C) Early access to work areas
 - (D) Training for part-time workers
-

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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. What type of event is most likely taking place?

- (A) An awards ceremony
- (B) A sales meeting
- (C) A job fair
- (D) A new employee orientation

72. Who is Lily Jamison?

- (A) A business professor
- (B) A company vice president
- (C) An accountant
- (D) A legal expert

73. Why was Lily Jamison in Singapore?

- (A) To sign a merger agreement
 - (B) To conduct research for an article
 - (C) To assist in an office opening
 - (D) To visit some clients
-

74. What kind of class did Victor Wong inquire about?

- (A) Computer graphics
- (B) Household finances
- (C) Home repairs
- (D) Personnel management

75. Who is the class designed for?

- (A) Accountants
- (B) Home buyers
- (C) College students
- (D) City employees

76. According to the speaker, why should Victor Wong call soon?

- (A) To schedule a visit
 - (B) To receive a textbook
 - (C) To register for a class
 - (D) To order class materials
-

77. What type of product is being discussed?

- (A) Athletic equipment
- (B) Electronic devices
- (C) Furniture
- (D) Clothing

78. What does the speaker say she will give the listeners?

- (A) A product sample
- (B) Completed surveys
- (C) Sales receipts
- (D) An updated budget

79. What are listeners asked to think about?

- (A) Ideas for attracting customers
 - (B) Ways to cut costs
 - (C) Sites for a new shopping center
 - (D) Names for new products
-

80. Why did Ms. Springer call the speaker?

- (A) To request an estimate
- (B) To give directions
- (C) To get a recommendation
- (D) To change an appointment

81. What does the speaker disagree with Ms. Springer about?

- (A) The cause of a problem
- (B) The location of a store
- (C) The reason for a charge
- (D) The duration of a project

82. What does the speaker want Ms. Springer to do?

- (A) Order a part
 - (B) Return his call
 - (C) Describe a noise
 - (D) Replace an appliance
-

83. Where is the announcement being made?

- (A) At an airport
- (B) At a park
- (C) At a hotel
- (D) At a museum

84. Why are listeners told they will need to wait?

- (A) A tour guide has not arrived.
- (B) A meal has not been prepared.
- (C) The ticket window is closed.
- (D) The weather is bad.

85. What are listeners asked to do?

- (A) Put their names on a waiting list
 - (B) Find a seat as quickly as possible
 - (C) Return at another time
 - (D) Form two separate lines
-

86. What is the talk mainly about?

- (A) A payroll process
- (B) Security improvements
- (C) Workstation availability
- (D) A training schedule

87. According to the speaker, what will take place on Monday?

- (A) Inventory will be taken.
- (B) A team of inspectors will visit.
- (C) Office furniture will be delivered.
- (D) New procedures will take effect.

88. What must employees do this week?

- (A) Use a different entrance
 - (B) Update their computer passwords
 - (C) Have their photos taken
 - (D) Review an instruction manual
-

- 89.** What will happen in Maple Valley this fall?
(A) School budget meetings will be held.
(B) A new factory will open.
(C) Airport construction will begin.
(D) A mayor will be elected.
- 90.** Who is Mark Rivera?
(A) An economic expert
(B) A factory worker
(C) A local politician
(D) The president of a company
- 91.** What will Mark Rivera discuss?
(A) Increased taxes
(B) Local employment
(C) Traffic patterns
(D) Education costs
-
- 92.** What does the speaker thank the organizing committee for?
(A) Arranging a city tour
(B) Inviting the guest lecturer
(C) Obtaining corporate sponsorship
(D) Selecting the dinner location
- 93.** What is Dr. O’Malley’s team working on?
(A) Archaeological studies
(B) New medical treatments
(C) Water quality improvements
(D) Robotics research
- 94.** What will take place after the keynote speech?
(A) A banquet
(B) A workshop
(C) A demonstration
(D) A panel discussion
-
- 95.** Where does the speaker most likely work?
(A) At a catering company
(B) At a photography studio
(C) At a uniform supplier
(D) At a print shop
- 96.** What does the speaker say about the order?
(A) It has already been shipped.
(B) It is partially completed.
(C) An item is out of stock.
(D) A price has changed.
- 97.** What does the speaker ask the listener to do?
(A) Provide a credit card number
(B) Inspect a package
(C) Give delivery instructions
(D) Go to another location
-
- 98.** What is the company trying to do?
(A) Redesign its Web site
(B) Hire more employees
(C) Offer new services
(D) Improve customer relations
- 99.** What are listeners asked to do?
(A) Work overtime
(B) Fill out a questionnaire
(C) Register for a training session
(D) Make referrals
- 100.** What incentive is mentioned?
(A) A gift certificate
(B) Additional vacation time
(C) A financial reward
(D) Recognition on the company Web site

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. Soto successfully ----- the computer systems for Sangsorn Security last week.
(A) updates
(B) update
(C) updated
(D) updating
102. The defective merchandise should be returned in ----- original packaging.
(A) its
(B) itself
(C) yours
(D) yourselves
103. The Kimberton Home Show features opportunities to hear specific ----- from professional decorators.
(A) uses
(B) case
(C) advice
(D) songs
104. Our laboratory has negotiated a 15 percent discount on the ----- cost of new equipment.
(A) total
(B) totally
(C) totaling
(D) totals
105. All visitors to the Lee Solar Power Plant must ----- report to the security desk upon arrival.
(A) timely
(B) closely
(C) immediately
(D) partially
106. ----- the seminar concludes, all participants are welcome to attend a networking reception next door.
(A) Where
(B) Though
(C) Still
(D) When
107. Dr. Gupta has ----- our invitation to speak at the Podiatry Association's annual awards banquet.
(A) rewarded
(B) accepted
(C) arrived
(D) exchanged
108. The deadline for ----- of project proposals is Friday, March 16, at 5:00 P.M.
(A) submitted
(B) submits
(C) submit
(D) submission

109. President Yu is planning a conference call to gather feedback ----- senior financial analysts.
- (A) at
(B) past
(C) as
(D) from
110. Gibraltar Piano ----- requires groups of ten or more to register in advance for factory tours.
- (A) norm
(B) normally
(C) normal
(D) normality
111. The Silverton Public Library has a ----- number of laptops available for patrons to borrow.
- (A) local
(B) circular
(C) serial
(D) limited
112. Redes Engineering professionals can ----- design flexible solutions to meet your technology-support needs.
- (A) skill
(B) skillfully
(C) skillful
(D) skills
113. Schwarz and Wagner, Inc., has been hired to begin ----- of the new Pediatric Medical Services building on Flores Avenue.
- (A) distribution
(B) application
(C) distraction
(D) construction
114. Mantaf Marketing can help retailers ----- their small businesses into more profitable enterprises.
- (A) develop
(B) development
(C) develops
(D) developed
115. Please confirm that everyone expected at the meeting this afternoon has received copies of the ----- from Mr. Horie.
- (A) contracted
(B) contracting
(C) contracts
(D) contractors
116. Aiello Communications has just ----- the launch of a new software program designed to analyze trends in mobile phone use.
- (A) expressed
(B) preferred
(C) announced
(D) instructed
117. We estimate that the cost of ----- our new products will exceed the current budget by 20 percent.
- (A) advertise
(B) advertisement
(C) advertised
(D) advertising
118. A routine inspection revealed that ----- of Town Hall's water pipes will need to be replaced soon.
- (A) several
(B) little
(C) any
(D) every
119. A surprising ----- of the survey is that Stenik Town residents do not see the need for a new supermarket to be built there.
- (A) approval
(B) diagram
(C) appearance
(D) finding
120. With over 3 million copies sold, Cecil Kwon's *Business Contender* offers ----- information to business owners.
- (A) pleased
(B) numerous
(C) valuable
(D) eager

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121. Instead of discussing his research project in detail, the presenter chose to ----- his results for the audience.
- (A) summarize
(B) continue
(C) settle
(D) collect
122. *Life's Early Remembrances*, the latest novel by Preeya Dasgupta, is based ----- on the author's memories of growing up in Durgapur.
- (A) largely
(B) large
(C) largest
(D) larger
123. Once the request has been processed, your payment will be transferred ----- to the specified account.
- (A) recently
(B) directly
(C) financially
(D) prematurely
124. If you have not yet provided your contact information to your manager, please do ----- by the end of the week.
- (A) so
(B) one
(C) those
(D) them
125. In preparation for the upcoming safety inspection, warehouse employees are asked to ----- all work areas before the weekend.
- (A) clean
(B) expect
(C) remain
(D) attract
126. Since adopting chemical-free farming methods last year, Trickle Creek Orchard has ----- doubled its profit margin.
- (A) until
(B) after
(C) while
(D) almost
127. The new laptop computer from Toft Electronics was released just last week, but it has ----- become the company's top-selling product.
- (A) often
(B) more
(C) already
(D) once
128. ----- an increase in wholesale costs, Krupkin Bakers plans to raise prices for baked goods.
- (A) In order that
(B) As soon as
(C) Due to
(D) Even if
129. *Mobile Technology Magazine* predicts that the ----- for metals and minerals used in electronic components will peak during the next decade.
- (A) appliances
(B) materials
(C) resource
(D) demand
130. Eric Tang, who holds a degree in corporate communications, is ideally ----- for the position of company spokesperson.
- (A) suit
(B) suitor
(C) suited
(D) suiting
131. Brinton Community Television has ----- expanded its coverage area, which now includes all of Sarelin and West Wiltown.
- (A) substantiated
(B) substantially
(C) substantial
(D) substance
132. Feedback from Byun Construction executives indicated that Ms. Miranda's sales presentation was more ----- than others they had seen.
- (A) persuade
(B) persuasive
(C) persuasively
(D) persuaded

133. Renovations in the Glassworks showroom will take place incrementally ----- a four-week time period.
- (A) over
(B) into
(C) above
(D) down
134. Ways to reduce overhead costs will likely figure ----- in any discussion of the budget at today's board meeting.
- (A) nearly
(B) capably
(C) possibly
(D) prominently
135. The ice maker will not function without a valve ----- the flow of water.
- (A) regulates
(B) to regulate
(C) regulated
(D) will regulate
136. Given higher-than-forecasted revenues in the last three quarters, Jaipur Automotive is justifiably ----- about its growth.
- (A) ample
(B) impressive
(C) optimistic
(D) devoted
137. The personnel manager sent a reminder to all employees ----- the upcoming training seminars.
- (A) concerning
(B) usually
(C) resulting
(D) following
138. Markey Business Consultants Ltd. is often ----- referred to as Markey's in company correspondence.
- (A) intensely
(B) relatively
(C) informally
(D) completely
139. The Won Pat Airport displays artwork painted by Langdon Smelt, a local aviation -----.
- (A) enthusiasm
(B) enthusiastically
(C) enthused
(D) enthusiast
140. A fine is ----- for equipment returned after the date indicated on the rental agreement.
- (A) dispensed
(B) imposed
(C) obliged
(D) summoned

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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 announcement.

The Deverall Arts Studio is proud to announce that its tenth annual Exhibition of New Design is going to be held at the Prospectors Center in Johannesburg on 1 November. Products that highlight the latest concepts in contemporary functional design ----- on display. Those who attend the exhibition

- 141.** (A) are being
(B) have been
(C) will be
(D) were

can expect to see ----- from clothing to household appliances to furniture.

- 142.** (A) everything
(B) whichever
(C) anyone
(D) others.

Both individual designers and design companies are invited to exhibit products at this event. Your participation in this marketing opportunity is ----- to our success! This exhibition can offer you a

- 143.** (A) concerned
(B) known
(C) similar
(D) essential

unique way to reach new customers. Contact an event coordinator at deverallarts@artnet.co.za to register your product or get more information.

Questions 144-146 refer to the following brochure excerpt.

Explore the town of Biltonville through one of our four regularly scheduled walking tours. Sponsored by the Biltonville Visitors Bureau, ----- tour is led by a knowledgeable guide and features a unique

- 144.** (A) either
(B) each
(C) whose
(D) this

area of town.

The most popular focuses on Percival Square, the town's theater ----- .

- 145.** (A) actors
(B) programs
(C) district
(D) school

In addition to three playhouses and two music halls, Percival Square includes an opera house and several historic hotels that represent a range of architectural styles. The tour lasts approximately two hours and ----- with a delicious meal at the Hilltop Café, one of Biltonville's best-known dining

- 146.** (A) exits
(B) orders
(C) reserves
(D) concludes

establishments.

To register for the Percival Square tour or to learn about the other tours, call the Biltonville Visitors Bureau at 555-0114.

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Questions 147-149 refer to the following letter.

March 8

Mark Leonard
New York Weekly Gazette
81 Hilltop Avenue
New York, NY 10168

Dear Mr. Leonard,

Thank you for the ----- you wrote about the ongoing Arlington Township traffic study.

- 147.** (A) interview
(B) subject
(C) article
(D) matter

Those of us who ----- the study appreciate all of the information you provided. Few people realize

- 148.** (A) has been conducting
(B) conducted
(C) conducts
(D) are conducting

how many traffic problems even a small town like Arlington can have. It is worthwhile spending the time to study these issues so that our residents' safety and quality of life are improved. You have done a great service ----- our community.

- 149.** (A) with
(B) for
(C) during
(D) upon

We hope to provide you with progress updates regarding this study so that you may publish other stories about it in your newspaper.

Sincerely,

Robert Paine
Arlington Township Traffic Safety Committee

Questions 150-152 refer to the following letter.

Joan Kendall
2 Wycoff Lane
Manchester, Maine 04351

October 3

So-Hui Han
733 Prince Road
Manchester, Maine 04351

Dear Ms. Han,

My husband and I are considering hiring a contractor, James Varnow, to oversee the renovation of our kitchen. We are interested in what ----- clients can tell us about the quality of his work. Mr. Varnow

- 150.** (A) previous
(B) seasonal
(C) obvious
(D) potential

has provided us with the contact information of local residents for whom he has done similar projects. He included your ----- . We understand that, in addition to supervising the reconfiguration and

- 151.** (A) request
(B) warranty
(C) discussion
(D) name

construction of your kitchen area, he installed all new kitchen appliances. Since the work Mr. Varnow completed for you is similar to what we wish to have done, any information you can give us would be greatly ----- .

- 152.** (A) appreciative
(B) appreciating
(C) appreciated
(D) appreciation

Sincerely,

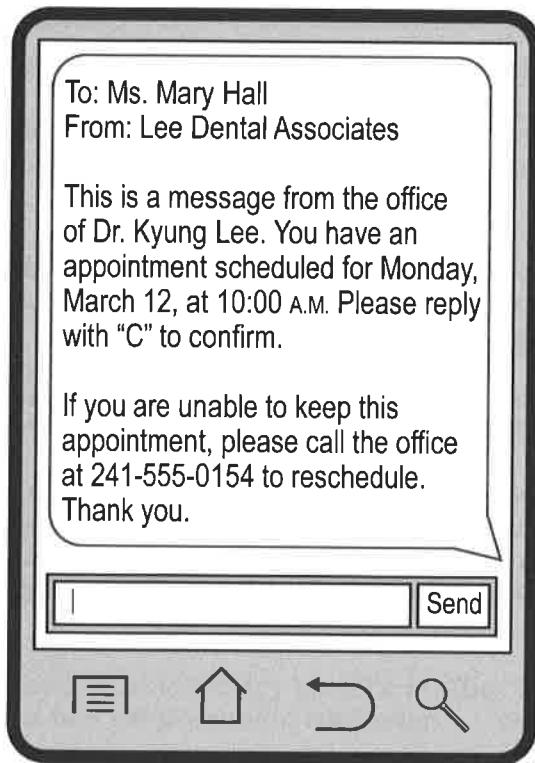
Joan Kendall

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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 text message.



153. Why was the message sent?

- (A) To provide a reminder
- (B) To change an appointment
- (C) To announce a cancellation
- (D) To suggest a procedure

154. What is Ms. Hall instructed to do to change an appointment time?

- (A) Send a text message
- (B) Visit the office
- (C) Call the office
- (D) Send a fax

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Questions 155–156 refer to the following card.



Greater Melbourne Food and Dining Expo
Brinly Convention Centre
5–8 February

Dear Mr. Ming,

Thank you for making an online reservation to attend the Greater Melbourne Food and Dining Expo. A nonrefundable payment of \$25 has been charged to your credit card for one-day attendance on 5 February.

This card is your expo pass; you must present it to gain admission to the convention centre.

The organizers welcome you and hope that you enjoy the culinary exhibitions, product tastings, and demonstrations by celebrity chefs from some of the best restaurants in the greater Melbourne region. Remember to bring your résumé and be prepared to interview with participating companies if you plan to visit the job fair.

Best regards,
The Organizing Committee

155. What is a reason for sending the card to Mr. Ming?

- (A) To offer a discount on an admission fee
- (B) To correct a payment error
- (C) To confirm a registration for an event
- (D) To note a change in the location of an event

156. What is NOT mentioned as a feature of the event?

- (A) Food sampling
- (B) Seminars on restaurant management
- (C) Meetings with potential employers
- (D) Cooking presentations

Questions 157-158 refer to the following advertisement.

Your Future Is Waiting for You at the Future Now Employment Agency.

Future Now has been helping people find rewarding jobs for the past twenty years. We are now pleased to announce extended hours, a wider range of services, and expanded facilities.

- Open weekdays from 8 A.M. to 9 P.M. and Saturdays from 9 A.M. to 6 P.M.
- Job listings for all major job markets and industries
- Placement counselors to help you target specific job markets and companies
- Career coaches to help you write résumés and cover letters
- Twice as many computer workstations as our previous facility

New address:
Brighton Office Complex
2150 Kings Highway, Suite 206
London, W2 3SH
Tel 0203 555 8679

Note: Due to high demand, it is necessary to call our office for an appointment if you wish to speak to a job-placement counselor.

157. What is suggested about the employment agency?

- (A) It has had a change of management.
- (B) It is a new business.
- (C) It has moved to a larger facility.
- (D) It is planning to expand next year.

158. What is indicated about the placement counselors?

- (A) Their work is done primarily by telephone.
- (B) Their services must be reserved in advance.
- (C) They have increased in number.
- (D) They specialize in writing résumés.

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Questions 159-161 refer to the following article.

YANG INDUSTRIES TO OPEN SAN FRANCISCO OFFICE

SEOUL, June 11 — Yang Industries, a producer of award-winning consumer electronics, announced today that it plans to open a satellite office in San Francisco, California. This news comes after a report last month in *Asian Commerce Monthly* about an increase in the company's product sales in the United States and Australia. Since January, Yang Industries has taken substantial market share from its major competitors in those regions and now views expansion as the next logical step. The San Francisco office is expected to open in October.

The staff of the new office will report to Sang-Ki Oh. Mr. Oh joined the company's marketing department two years ago as a senior manager and assumed the role of executive director last December. Company president Min Ho Park noted that "it was Mr. Oh's reorganization of that department that led to the sharp rise in sales." Mr. Oh will oversee a new advertising campaign directed specifically at North American consumers. As evidenced by the aggressive growth goals set by Mr. Oh, Yang Industries hopes to double sales in this region by as early as November of next year.

- 159.** Why is Yang Industries opening a new office?
- (A) To oversee product distribution in Australia
 - (B) To operate a new product development laboratory
 - (C) To facilitate a merger with a competing company
 - (D) To expand its market in North America
- 160.** When most likely will the new office open?
- (A) In January
 - (B) In June
 - (C) In October
 - (D) In November

- 161.** What is suggested about Mr. Oh?
- (A) He has been honored with several industry awards.
 - (B) He is largely responsible for Yang Industries' increased sales.
 - (C) He has held his present position for the last two years.
 - (D) He expects that Yang Industries will open another regional office next year.

Questions 162–164 refer to the following advertisement.



Spend this summer at the beach!

The Ocean Road Resort in Seaside Heights hosts more than 1,000 guests each summer and needs extra employees to help us make our customers' experience as enjoyable as possible this summer. We have openings for the following positions.

Restaurant Staff: Positions include prep cooks, servers, and dishwashers.

Office Staff: Positions include reservation clerks and bookkeeping staff. A minimum of one year's experience in a similar position is required.

Guesthouse Staff: Positions include housekeepers, receptionists, and grounds-maintenance staff.

Employment will begin on May 31 and end on September 7. Those hired are eligible to rent studio apartments for the summer at the nearby Bresden Arms Apartments for half the usual rental rate.

Interested candidates should download and complete an employment application form, which is available on our Web site, www.oceanroad.com.

162. Why is the resort recruiting staff?

- (A) Its restaurant is expanding its hours of operation.
- (B) It is offering new services to guests.
- (C) It has become more popular in recent years.
- (D) It is planning for a seasonal increase in business.

163. What advertised position requires previous experience?

- (A) Prep cook
- (B) Reservation clerk
- (C) Receptionist
- (D) Groundskeeper

164. What employee benefit is mentioned?

- (A) Cash bonuses after completing three months of work
- (B) Discounts on room rates for employees' family members
- (C) Free meals during the workday
- (D) A discounted rental rate for housing close to the resort

Questions 165-167 refer to the following e-mail.

From:	kbillis@interiorisland.com
To:	mrowland@stmail.org
Date:	April 3
Subject:	RE: February issue
Attachment:	IIM_02

Dear Mr. Rowland,

Thank you for your e-mail of April 2 reporting a missing issue. According to our records, your copy of February's *Interior Island Magazine* was sent on January 11, but apparently it was lost in the mail. We are very sorry the magazine has not reached you. The electronic version is attached here, and another print copy is being sent to you by mail today. Please note that, as a subscriber, you have free access to issues of *Interior Island Magazine* on our Web site, www.interiorisland.com.

I recommend that you notify your local post office about this problem so that they can ensure that your monthly copy of the magazine always reaches you.

Karen B. Hillis
Customer Service Manager

- 165.** What is mentioned about *Interior Island Magazine* ?
- (A) It is published quarterly.
 - (B) It is available in an electronic format.
 - (C) Its records were recently updated.
 - (D) It sends advertisements by e-mail.
- 166.** How does Ms. Hillis address Mr. Rowland's problem?
- (A) By replacing a lost item
 - (B) By renewing his subscription
 - (C) By contacting her manager
 - (D) By offering him a discount
- 167.** What does Ms. Hillis ask Mr. Rowland to do?
- (A) Contact the office that handles his mail
 - (B) Confirm that he received a delivery
 - (C) Send a package back to her
 - (D) Indicate what his current address is

Questions 168-171 refer to the following article.

Hestly, N.C. (August 30)—Hoffner Engineering will relocate its headquarters from the current Wister Lake site into a 1,300-square-meter space in the Birnstein Building on October 1, the firm announced yesterday.

"This is good news for downtown Hestly," said Sami Al Rahmani, director of the Hestly Development Authority, an organization that offers low-interest loans to companies interested in settling in the downtown area. "Hoffner Engineering has 130 employees who will hopefully lunch in local eateries, shop at nearby stores, and support the area in other ways." The authority provided a significant loan to Hoffner Engineering to help cover the cost of the transition, he noted.

Hoffner Engineering, which designs

appliances and industrial machinery, recently added several new clients and plans to hire additional mechanical engineers, explained Marianne Hoffner, a founding partner of Hoffner Engineering. "We needed more space, and the rental terms offered by the Birnstein Building were very reasonable," she said. "The financial incentive from the development authority was another motivating factor."

The Birnstein Building, on the west side of downtown Hestly, was developed by Ivyland Real Estate. Its tenants are the Rudyard Law Office, RHM Accounting Consultants, Craig's Fitness Club, and Majors Sporting Goods. With the inclusion of Hoffner Engineering, the building is now fully leased.

168. Why was the article written?

- (A) To provide information about changes in a company's services
- (B) To describe renovations made to a building
- (C) To announce a company's move to a new location
- (D) To report on salary increases at a business

169. What is indicated about the Hestly Development Authority?

- (A) It recently increased the size of its staff.
- (B) It is a branch of Ivyland Real Estate.
- (C) It has a new director.
- (D) It offers financial support to businesses.

170. The word "terms" in paragraph 3, line 7, is closest in meaning to

- (A) expressions
- (B) conditions
- (C) expansions
- (D) directions

171. What type of business does NOT occupy space in the Birnstein Building?

- (A) A health club
- (B) A retail store
- (C) A financial-services provider
- (D) A property-management firm

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

From:	Rachel Larmore <larmore@bkymail.com>
To:	Aimee Jones <amjones@gruderuniversity.edu>
Subject:	E-mail from Diane Shipley
Date:	May 12

Dear Professor Jones:

Last week Diane Shipley, one of my journalism professors at City University, e-mailed you on my behalf. I will be moving to Hawthorneville next month, and Professor Shipley has mentioned that you might know of employment opportunities in journalism in the area that might be suitable for me. I'd appreciate the chance to discuss this with you in person once I arrive. May I telephone your office to make an appointment to do this?

As Professor Shipley mentioned in her e-mail, I recently graduated from City University with a degree in journalism. I'd like to provide you with a few other details about my background. I worked as an editor of City University's student newspaper, *The Weekly Update*, where I was responsible for overseeing the content of the campus news section. I have also completed two internships, one at *Bradley City Today*, where I reviewed theater and dance performances, and one at Bryan Investment Services, where I helped edit the client newsletter.

Professor Shipley has often mentioned how great a colleague you were when the two of you were editors at *Jameson Daily News*, so I'm really looking forward to meeting you.

Sincerely,

Rachel Larmore

172. Why is Ms. Larmore writing to Professor Jones?
- (A) To apply for an internship
 - (B) To request a meeting with her
 - (C) To get information for a news article
 - (D) To express interest in a class she teaches
173. What is true about Ms. Larmore?
- (A) She plans on relocating in June.
 - (B) She is seeking a teaching position at a university.
 - (C) She has a degree in theater.
 - (D) She first met Professor Jones several years ago.
174. What is mentioned about *The Weekly Update*?
- (A) It is the most widely read newspaper in Hawthorneville.
 - (B) It is a newsletter provided by an investment services company.
 - (C) It provides information about events at a university.
 - (D) It includes reviews of dance and theater productions.
175. Where did Professor Jones and Professor Shipley work together?
- (A) At City University
 - (B) At *Bradley City Today*
 - (C) At Bryan Investment Services
 - (D) At *Jameston Daily News*

Questions 176-180 refer to the following letter.

August 24

Vrinath Patel, CEO
Goldleaf Publishing, Inc.
5000 Centerpoint Road
Montreal, QC H2B 2C7

Dear Mr. Patel:

I'm writing to inform you that Premier Products was recently acquired by LTG Worldwide, one of the world's largest distributors of office supplies. Premier will continue to operate under the same name, but there will be changes to some of its sales policies. Since you are a valued longtime client, we wanted to let you know about these developments early so you can plan accordingly.

While the prices of the majority of our products will remain the same, the delivery charges for our wholesale paper products have been revised. Our new monthly delivery charges are as follows:

Less than 5 reams, \$1.15 per ream

5-9 reams, \$1.07 per ream

10-24 reams, \$1.02 per ream

25-49 reams, \$0.94 per ream

50 or more reams, \$0.80 per ream

Under this new system of fees we will calculate delivery charges based on the number of reams purchased per month. Therefore, if on your next order you buy the same amount of paper as you did in July, you would qualify for the lowest delivery charge (80 cents per ream), only two cents higher per ream than under the old system.

As an LTG Worldwide company, we will now be able to offer many additional services. For example, LTG's customer service department is open 24 hours a day, so you can call for assistance at any time. In addition, the company's Web site offers many features, such as account management and order tracking.

If you have any questions about these changes, please do not hesitate to call me. We hope to continue providing you with the same friendly and speedy service that you have enjoyed for the last several years.

Sincerely,

Elizabeth MacMorris

Vice President, Customer Service

176. What is a purpose of the letter?

- (A) To report a shipping delay
- (B) To explain a system of fees
- (C) To advertise the opening of a new store
- (D) To announce a new product line

177. According to the letter, what did LTG Worldwide recently do?

- (A) Buy another company
- (B) Move its headquarters
- (C) Change its name
- (D) Hire a new vice president

178. Approximately how many reams of paper did Mr. Patel's company buy last month?

- (A) Less than 5
- (B) 10–24
- (C) 25–49
- (D) 50 or more

179. Who is Mr. Patel?

- (A) A customer service representative
- (B) An owner of LTG Worldwide
- (C) A company delivery person
- (D) A customer of Premier Products

180. According to the letter, what service is offered by LTG Worldwide?

- (A) Flexible payments
- (B) Overnight delivery
- (C) Online billing information
- (D) Warehouse storage space

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

New Zealand Holiday Home Rental Accommodations
Your home away from home

Featured Listings

- **Property 3720: Cambridge**

Delight in the tranquility of this cozy 2-bedroom cottage set in a wooded, rural area. Perfect for that quiet holiday of rest and relaxation. \$350 per week.
For more information and pictures, click [here](#).
- **Property 1009: Taupo**

This 3-bedroom townhouse has spectacular lake views and is just a five-minute walk to the Taupo beach. Cafés, parks, and shops are also nearby. \$125 per night. Book for five nights and receive a complimentary sixth night!
New pictures just added! Click [here](#).
- **Property 5827: Auckland**

Enjoy the city from these modern apartments set in Auckland's bustling shopping district. Choose from a variety of apartments from 1-bedroom studios to 3-bedroom family suites. Prices vary depending on rental. Minimum stay of 3 nights required.
Click [here](#) for more information.
- **Property 7241: Waiheke Island**

Beautiful 4-bedroom house on a private beach. Comes equipped with kayaks for use during your stay. Limited rental availability. \$900 per week.
Click [here](#) to view amenities and photos.

E-Mail Message

To: Molly Buxton <buxtonnm@nzholidayrentals.co.nz>
From: Eleanor Anderson <eanderson@vemuneltd.com.nz>
Date: October 11
Re: Property 1009

Hello Molly,

I worked with you last year when I booked my family's holiday accommodation in Auckland and was very satisfied with both the rental property and the customer service you provided. However, I was not as fond of the destination as I expected to be. The city was too hectic for my taste. This year, I'd like to find a more relaxing location, preferably something with three or more bedrooms and beach or lake access. I do not want to spend more than \$650-\$700 for a week. I'm interested in Property 1009. Could you provide me with the dates of availability for this? It seems to meet my requirements.

I look forward to your reply.

Regards,

Eleanor Anderson

- 181.** What property offers a free night's stay?
(A) Property 3720
(B) Property 1009
(C) Property 5827
(D) Property 7241
- 182.** Why did Ms. Anderson send the e-mail?
(A) To request information
(B) To cancel a reservation
(C) To confirm a deposit
(D) To ask for advice
- 183.** What aspect of her previous vacation did Ms. Anderson find dissatisfactory?
(A) The cleanliness of the residence where she stayed
(B) The customer service provided by the Web site
(C) The busy pace of life in the area nearby
(D) The distance between her home and the rental property
- 184.** Why is property 7241 probably unsuitable for Ms. Anderson?
(A) She wants a rental with more than two bedrooms.
(B) She is looking for something less expensive.
(C) She would prefer to stay in an apartment.
(D) She does not like the beach.
- 185.** What location is Ms. Anderson interested in?
(A) Cambridge
(B) Auckland
(C) Waiheke Island
(D) Taupo

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

FRD Professionals
1170 South Goodman St.
Columbus, Ohio 43085

ESTIMATE: November 1

Client: Brady-Grey Law Offices
17 Bodkin Row
Columbus, Ohio 43085

Services requested:

Repairing and sanding wood floors
Applying 1 coat of dark mahogany stain
Applying 3 coats of clear polyurethane finish

Option 1

Area to be refinished:	First floor only
Time needed:	3 days
Deposit required:	\$1,000.00
Total	\$2,100.00

Option 2

Area to be refinished:	First and second floors
Time needed:	4 days
Deposit required:	\$2,000.00
Total	\$4,000.00

Our sanding process contains 99% of the dust to eliminate damage to the premises. We use low-odor, water-based products, which restore the natural beauty and prolong the life of your hardwood floors but dry in half the time of other products. This results in a reduced completion time. We will move and protect all furniture during the process.

From:	Paula Grey <pgrey@bradygreylaw.com>
To:	Peter Dowe <pdowe@frdprofs.com>
Date:	Tuesday, November 3, 9:30 A.M.
Subject:	Estimate

Dear Mr. Dowe,

Thank you for the prompt estimate. Based on your recommendation, we have decided to have the floors in the entire office refinished at one time. You indicated when we met last week that this will add only one day to the project and would result in a discount on the total cost. I see that your estimate reflects this. You said you might be able to begin the job as early as November 20, and I'd like to stress that we need to have the work completed before November 30 so that it does not interfere with important client meetings in December. Please contact me so that we can arrange a start date.

Sincerely,

Paula Grey

- 186.** What service does FRD Professionals provide?
- (A) Furniture manufacturing
(B) Floor refinishing
(C) Interior design
(D) Appliance repair
- 187.** What is indicated about the products used by FRD Professionals?
- (A) They produce a strong smell.
(B) They are less expensive than other products.
(C) They dry quickly.
(D) They can be used on fabrics.
- 188.** How much will Ms. Grey most likely pay FRD Professionals for the completed work?
- (A) \$1,000
(B) \$2,000
(C) \$2,100
(D) \$4,000
- 189.** In the e-mail, the word “reflects” in paragraph 1, line 4, is closest in meaning to
- (A) shows
(B) affects
(C) copies
(D) replaces
- 190.** When does Ms. Grey require that the project be finished?
- (A) By November 1
(B) By November 3
(C) By November 20
(D) By November 30

Questions 191-195 refer to the following memo and schedule.

MEMO

From: Jennifer Smithson
To: Goro Adachi
RE: Trade show
Date: February 23

Mr. Adachi,

You may already have heard that one of our sponsors, Akira Airport Logistics, will no longer be able to help underwrite our show. Fortunately, I have been able to get in touch with two prospective funding sources that may be interested. One of them is here in Fukuoka, and I am going to have coffee with one of their representatives tomorrow.

The other possibility is Osaka Airlines. Would you mind traveling to their offices tomorrow to negotiate with them? I realize that you will have to catch the high-speed train to get there and back in one day, but it would be extremely helpful if one of us is able to secure one of these sponsors at this late date.

I know that you have been planning to meet with Mr. Yoshida tomorrow afternoon to check over his work. If it is possible, I would like you to reschedule that meeting for some time later in the week.

I will give you a call later to discuss the details.

Thanks.

Asian Aviation Alliance

Action Plan for Trade Show Employee: Goro Adachi

TASK	DEADLINE
Post confirmed schedule on Web site	February 22; 4:00 P.M.
Meet with graphic designer to approve all printed materials	February 24; 2:00 P.M.
Send member invitations	March 2 (end of day)
Meet with caterer; decide on luncheon menus	March 8; 4:00 P.M.
Final facilities check; Palomar Plaza Hotel, Tokyo	April 14; 12 noon

191. What is Ms. Smithson planning to do on February 24 ?
- (A) Reschedule a meeting
 - (B) Meet a company representative
 - (C) Visit Akira Airport Logistics
 - (D) Travel by plane to another city
192. In the memo, the word "mind" in paragraph 2, line 1, is closest in meaning to
- (A) be careful of
 - (B) object to
 - (C) watch over
 - (D) concentrate on
193. What is suggested about Mr. Adachi's workplace?
- (A) It is close to Akira Airport.
 - (B) It is next to the Palomar Plaza Hotel.
 - (C) It is in the same building as several trade show groups.
 - (D) It is in a different city than Osaka Airlines' office.
194. What type of business is Mr. Yoshida most likely in?
- (A) Hotel administration
 - (B) Regional airlines
 - (C) Graphic design
 - (D) Catering
195. What is NOT indicated as one of Mr. Adachi's trade show assignments?
- (A) Selecting menu items
 - (B) Updating events on a Web site
 - (C) Rescheduling the show's start date
 - (D) Visiting a potential sponsor

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

E-mail

From: Ronald Driscoll <ronaldd@rgmccann.co.uk>
To: Lidia Müller <lidiham@rgmccann.co.uk>
Subject: Meeting of marketing team
Date: August 7

Hi Lidia,

I just wanted to follow up on our phone conversation from yesterday. I spoke with Karina Hong at K. H. Media who informed me that the results of the survey we commissioned should be ready in mid-September. We're counting on this data to help us as we revise the marketing strategy for our Fresh Treat line of frozen desserts. As I pointed out in our last meeting, Fresh Treat products are selling well among younger consumers, but they have not been a success among consumers aged 50 and over.

Once we receive the survey results, I'd like for you to lead a team of four marketing staff members in making recommendations for a new television advertising campaign for Fresh Treat. I suggest that you include Shuhei Ikeda on this team; Shuhei worked with me when I ran the Fruit Festival ice cream campaign last year and was a great contributor to that project. Let's all plan to meet on September 30 to talk about the survey results in detail and to discuss how best to advertise Fresh Treat products during whatever type of show survey respondents over age 50 watch most often.

Thanks,
Ronald

Prepared for R. G. McCann Company by K. H. Media

Subgroup: Viewers who watch more than two programs per week

Program type	Viewing-habit percentages by age group			
	18-25	26-35	36-49	50-63
News	13	20	28	27
Dramatic series	19	21	33	42
Comedy series	43	38	18	12
Game shows	24	21	21	19

* Results based on interviews with television viewers between August 1 and September 1
* Number of respondents: 238
* List of programs watched by survey respondents will be provided separately.

196. Why was the survey conducted?

- (A) To determine the average cost of producing advertisements
- (B) To learn why some people watch two or fewer television programs a week
- (C) To find out what types of frozen desserts people enjoy most
- (D) To gather information that may be useful for an advertising campaign

197. What is Ms. Müller asked to do?

- (A) Invite Shuhei Ikeda to work on a project
- (B) Create a survey for television viewers
- (C) Schedule a meeting with Karina Hong
- (D) Hire an additional staff member for the marketing department

198. Who is Mr. Driscoll?

- (A) A television program producer
- (B) A manager of marketing campaigns
- (C) A survey coordinator at K. H. Media
- (D) A recipe developer for Fresh Treat products

199. What is suggested about survey respondents?

- (A) They provided titles of television shows that they often watch.
- (B) Some of them are over the age of 65.
- (C) They answered questions on forms that they returned by mail.
- (D) Most of them prefer to watch television in the evening.

200. What type of program will the team probably discuss at the meeting on September 30?

- (A) News
- (B) Educational
- (C) Drama
- (D) Comedy

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.