

**토익 주관사가 만든 고난도 적중실전**

## **YBM 실전토익 RC 1000 2를 발행하며**

지난 30여 년간 우리나라에서 토익 시험을 주관하면서 토익 시장을 이끌고, 꾸준히 베스트셀러를 출간해 온 YBM에서 〈YBM 실전토익 RC 1000 2〉를 출간하게 되었습니다.

### **YBM 토익은 이렇게 다릅니다!**

#### **YBM의 명성에 자부심을 가지고 개발했습니다!**

YBM은 지난 1982년부터 우리나라의 토익 시험을 주관해온 토익 주관사로서, 지난 30여 년간 400여 권의 토익 베스트셀러를 출판해왔습니다. 그 오랜 시간 토익 문제를 분석하고 교재를 출판하면서 쌓아온 전문성과 실력으로 이번에 〈YBM 실전토익 RC 1000 2〉를 선보이게 되었습니다.

#### **출제 예측 시스템을 기반으로 고득점 적중문제 위주로 개발했습니다!**

정확한 예측 시스템을 토대로 신토익 최신 경향을 철저히 분석하여 〈YBM 실전토익 RC 1000 2〉를 개발하였습니다. 실제 시험과 가장 유사한 문제 유형을 반영하되, 고난이도 문제를 다수 포함시켜 단기간에 고득점을 달성을 할 수 있도록 구성했습니다.

#### **ETS 교재를 출간한 노하우를 가지고 개발했습니다!**

출제기관 ETS의 토익 교재를 독점 출간하는 YBM은 그동안 쌓아온 노하우를 바탕으로 〈YBM 실전토익 RC 1000 2〉를 개발하였습니다. 본 책에 실린 1000개의 문항은 출제자의 의도를 정확히 반영하였기 때문에 타사의 어떤 토익 교재와도 비교할 수 없는 퀄리티를 자랑합니다.

YBM의 모든 노하우가 집대성된 〈YBM 실전토익 RC 1000 2〉는 최단 시간에 최고의 점수를 수험자 여러분께 약속 드립니다.

# 토익의 구성과 수험 정보

## TOEIC은 어떤 시험인가요?

Test of English for International Communication(국제적 의사소통을 위한 영어 시험)의 약자로서, 영어가 모국어가 아닌 사람들이 일상생활 또는 비즈니스 현장에서 꼭 필요한 실용적 영어 구사 능력을 갖추었는지를 평가하는 시험이다.

## 시험 구성

구성	Part	내용	문항수	시간	배점
듣기 (L/C)	1	사진 묘사	6		
	2	질의 & 응답	25		
	3	짧은 대화	39	45분	495점
	4	짧은 담화	30		
읽기 (R/C)	5	단문 빙칸 채우기(문법/어휘)	30		
	6	장문 빙칸 채우기	16		
		단일 지문	29	75분	495점
	7	독해	10		
		이중 지문	10		
		삼중 지문	15		
	Total	7 Parts	200문항	120분	990점

## TOEIC 접수는 어떻게 하나요?

TOEIC 접수는 한국 토익 위원회 사이트([www.toeic.co.kr](http://www.toeic.co.kr))에서 온라인 상으로만 접수가 가능하다. 사이트에서 매월 자세한 접수 일정과 시험 일정 등의 구체적 정보 확인이 가능하니, 미리 일정을 확인하여 접수하도록 한다.

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## **시험장에 반드시 가져가야 할 준비물은요?**

**신분증** 규정 신분증만 가능

(주민등록증, 운전면허증, 기간 만료 전의 여권, 공무원증 등)

**필기구** 연필, 자우개 (볼펜이나 사인펜은 사용 금지)

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## **시험은 어떻게 진행되나요?**

<b>09:20</b>	입실 (09:50 이후는 입실 불가)
<b>09:30 – 09:45</b>	답안지 작성에 관한 오리엔테이션
<b>09:45 – 09:50</b>	휴식
<b>09:50 – 10:05</b>	신분증 확인
<b>10:05 – 10:10</b>	문제지 배부 및 파본 확인
<b>10:10 – 10:55</b>	듣기 평가 (Listening Test)
<b>10:55 – 12:10</b>	독해 평가 (Reading Test)

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## **TOEIC 성적 확인은 어떻게 하죠?**

시험일로부터 19일 후, 오후 3시부터 인터넷과 ARS(060-800-0515)로 성적을 확인할 수 있다. TOEIC 성적표는 우편이나 온라인으로 발급 받을 수 있다(시험 접수시, 양자택일). 우편으로 발급 받을 경우는 성적 발표 후 대략 일주일이 소요되며, 온라인 발급을 선택하면 유효기간 내에 홈페이지에서 본인이 직접 1회에 한해 무료 출력할 수 있다. TOEIC 성적은 시험일로부터 2년간 유효하다.

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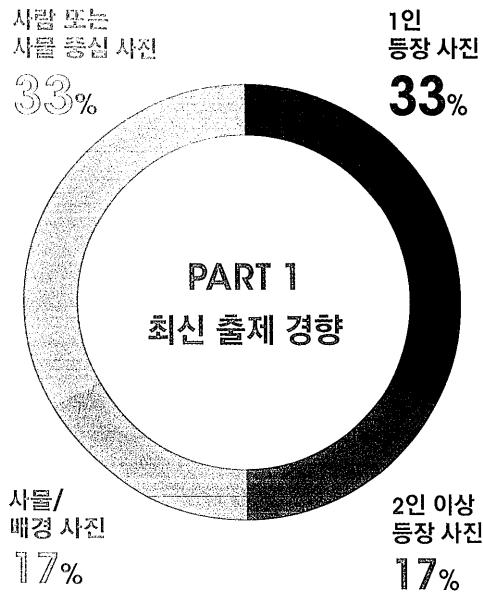
## **TOEIC은 몇 점 만점인가요?**

TOEIC 점수는 듣기 영역(LC) 점수, 읽기 영역(RC) 점수, 그리고 이 두 영역을 합계한 전체 점수 세 부분으로 구성된다. 각 부분의 점수는 5점 단위이며, 5점에서 495점에 걸쳐 주어지고, 전체 점수는 10점에서 990점까지이며, 만점은 990점이다. TOEIC 성적은 각 문제 유형의 난이도에 따른 점수 환산표에 의해 결정된다.

# 신토의 경향 분석

## PART 1 사진 묘사 Photographs

총 6문제



### 1인 등장 사진

주어는 He/She, A man/woman, One of the men/women 등이며 주로 앞부분에 나온다.

### 2인 이상 등장 사진

주어는 They, Some men/women/people 등이며 주로 중간 부분에 나온다.

### 사물/배경 사진

주어는 A car, some chairs 등이며 주로 뒷부분에 나온다.

### 사람 또는 사물 중심 사진

주어가 일부는 사람, 일부는 사물이며 주로 뒷부분에 나온다.



### 현재 진행 능동태

〈is/are + 현재분사〉 형태이며 주로 사람이 주어이다.

### 단순 현재 수동태

〈is/are + 과거분사〉 형태이며 주로 사물이 주어이다.

### 기타

〈is/are + being + 과거분사〉 형태의 현재 진행 수동태, 〈has/have + been + 과거분사〉 형태의 현재 완료 수동태, '타동사 + 목적어' 형태의 단순 현재 능동태, There is/are와 같은 단순 현재도 나온다.

## PART 2 질의 & 응답 Question-Response

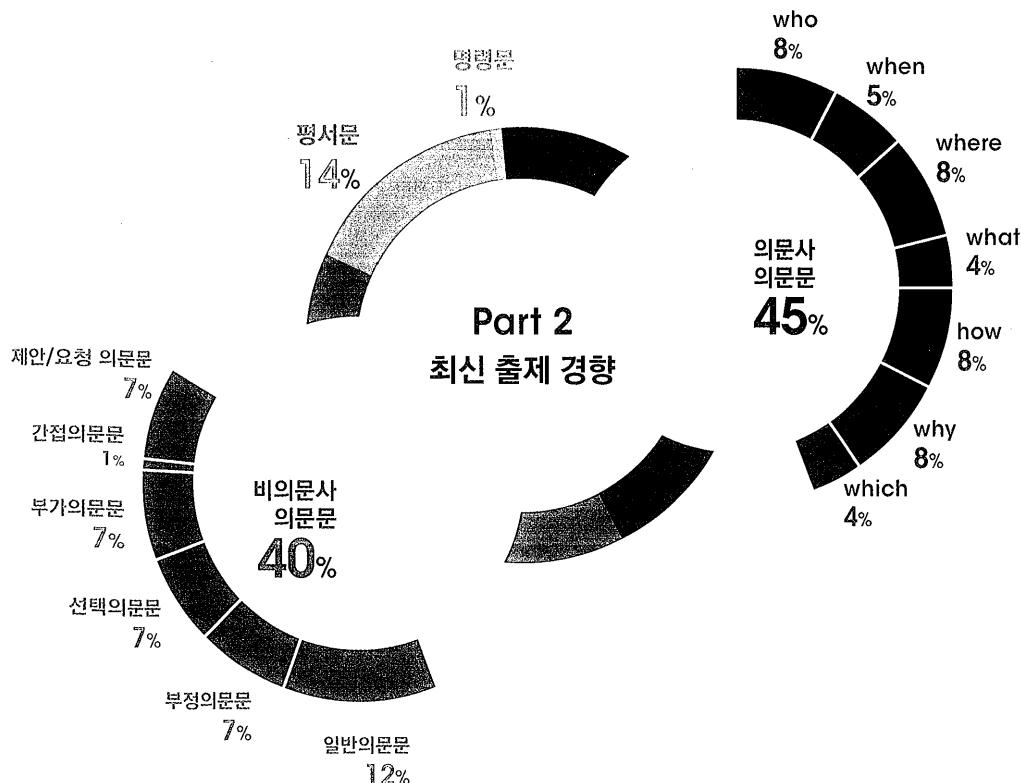
총 25문제

### 평서문

질문이 아니라 객관적인 사실이나 화자의 의견 등  
을 나타내는 문장이다.

### 명령문

동사원형이나 Please 등으로 시작한다.



### 비의문사 의문문

**일반(Yes/No) 의문문** 적게 나올 때는 한두 개, 많이 나올 때는 서너 개씩 나오는 편이다.

**부정의문문** Don't you ~?, Isn't he ~? 등으로 시작하는 문장이며 일반 긍정 의문문보다는 약간 더 적게 나온다.

**선택의문문** A or B 형태로 나오며 A와 B의 형태가 단어, 구, 절일 수 있다. 구나 절일 경우 문장이 길어져서 어려워진다.

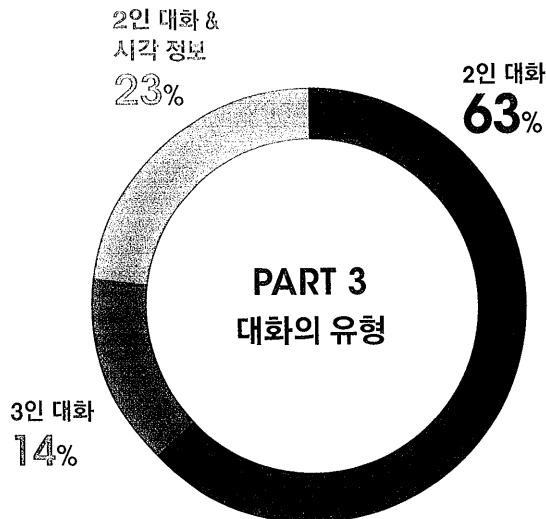
**부가의문문** ~ don't you?, ~ isn't he? 등으로 끝나는 문장이며, 일반 부정 의문문과 비슷하다고 볼 수 있다.

**간접의문문** 의문사가 문장 처음 부분이 아니라 문장 중간에 들어 있다.

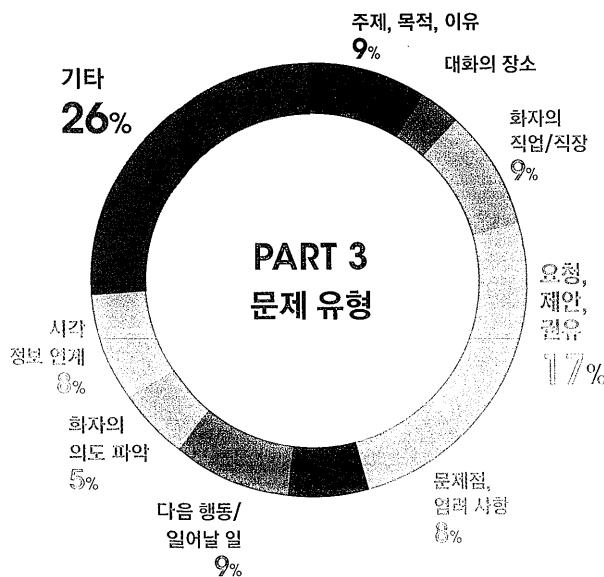
**제안/요청 의문문** 정보를 얻기보다는 상대방의 도움이나 동의 등을 얻기 위한 목적이 일반적이다.

## PART 3 짧은 대화 Short Conversations

총 13대화문 39문제 (지문당 3문제)



- 3인 대화의 경우 남자 화자 두 명과 여자 화자 한 명 또는 남자 화자 한 명과 여자 화자 두 명이 나온다. 따라서 문제에서는 2인 대화에서와 달리 the man이나 the woman이 아니라 the men이나 the women 또는 특정한 이름이 언급될 수 있다.
- 대화 & 시각 정보는 항상 파트의 뒷부분에 나온다.
- 시각 정보의 유형으로 chart, map, floor plan, schedule, table, weather forecast, directory, list, invoice, receipt, sign, packing slip 등 다양한 자료가 골고루 나온다.

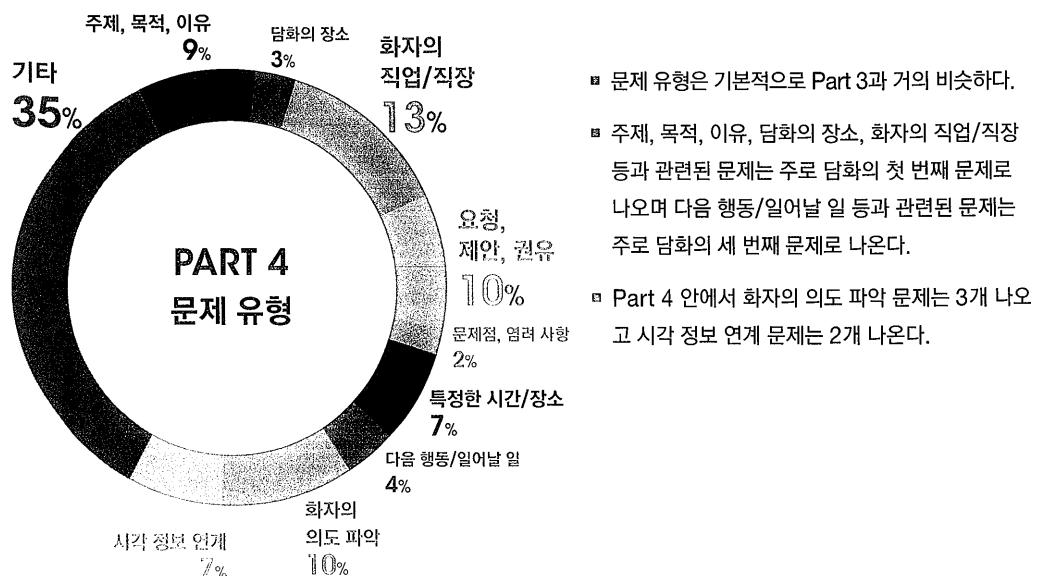
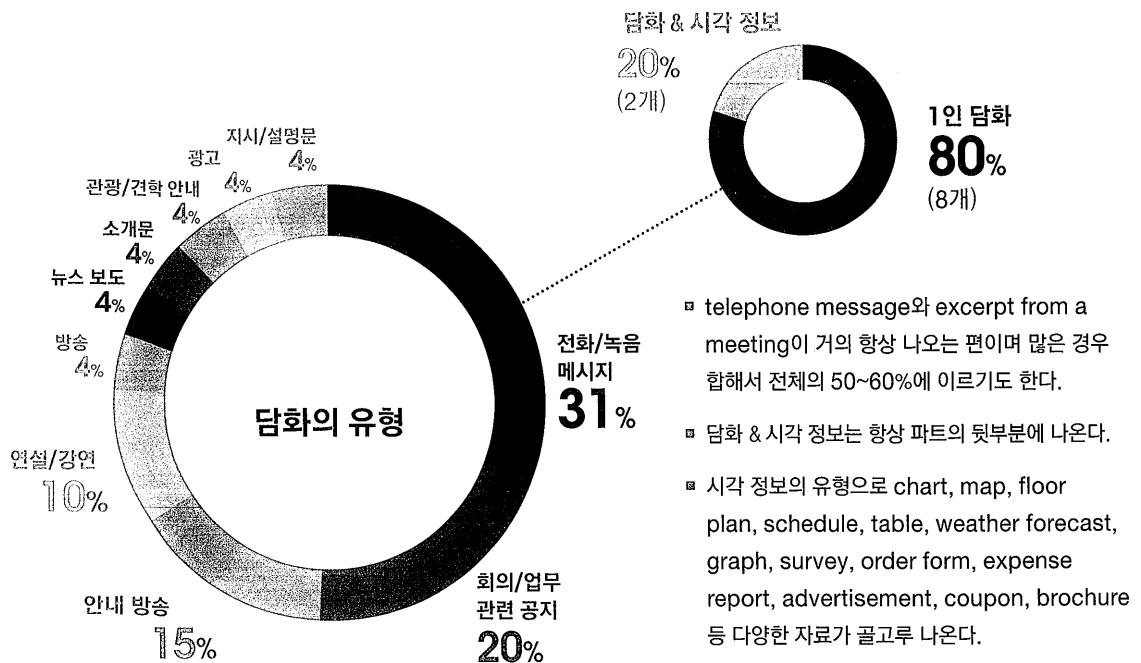


- 주제, 목적, 이유, 대화의 장소, 화자의 직업/직장 등과 관련된 문제는 주로 대화의 첫 번째 문제로 나오며 다음 행동/일어날 일 등과 관련된 문제는 주로 대화의 세 번째 문제로 나온다.
- 화자의 의도 파악 문제는 주로 2인 대화에 나오지만, 가끔 3인 대화에 나오기도 한다. 시각 정보 연계 대화에는 나오지 않고 있다.
- Part 3 안에서 화자의 의도 파악 문제는 2개 나오고 시각 정보 연계 문제는 3개 나온다.

## PART 4 짧은 담화 Short Talks

총 10지문 30문제 (지문당 3문제)

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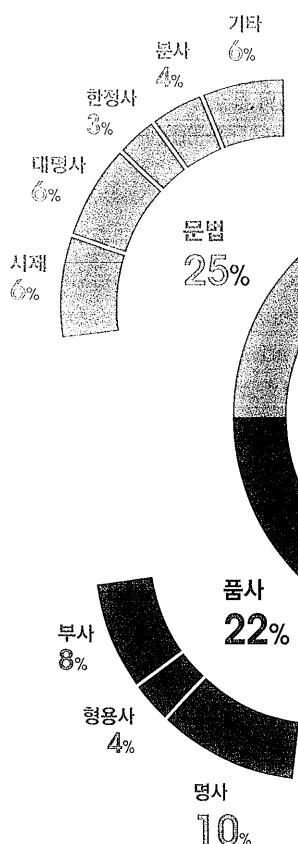


## PART 5 단문 빈칸 채우기 Incomplete Sentences

총 30문제

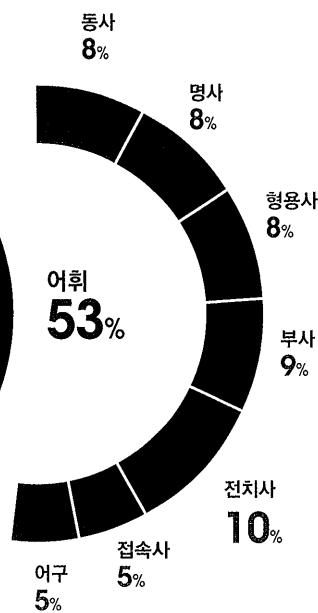
### 문법 문제

시제와 대명사와 관련된 문법 문제가 2개씩, 한정사와 분사와 관련된 문법 문제가 1개씩 나온다. 시제 문제의 경우 능동태/수동태나 수의 일치와 연계되기도 한다. 그 밖에 한정사, 능동태/수동태, 부정사, 동명사 등과 관련된 문법 문제가 나온다.



### 어휘 문제

동사, 명사, 형용사, 부사와 관련된 어휘 문제가 각각 2~3개씩 꼴고루 나온다. 전치사 어휘 문제는 3개씩 꾸준히 나오지만, 접속사나 어구와 관련된 어휘 문제는 나오지 않 을 때도 있고 3개가 나을 때도 있다.



### 품사 문제

명사와 부사와 관련된 품사 문제가 2~3개씩 나오며, 형용사와 관련된 품사 문제가 상대적 으로 적은 편이다.

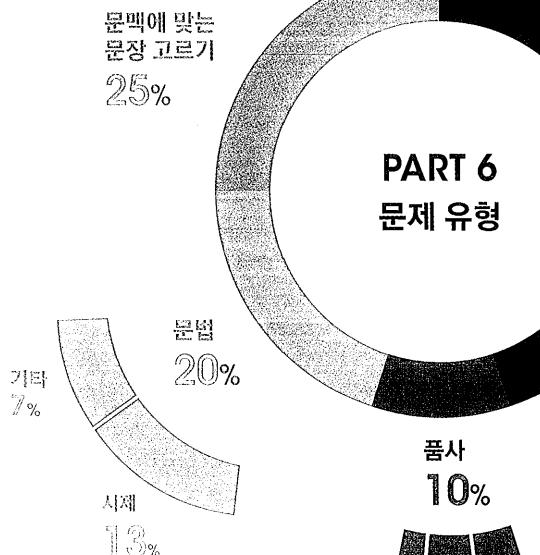
## PART 6 장문 빙칸 채우기 Text Completion

총 4지문 16문제 (지문당 4문제)

한 지문에 4문제가 나오며 평균적으로 어휘 문제가 2개, 품사나 문법 문제가 1개, 문맥에 맞는 문장 고르기 문제가 1개 들어간다. 문맥에 맞는 문장 고르기 문제를 제외하면 문제 유형은 기본적으로 파트 5와 거의 비슷하다.

### 문맥에 맞는 문장 고르기

문맥에 맞는 문장 고르기 문제는 지문당 한 문제씩 나오는데, 나오는 위치의 확률은 4문제 중 두 번째 문제, 세 번째 문제, 네 번째 문제, 첫 번째 문제 순으로 높다.

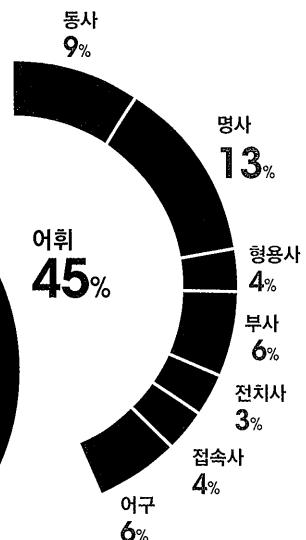


### 문법 문제

문맥의 흐름과 밀접하게 관련이 있는 시제 문제 가 2개 정도 나오며, 능동태/수동태나 수의 일치와 연계되기도 한다. 그 밖에 대명사, 능동태/수동태, 부정사, 접속사/전치사 등과 관련된 문법 문제가 나온다.

### 어휘 문제

동사, 명사, 부사, 어구와 관련된 어휘 문제는 매번 1~2개씩 나온다. 부사 어휘 문제의 경우 therefore(그러므로)나 however(하지만)처럼 문맥의 흐름을 자연스럽게 연결해 주는 부사가 자주 나온다.



### 품사 문제

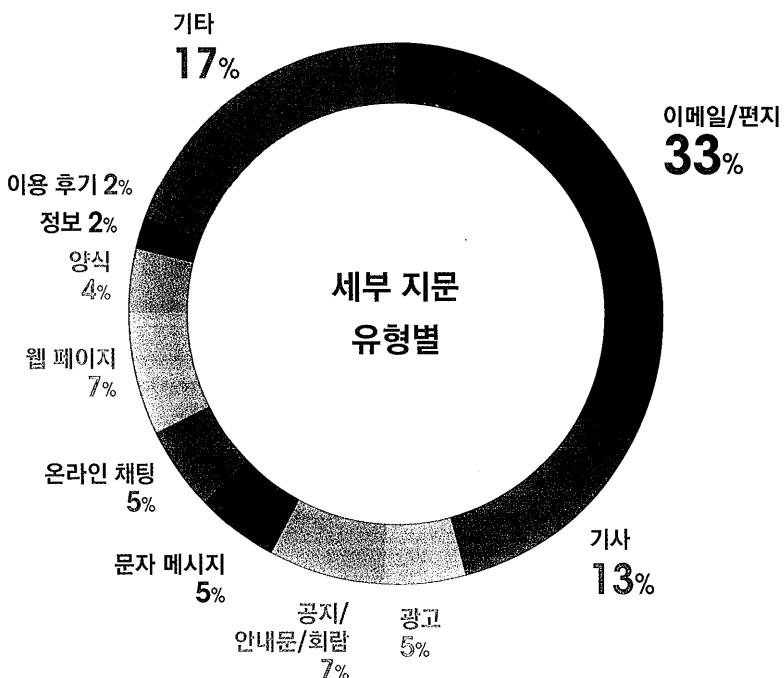
명사나 형용사 문제가 부사 문제보다 좀 더 자주 나온다.

## 신토의 경향 분석

### PART 7 독해 Reading Comprehension

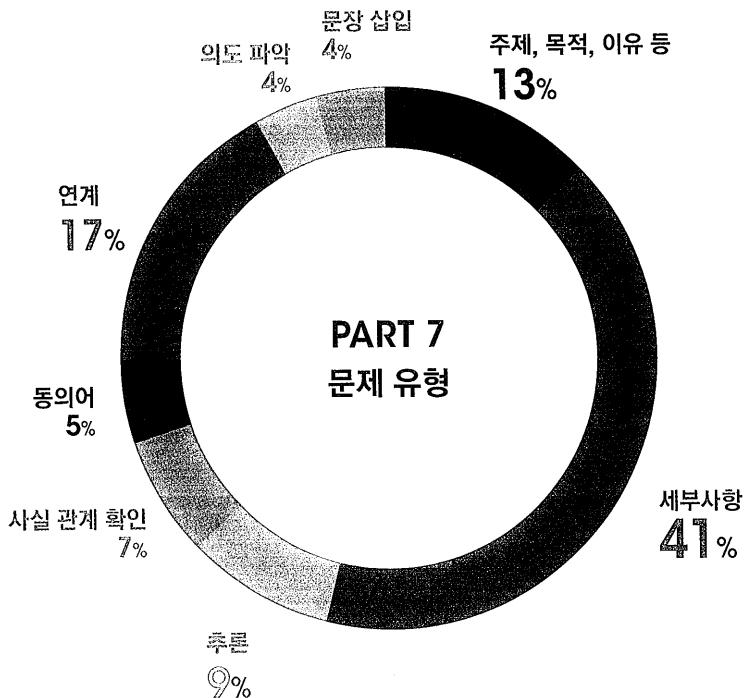
총 15지문 54문제 (지문당 2~5문제)

지문 유형	지문당 문제 수	지문 개수	비중 %
단일 지문	2문항	4개	약 15%
	3문항	3개	약 16%
	4문항	3개	약 22%
이중 지문	5문항	2개	약 19%
삼중 지문	5문항	3개	약 28%



- 이메일/편지, 기사 유형 지문은 거의 항상 나오는 편이며 많은 경우 합해서 전체의 50~60%에 이르기도 한다.
- 기타 지문 유형으로 agenda, brochure, comment card, coupon, flyer, instructions, invitation, invoice, list, menu, page from a catalog, policy statement, report, schedule, survey, voucher 등 다양한 자료가 골고루 나온다.

(이중 지문과 삼중 지문 속의 지문들을 모두 낱개로 계산함 – 총 23지문)



- 동의어 문제는 주로 이중 지문이나 삼중 지문에 나온다.
- 연계 문제는 일반적으로 이중 지문에서 한 문제, 삼중 지문에서 두 문제가 나온다.
- 의도 파악 문제는 문자 메시지(text-message chain)나 온라인 채팅(online chat discussion) 지문에서 출제되며 두 문제가 나온다.
- 문장 삽입 문제는 주로 기사, 이메일, 편지, 회람 지문에서 출제되며 두 문제가 나온다.

# 점수 환산표

LISTENING Raw Score (맞은 개수)	LISTENING Scaled Score (환산 점수)	READING Raw Score (맞은 개수)	READING Scaled Score (환산 점수)
96~100	480~495	96~100	460~495
91~95	435~490	91~95	410~475
86~90	395~450	86~90	380~430
81~85	355~415	81~85	355~400
76~80	325~375	76~80	325~375
71~75	295~340	71~75	295~345
66~70	265~315	66~70	265~315
61~65	240~285	61~65	235~285
56~60	215~260	56~60	205~255
51~55	190~235	51~55	175~225
46~50	160~210	46~50	150~195
41~45	135~180	41~45	120~170
36~40	110~155	36~40	100~140
31~35	85~130	31~35	75~120
26~30	70~105	26~30	55~100
21~25	50~90	21~25	40~80
16~20	35~70	16~20	30~65
11~15	20~55	11~15	20~50
6~10	15~40	6~10	15~35
1~5	5~20	1~5	5~20
0	5	0	5

\* 이 환산표는 본 교재에 수록된 Test용으로 개발된 것이다. 이 표를 사용하여 자신의 실제 점수를 환산 점수로 전환하도록 한다. 즉, 예를 들어 Reading Test의 실제 정답 수가 61~65개이면 환산 점수는 235점에서 285점 사이가 된다. 여기서 실제 정답 수가 61개이면 환산 점수가 235점이고, 65개이면 환산 점수가 285점임을 의미하는 것은 아니다. 본 책의 Test를 위해 작성된 이 점수 환산표가 자신의 영어 실력이 어느 정도인지 대략적으로 파악하는 데 도움이 되긴 하지만, 이 표가 실제 TOEIC 성적 산출에 그대로 사용된 적은 없다는 사실을 밝혀둔다.

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해설집

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RC

# **T E S T 1**

## 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. Diners at the Appleton Buffet have commented favorably on ----- wide variety of seafood dishes.
- (A) we  
(B) us  
(C) our  
(D) ours
102. Rev Furniture has high-quality handmade goods and reasonable delivery -----.
- (A) routines  
(B) trucks  
(C) duties  
(D) fees
103. The Fort Myers Garden Club ----- a monthly newsletter to its members to keep them informed.
- (A) circulates  
(B) was circulated  
(C) to circulate  
(D) has been circulated
104. Decorated with fascinating -----, the hotel's lobby is a great place to pass the time while waiting for someone.
- (A) photographer  
(B) photographed  
(C) photographs  
(D) photographic
105. At the end of the lease period, ----- keys to the apartment must be returned to the building owner.
- (A) each  
(B) all  
(C) another  
(D) others
106. The chemical can be hazardous if it gets in contact with bare skin, so be sure to handle it -----.
- (A) carefully  
(B) fairly  
(C) currently  
(D) barely
107. Tourism in Palm Valley has declined steadily ----- the past few years due to the rising cost of flights.
- (A) over  
(B) of  
(C) beneath  
(D) then
108. Most of the patient files are stored ----- secure cabinets on the fourth floor, which has a high level of security.
- (A) as  
(B) to  
(C) in  
(D) down

109. Because of a lack of space at the warehouse, some goods will be sent ----- to the store from the manufacturer.
- (A) directs  
(B) director  
(C) directly  
(D) direction
110. ----- the expansion to the Phoenix Building be approved, construction will begin at the beginning of March.
- (A) Should  
(B) Since  
(C) Did  
(D) While
111. Although the CEO spoke to reporters at the press conference, he failed to provide ----- answers to their questions.
- (A) satisfies  
(B) satisfactory  
(C) satisfaction  
(D) satisfactorily
112. Fans of the *Galaxy Battle* adventure series are ----- awaiting the release of the new film by director Rick Keller.
- (A) fairly  
(B) precisely  
(C) repeatedly  
(D) eagerly
113. The hotel works with several distributors in the region to ensure a ----- supply of cleaning products.
- (A) constant  
(B) portable  
(C) reluctant  
(D) previous
114. The office manager held a last-minute meeting ----- the sudden resignation of the company's president.
- (A) concerning  
(B) whereas  
(C) until  
(D) within
115. The first topic in the safety training covered ----- it is necessary to contact emergency medical personnel.
- (A) when  
(B) who  
(C) what  
(D) which
116. Ms. Lang uses Sky Couriers to send packages because she knows the service will be -----.
- (A) prompts  
(B) promptly  
(C) promptness  
(D) prompt
117. The parking policy that ----- by city officials last month resulted in a great deal of confusion among residents.
- (A) had been implementing  
(B) was implemented  
(C) will have been implemented  
(D) had implemented
118. The ticket allows you to visit all sections of the museum's permanent gallery ----- not its special exhibits.
- (A) or  
(B) but  
(C) so  
(D) as
119. Not until her book was published did the author speak ----- about her inspiration for writing it.
- (A) publicity  
(B) publicly  
(C) public  
(D) publicized
120. ----- its positive effect on the environment, the recycling program will generate extra income for the city.
- (A) Besides  
(B) Among  
(C) Instead  
(D) Toward

121. The factory increased productivity by nearly thirty percent through equipment ----- made possible by a federal grant.
- (A) modernize  
(B) modernization  
(C) modernized  
(D) modernizes
122. Applicants must be at least eighteen years old ----- participate in the amateur photography contest.
- (A) even though  
(B) in order to  
(C) on behalf of  
(D) so that
123. All patrons of the Vanceville Public Library must agree to ----- by the library's rules and regulations.
- (A) conform  
(B) accompany  
(C) establish  
(D) abide
124. The news program is ----- to countries around the world in real time through a continuous satellite feed.
- (A) featured  
(B) equipped  
(C) determined  
(D) transmitted
125. Trash bins are ----- placed throughout the amusement park to reduce the amount of litter left on the ground.
- (A) strategic  
(B) strategized  
(C) strategically  
(D) strategy
126. The supervisor decided to introduce a relaxed dress code on Fridays in an attempt to improve staff -----.
- (A) reimbursement  
(B) appointment  
(C) morale  
(D) resource
127. A protective substance was applied to the new surface of the parking lot to keep it from ----- over time.
- (A) revealing  
(B) commuting  
(C) overtaking  
(D) deteriorating
128. The sales director believes that an eight percent increase in sales next quarter is a readily ----- goal.
- (A) achieve  
(B) achievable  
(C) achievement  
(D) achieving
129. Because Ms. Ferris did not have her ID card with her, the security guard ----- to allow her to enter the building.
- (A) refuse  
(B) refusal  
(C) refusing  
(D) refused
130. Although the logos had a ----- similar design, they were created by two completely unrelated companies.
- (A) steadily  
(B) remarkably  
(C) consecutively  
(D) unanimously

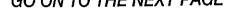
**PART 6**

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

Questions 131-134 refer to the following article.

March 12 — Starting from next month, street parking in the city center will be free. City council members chose \_\_\_\_\_ the use of parking meters downtown by a unanimous vote. Rising wages are **131.** needed for city workers to check parking meters and issue tickets, so the practice is no longer **132.** Officials hope the change will also **133.** development of the downtown area by encouraging more visitors, many of whom are shoppers from out of town. The change will go into effect on April 1, though the meters won't be removed immediately. **134.**

131. (A) being discontinued  
(B) discontinuing  
(C) to discontinue  
(D) discontinues
132. (A) economize  
(B) economically  
(C) economy  
(D) economical
133. (A) adopt  
(B) foster  
(C) multiply  
(D) publicize
134. (A) Signs will be posted to notify motorists.  
(B) Traffic updates can be requested by text.  
(C) The parking fee is considered reasonable.  
(D) Please pay your parking fines promptly.

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**Questions 135-138** refer to the following e-mail.

To: Crucero Staff <stafflist@crucero.net>  
From: Gabrielle Jensen <jensong@crucero.net>  
Date: November 16  
Subject: Overtime hours

The members of the finance team have \_\_\_\_\_ examined the budgets for our branch and, through **135.** their meticulous work, determined that there is a significant shortfall. \_\_\_\_\_ this discovery, we must reduce operating expenses by minimizing overtime hours. Please try to get all of your work **137.** within the usual business hours. In cases where overtime work cannot be avoided, it should be approved in advance by a department head. **138.** Thank you for your cooperation.

Sincerely,

Gabrielle Jensen

- 135.** (A) thoroughly  
(B) urgently  
(C) adversely  
(D) solely
- 136.** (A) Because  
(B) Due to  
(C) Consequently  
(D) Rather than
- 137.** (A) completes  
(B) completed  
(C) completion  
(D) completing
- 138.** (A) Please send in your detailed budgets as soon as possible.  
(B) Most employees prefer working on Saturdays over working on Sundays.  
(C) This applies to both sales and administration employees.  
(D) The additional payment has been deposited in your account.

Questions 139-142 refer to the following announcement.

Dawsonville in Motion, a nonprofit organization dedicated to promoting healthy lifestyles, \_\_\_\_\_ a Well-Being Festival for Saturday, August 18. The group wants to raise \_\_\_\_\_ of the methods for preventing heart disease and other conditions. The goal of many of the festival activities will be to show participants that they don't have to adhere strictly to a diet. \_\_\_\_\_. For example, a piece of fruit can replace a candy bar as an afternoon snack. \_\_\_\_\_, diners can swap French fries for a salad. Want more helpful tips? Come to the festival! It will be held at the Dawsonville Community Center, and admission is free to everyone.

139. (A) having organized  
(B) would have organized  
(C) has organized  
(D) being organized

140. (A) awareness  
(B) funds  
(C) interest  
(D) standards

141. (A) They can make small changes to improve their health.  
(B) Organizers hope that the turnout is better than last year.  
(C) The diet can be downloaded from the group's Web site.  
(D) Rates of medical problems are on the rise in Dawsonville.

142. (A) As a result  
(B) Similarly  
(C) Regardless  
(D) Unfortunately

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Questions 143-146 refer to the following notice.

### CHARACK TOWERS: NOTICE

\_\_\_\_\_ of Charack Towers should be aware that the power will be turned off to most of the complex **143.** on Thursday, September 18 at 9 A.M. to install new wiring. **144.** The power should be restored by noon, but if the work takes longer than expected, it might affect **145.** goods in your refrigerator. We will notify you if the work exceeds the estimated schedule so that you may check that your food is still edible. Please note that this planned outage will affect all parts of Charack Towers **146.** the South Tower, which was upgraded last quarter. Thank you for your patience and understanding.

- 143.** (A) Occupy  
(B) Occupations  
(C) Occupying  
(D) Occupants

- 145.** (A) durable  
(B) renewable  
(C) perishable  
(D) exposed

- 144.** (A) We must do so to comply with safety regulations.  
(B) If you would like to sign up, visit the property office.  
(C) The loss of power was caused by a severe storm.  
(D) Please wear protective gear while you are working.

- 146.** (A) inside of  
(B) owing to  
(C) aside from  
(D) such as

**PART 7**

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

Questions 147-148 refer to the following form.

**Steam Masters Customer Rental Agreement**  
170 Malloy Street • (325) 555-0197

Customer: Iswara Gupte

Phone Number: (325) 555-0166

First-time Customer: No

Delivery

Customer Pick-up

Item	Description	Price
Dowler-405 carpet steam cleaner rental	Two-day rental	\$95.00
Equipment rental deposit		\$50.00
Concentrated carpet shampoo (12 oz.)	Purchase	\$15.95
	Total	\$160.95

Rental period valid until 5 P.M. on March 6. The deposit will be paid back once the device is returned.

147. What is true about Mr. Gupte?

- (A) He rented two types of equipment.
- (B) He can keep the device for one week.
- (C) He recently changed his phone number.
- (D) He has used Steam Masters before.

148. What will happen when Mr. Gupte returns the device?

- (A) He will have to pay the remainder of his bill.
- (B) He will be credited for unused shampoo.
- (C) He will receive fifty dollars back.
- (D) He will be charged a pick-up fee.

**Questions 149-150** refer to the following letter.

Ramona Jackson  
Ramona's Restaurant  
552 Spring Haven Road  
Santa Barbara, CA 93106

Dear Ms. Jackson,

Santa Barbara city officials have received several complaints regarding the outdoor patio you have set up in front of your restaurant, near the sidewalk. Because of your business hours, many of your patrons are having loud conversations outdoors late at night. Please ask your patrons to keep their conversations to a minimum volume after 9 P.M. You should also post a written announcement reminding them to be courteous of the residents in the area. I've enclosed one as an example. If you have any inquiries, please direct them to our non-emergency line at 555-0181.

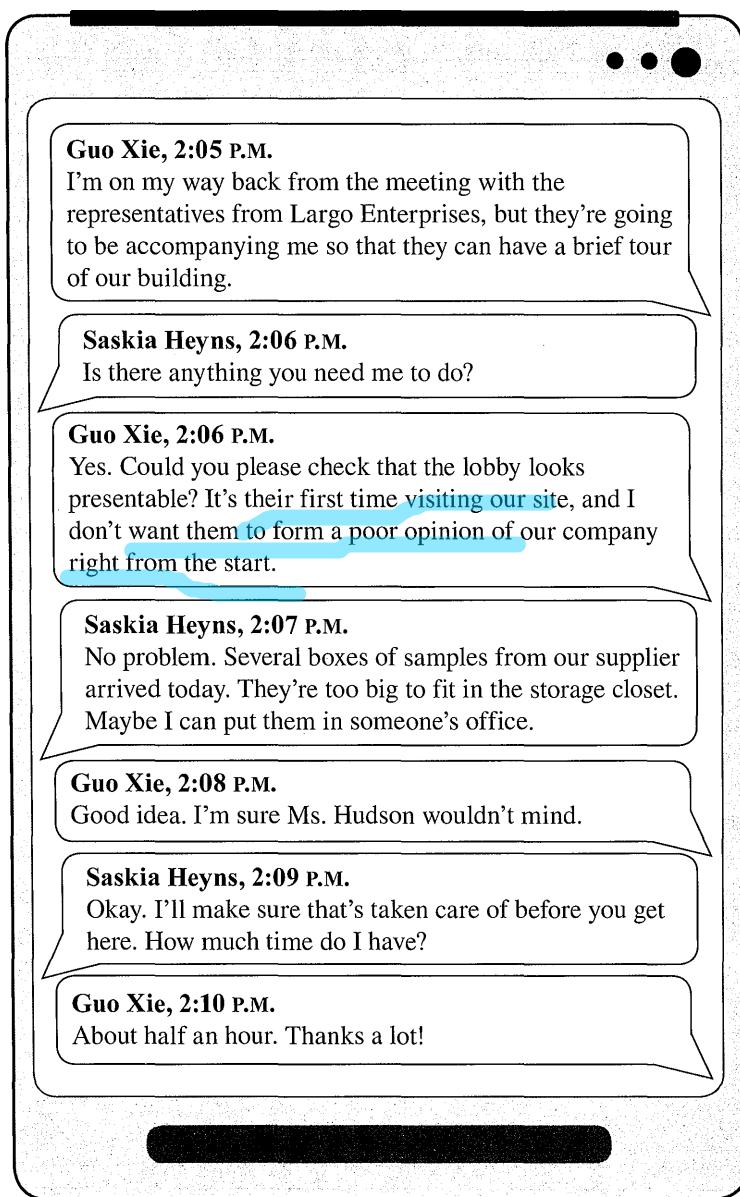
Thank you for your cooperation.

*Rita Salazar*

Rita Salazar  
Santa Barbara Police Department

- 149.** What problem does Ms. Salazar mention?
- (A) A neighborhood is for residential use only.
  - (B) Some tables are blocking a walkway.
  - (C) A restaurant's business license has expired.
  - (D) Customers are making too much noise.
- 150.** What has Ms. Salazar included with the letter?
- (A) A copy of an agenda
  - (B) An inquiry form
  - (C) A sample notice
  - (D) An invoice

Questions 151-152 refer to the following text-message chain.



151. What is Mr. Xie concerned about?

- (A) Making an unfavorable first impression
- (B) Meeting up with the representatives late
- (C) Failing to find an employee to conduct a tour
- (D) Having limited access to the building's lobby

152. At 2:08 P.M., what does Mr. Xie most likely mean when he says, "I'm sure Ms. Hudson wouldn't mind"?

- (A) Ms. Hudson should help clean an area.
- (B) Ms. Hudson can order more samples.
- (C) Ms. Hudson has storage space in her office.
- (D) Ms. Hudson should talk to the supplier.

Questions 153-154 refer to the following coupon.

Please accept this coupon with the compliments of  
the new proprietor of **Starlight Bakery**.

This coupon can be used toward one of the following:

- Buy one dozen cupcakes, and get two free cookies**  
**Get 10% off fresh bread**  
**Buy one cake and get another at half price**

Expires July 31

Valid at our two locations: 349 Broad Street and 1709  
Dellwood Avenue

153. What has recently changed at Starlight Bakery?  
(A) Complimentary samples are distributed.  
(B) The selection has been expanded.  
(C) A second location has been opened.  
(D) The business is under new ownership.

154. What is indicated on the coupon?  
(A) Customers can buy two cakes for the price of one.  
(B) The coupon is valid for a single offer.  
(C) Free cookies are available with each purchase.  
(D) The bakery's bread can be ordered in advance.

Questions 155-157 refer to the following advertisement.

You don't need to be a professional athlete to work out in comfort and style. At TR2, we offer the best apparel for basketball, soccer, baseball, and more. Whether you need lightweight running shorts for your next marathon or a warm-up suit for your exercise routine, we've got you covered. New owner Stephen Carbajal has participated in athletic competitions all over the world, and he is ready to bring his expertise and love of sports to you. In addition to our everyday low prices, we are offering a special coupon for 15% to anyone who registers for our mailing list to receive the TR2 monthly newsletter. Visit us daily from 9 A.M. to 9 P.M. at 1673 Davis Street.

155. What is being advertised?

- (A) An athletic competition
- (B) An exercise facility
- (C) A sports stadium
- (D) A clothing store

156. What is indicated about Mr. Carbajal?

- (A) He was the winner of a sports competition.
- (B) He recently purchased the business.
- (C) He operates branches in several locations.
- (D) He has moved to the area from another country.

157. How can customers take advantage of the special offer?

- (A) By making a certain number of purchases
- (B) By visiting the business on a particular day
- (C) By signing up for a publication
- (D) By recommending the business to a friend

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Questions 158-160 refer to the following voucher.

## **Fairmont Department Store**

Thank you for taking the time to complete our annual questionnaire. To show our appreciation, we offer you this discount voucher.

**15% off all cookware, bedding, and appliances in the store**

Can be used at any Fairmont Department Store location. Does not include delivery or installation fees. Applicable to all brands, including TJ Home, coming October 1. Present your Fairmont Rewards Membership Card at the time of purchase to receive an additional 5% off.

Thank you for being a Fairmont Department Store customer!

158. What is indicated about the voucher?

- (A) It is valid until October 1.
- (B) It was issued to a survey participant.
- (C) It can only be used at a certain branch.
- (D) It cannot be combined with other offers.

159. What is NOT something that could be purchased with the voucher?

- (A) A kitchen table
- (B) A set of sheets
- (C) A washing machine
- (D) A frying pan

160. What is suggested about Fairmont Department Store?

- (A) It has a customer loyalty program.
- (B) It provides discounts to new customers.
- (C) It offers free delivery for all products.
- (D) It is the only store carrying the TJ Home brand.

Questions 161-163 refer to the following notice.

## NOTICE TO WOODFORD APARTMENT TENANTS:

On Wednesday, August 17, the Woodford Apartments maintenance crew will be testing the fire alarms and sprinkler system throughout the building. The testing is part of a quarterly check performed to fulfill the terms of the building owner's insurance policy and to ensure the safety of all tenants. The work will begin around 10 A.M. and is expected to take approximately two hours. During the testing procedures, the alarm system may sound continuously for up to a few minutes at a time. In addition, the hallways' emergency lights may flash on and off. You may ignore both of these signals, and there is no need to evacuate the building or take any further action. In the very unlikely event that an emergency presents itself during the testing, we will use the building's loudspeaker to instruct tenants to vacate the building. The procedures for evacuation can be obtained from the building manager. All questions about the testing should be directed to Scott Porter, as his team will be carrying out the work. Thank you for your cooperation.

161. What is the purpose of the work on August 17?
- (A) To meet new government safety regulations
  - (B) To install fire prevention equipment for tenant use
  - (C) To comply with insurance requirements
  - (D) To replace a security system throughout the building
162. According to the notice, when should tenants take action during the August 17 work?
- (A) If they hear an alarm sound
  - (B) If they see the hallway lights flashing
  - (C) If they hear an announcement
  - (D) If they receive a phone call
163. Who most likely is Mr. Porter?
- (A) A maintenance manager
  - (B) A building owner
  - (C) A government official
  - (D) A building manager

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**Questions 164-167** refer to the following memo.

To: Department of Sanitation Employees  
From: Larry Bozeman, Department Head  
Date: September 3  
Re: Update

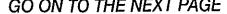
Earlier this week, I visited the Brookville landfill to carry out an evaluation and determine the time left before space in the landfill runs out. — [1] —. The last estimate was made a decade ago, and at that time it was projected that the landfill would be able to meet Brookville's needs for another fifty years. Therefore, at this point, we would expect to have forty years left before having to make alternative plans for the management of solid waste. Unfortunately, as the number of residents in our community has nearly doubled in size in just a few short years, the landfill is getting used much more than originally anticipated. At the current rate, the remaining space at the site would only last for eighteen to twenty more years. — [2] —.

In order to curb overuse of the landfill and delay the date when the site will run out of space, I have already obtained approval to begin a food waste recycling program, which will be called the Brookville Compost Collection Program, or the BCC Program for short. — [3] —. This will involve collecting food scraps in special containers, to be picked up on the normal recycling collection days and used to create fertilizer. We will run a trial program in Warren Park, Oak Grove, and Rocklane beginning from next month. Once we work out the logistics, the program will be expanded to all neighborhoods in Brookville.

We will heavily promote recycling throughout Brookville, especially targeting businesses, whose commercial waste makes up approximately thirty percent of what is collected. — [4] —. This action alone could save tens of thousands of tons of waste. Homeowners and businesses would be encouraged to compost their yard waste on site instead.

164. What has Mr. Bozeman recently done?
- (A) Trained new sanitation department staff
  - (B) Assessed a garbage disposal site
  - (C) Gathered feedback from Brookville residents
  - (D) Carried out employee evaluations
165. According to Mr. Bozeman, what has contributed to the problem?
- (A) Complex regulations
  - (B) Rising recycling costs
  - (C) Lack of public interest
  - (D) Rapid population growth

166. What is indicated about the BCC Program?
- (A) It will be tested in a few neighborhoods initially.
  - (B) It is aimed at teaching people how to prepare recyclables.
  - (C) It may fail to be approved due to budget cuts.
  - (D) It will be partially funded by the sale of fertilizer.
167. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “Another possibility is not to allow grass clippings in the landfill.”
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

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Questions 168-171 refer to the following online chat discussion.

 **Yorkie Furniture Customer Assistance** - □ X

**Gloria Cox (Staff ID: 413)** [3:09 P.M.]  
Hello. I am a customer service agent for Yorkie Furniture. Are you writing about an old order or a pending order?

**Sherman Holcomb** [3:10 P.M.]  
An old order. I have already received the product.

**Gloria Cox (Staff ID: 413)** [3:11 P.M.]  
All right. What seems to be the problem?

**Sherman Holcomb** [3:12 P.M.]  
I'm having trouble assembling the shelves I ordered from you. In the past, I've paid for your pre-assembled goods, but this time I thought I'd try it myself.

**Gloria Cox (Staff ID: 413)** [3:13 P.M.]  
Please tell me the product name and whether there are any parts missing.

**Sherman Holcomb** [3:16 P.M.]  
It's the Rustic Beach Set shelving unit model. I'm not sure if anything is missing because it didn't come with any assembly instructions.

**Gloria Cox (Staff ID: 413)** [3:17 P.M.]  
I'm sorry about that. We've had numerous complaints about that model. During the packing process, the workers didn't put in the instructions or the product brochure.

**Sherman Holcomb** [3:18 P.M.]  
Could you mail the instructions to me?

**Gloria Cox (Staff ID: 413)** [3:19 P.M.]  
Of course, but if you have a printer at home, you can download them from our Web site instead and print them yourself.

**Sherman Holcomb** [3:21 P.M.]  
Are they the same instructions that would be shipped in the mail?

**Gloria Cox (Staff ID: 413)** [3:22 P.M.]  
Yes, and it's a lot easier.

**Sherman Holcomb** [3:24 P.M.]  
Okay, I'll do that now.

**Gloria Cox (Staff ID: 413)** [3:25 P.M.]  
I won't terminate this conversation until I know that you were able to get the document you need.

**Sherman Holcomb** [3:26 P.M.]  
Thank you.

168. What does Mr. Holcomb indicate about Yorkie Furniture?
- (A) He thinks its prices are reasonable.  
(B) Its selection has recently expanded.  
(C) He has used its services before.  
(D) It has a reputation for high-quality goods.
169. What does Ms. Cox suggest about the Rustic Beach Set?
- (A) It is one of the company's most popular products.  
(B) It is no longer being manufactured by the company.  
(C) It was sent without all the necessary paperwork.  
(D) It can be returned directly to the warehouse.
170. At 3:22 P.M., what does Ms. Cox mean when she writes, "it's a lot easier"?
- (A) She recommends getting some information online.  
(B) She wants Mr. Holcomb to set up an account.  
(C) She plans to send an item by express mail.  
(D) She thinks a different shelving unit would be better.
171. Why will Ms. Cox keep the chat open?
- (A) To allow time to check an inventory list  
(B) To wait for an order number  
(C) To provide Mr. Holcomb with a progress update  
(D) To confirm that Mr. Holcomb has received some paperwork

**Questions 172-175** refer to the following article.

## **Glass Containers to Be Banned**

---

March 23—The Wynnendale City Council voted to enact a proposal that would ban glass containers at public beaches and parks. —[1]—. The measure, brought forward by Andrew McDowell, seeks to reduce injuries from broken glass, and it contained recommendations to fine those who disobey the ban up to \$500 for the first violation. This original fine was considered excessive by many council members and was reduced to \$100 before the final vote was taken.

Although the proposal received widespread support, it is not without its opponents. —[2]—. Ellen Jacobs voted against the proposal because she believed that it could disproportionately affect those living on the streets. Others raised concerns that the local police force does not have the manpower to make sure that people are following the regulation. This is because most discarded glass containers come from individuals or very small groups. Large-scale events such as concerts and festivals do not usually contribute to the litter problem. —[3]—.

The council plans to launch a public awareness campaign on April 3 to inform residents about the new regulation, which will go into effect the following month. —[4]—. It will include posting notices on the city's Web site, running public service announcements on the radio, and putting up signs in public places to spread the news.

---

172. What is indicated about Mr. McDowell's proposal?
- (A) It will mainly apply to businesses.
  - (B) It will go into effect sometime in April.
  - (C) It was altered before receiving approval.
  - (D) It was unanimously supported by the city council.
173. What problem did Ms. Jacobs anticipate regarding the proposal?
- (A) It could be applied unfairly to the homeless.
  - (B) It will cost too much to publicize the change.
  - (C) It would not result in cleaner public streets.
  - (D) It will be difficult for the local police to enforce it.
174. What is NOT a method that will be used in the public awareness campaign?
- (A) Radio announcements
  - (B) Newspaper advertisements
  - (C) Online messages
  - (D) Publicly posted signs
175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?  
“These require a detailed cleanup plan before a permit is issued.”
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

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**Questions 176-180** refer to the following advertisement and review.

## **Rest and refresh with help from the Luna pillow from Odessa Housewares!**

With the accelerated pace of modern life, getting enough sleep is more important than ever. Many people fail to realize that better sleep can result from keeping the body in the right position. Our team has meticulously researched sleeping habits to create a one-of-a-kind pillow that eliminates the most common sleeping problems. The Luna pillow is a memory foam pillow that is thinner in the middle for back sleepers and has high sides for side sleepers. This unique shape ensures that your head and neck are fully supported, and this also serves to ease discomfort and aching in your shoulders.

Each Luna pillow comes with an anti-bacterial cover that perfectly fits the pillow. The cover is made from a cotton and cashmere blend to maximize sweat absorption. Owing to the cover's patented Air-Flo technology, it keeps your head cool on hot nights and warm on cold nights, ensuring maximum comfort for hours. Visit [www.odessahousewares.com](http://www.odessahousewares.com) for more information.

[www.ratehomefurnishings.com](http://www.ratehomefurnishings.com)

Bedding >> Odessa Housewares >> Luna Pillow

### **Review posted by Jeff Payton**

I made a purchase from Odessa Housewares before, so I opted into their monthly e-mail newsletter system. The most recent newsletter included advertisements for the Luna pillow, so I thought I'd give it a try. It took a few nights to get used to the firmness of the memory foam, but after the adjustment period, I started falling asleep more quickly and sleeping more soundly. The gentle touch of the cashmere and cotton case against my skin feels elegant and luxurious. I would highly recommend this pillow to anyone who has difficulty sleeping. I'm such a big fan of this pillow that I plan to purchase it as a gift for several of my family members.

176. According to the advertisement, what can help to improve sleep?
- (A) Sleeping on a set schedule
  - (B) Positioning the body correctly
  - (C) Relaxing before bedtime
  - (D) Maintaining the right temperature
177. What benefit of the Luna pillow is mentioned in the advertisement?
- (A) Building neck muscles
  - (B) Relieving joint pain
  - (C) Improving posture
  - (D) Reducing noise disturbances
178. What is NOT indicated about the Luna pillow's cover?
- (A) It regulates body heat.
  - (B) It absorbs moisture.
  - (C) It can be machine washable.
  - (D) It is resistant to bacteria.
179. Which feature mentioned in the advertisement does Mr. Payton neglect to address?
- (A) The pillow's shape
  - (B) The shipping process
  - (C) The pillow's material
  - (D) The cover's fabric
180. How did Mr. Payton originally find out about the Luna pillow?
- (A) He was given the item as a gift from a family member.
  - (B) He saw an advertisement in a newspaper.
  - (C) He watched a demonstration in a store.
  - (D) He was e-mailed some promotional materials.

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

<b>Majestic Travel: Customer Invoice #8394</b>		
Customer: Kasis Rizal	Booking Date: May 3	
Destination: Palm Island	First-Time Visitor: Yes	
<b>Accommodation: Hibiscus Corporation</b> Room Type: Deluxe Number of Adults: 2, Number of Children: 0 Check in: July 19 / Check out: July 23	\$700.00	
<b>Dining: Villa Complex</b> All-Day Meal Pass, 2 Adults: July 20-22 Breakfast Meal Pass, 2 Adults: July 23	\$185.00	
<b>Activity 1: Meridian Limited</b> Private Boat Tour of Meridian Cove: July 21 Deposit of \$100 received on May 3	\$390.00	
<b>Activity 2: Orchid Enterprises</b> Workshop: How to Prepare Regional Cuisine, 2 Adults: July 22	\$60.00	
Subtotal	\$1,335.00	
<b>Remaining due</b>	<b>\$1,235.00</b>	

Note: Plane tickets to be booked separately by the customer.

**\*E-mail\***

To:	Kasis Rizal <krizal@stiles-inc.net>
From:	Raja Tahyadi <tahyadiraja@majestictravel.com>
Date:	May 8
Subject:	RE: Inquiry

Dear Ms. Rizal,

In response to your inquiry, I double-checked your invoice (#8394), and I can confirm that everything on the invoice is correct. I believe the source of confusion is that the price for the boat tour listed on our Web site is just a base fee, but a booking charge and additional valued added tax (VAT) were also applied, resulting in the total you see on the invoice. This was explained at the bottom of the booking page. Additionally, you are getting a discount on your meal passes because we are partners with that business, so the overall price of the vacation is quite reasonable. Nevertheless, if you would like to cancel the boat tour, you may do so, but the request must be made in writing by May 31, and you would lose half of your deposit. If you cancel after this date, you will be charged the full amount.

Attached you will find the instructions once again for paying the remaining balance by bank transfer. As I mentioned when you booked the trip, we no longer accept cash, checks, or credit cards.

I hope I have answered your questions to your satisfaction, but please do not hesitate to contact me if you have further inquiries.

Warmest regards,

Raja Tahyadi  
Majestic Travel

181. What is indicated about Ms. Rizal?
- (A) She will be on vacation for five nights.
  - (B) She has visited Palm Island in the past.
  - (C) She will share a room with two other people.
  - (D) She plans to participate in a cooking lesson.
182. What problem did Ms. Rizal most likely write to Mr. Tahyadi about?
- (A) A payment receipt was not sent.
  - (B) A boat tour has been fully booked.
  - (C) A check-in date is incorrect.
  - (D) A fee was higher than expected.
183. How much would Ms. Rizal lose if she cancels the boat tour by May 31?
- (A) \$390.00
  - (B) \$290.00
  - (C) \$100.00
  - (D) \$50.00

184. Which business is partnered with Majestic Travel?
- (A) Hibiscus Corporation
  - (B) Villa Complex
  - (C) Meridian Limited
  - (D) Orchid Enterprises
185. What is suggested about Majestic Travel?
- (A) It has a branch on Palm Island.
  - (B) It only accepts one form of payment.
  - (C) It mainly books vacation packages.
  - (D) It can provide discounts on airfares.

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Questions 186-190 refer to the following information, letter, and text message.

## ***History in Motion Photography Contest***



*History in Motion* magazine is proud to announce its annual photography contest. This year's theme is "Transportation Then and Now." Entries must contain an image of a train, car, bus, etc. Images may be in color or black and white, and they will be judged by a panel of professional photographers along with our editorial team.

To enter the contest, visit [www.historyinmotionmag.com/photo](http://www.historyinmotionmag.com/photo). There you can fill out an application form and upload your photo. You must also submit a statement affirming that the photo is your original work and that you hold all distribution rights to it. Participants may submit more than one entry, up to five total.

Submissions must be received by June 30.

**History in Motion Magazine Headquarters**  
Dodson Building, Suite 3001  
489 Colony Street  
Charlotte, South Carolina 28202

July 6

Samuel Goetz  
1396 Valley View Drive  
Boston, MA 02114

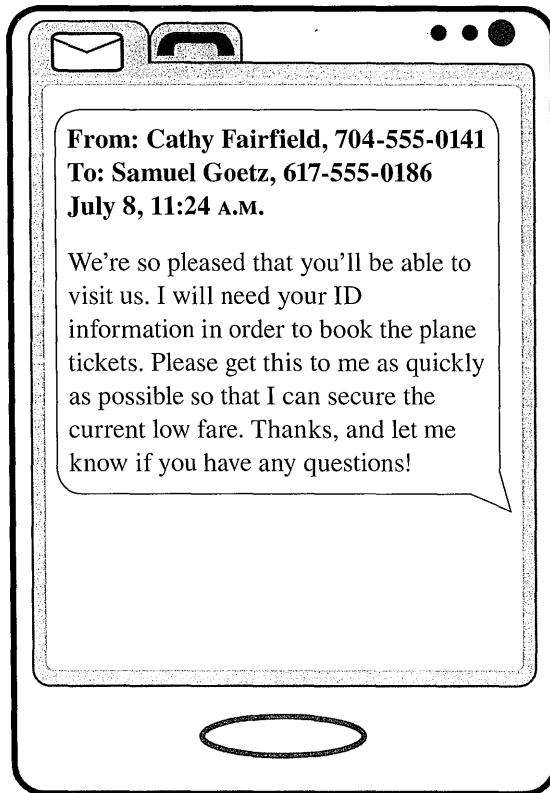
Dear Mr. Goetz,

Congratulations! You are a finalist in the *History in Motion* Photography Contest. Your photo entitled *Time over Time* was disqualified because it did not fit the contest's theme. However, *Face the Forest* really impressed the judging panel, so it has been selected as one of eight finalists.

You are invited to visit our headquarters on July 28 to take a tour, meet the other finalists, and participate in a photo shoot. We will cover your expenses for the flight to and from your home city as well as two nights of accommodations. Travel arrangements will be made by my assistant, and all contact regarding travel should go through her (contact details enclosed).

I hope you will be able to visit us!

Thomas Porter



**From: Cathy Fairfield, 704-555-0141  
To: Samuel Goetz, 617-555-0186  
July 8, 11:24 A.M.**

We're so pleased that you'll be able to visit us. I will need your ID information in order to book the plane tickets. Please get this to me as quickly as possible so that I can secure the current low fare. Thanks, and let me know if you have any questions!

186. According to the information, what are contest entrants required to do?
- (A) Declare that the submission is their own work
  - (B) Send a photograph of a particular size
  - (C) Include a description of their work with the entry
  - (D) Select an age category when signing up
187. What is suggested about *Time over Time*?
- (A) It did not arrive before the deadline.
  - (B) It was well liked by the contest's judges.
  - (C) It was printed in black and white.
  - (D) It did not contain a form of transportation.
188. What does Mr. Porter say that his company will do?
- (A) Take a trip to Mr. Goetz's hometown
  - (B) Inform the winners by e-mail
  - (C) Pay for a trip to South Carolina
  - (D) Give Mr. Goetz a job offer
189. Who most likely is Ms. Fairfield?
- (A) A judge in the photo contest
  - (B) Mr. Goetz's business partner
  - (C) The editor of *History in Motion*
  - (D) Mr. Porter's assistant
190. In the text message, the word "secure" in paragraph 1, line 5, is closest in meaning to
- (A) defend
  - (B) convince
  - (C) attach
  - (D) guarantee

Questions 191-195 refer to the following letter, e-mail, and schedule.

Viola Dalton  
528 Coleman Road  
Charlotte, NC 28210

July 6

Dear Ms. Dalton,

It was a pleasure to meet you at your interview on June 13. The entire hiring committee was impressed with your career history as well as your natural people skills. We are pleased that you have accepted the position of R&D Department Manager. Now that we have both signed the contract, it is official. Enclosed you will find a copy of the contract for your records.

For the orientation on July 17, you will be assigned to Group C. I look forward to seeing you there!

Sincerely,

*Arina Saitou*

Arina Saitou

HR Manager, Caldwell Corporation

<b>To:</b>	Undisclosed Recipients
<b>From:</b>	Arina Saitou
<b>Date:</b>	July 13
<b>Subject:</b>	Orientation at the Caldwell Corporation

Dear New Employees,

As we have just moved into our headquarters building, most of you have not seen it yet. The building has a spacious patio area for taking breaks or eating lunch outside, and the Lansing River runs right past it, so the views are amazing. I'm sure you will love it as much as the rest of the staff does.

To expedite the check-in process at the orientation on July 17, employees of each department should report to different rooms. Please see the table below:

Department(s)	Room
Graphic Design	Room 308
Research & Development, Accounting	Room 233
Marketing, Sales	Conference Room A
Administration, Human Resources	Conference Room B

I have attached a copy of the orientation schedule. Please do not hesitate to contact me with any questions you may have.

Sincerely,

*Arina Saitou*

Arina Saitou

HR Manager, Caldwell Corporation

# Caldwell Corporation

## Staff Orientation, July 17



8:30 A.M.	Check-in (report to assigned rooms)
9:00 A.M.	Welcome speech, CEO Yan Huo
9:30 A.M.	Tax Paperwork and Vacation Policies, Ruth Bova
11:45 A.M.	Dress Code, Hamid Yemane
12:15 P.M.	Lunch: During the lunch break, groups should visit the security office to be assigned ID badges according to the following schedule: Group A 12:15 P.M., Group B 12:30 P.M., Group C 12:45 P.M., Group D 1:00 P.M.
1:15 P.M.	Online Activities from Work Computers, Jocelyn Lewis
2:30 P.M.	Split Session: Managers will hear a talk from Director Diego Barros, non-management full-time employees will have a question-and-answer session with Prabha Haldar, and part-time employees will watch a training video
4:45 P.M.	Building tour, Arina Saitou

191. Why did Ms. Saitou write the letter?

- (A) To request further information
- (B) To confirm a job appointment
- (C) To make changes to a contract
- (D) To set up an interview

192. Where should Ms. Dalton go first on July 17?

- (A) Room 308
- (B) Room 233
- (C) Conference Room A
- (D) Conference Room B

193. In the e-mail, the word "rest" in paragraph 1, line 4, is closest in meaning to

- (A) relaxation
- (B) majority
- (C) halt
- (D) remainder

194. What is implied about Ms. Dalton?

- (A) She will get her questions answered by Ms. Haldar.
- (B) She should go to the security office at 12:15 P.M.
- (C) She will watch a video during the orientation.
- (D) She will attend a session with Mr. Barros.

195. What is NOT indicated as a topic covered in the orientation?

- (A) Internet usage
- (B) Taking time off
- (C) What to wear to work
- (D) Corporate structure

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Questions 196-200 refer to the following e-mail, information, and notice.

\*E-Mail\*

To:	Independent Filmmakers Club <memberslist@independentfilmc.com>
From:	Roger Stratton <rstratton@palletpost.net>
Date:	April 7
Subject:	Fresno Film Festival

Dear Members,

As discussed at our last meeting, there is an exciting opportunity next month at the Fresno Film Festival. Attending this event will not only allow us to learn from the creative work of others, but it will also further our cause of supporting independent filmmakers.

Based on the interests expressed at the meeting, I think *The Message* on May 2 would be the best option for our group. We will meet at the Vargas Theater about half an hour before the show. I know many of you plan to drive, so please see the attached document, which includes parking information. Please e-mail me back to let me know if you'll be there so that I can purchase tickets for us all together.

Cheers!

Roger

## Fresno Film Festival: May 2 Screenings

### **Again and Again, 7:00 P.M. @ the Atkinson Theater, Duration: 112 minutes**

Participating in the Fresno Film Festival for the first time, director Claudia Emerson brings viewers the long-anticipated sequel to her movie *Again*, a love story from the 1800s.

### **Whispers of the Secrets, 7:00 P.M. @ the Vargas Theater, Duration: 87 minutes**

Presenting his debut film, director Daniel Adams offers a unique sci-fi film about supernatural forces in a small Canadian town.

### **Everything I Am, 9:35 P.M. @ the Atkinson Theater, Duration: 93 minutes**

Director Yuhua Zou continues to amaze audiences with his memorable characters and fast-moving plots in this crime drama.

### **The Message, 9:05 P.M. @ the Vargas Theater, Duration: 102 minutes**

With her first-ever documentary, director Sara Compton branches out from her usual comedy films as she explores marketing in the modern age.

Parking for the Atkinson Theater is available on Webber Street and Cambridge Road.

Parking for the Vargas Theater is available on McCray Street and Faulkner Avenue.

## NOTICE OF CONSTRUCTION: April 18

The city of Fresno is announcing a planned closure of McCray Street from April 29–May 31. The entire road will be closed to driving and parking for the duration of the construction. Workers will add five feet on both sides of the road so that a turning lane may be added. This will improve safety and relieve traffic congestion. Questions regarding the project should be directed to the Fresno Department of Transportation at 555-0133, extension 27.

196. In the e-mail, the word “further” in paragraph 1, line 3, is closest in meaning to
- (A) publicize
  - (B) extend
  - (C) recommend
  - (D) advance
197. Who has made the fewest films?
- (A) Claudia Emerson
  - (B) Daniel Adams
  - (C) Yuhan Zou
  - (D) Sara Compton
198. What is indicated about the Fresno Film Festival?
- (A) It features films from a variety of genres.
  - (B) It does not charge audience members for admission.
  - (C) It will be held at three different locations.
  - (D) It was founded by the Independent Filmmakers Club.
199. Where will the Independent Filmmakers Club members most likely park on May 2?
- (A) Webber Street
  - (B) Cambridge Road
  - (C) McCray Street
  - (D) Faulkner Avenue
200. According to the notice, what is the purpose of the construction work?
- (A) To install some safety equipment
  - (B) To repair damaged areas
  - (C) To make a road wider
  - (D) To conform to new regulations

**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.**

RC

# **T E S T 2**

## 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. The head office holds workshops that can prepare ----- to lead a team.  
(A) you  
(B) your  
(C) yourself  
(D) yourselves
102. Ms. Kingston decided to reserve transportation to the meeting venue ----- the clients.  
(A) but  
(B) off  
(C) for  
(D) down
103. ----- attempted to answer questions about local and national history.  
(A) Contests  
(B) Contestant  
(C) Contesting  
(D) Contestants
104. The “Business Plus” lecture will outline things you should do ----- after launching a new product.  
(A) immediately  
(B) nearly  
(C) previously  
(D) popularly
105. In its ----- scene, the contemporary musical *Picnic at the River* depicts a joyful family celebration.  
(A) final  
(B) finally  
(C) finality  
(D) finalize
106. Customers must write their initials on the dotted lines to indicate their ----- to the terms of the contract.  
(A) consent  
(B) receipt  
(C) ability  
(D) deal
107. The much-anticipated next episode of *Cat and Mouse* will be ----- tonight at nine on ZLTV.  
(A) transformed  
(B) entertained  
(C) overcome  
(D) broadcast
108. Noted chef Pierre Massasoit has ----- been awarded top prizes in famous cooking competitions.  
(A) regular  
(B) regularly  
(C) regularity  
(D) regularize

109. The employees were able to choose among a list of industrial machinery ----- the headquarters.
- (A) from  
(B) after  
(C) into  
(D) up
110. Because of the poor condition of its furniture, the small conference room is not considered ----- for formal meetings.
- (A) appropriate  
(B) timely  
(C) competent  
(D) responsible
111. We were surprised to learn that one of the boxes showed ----- damage after being shipped from the warehouse.
- (A) noticeable  
(B) noticeably  
(C) notices  
(D) noticing
112. Marlexia Shipping Co. will not ----- freight between trucks and trains any longer.
- (A) transferred  
(B) transfer  
(C) transferring  
(D) transfers
113. Onderik Garage carried out a ----- while the vehicle's owner was out of town.
- (A) modification  
(B) modify  
(C) modified  
(D) modifies
114. The chief technician had ----- to operate the laboratory's most sensitive instruments at his discretion.
- (A) design  
(B) request  
(C) permission  
(D) benefit
115. The vendor warned that the data conversion project would ----- fall behind schedule due to software issues.
- (A) probably  
(B) probable  
(C) probabilities  
(D) probability
116. Dalamet Publishing asks interviewees to send in salary requirements ----- their availability.
- (A) also  
(B) as well  
(C) along with  
(D) furthermore
117. The council requests that citizens limit themselves to remarks that are ----- to the topic under discussion.
- (A) steady  
(B) accustomed  
(C) obvious  
(D) relevant
118. With such a large ----- of tourists visiting the country every month, Narpan Tours Ltd. decided to open a new branch.
- (A) role  
(B) ground  
(C) extent  
(D) volume
119. Client support teams should always strive ----- customer satisfaction by offering excellent service.
- (A) increased  
(B) to increase  
(C) increases  
(D) is increasing
120. The building's roof was weakened during yesterday's storm and ----- must be repaired as soon as possible.
- (A) occasionally  
(B) consequently  
(C) seldom  
(D) easily

121. The Airline Rewards Card is predicted to attract many new customers and lead to ----- profits for the bank.
- (A) elevated  
(B) practiced  
(C) supervised  
(D) illustrated
122. Agricultural drones can survey vast areas of farmland ----- a limited time frame.
- (A) within  
(B) toward  
(C) about  
(D) onto
123. The league's decision that some plays are not ----- during a game restricts coaches' opportunities to challenge referees.
- (A) reviewable  
(B) review  
(C) reviews  
(D) reviewing
124. During the factory tour, visitors must not ----- with any of the operations inside the production plant.
- (A) attain  
(B) interfere  
(C) comply  
(D) prevent
125. The red buses now in operation, ----- carry passengers to and from the city, are free for airline employees.
- (A) which  
(B) whose  
(C) they  
(D) their
126. According to the coordinator, several rooms remain ----- at our new branch office.
- (A) experienced  
(B) momentary  
(C) yielding  
(D) vacant
127. All throughout last month, Abla-Marc Ltd.'s operating profits ----- analysts' expectations.
- (A) will be surpassing  
(B) are being surpassed  
(C) would have been surpassed  
(D) have been surpassing
128. The first day of the Pinesville community festival is ----- the antiques flea market is held each year.
- (A) any  
(B) to  
(C) since  
(D) when
129. After detailed -----, scientists have determined the social systems of several species of wildlife.
- (A) observation  
(B) observed  
(C) observe  
(D) observant
130. Make sure to keep the loading area clear ----- forklift drivers can maneuver without difficulty.
- (A) whether  
(B) in view of  
(C) due to  
(D) so that

**PART 6**

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

Questions 131-134 refer to the following article.

**Economics Department Newsletter**

A new version of Professor Monique Harren's *Economics Principles* is set to be published in hardback this month. The original textbook is one of the most popular teaching materials for introductory economics classes. Professor Harren says she is excited for people to see the ----- 131. edition. When asked ----- it will contain, she explained, "It is similar to the first book in structure, but 132. the theories have been updated. I also tried to use real situations ----- 133. imaginary ones to illustrate each point. -----." The book will be available at the university library and bookstore from August 1. 134.

131. (A) digital  
      (B) revised  
      (C) older  
      (D) estimated
132. (A) how  
      (B) what  
      (C) where  
      (D) there
133. (A) owing to  
      (B) rather  
      (C) provided that  
      (D) instead of
134. (A) For example, the first chapter will be shortened.  
      (B) The department has promised to consider my proposal.  
      (C) I think instructors are going to find them very useful.  
      (D) I am proud of the work those students have done.

GO ON TO THE NEXT PAGE

**Questions 135-138** refer to the following e-mail.

From: Blake Wolney

To: All staff

Subject: Food drive

Date: April 22

I would like to announce that our company is partnering with Eiden Food Bank to hold a food donation drive in the first week of May. If you choose \_\_\_\_\_ with the drive, you will receive a durable **135.** nylon bag to take home and pack with food items. Once the bag has been \_\_\_\_\_, it should be **136.** brought to my office. Please note that donations will be kept unrefrigerated in our storage room until the end of the week. \_\_\_\_\_, bags should only include canned or dry foods. To sign up, please call me at extension 32. **137.** **138.**

Sincerely,

Blake Wolney

Human Resources

135. (A) being helped  
(B) having helped  
(C) to help  
(D) helps

136. (A) sewn  
(B) dried  
(C) filled **135.**  
(D) opened

137. (A) In response  
(B) Namely  
(C) Despite that  
(D) Therefore **136.**

138. (A) Try asking friends and family members for donations.  
(B) **We thank** volunteers in advance for their participation.  
(C) Bags have now been made in several more colors.  
(D) Eiden Food Bank is located at 905 Pecos Street.

Questions 139-142 refer to the following letter.

October 2

Vincent Hubbard  
406 Paige Drive  
Rulston, FL 32029

Dear Mr. Hubbard,

Last Thursday evening, two Water Department employees dismantled part of the sidewalk in your neighborhood, near the intersection of Jerden Road and Paige Drive. **139.** Unfortunately, the time and way in which the work was performed alarmed area residents, who believed that the technicians were **140.** an illegal act.

This incident reflects a **141.** oversight on our part, and we are taking steps to prevent its recurrence. Specifically, we have instituted new regulations that call for work crews to wear high-visibility uniforms at all times. Again, we are sorry for the **142.**

Thank you for your understanding in this matter.

Sincerely,

Aimee Ross  
Director, Rulston Water Department

139. (A) Residents may be asked to move vehicles away from the curb.  
(B) A new treatment plant was expected to improve the situation.  
**(C)** They were attempting to find the source of a nearby leak.  
(D) Restructuring efforts are leading to larger work crew sizes.
140. (A) exceeding  
**(B) committing**  
(C) violating  
(D) merging

141. (A) majorly  
**(B) majored**  
(C) majors  
(D) major
142. **(A) confusion**  
**(B) shortage**  
(C) postponement  
(D) corruption

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Questions 143-146 refer to the following customer review.

I was shocked to find that several of the boxes I received from Carlisle Meal Boxes contained old, spoiled ingredients. This made it clear that the company wasn't concerned enough about the \_\_\_\_\_ of their food. **143.** Carlisle refunded the cost of those boxes, but the problem kept occurring. I think shipping ingredients to customers so we can make meals at home is a fantastic idea, and I liked all of Carlisle's recipes. Still, I'll \_\_\_\_\_ my own food from now on. I cannot recommend \_\_\_\_\_ their service. **145.** **146.**

— Thomas Wilkinson

**143.** (A) freshness

- (B) portions
- (C) names
- (D) diversity

**145.** (A) manufacture

- (B) deliver
- (C) buy
- (D) discard

**144.** (A) A lot of the dishes were too spicy for me.

- (B) They had to mail me another copy of the form.
- (C) The sign-up promotion was not offered in my city.
- (D) Luckily, I had other meal options on those days.

**146.** (A) user

- (B) usage
- (C) using
- (D) use

**PART 7**

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

Questions 147-148 refer to the following advertisement.

## **Big Valley Point**

Over 80 miles of marked hiking trails set among rolling hills

- \* Volunteer-led tours of landmark mansions built over 200 years ago
- \* Scenic ponds and picnic areas for relaxation
- \* Fully-restored Valley Museum showcasing our region's past

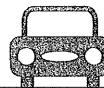
Big Valley Point is open year round. Entry is free, but a fee is charged for use of the adjacent parking area. Tours for groups of 20 or more must be reserved at least two weeks in advance—visit [www.bigvalleypoint.org](http://www.bigvalleypoint.org) for details.

147. What is NOT listed as an attraction available at Big Valley Point?
- (A) Walking paths  
(B) Historic houses  
(C) A history museum  
(D) Various restaurants
148. According to the advertisement, what is there an extra charge for?
- (A) Obtaining Internet access  
(B) Parking in a neighboring area  
(C) Using a facility on weekends  
(D) Taking an indoor tour

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Questions 149-150 refer to the following information.

## Hempel Alos



The Alos is a perfect example of Hempel Motors' award-winning design. The refined exterior complements a practical interior that includes a spacious trunk and leather seats for five people. Its powerful, fuel-efficient engine and sophisticated brakes ensure a safe, enjoyable driving experience. A large touchscreen display controls the radio and temperature systems, and includes many drivers' favorite feature—a video feed from the rearview camera.

This comfortable, dependable car is available now at Clegan City Auto. Come test-drive one today and speak to a salesperson about our customizable financing options.

149. What is the purpose of the information?

- (A) To outline buyers' preferences
- (B) To advertise a product on offer
- (C) To supply customizing instructions
- (D) To announce a committee's decision

150. What would the most popular feature most likely be used for?

- (A) Cooling down the vehicle
- (B) Allowing a passenger to sleep comfortably
- (C) Moving the vehicle backwards safely
- (D) Saving money on fuel

Questions 151-153 refer to the following memo.

To: Blandec Resources staff  
From: Susan Moore, CEO  
Re: Opportunity  
Date: May 9

Dear all,

I'd like to let you know about an upcoming professional development opportunity. Andy Chambliss, a top consultant in our field, will lead a seminar on trends in information management on June 2 at the Demiralp Center. I met Mr. Chambliss at a conference recently, and was very impressed. He started out as an information officer for Ellis-Iversatt Ltd. before joining Recall Force Ltd. as a senior data management consultant. In this role, he has helped many companies, including the Hong Kong-based Mahlmar Industries, develop data storage solutions. He is an original member of the Information Science Association (ISA), and has twice won that organization's "Creative Data Solutions" award. He is also a member of the examination development team for the Information Management Competency Exam (IMCE), a new certification test scheduled for first administration soon at Inland Business University in Los Angeles.

I've directed Human Resources to assist any employees who want to participate in his seminar. Those interested should contact Jarrod Spalt.

151. Why most likely did Ms. Moore write the memo?

(A) To introduce an industry expert to staff  
(B) To seek volunteers to lead workshops  
(C) To discuss requirements for a job opening  
(D) To announce the winner of an award

152. What will happen soon at Inland Business University?

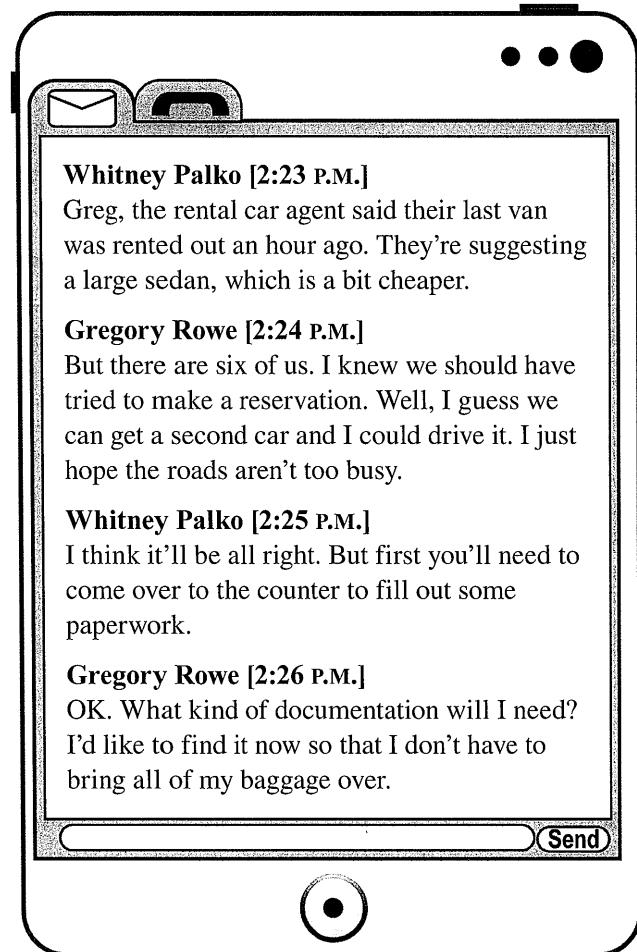
(A) A conference will begin.  
(B) An exam will be held.  
(C) A certification will expire.  
(D) A development team will be formed.

153. Which company is Mr. Chambliss currently employed by?

(A) Blandec Resources  
(B) Ellis-Iversatt Ltd.  
(C) Recall Force Ltd.  
(D) Mahlmar Industries

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Questions 154-155 refer to the following text-message chain.



154. At 2:24 P.M., what does Mr. Rowe most likely mean when he writes, "But there are six of us"?
- (A) A price should be divided evenly.
  - (B) A car does not have sufficient capacity.
  - (C) There are larger groups waiting in line.
  - (D) Another person can take on a responsibility.
155. What will Ms. Palko's next message most likely contain?
- (A) Descriptions of some luggage
  - (B) Directions to a counter
  - (C) A list of materials
  - (D) A reservation code

Questions 156-158 refer to the following letter.

**Byrne Museum of Art**  
242 Country Street  
Sydney, NSW 2000  
[www.byrne-moa.au](http://www.byrne-moa.au)

3 January

Ms. Regina Traub  
12 Lantern Avenue  
Sydney, NSW 2000

Dear Ms. Traub,

Thank you for renewing your membership to the Byrne Museum of Art. — [1] —. All members are entitled to the special discounts listed in the enclosed brochure. In addition, you will get free admission to any weekly screening at the museum's first-ever film series, *Cinema Appreciated*, which runs from March to June. — [2] —. To view a schedule and reserve your complimentary tickets, visit [www.byrne-moa.au/ca](http://www.byrne-moa.au/ca).

Membership also gives you special access to art experts. — [3] —. Several times a year, the museum invites local and international art critics and historians to give talks to our staff and members on themes of their choice. This year's first event, set for 9 January, will showcase the works of Mindy Naismith. — [4] —. Space is filling up quickly, so register soon.

If there is any way we can assist you in making full use of your member benefits, please let us know.

Regards,

*Gretchen Firth*  
Public Outreach Director

156. What is indicated about Ms. Traub?
- (A) She chose the least expensive type of membership.
  - (B)** She is not a first-time member of the museum.
  - (C) She prefers not to be contacted by phone.
  - (D) She will receive a free gift in the mail.
157. According to the letter, what is new at the museum?
- (A)** A weekly film series
  - (B) A collection of sculptures
  - (C) An informative mobile app
  - (D) A line of branded stationery

158. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?  
"Her colorful paintings have won praise for their warm depiction of human relationships."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]**

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**Questions 159-160** refer to the following e-mail.

E-Mail message

<b>To:</b>	Arnaud Beaumont <abeaumont@limogesapparel.uk>
<b>From:</b>	Allison Neff <allisonneff@limogesapparel.uk>
<b>Subject:</b>	Anniversary
<b>Date:</b>	18 July

Dear Mr. Beaumont,

It's hard to believe that, in only a few weeks, we'll be celebrating Limoges Apparel's 30th anniversary. I want to let you know how preparations are coming along. To build excitement for this milestone, we've already released some retro-style advertisements on social media. Finally, we're almost finished putting together our selection of limited-edition Limoges Apparel merchandise that will be made available for purchase exclusively at the anniversary party.

I'm going to write you again next week, but please don't hesitate to contact me before then if you have any questions about these plans.

Sincerely,

Allison Neff  
Marketing Director, Limoges Apparel

**159.** Why most likely was the e-mail written?

- (A) To provide an update
- (B) To prepare a survey
- (C) To issue an invitation
- (D) To postpone an event

**160.** Where will some special merchandise be sold?

- (A) At a celebration
- (B) On a social media site
- (C) On a television show
- (D) At a store's founding location

Questions 161-164 refer to the following article.

## Pate Takes New Approach to OntMusic

TORONTO (June 8)—Pop star Leila Pate has posted a message on her personal Web site declaring a split from OntMusic, the leading online music seller.

Ms. Pate recently became a co-owner of Saroto, an up-and-coming rival music store. —[1]—. Her message explained that she and Saroto's other co-owners, who are also musicians, intend to "give power back to artists" by ensuring that they earn a larger share of the total profits from digital sales of their music. Similarly, she believes Saroto's users benefit from the greater technical sophistication of its platform. "We are improving the experience of buying music online," she claimed. —[2]—.

However, Ms. Pate also made it clear that she will not completely sever ties with OntMusic. "In appreciation of our long and mutually beneficial relationship, my previously-released songs and videos will continue to be sold on OntMusic," Ms. Pate wrote. —[3]—. "Nonetheless, my future albums will only be made available there three months after their original release dates." Music lovers who want to buy them before that time will have to use Saroto.

OntMusic has not yet made a public statement about the change. —[4]—. Purchases made through its store, one of the first entrants into the online music market, account for more than half of all digital music sales in Canada. Still, some warn that Saroto may be its most serious challenger to date.

- 161.** According to the article, what is one reason for Ms. Pate's decisions?
- She wants to promote lesser-known musicians.
  - She is concerned about falling album sales.
  - She plans to retire from the music industry.
  - She supports a technologically superior option.
- 162.** What will OntMusic no longer do?
- Feature Ms. Pate on its main page
  - Offer Ms. Pate's entire past catalog
  - Sell Ms. Pate's new music immediately
  - Allow Ms. Pate's works to be streamed for free
- 163.** The phrase "account for" in paragraph 4, line 5, is closest in meaning to
- justify
  - calculate
  - represent
  - perceive
- 164.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "In the past, the company dismissed concerns about similar situations by citing its market domination."
- [1]
  - [2]
  - [3]
  - [4]

Questions 165-168 refer to the following text-message chain.

**Rick Stayton [9:41 A.M.]**

Ms. Ito, the flooring materials that were supposed to be delivered to us today won't arrive until Monday. That's going to push your renovations back several days.

**Beth Ito [9:43 A.M.]**

That's not good. Remember, the longer the restaurant is closed, the more likely it is that my employees will decide to quit and find other jobs.

**Rick Stayton [9:44 A.M.]**

Yes, I know. We're going to try to minimize the delay by working in other areas until the shipment comes. For example, we can get some of the outside work done.

**Beth Ito [9:46 A.M.]**

Oh, actually, I wanted to talk to you about the exterior. I think it would be better to hang the sign up higher on the north wall, so that it can be seen from farther away. Do you think it would make that wall look unbalanced, though?

**Rick Stayton [9:47 A.M.]**

Well, we're going to work on the roof today. I'll let you know when we're getting close to installing the sign.

**Beth Ito [9:49 A.M.]**

All right. Is there anything else you can do to speed up the process?

**Rick Stayton [9:52 A.M.]**

Well, I can phone Cook-Demi Ltd. early next week to start coordinating the installation of the kitchen appliances you had ordered from them.

**Beth Ito [9:53 A.M.]**

Terrific. I appreciate that.

165. According to Mr. Stayton, why is some work being delayed?
- (A) The budget has been decreased.  
(B) A supervisor is absent.  
**(C)** A delivery has not arrived yet.  
(D) The wrong type of materials was shipped.
166. Who most likely is Ms. Ito?
- (A) A commercial architect  
(B) A journalist for a newspaper  
**(C)** An owner of a restaurant  
(D) A local safety inspector
167. At 9:47 A.M., what does Mr. Stayton most likely mean when he writes, "we're going to work on the roof today"?
- (A) Ms. Ito will not be able to enter the building.  
(B) He is not sure about another crew's plans.  
**(C)** A proposal can be discussed later.  
(D) The renovations are almost finished.
168. What does Mr. Stayton offer to do for Ms. Ito?
- (A) Lower the price of a service  
(B) Refer customers to a business  
**(C)** Contact an equipment supplier  
(D) Lead an upcoming facility tour

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Questions 169-171 refer to the following advertisement.

## Rec-Dek Plus

Are you looking for ways to increase the efficiency of your retail establishment? With Rec-Dek Plus, you can monitor how much merchandise you have on hand, see what products are selling well, and determine when your stock of certain items needs to be replenished.

### Features:

- A fully detailed user's manual, plus a support team that is ready to assist you 24 hours a day, 7 days a week via online chat
- A handy "Add Image" feature that lets you select an image for a product and then show it alongside the item description for easy reference
- A "Large Quantity Pricing" feature that simplifies the process of calculating bulk discounts—for both wholesale purchases and sales to customers
- A streamlined "Client Care" feature that enables you to view a customer's name, e-mail address, mailing address, and phone number by pressing just one key

For more information about this program, go to [www.rec-dekplus.com](http://www.rec-dekplus.com).

169. How would Rec-Dek Plus most likely be used?

- (A) To edit promotional videos
- (B) To manage inventory
- (C) To improve data security
- (D) To assist in a hiring process

170. What is indicated about customer support for Rec-Dek Plus?

- (A) It is available at all times.
- (B) It may be administered on site.
- (C) It is complimentary for the first year.
- (D) It receives excellent reviews from users.

171. What is NOT mentioned as a feature of Rec-Dek Plus?

- (A) The ability to display images
- (B) Comprehensive guidelines for users
- (C) Access to customer contact information
- (D) The automatic calculation of total sales

Questions 172-175 refer to the following post on a Web site.

**Braydon Regional Park Authority (BRPA) update posting**

**Date: March 7**

The five-year ecosystem improvement project for the western half of Braydon Regional Park is now in its second year, and the BRPA is pleased to announce that it is proceeding as planned. Under the leadership of Director Elaine Roteff, 500 trees of various species native to the area have been planted over a 20-acre stretch of the land, and efforts to combat the overpopulation of insects that harm such trees have succeeded. BRPA engineers are also stabilizing the slopes of hillsides that line Braydon Creek, thus improving the quality of the hills' soil and allowing the creek water to flow without blockages.

In fact, the project has been so successful that it has caught the attention of the International Forest Society, an organization dedicated to protecting the world's forests. Director Roteff has been invited to lead several sessions at its upcoming conference in Rio de Janeiro to pass on the insights that have been gained from the project, which is a tremendous honor.

Lastly, the BRPA is most excited to report that it has just lifted a restriction on accessing this part of the park. Thanks to the help of the BRPA's professional staff, it is now possible to take a two-hour guided walk around the twenty-acre area to view the project's progress. This free group tour will be offered at 10 A.M. every Saturday, except during the summer, when 1 P.M. and 3 P.M. tours will be added. The western area of the park may only be visited as part of this official tour. It remains off limits to the public at all other times to avoid interfering with work crews.

172. What is one purpose of the post?
- (A) To apologize for a delay in park upgrades
  - (B) To give details about an amendment to a rule
  - (C) To explain a procedure for making donations
  - (D) To recruit volunteers for upcoming projects
173. What is NOT part of the ecosystem improvement project?
- (A) Growing additional trees
  - (B) Increasing the stability of hillsides
  - (C) Reducing the population of certain insects
  - (D) Preventing farm animals from damaging plants

174. What has Ms. Roteff been asked to do?
- (A) Give an interview on a radio broadcast
  - (B) Speak about a project at a conference
  - (C) Join the board of an international organization
  - (D) Accept an honorary degree from a local university
175. What is indicated about Braydon Regional Park?
- (A) Part of it is normally closed to the public.
  - (B) It currently has two hiking trails.
  - (C) It will soon offer several picnic areas.
  - (D) Part of it borders a large lake.

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Questions 176-180 refer to the following Web page and form.

The screenshot shows a web browser window with the URL <http://www.e-couponsltd.com> in the address bar. The main content area displays a welcome message from E-Coupons Ltd. It discusses their specialty in digital coupons for businesses, the cost of the EC Services-Pro software package (\$350), and how it can be used to create personalized coupons. A tip is provided about adding a verification bar code to limit coupon usage. The text also mentions the ability to distribute coupons via email or Wi-Fi. At the bottom, there is a link to order the software.

Welcome to E-Coupons Ltd. Our specialty is digital coupons for all types of businesses. Whatever kind of promotion your organization is holding, we can help you create the coupons you need. This can be done simply with our EC Services-Pro software package, which is yours for a one-time fee of \$350. Use it to look through our collection of ready-made designs for coupons, and then personalize the coupon you chose by adding specific information.

Tip: Want your coupons to be available only to a limited group of people? Add a verification bar code at no extra charge. This makes duplication impossible and guarantees that each coupon can only be used once.

EC Services-Pro also assists you to distribute coupons. In addition to classic options such as e-mail and text message, we recently developed a way to display coupons to visitors who connect to your business's Wi-Fi. Whichever delivery method you choose, the process will be simple for both you and your customers.

Click [here](#) to order EC Services-Pro and begin making attractive coupons today.

**E-Coupons Ltd.**  
Customer Satisfaction Survey

Business name: Broussard Books      Customer name: Stephanie Broussard

1. How long have you been using EC Services-Pro? ✓ 0-1 year 1-2 years 2+ years

2. Have you ever used a different brand of coupon software? Yes

2a. What was it? Tairov Digital

2b. Please compare its features to those of EC Services-Pro.  
Tairov Digital seemed to offer more tools, such as its range of ways to encourage customers to share coupons through social media. However, I no longer use it because it was often confusing and complicated. Switching to EC Services-Pro has saved me a lot of time.

3. Do you have any comments about EC Services-Pro?  
This has already been brought up in your discussion forums, but you really should fix the software's "Options" menu so that it displays properly on all operating systems.  
Otherwise, I'm pleased with your new coupon distribution method, and hope you'll keep adding features like that.

176. According to the Web page, what does EC Services-Pro offer?
- (A) Shipment tracking  
(B) Design templates  
(C) Industry news alerts  
(D) Analyses of customer data
177. What is stated about coupons with a free additional feature?
- (A) They cannot be copied.  
(B) They are very popular.  
(C) They are sold in a paper format.  
(D) They require considerable extra production time.
178. What is suggested about Broussard Books?
- (A) It will distribute new coupons to its investors.  
(B) It provides wireless Internet access to visitors.  
(C) It recently created a page on a social media Web site.  
(D) It specializes in books on technology.
179. Why did Ms. Broussard stop using Tairov Digital?
- (A) It is no longer available.  
(B) It is not user-friendly.  
(C) It does not have many features.  
(D) It does not come with customer support.
180. What does Ms. Broussard ask E-Coupons Ltd. to do?
- (A) Establish discussion forums  
(B) Remove her from a mailing list  
(C) Fix a flaw in its software  
(D) Clarify the terms of a contract

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

## Mechling Fitness

### Group Classes

<http://www.mechlingfitness.com.au>

In addition to top-notch personal training and facilities for self-directed exercise, Mechling Fitness is proud to offer free group classes to center members. The following classes are currently available five days per week:

#### Velocity

Want the scenery of an outdoor bike ride *and* the convenience of a cycling studio? With stationary bikes in front of a large screen that plays 30-minute videos of natural settings, Velocity allows you to have it all. Trainers ensure a vigorous workout by supplying instructions on when to speed up and when to coast.

#### Pure Exertion

In this short but lively class, participants do exercises at eight different stations, each focusing on a different area of the body, over a 30-minute period. To guarantee that everyone can visit each station, classes are capped at eight people.

#### Movement

Movement gently guides participants through simple yoga poses to improve flexibility. Including a short meditation period at the end, this 45-minute class is sure to leave you feeling relaxed yet energized.

#### Spark & Dazzle

This studio aerobics class is a fun way to get fit. Instructors lead participants through a high-energy dance *routine* set to the latest upbeat chart hits. Increase the difficulty of the hour-long class by using available hand weights.

Participants may reserve a place in selected classes ahead of time. Visit our front desk to do so, as well as to see a schedule of the classes above and those that meet less frequently. The front desk also provides loans of required materials, such as mats, for participants who do not bring their own.

#### E-Mail message

From: Joshua Wang  
To: <inquiries@mechlingfitness.com.au>  
Date: 23 September  
Subject: Group classes

Hello,

I recently retired, and Rebecca Tucker, a coworker at my former job, suggested that I try your group *classes to stay active*. She said she finds them very effective. Before I visit the center to register as a member, though, I wanted to learn about what kind of options you have for classes that are held five days a week. I'm in my 60s, so I'm looking for something that has a mild level of activity and mainly focuses on stretching. Could you recommend a class that fits these criteria?

Thanks,

Joshua Wang

181. What is NOT indicated about Mechling Fitness?

- (A) It offers individualized fitness coaching.
- (B) It allows non-members to buy one-day passes.
- (C) It permits advance registration for some classes.
- (D) It conducts more classes than are named in the flyer.

182. What is mentioned about Pure Exertion?

- (A) It is accompanied by a video.
- (B) It includes a warm-up period.
- (C) It divides participants by skill level.
- (D) It has a limited number of participants.

183. In the flyer, the word “routine” in paragraph 5, line 2, is closest in meaning to

- (A) program
- (B) habit
- (C) trail
- (D) load

184. What has Ms. Tucker most likely done recently?

- (A) Started a new job
- (B) Registered for an e-mail account
- (C) Taken classes at Mechling Fitness
- (D) Joined a social activities club

185. Which class will most likely be recommended to Mr. Wang?

- (A) Velocity
- (B) Pure Exertion
- (C) Movement
- (D) Spark & Dazzle

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

The screenshot shows a web browser window with the URL <http://www.grangerfurnishings.com> in the address bar. The page features a navigation bar with four tabs: Home, CATEGORIES, ABOUT US, and REVIEWS. Below the navigation bar is a large, bold header with the text "Granger Furnishings". A main content area contains a paragraph of text and a list of sales offers for March. The text reads: "Thank you for considering Granger Furnishings. For more than 25 years, we have been providing the entire region with high-quality yet affordable furniture that adds distinction to any office. Click on "CATEGORIES" above to begin browsing our attractive workspace solutions by type, or check the space below for our monthly specials." The sales list includes: "- 10% off all storage cabinets – use code STOCAB at checkout" and "- 5% off all Waycross-brand chairs – use code WAYCRO at checkout".

The invoice is for Jeff Quinn. The delivery address is Girac Supply, 17 Ivan Drive, Monroeville, PA 15147. The order number is B661879 and the date is March 28. The scheduled delivery is April 5, 1–5 P.M. The table lists five items with their descriptions, quantities, and prices, along with a total amount of \$10,363.

Product	Product description	Quantity	Price
DK21984	Traditional Wooden Desk	3	\$2,985
SR88953B	Waycross Wood Bookcase (brown)	6	\$1,986
FS25371	Collapsible Plastic Desk	10	\$3,990
TC10004B	Steeltek Storage Cabinet (brown)	2	\$1,402
		<b>Total</b>	<b>\$10,363</b>

**Delivery information:** Unless we receive other instructions from you, our driver will park in front of the building at the address stated. The delivery team will then unload the furniture and carry it to the sites of your choosing. Please assist them by removing obstructions between the entrance and each site beforehand. Before leaving, they will remove the pieces' packaging and inspect them for damage sustained in transit.

## E-Mail message

<b>From:</b>	Jeff Quinn <jquinn@girac-supply.com>
<b>To:</b>	Diane Klavansky <dklavansky@girac-supply.com>
<b>Date:</b>	April 5
<b>Subject:</b>	Helping out
<b>Attachment:</b>	✉ Invoice

Hi Diane,

I won't be able to come to work today for personal reasons, so I need you to take over my duties. One of these, of course, is acting as a manager's assistant to Ms. Naquin, but since you've done that before, I won't go into detail about it.

The only unusual task will be accepting the furniture delivery this afternoon, but the attached invoice contains almost all the necessary information. Oh, and I should tell you that the delivery truck will park in our back lot.

Also, in case other people are out of the office and can't claim their furniture, remember that the wooden desks and bookcases go to the managers, the plastic desks go to staff, and the storage cabinets should be placed by the far wall of the office.

Finally, if Lance Gray comes by, give him the envelope on my desk.

Call my mobile phone if anything urgent comes up.

– Jeff

186. What is suggested about the Web page?

- (A) It includes a link to a calendar.
- (B) It is updated at least once a month.
- (C) Its "CATEGORIES" menu lists 25 types of products.
- (D) Its visitors can print special coupons.

187. Which product did Girac Supply most likely receive a discount on?

- (A) DK21984
- (B) SR88953B
- (C) FS25371
- (D) TC10004B

188. In the invoice, what is Mr. Quinn directed to do?

- (A) Confirm his e-mail address
- (B) Clear paths for the movers
- (C) Indicate a packaging option
- (D) Inspect items upon delivery

189. What is probably true about Mr. Quinn?

- (A) He gave special instructions to Granger Furnishings.
- (B) He is expecting a phone call from Mr. Gray.
- (C) He added some items to his initial order.
- (D) He will arrive at work by 1 P.M.

190. Who most likely will be issued a Traditional Wooden Desk?

- (A) Mr. Quinn
- (B) Ms. Klavansky
- (C) Ms. Naquin
- (D) Mr. Gray

GO ON TO THE NEXT PAGE

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

## ❀ South Africa National Ballet Competition ❀

The South Africa National Ballet Competition (SANBC) is one of South African ballet's premier competitions for adults. Every other year, amateur dancers from all over the country gather to perform in front of discerning judges and enthusiastic live crowds. Please refer to the following schedule for information on participating in the SANBC.

10 December	Application deadline - Submissions should include a recent performance video
12 January	First regional competition - Dancers from eastern regions perform in Johannesburg
13 January	Second regional competition - Dancers from western regions perform in Cape Town - Judges' panel begins deliberations
18 January	Notification of finalists - The top five competitors in each division (individual and group) are invited to the national competition
17 February	National competition - Finalists perform in Durban - Judges announce top prize winners

<b>*E-Mail*</b>	
To:	Sidra Kirmani
From:	Shannon Kadick
Date:	22 January
Subject:	SANBC plans

Hi Sidra,

I just wanted to share an idea I had for the national SANBC competition next month. Remember how I felt like our performance on the twelfth seemed to be lacking something? I think I've figured out what it is. Instead of having the foam blocks on stage to represent other people, we should use actual people. We could dress them in grey, and maybe even have them walk around a little bit. That would be much more visually memorable. We can use a few people from other local troupes that didn't make it past the regional round.

I know that this is a big change, but I really think we need to do something special to beat Donald Naidoo and the rest of Mastley Dance Company. Think about it tonight, and we can talk it over at practice tomorrow.

Shannon

Shannon Kadick  
Ballet Earth, Co-Director & Performer

## Ballet Earth Wins Top Award at SANBC

(18 February)—Ballet Earth was chosen as the group division winner of the most recent South Africa National Ballet Competition.

**Sidra Kirmani**, Ballet Earth's co-director and choreographer, expressed surprise at the group's victory, citing **stiff** competition from runner-up Mastley Dance Company and others. "I can't believe this is happening. Considering the pool this year, this is an incredible accolade. We'll try to live up to it."

The 13-person troupe was recognized for *Haunting the Pavement*, an eerie work set to a beautiful orchestral score. Dressed in flowing white clothing, the dancers moved gracefully among grey figures meant to symbolize busy pedestrians on a city street.

The SANBC, an event created to support nonprofessional ballet groups, will issue Ballet Earth a prize of R12,000, while Mastley Dance Company and second runner-up **Ballet Gosnell** will receive R9,000 and R6,000, respectively. The remaining troupes will take home R1,000 for their efforts.

191. What is stated about the SANBC?

- (A) It is streamed live on the Internet.
- (B) It is supported by a government agency.
- (C) It takes place every two years.
- (D) It is divided into age categories.

192. What is implied about Ballet Earth's performance in the regional competition?

- (A) It was delivered in Johannesburg.
- (B) It did not impress judges.
- (C) **It** was one of five performances that day.
- (D) It was recorded by a videographer.

193. What did Ms. Kadick want to change about a performance?

- (A) The lighting
- (B) The dancers' apparel
- (C) The tempo of the music
- (D) The stage decorations

194. In the article, the word "stiff" in paragraph 2,

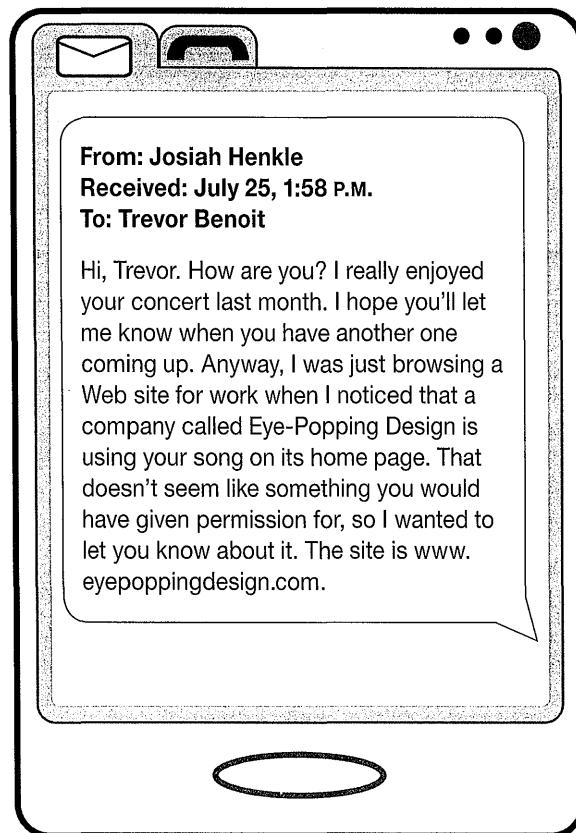
line 3, is closest in meaning to

- (A) inflexible
- (B) intense
- (C) essential
- (D) unsociable

195. How much prize money will Mr. Naidoo's troupe receive?

- (A) R1,000
- (B) R6,000
- (C) R9,000
- (D) R12,000

**Questions 196-200** refer to the following text message and e-mails.



**E-Mail message**

<b>From:</b>	Trevor Benoit < <a href="mailto:tbenoit@trevorbenoit.com">tbenoit@trevorbenoit.com</a> >
<b>To:</b>	Audra Paxton < <a href="mailto:apaxton@eyepoppingdesign.com">apaxton@eyepoppingdesign.com</a> >
<b>Subject:</b>	Music issue
<b>Date:</b>	July 25

Dear Ms. Paxton,

I was disturbed to discover today that the promotional video on your graphic design company's home page contains a one-minute excerpt of my song, "From the Hills". I wrote, recorded, and released this song through my Web site last year, but I have not agreed to its use by a private company of any kind. Please replace my song with some other music or take down the entire video as soon as possible.

Sincerely,

Trevor Benoit

<b>From:</b>	Mark Fischlin <mark.fischlin@fischlinservices.com>
<b>To:</b>	Audra Paxton <apaxton@eyepoppingdesign.com>
<b>Subject:</b>	Mistake
<b>Date:</b>	July 26
<b>Attachment:</b>	Ø Android; Time; Carriero

Dear Ms. Paxton,

We have investigated the matter you brought to our attention yesterday and determined that, unfortunately, Mr. Benoit is correct. Contrary to what she told you, the employee who handled your account, Ms. Stefanski, did not have permission to use his music. In fact, two of the other songs she chose were found to have the same issue. I apologize on behalf of Fischlin Services and want to assure you that Ms. Stefanski will face serious consequences for her actions.

Also, to show our commitment to providing excellent service, we have already looked through our files and found appealing, legally-available replacements for the songs in question. They are as follows:

Original	Replacement
“Bouncing Variations”	“To an Android”
“Patton’s Song”	“Time Scattered Around”
“From the Hills”	“Carriero”

We have attached the new songs to this e-mail. Please let us know if they are to your satisfaction, and we will revise our work accordingly.

Yours truly,

Mark Fischlin  
CEO, Fischlin Services

196. What is the purpose of the text message?
- (A) To ask for permission to distribute some content
  - (B) To remind Mr. Benoit of an approaching deadline
  - (C) To suggest collaborating on a project
  - (D)** To alert Mr. Benoit to a potential problem
197. What is suggested about Mr. Henkle?
- (A) He watched a video about Ms. Paxton’s firm.
  - (B) He hired Ms. Paxton to design his Web site.
  - (C) He is a personal friend of Ms. Paxton.
  - (D)** He is Ms. Paxton’s legal representative.
198. According to the first e-mail, what did Mr. Benoit do with a song?
- (A) Released it on compact disc
  - (B) Played it at a concert
  - (C)** Posted it on the Internet
  - (D) Agreed to its use in an advertisement
199. Which song is proposed as a replacement for Mr. Benoit’s?
- (A) “Bouncing Variations”
  - (B) “To an Android”
  - (C) “Time Scattered Around”
  - (D)** “Carriero”
200. What is indicated about Eye-Popping Design?
- (A)** It will discipline an employee.
  - (B) It was misinformed by Ms. Stefanski.
  - (C) It has requested the closure of an account.
  - (D) It will give a public apology to Mr. Benoit.

**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.**

RC

# **T E S T 3**

## 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. Dola chose to take a ----- flight from Austin to Chicago in order to save time.  
(A) direct  
(B) precise  
(C) durable  
(D) formal
102. Guests at the international conference can request an interpreter if ----- do not understand spoken English.  
(A) them  
(B) they  
(C) theirs  
(D) their
103. ----- Ms. Lester nor her partner could find the updated contact details for the client.  
(A) Both  
(B) Not  
(C) Neither  
(D) Only
104. Prime Realty printed its logo on some ----- products for distribution to current and prospective customers.  
(A) promotes  
(B) promote  
(C) promotionally  
(D) promotional
105. The team leaders ----- by the head of the department based on seniority and experience.  
(A) select  
(B) are selecting  
(C) are selected  
(D) selected
106. If the severe storm hits the area as expected, the store's owner will ----- delay the grand opening ceremony.  
(A) rather  
(B) probably  
(C) seldom  
(D) ever
107. Unfortunately, just ten percent of the charity's fundraising goal has been collected -----.  
(A) in brief  
(B) so far  
(C) even so  
(D) at last
108. Mr. Woburn called the hotel's front desk to confirm that he planned to stay ----- than his original booking.  
(A) longer  
(B) long  
(C) length  
(D) lengthen

109. The fastest way to the Holt Shopping Center is to take Bus 409 from the stop ----- the pharmacy.
- (A) since  
(B) through  
(C) opposite  
(D) against
110. Southeast Utilities customers can ----- make their monthly payments by phone using our automated system.
- (A) else  
(B) now  
(C) there  
(D) well
111. There was some discussion ----- the shareholders as to whether the CEO was competently operating the business.
- (A) inside  
(B) at  
(C) onto  
(D) among
112. If the Caraway Electronics plant in Atlanta is not running ----- by December, it is at risk of closure.
- (A) profiting  
(B) profits  
(C) profitable  
(D) profitably
113. Ms. Choi's accountant explained that investing in a single company is ----- more dangerous than having a diverse portfolio of assets.
- (A) such  
(B) too  
(C) far  
(D) very
114. Thanks to strong revenues during its first year, Freshtime Bakery was able to pay off the ----- it incurred to cover opening costs.
- (A) debt  
(B) stock  
(C) receipt  
(D) term
115. Although the monthly salaries at Metz Tech are below average, the staff is ----- in other ways.
- (A) compensated  
(B) impressed  
(C) emphasized  
(D) congratulated
116. Whenever he is away from the office, Director Clement's ----- takes over any necessary duties that arise.
- (A) assistant  
(B) assistance  
(C) assisted  
(D) assisting
117. Most of the interns had their name badges pinned to their uniforms, but Ms. Naquin forgot to wear -----.
- (A) her  
(B) hers  
(C) herself  
(D) she
118. If the packages are not tied properly and securely, they will fall ----- when moved by the shipping team.
- (A) apart  
(B) quite  
(C) across  
(D) less
119. Housing prices in the city are still ----- more expensive than those in the suburb, but the commuting time is more reasonable.
- (A) substantially  
(B) unanimously  
(C) respectfully  
(D) accurately
120. The ----- submitted to the publisher was considered a possible best-seller due to its intriguing plot and charming characters.
- (A) parcel  
(B) contract  
(C) bulletin  
(D) manuscript

121. The first step in building a positive work environment is sincerely ----- the contributions of each employee.
- (A) acknowledges  
(B) acknowledgement  
(C) acknowledging  
(D) acknowledged
122. During the interview, the job candidate described how he overcame a number of challenges ----- his career.
- (A) aboard  
(B) throughout  
(C) between  
(D) than
123. As the banners were needed -----, the customer opted to pay extra for the express printing service.
- (A) steadily  
(B) urgently  
(C) typically  
(D) entirely
124. Before entering the production area, it is our responsibility to caution ----- that industrial machinery may be in use.
- (A) you  
(B) yours  
(C) your  
(D) yourself
125. Hickory Restaurant had no choice but to discard all food that was in the refrigerator during the four-hour power -----.
- (A) yield  
(B) rating  
(C) distribution  
(D) outage
126. To maintain authenticity, the homeowner hired a contractor ----- in historic homes to renovate the property.
- (A) specialized  
(B) specialize  
(C) specializing  
(D) specialty
127. The dental clinic has added features to its Web site so that customers can make or change ----- online.
- (A) appointed  
(B) appointments  
(C) appointing  
(D) appointment
128. When the vehicle's engine started making an unusual sound, Mr. Patel immediately took it to a local ----- for inspection.
- (A) mechanic  
(B) mechanize  
(C) mechanism  
(D) mechanistic
129. Employees attending the Annual Engineering Trade Expo are welcome to travel to the event site ----- they choose.
- (A) however  
(B) afterward  
(C) where  
(D) once
130. Mr. Asano was not offered the financial consultant position ----- his extensive experience in the field and broad professional network.
- (A) in spite of  
(B) not to mention  
(C) as much as  
(D) on behalf of

## PART 6

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

Questions 131-134 refer to the following notice.

### NOTICE TO EMPLOYEES

\_\_\_\_\_. This is required for the upcoming painting work on August 1. \_\_\_\_\_ the work crew only has the 131. weekend to complete the task, we want to do as much advance preparation as possible. Anything left on the wall after 5 P.M. on Friday will be 132. abandoned. In that case, the cleaning staff will 133. have to dispose of these items. To avoid this unnecessary 134., please be responsible for your own belongings. Please direct all questions to your immediate supervisor.

131. (A) Staff members can vote on their favorite colors.  
(B) All signs and posters should be removed from the hallways.  
(C) Funds have been allocated for some renovation work at the office.  
(D) Work requests should be sent directly to the maintenance team.
132. (A) In addition  
(B) As a result  
(C) Given that  
(D) Even though
133. (A) considered  
(B) anticipated  
(C) disputed  
(D) finalized
134. (A) risk  
(B) burden  
(C) treatment  
(D) precaution

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**Questions 135-138** refer to the following Web page.

[www.bellinghamshelter.org/about\\_us](http://www.bellinghamshelter.org/about_us)  
**Bellingham Animal Shelter**

We have been in \_\_\_\_\_ for about two years, providing veterinarian care, adoption services, and emergency housing for abandoned and unwanted pets. In addition to monetary donations, we need pet food, blankets, cleaning products, and pet toys. \_\_\_\_\_ donations are tax deductible, as we are a registered charity.

Even if you do not have items or money to donate, you can make a difference at the shelter. We need help with cleaning cages, exercising the pets, and providing obedience training. \_\_\_\_\_. To find out more about volunteering at the shelter, \_\_\_\_\_ us at 555-0176.

- 135. (A) operation  
(B) attraction  
(C) publication  
(D) investigation
- 136. (A) One  
(B) Both  
(C) All  
(D) Each
- 137. (A) Let's work together to achieve our fundraising goal.  
(B) You can use your free time to assist with these tasks.  
(C) We can accept new and gently used items at this time.  
(D) Our staff is happy to find a pet that is right for you.
- 138. (A) contacted  
(B) contact  
(C) to contact  
(D) contacting

**Questions 139-142** refer to the following e-mail.

To: Karen Jankowski <kjankowski@metromail.net>  
From: Selma Arcuri <selma@boonerentals.com>  
Date: January 4  
Subject: Unit 208

Dear Ms. Jankowski,

Thank you for giving written notice about your plans \_\_\_\_\_ your lease agreement on January 31. **139.**

I have attached information about the process. \_\_\_\_\_ we visit your apartment for a final inspection, **140.**

you should have all of your personal belongings removed from the property. Be sure to leave \_\_\_\_\_ time to thoroughly clean the apartment. It should be in the same condition in which you received it, with all surfaces dusted, carpets vacuumed, and countertops scrubbed. **141.** **142.**

Should you have any questions, please feel free to e-mail me at any time.

Sincerely,

Selma Arcuri  
Property Manager, Boone Rentals

- 139.** (A) terminate  
(B) terminating  
(C) terminated  
(D) to terminate
- 140.** (A) Now that  
(B) As long as  
(C) Before  
(D) Even if
- 141.** (A) imperative  
(B) complete  
(C) dependable  
(D) adequate
- 142.** (A) You can enjoy a tidy living environment.  
(B) Therefore, the final rent payment will be in January.  
(C) Our staff will attempt to fix it for you, if possible.  
(D) We charge a housekeeping fee if this is not done.

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**Questions 143-146** refer to the following letter.

Wilson Sporting Goods  
1901 Echo Lane  
White Plains, NY 10601

To Whom It May Concern:

I recently visited your store to purchase a wetsuit and some other surfing gear. I was assisted by Ken in the Water Sports department, and I was impressed with his patience and ----- behavior. He **143.** took the time to ask me about my preferences and intended usage. Taking these **144.** into consideration, he recommended a few products. I can't tell you how much I **145.** this personal attention. At most stores of your size, it is impossible to find someone to answer questions. **146.** I will definitely recommend Wilson Sporting Goods to my friends and family.

Warmest regards,

Holly Mackenzie

- 143.** (A) respects  
(B) respectful  
(C) respectfully  
(D) respect

- 144.** (A) amounts  
(B) complaints  
(C) assets  
(D) needs

- 145.** (A) celebrated  
(B) satisfied  
(C) appreciated  
(D) promoted

- 146.** (A) The item I purchased seems to be of high quality.  
(B) Let's hope some of them will be resolved through this letter.  
(C) I'm glad this is not the case at your establishment.  
(D) The selection of seasonal goods was better than expected.

## PART 7

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

Questions 147-148 refer to the following form.

Test 3

### Marigola Industries Information Technology Department

Name: Ravi Sehgal

Employee ID: 1394

Department: Marketing

Extension: 24

Item #: 30429

Description: Portable projector

Comments: For use in Conference Room B

Check-out Date: January 18

#### FOR OFFICE USE ONLY

Note: To be returned by user within 24 hours. IT team will not retrieve the item.

Approved by: Kristin Neri

Date: January 18

147. Why did Mr. Sehgal submit the form?

- (A) To reserve a meeting space
- (B) To place a supply order
- (C) To borrow a device
- (D) To ask for a repair service

148. What does Mr. Sehgal most likely plan to do?

- (A) Inspect a conference room
- (B) Drop off an item in person
- (C) Revise a departmental budget
- (D) Receive an express delivery

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**Questions 149-150** refer to the following advertisement.

**Ancworth Incorporated – Security at its finest**  
**[www.ancworthincorporated.com](http://www.ancworthincorporated.com)**

At Ancworth Incorporated, we know that you want to protect your premises as well as your and your employees' peace of mind. We provide a wide range of security services, from popular brands of cameras and alarms to on-site personnel. We also maintain a constant connection with the local police department to maximize our effectiveness. Whether you need round-the-clock care or a simple system installation, accept nothing less than Ancworth Incorporated. Get a free quote by entering some basic details and preferences into our interactive online form. We look forward to serving you!

- 149.** What is true about Ancworth Incorporated?
- (A) It manufactures its own brand of alarms.
  - (B) Its employees used to be police officers.
  - (C) It works closely with local authorities.
  - (D) It is currently hiring security personnel.
- 150.** According to the advertisement, what can readers do on a Web site?
- (A) Request a price estimate
  - (B) Look at equipment photos
  - (C) Read customer testimonials
  - (D) Run a system test

Questions 151-152 refer to the following notice.

**NOTICE:** Book clubs now accepting new members at Comden Public Library.



It's recruitment time for the book clubs at Comden Public Library. From exciting novels to stimulating nonfiction works on a variety of topics, we've got something for everyone. We have one book club meeting every evening that we're open, and readers of all ages are welcome in any of the six groups.

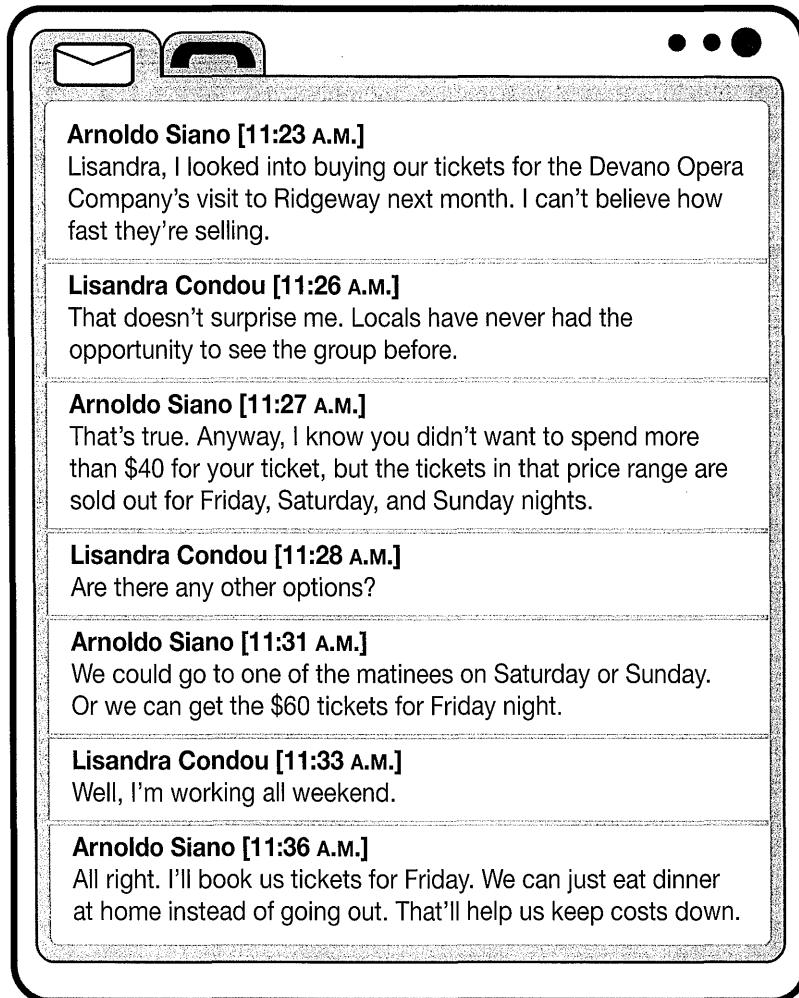
What's more, a library card is not required if you plan to bring your own copy of the book. However, you must fill out a registration form at the front desk and pay a charge of ten dollars, which covers your group membership for life. The group leader will then be in touch to let you know about upcoming meetings.

Join today and introduce yourself to a community of readers and a world of ideas!

151. What is suggested about the Comden Public Library?
- (A) It hosts online forums for readers.
  - (B) It is closed one day a week.
  - (C) It sells some of its used books.
  - (D) It is currently seeking group leaders.
152. What is a requirement of book club membership?
- (A) Being over a certain age
  - (B) Holding a valid library card
  - (C) Paying a one-time fee
  - (D) Undergoing an interview

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Questions 153-154 refer to the following text-message chain.



153. What is implied about the Devano Opera Company?
- (A) It plans to tour the country for one month.
  - (B) It will hold three shows in total.
  - (C) It has recently increased its ticket prices.
  - (D) It will perform in Ridgeway for the first time.
154. At 11:33 A.M., what does Ms. Condou most likely mean when she writes, "I'm working all weekend"?
- (A) She is surprised that Mr. Siano will not work overtime.
  - (B) She is willing to purchase a more expensive ticket.
  - (C) She thinks Mr. Siano should invite someone else.
  - (D) She has traded shifts with one of her coworkers.

Questions 155-157 refer to the following schedule.

<b>Spelter Martial Arts Center</b>			
Instructor Schedule: Monday, May 3			
	<b>Studio A</b>	<b>Studio B</b>	<b>Studio C</b>
7 A.M.	Hapkido [Beginner] <i>Eric Charron</i>	Hapkido [Intermediate] <i>Alicia Kent</i>	Judo [Advanced] <i>Jeffrey Miranda</i>
8 A.M.	Kung Fu [Intermediate] <i>Jeffrey Miranda</i>	Taekwondo [Intermediate] <i>Eric Charron</i>	Taekwondo [Beginner] <i>Veronica Lawson</i>
9 A.M.	Hapkido [Intermediate] <i>Veronica Lawson</i>	Judo [Advanced] <i>Ian Scalia</i>	Hapkido [Beginner] <i>Alicia Kent</i>
1 P.M.	Taekwondo [Intermediate] <i>Eric Charron</i>	Kung Fu [Beginner] <i>Alicia Kent</i>	Judo [Intermediate] <i>Ian Scalia</i>
6 P.M.	Taekwondo [Beginner] <i>Veronica Lawson</i>	Krav Maga [Beginner] <i>Ian Scalia</i>	Taekwondo [Advanced] <i>Raymond Alvarez</i>
7 P.M.	Kung Fu [Intermediate] <i>Jeffrey Miranda</i>	Judo [Beginner] <i>Raymond Alvarez</i>	Kung Fu [Advanced] <i>Alicia Kent</i>
8 P.M.	Judo [Beginner] <i>Raymond Alvarez</i>	[none]	Taekwondo [Advanced] <i>Veronica Lawson</i>

**Notes:** Since we've just added Krav Maga to our class list, we're not sure how many people will be in attendance. Eric Charron may take on another evening class in this discipline if it proves to be popular. Before each session, make sure the mats, head guards, and gloves (if used) are in a good state of repair.

**155.** What is suggested about the center?

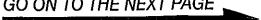
- (A) Advanced classes are held exclusively in Studio C.
- (B) Monday is its least busy day of the week.
- (C) Hapkido is available at three different levels.
- (D) Mr. Alvarez only teaches there in the evening.

**156.** Who is currently teaching the newest class?

- (A) Mr. Charron
- (B) Ms. Lawson
- (C) Mr. Miranda
- (D) Mr. Scalia

**157.** What are the instructors asked to do?

- (A) Report scheduling errors to a manager
- (B) Lock each studio's door at night
- (C) Track some student numbers
- (D) Examine some gear for damage

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**Questions 158-160** refer to the following e-mail.

E-Mail message

<b>To:</b>	Jasmine Quinn
<b>From:</b>	Daniel Hsu
<b>Date:</b>	November 9
<b>Subject:</b>	Investment in online dictionary project

Dear Ms. Quinn,

Next week is the first meeting with investors regarding the online dictionary project proposed by our company. Thank you for agreeing to give a talk on the technology behind the project and the way that we have anticipated the needs of users interacting with the system. — [1] —. A laptop computer, projector, and projection screen will be available at the meeting, so you should prepare slides with text and graphics to accompany the talk. — [2] —. E-mailing the slides to yourself is an option, as you will have access to a Wi-Fi connection. However, to ensure that the talk can go forward even in the event of Internet complications, bringing the file on a USB flash drive is highly recommended.

Also, please limit the talk to 45 minutes, including ample time for questions. — [3] —. We will have four speakers on that day, all of whom have vital information to share with our valued guests. — [4] —. The meeting will be held off-site at Worlington Plaza, so more extensive preparations than usual are required. I will need a scan of your driver's license for the venue's security staff. Please e-mail it to me no later than Friday.

If you have any questions about this event, feel free to contact me at this address anytime.

Warmest regards,

Daniel Hsu

- 158.** Why did Mr. Hsu write the e-mail?
- (A) To describe the progress of a project  
(B) To alert an investor to an opportunity  
(C) To give instructions to a presenter  
(D) To seek assistance with a task
- 159.** What should Ms. Quinn send to Mr. Hsu by the end of the week?
- (A) Driving directions to a meeting venue  
(B) A list of graphics needed for some slides  
(C) Confirmation of attendance at an event  
(D) An image of an identification card
- 160.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "Otherwise, we may easily fall behind schedule."
- (A) [1]  
(B) [2]  
(C) [3]  
(D) [4]

Questions 161-164 refer to the following online chat discussion.



**Manuel Rocha [9:16 A.M.]**

Hi, everyone. The HR director asked me to check how the planning is going for the staff retreat at Sunset Lodge.

**Ranee Shah [9:18 A.M.]**

We have a final head count. About half of the employees plan to go there the night before for the opening reception. The rest will travel in the morning and arrive by 10 A.M., in time for the compulsory workshops.

**Lynette Crumpton [9:19 A.M.]**

Is someone from the sales division presenting the first workshop?

**Ranee Shah [9:20 A.M.]**

No, that's in the afternoon. Public relations staff will hold the first one.

**Lynette Crumpton [9:21 A.M.]**

OK, then do we need someone from the IT department to set up equipment in the morning for them?

**Ranee Shah [9:22 A.M.]**

Ms. Galvan said that she can set things up herself. She only needs the microphone.

**Manuel Rocha [9:25 A.M.]**

Sounds good so far. And what about the caterer? Have you found one that can make meals for a group of our size?

**Lynette Crumpton [9:26 A.M.]**

Isn't that included?

**Manuel Rocha [9:27 A.M.]**

Only breakfast and lunch. We need to have the dinner catered.

**Ranee Shah [9:28 A.M.]**

How about Volkland Catering? They've helped us at other events, and I know they can work out of town. I have their business card around here somewhere. I'll e-mail you their contact details once I find it.

161. What is suggested about the opening reception?

(A) Its date has been moved.  
(B) It is not mandatory.  
(C) It will begin at 10 A.M.  
(D) Its seating is limited.

162. In which department does Ms. Galvan most likely work?

(A) Human Resources  
(B) Overseas Sales  
(C) Public Relations  
(D) Information Technology

163. At 9:26 A.M., what does Ms. Crumpton most likely mean when she writes, "Isn't that included"?

(A) She thought that food was part of a package.  
(B) She is uncertain about the contents of a directory.  
(C) She already sent the requested documents.  
(D) She wants all employees to participate in an event.

164. What will Ms. Shah probably do next?

(A) Look for a business card  
(B) E-mail a schedule  
(C) Contact a caterer  
(D) Consult a regional map

GO ON TO THE NEXT PAGE

Questions 165-167 refer to the following Web page.

<http://www.teskdalefarms.com/ingredientsbox>

## Teskdale Farms Ingredients Box

~ Fresh food delivered right to your door ~



Teskdale Farms has partnered with nationally renowned chef Ramone Jacobs to create recipes made from fresh ingredients from our site and our local suppliers. Each Ingredients Box contains the ingredients for three home-cooked meals for two people—including the necessary spices and recipe cards with step-by-step instructions. The package is delivered every Monday or Thursday (your choice), and there is no extra fee for delivery.

Try our service with our three-month introductory period, during which time you face no fees in terminating the contract. In addition to the standard items, your first Ingredients Box will also include a wooden box for you to store your recipe cards, a large ceramic platter, and a coupon for 50% off frying pans at Evans Department Store.

Customers are billed monthly (\$90 for the introductory rate, and \$120 for the standard rate). Click here to join today and find out what *Myers Food Monthly* magazine called “the future of home cooking”.

- 165.** How often does each customer receive an Ingredients Box?
- (A) Twice a week
  - (B) Once a week
  - (C) Twice a month
  - (D) Once a month
- 166.** What is NOT mentioned as included in a customer's first Ingredients Box?
- (A) A serving dish
  - (B) Some recipe cards
  - (C) A wooden container
  - (D) A cooking pan
- 167.** What is implied about the Ingredients Box service?
- (A) The cost of it rises in the fourth month.
  - (B) A charge is imposed on out-of-town customers.
  - (C) The company provides step-by-step videos.
  - (D) Customers are asked about their food allergies.

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

## Community News

---

**(July 11)**—The city of Bemmington is still feeling the effects of the heavy rainstorm that hit the area last week, dropping two-to-three inches of rain per hour for several days and causing the banks of the Tyson River to overflow. The flooding has resulted in the cancellation or postponement of several events, the most recent of which is the annual Regional Golf Tournament. —[1]—.

The tournament was originally scheduled to take place on Saturday, July 16, at Mendoza Park. Maintenance workers have pumped water from the most affected areas back into the adjacent sections of the river to speed up the drying process. —[2]—. However, the ground is still too damp. The tournament could not be moved to Pineview Park, which sits on much higher ground, because a baseball tournament was already scheduled for that day. Instead, the event has been moved to Saturday, August 6. —[3]—.

Participants in the tournament, including last year's champion James Lehman, will be contacted by the tournament's event planner. —[4]—. Local business owners hope that the change won't affect attendance at the event, as it is a big draw for tourists. "Whenever we have a lot of visitors in town, it's good for Bemmington," said Kang Shao, who contributed funding to the tournament. "I hope we see a similar turnout to last year's."

- 168.** What is the article mainly about?
- (A) A change to a sporting competition  
(B) A new recreational facility  
(C) A tournament registration process  
(D) An issue with an upcoming fund-raiser
- 169.** What is indicated about Mendoza Park?
- (A) It has a baseball field.  
(B) It is the city's largest park.  
(C) It is located near a river.  
(D) It will be closed until August.
- 170.** Who most likely is Mr. Shao?
- (A) A city official  
(B) A maintenance worker  
(C) A professional athlete  
(D) An event sponsor
- 171.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?  
“They will have the option of participating or asking for a refund.”
- (A) [1]  
(B) [2]  
(C) [3]  
(D) [4]

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

E-Mail message

To: Florian Krueger <f.krueger@kruegersconfections.com>  
From: Hannah Choi <choihannah@almontebank.com>  
Date: February 10  
Subject: From Almonte Bank

Dear Mr. Krueger,

I'm sorry I missed your telephone call yesterday. In response to your question in the message that you left, I can confirm that your loan application is moving along nicely. We are awaiting confirmation of your credit score, and I have also determined that the debt-to-income ratio for this loan is reasonable.

There are a few documents that I still require. I know that you have six years' worth of business tax records, but we only require three for our purposes. These should be single certified copies of your yearly tax summary from the National Treasury Department. In addition, I need a detailed account of how the funds will be used. Your application only stated "building expansion," but we need a more thorough explanation, including an itemized list of services and materials. I've attached the form you need. You can visit [www.almontebank.com/forms/b451.html](http://www.almontebank.com/forms/b451.html) to see a sample form that is filled out so you know what to do.

All completed documents should be mailed to my office, the address for which appears at the top of the attached form. You may submit the documents anytime, but the sooner you do, the sooner we can issue the funds. If you have any questions, please do not hesitate to contact me.

Best regards,

Hannah Choi  
Loan Agent, Almonte Bank

172. Why did Mr. Krueger call Ms. Choi on February 9?
- (A) To check the status of an application  
(B) To introduce a small business  
(C) To request a business loan  
(D) To inquire about a tax document
173. What is suggested about Mr. Krueger's business?
- (A) Its offices have undergone renovations.  
(B) It has been in operation for six years.  
(C) It supplies services to Almonte Bank.  
(D) It recently moved to a different location.
174. Why should Mr. Krueger visit the Web site mentioned?
- (A) To view an example  
(B) To create an account  
(C) To upload a form  
(D) To see opening times
175. What is indicated about the relevant paperwork?
- (A) It can be scanned and sent by e-mail.  
(B) It must be signed in front of Ms. Choi.  
(C) There must be multiple copies of each page.  
(D) There is no deadline for its submission.

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**Questions 176-180** refer to the following advertisement and invoice.

## Medolant

Medolant, a trusted name for commercial cleaning products, is pleased to announce an upgrade to our cleaning solutions. We've taken harmful substances out of our formulas and replaced them with non-toxic alternatives. Our cleaners remain affordable, however, and we still offer 15% off to registered charities, public schools, and aid organizations.

We welcome orders online at [www.medolant.com](http://www.medolant.com) or by phone at 555-0178. Customers may settle up-front or request to be billed once their goods have arrived. Those whose delivery address is within the state of California will receive two-day delivery. All other orders will be delivered approximately five days after the order is received. The shipping fee for bulk orders will be waived.

### **PRODUCTS:**

**Carpet Cleaners:** Carpet Shampoo (#093), Odor-Absorbing Powder (#097)

**Bathroom Cleaners:** All-Purpose Surface Cleaner (#113), Soap Scum Remover (#114), Mirror and Window Cleaner (#118), Toilet Bowl Cleaner (#119), Sink and Drain Gel (#120)

**Kitchen Cleaners:** All-Purpose Counter Cleaner (#124), Stainless Steel Polish (#125), No-Scrub Oven Cleaner (#129)

**— NEW!!! — Stain Removers:** Carpet Spot Treatment (#136), Upholstery Stain Remover (#137)

[www.medolant.com/myorders/1021](http://www.medolant.com/myorders/1021)

**Customer:** Salguero Hotel

**Phone Number:** 555-0191

**Shipping Address:** 501 Saint Clair Street, Fresno, California, 93705

**Billing Type:** Credit Card XXXX-XXXX-XXXX-8859

**Order Date:** March 18

Product Code	Quantity	Price Per Unit	Total
093	3	\$14.99	\$44.97
113	2	\$3.99	\$7.98
114	4	\$9.99	\$39.96
120	1	\$12.99	\$12.99
125	2	\$29.99	\$59.98
136	4	\$8.99	\$35.96

[Click for Delivery Fees and Timing Estimates]

If you are not completely satisfied with your purchase, you may return it within 30 days for a full refund.

176. What has Medolant recently done?
- (A) Adopted recyclable packaging
  - (B) Added new kitchen cleaners
  - (C) Started offering different bottle sizes
  - (D) Modified its products' ingredients
177. What is suggested about Medolant?
- (A) It gives discounts to nonprofit organizations.
  - (B) It has the best-selling cleaning products on the market.
  - (C) It makes a separate line of residential cleaners.
  - (D) It also advertises via television commercials.
178. What is NOT indicated in the advertisement?
- (A) Customers can pay after receipt of an order.
  - (B) There are two ways to place orders.
  - (C) Orders come with instructional booklets.
  - (D) Delivery is free for large orders.
179. Which type of item did Salguero Hotel purchase the most of?
- (A) Carpet Cleaners
  - (B) Bathroom Cleaners
  - (C) Kitchen Cleaners
  - (D) Stain Removers
180. When most likely will Salguero Hotel receive its goods?
- (A) On March 18
  - (B) On March 19
  - (C) On March 20
  - (D) On March 23

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**Questions 181-185** refer to the following information and form.

### Great Work Deserves Recognition!

It's time once again for the Ormolas Consulting employee awards. Nominate one of your fellow coworkers by filling out a form on the company Web site. Nominations will be accepted until November 20. CEO Dean Lockhart will present the awards at the annual employee banquet, but it is the awards committee that will review your comments and choose the winners.

Awards are available in four categories:

Award	Description	Eligibility Criteria
Shining Star Award	Awarded to a new employee who has built a positive reputation in a short time period	Hired within the past 12 months
Innovation Award	Awarded to an employee whose creative thinking has benefitted the company	None
Foundation Award	Awarded to an employee with a long track record of excellence	Minimum of five years of employment at Ormolas
Vision Award	Awarded to an employee whose guidance and direction helped to make his/her team stronger	Department manager or team leader only

[www.ormolasconsulting.net/forms/378](http://www.ormolasconsulting.net/forms/378)

### Award Nomination Form

**Person to Be Nominated:** Amanda Wallace    **Department:** Marketing

**Award Type:**  Shining Star  Innovation  Foundation  Vision

**Does the nominee meet the eligibility criteria?**  Yes  No

**Reason for Nomination:** I've worked with Ms. Wallace for the past three years, and I have been extremely satisfied with her work. She always makes a good impression when representing the company. Just last month, she visited Buenos Aires to celebrate the first day of business for one of our new client's stores. She was favorably received and invited to return again. Also, her work reports are always accurate, as she reviews them meticulously to ensure they are error-free. I believe that Ms. Wallace is an excellent role model for all of us.

**Submitted by:** Ryan Demarco

181. Where would the information most likely be seen?
- (A) In a company newsletter
  - (B) In a promotional brochure
  - (C) In a conference program
  - (D) In an industry magazine
182. What is suggested about Mr. Lockhart?
- (A) He wrote an article for a Web site.
  - (B) He established a new award this year.
  - (C) He was not present at a previous banquet.
  - (D) He will not be involved in an award decision.
183. What is implied about Ms. Wallace?
- (A) She has a reputation for producing creative ideas.
  - (B) She has worked at the company for at least five years.
  - (C) She is a team leader in the marketing department.
  - (D) She is interested in joining a committee.
184. What did Ms. Wallace do in Buenos Aires last month?
- (A) Finalized a contract
  - (B) Attended a grand opening
  - (C) Accepted an award
  - (D) Selected a building site
185. What is mentioned as a characteristic of Ms. Wallace?
- (A) Knowledge of various languages
  - (B) Commitment to teamwork
  - (C) Strong analytical skills
  - (D) Attention to detail

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

NORFIELD (Feb. 15)—City officials have confirmed that the contamination levels at Augusta Pond, on the eastern side of town, are nearly ten times the level that is considered ideal. A test was carried out on February 2 by the Department of Rural Affairs (DRA). Officials determined that the increased use of pesticides and fertilizers on the surrounding farmland has likely contributed to the problem, and that a risk is being posed to the wildlife living in and around the pond as well as people using it for recreational purposes.

The city council plans to debate funding a cleanup project at the lake as well as passing new regulations to restrict the use of chemicals on farmland. The cleanup could cost as much as \$3 million. While most council members are in favor of the project, citing health and environmental benefits, some council members oppose the proposal. Jesse Sierra fears that the financial burden will put the town at risk for bankruptcy. Marjorie Rowe is concerned that the work would cause other important projects to be postponed. The council hopes to make a decision soon.

*E-Mail*	
<b>To:</b>	Anya Teague <a.teague@stel-mail.com>
<b>From:</b>	Randall Moore <moorer@lurmonincorporated.com>
<b>Date:</b>	February 16
<b>Subject:</b>	Augusta Pond

Dear Ms. Teague,

Several members of the community have contacted me regarding the article about Augusta Pond in yesterday's edition of the *Norfield Times*. I was not contacted for a statement, but I share Ms. Rowe's opinion about the proposed work. It would be a good idea for us as city council members to hold an open forum for community members to share their opinions. I think everyone on the council appreciates that this is a complex topic, so the decision should not be taken lightly.

Sincerely,

Randall Moore

## PUBLIC NOTICE

The Norfield City Council will hold a special meeting at the Norfield Community Center at 7 P.M. on Tuesday, March 1, to discuss the cleanup of Augusta Pond. Following the test conducted by Cheryl McVey and her team last month, a decision needs to be made about the proposal. Residents of Norfield and other interested parties are invited to attend the meeting and share their feedback. To avoid standing in the back, early arrival is recommended.

186. What is the purpose of the article?
- (A) To highlight a local water pollution problem
  - (B) To encourage people to reduce their waste
  - (C) To introduce new farming regulations
  - (D) To recruit members for an environmental group
187. What is Mr. Moore concerned about?
- (A) Financial difficulty
  - (B) Voter dissatisfaction
  - (C) Project delays
  - (D) Loss of habitat
188. In the e-mail, the word “appreciates” in paragraph 1, line 5, is closest in meaning to
- (A) escalates
  - (B) thanks
  - (C) enjoys
  - (D) understands
189. What is suggested about Ms. McVey?
- (A) She is a farmer near the town of Norfield.
  - (B) She is employed by the Department of Rural Affairs.
  - (C) She has been chosen to organize a volunteer event.
  - (D) She recently became a city council member.
190. What is implied about the March 1 meeting?
- (A) The seating area is expected to be fully occupied.
  - (B) Ms. Teague will explain the results of a test.
  - (C) It is intended for Norfield residents only.
  - (D) The press will interview council members.

**Questions 191-195** refer to the following letter, e-mail, and Web page.

Andrew Saldana  
814 Cedar Lane  
Columbus, OH 43035

Dear Mr. Saldana,

On behalf of the Crenton Art Museum, I would like to bring to your attention a number of upcoming events intended to raise money for the refurbishment of our presentation hall. Special events are usually limited to museum members only; however, we are inviting you to participate in them at no charge so you can cover them for your publication.

Every Friday evening throughout the month of September, we will be offering after-hours tours. For ticketholders, our regular hours of operations won't apply! Dasras Patel will give a presentation at the beginning of each tour, and then participants will be guided through the various sections of the museum by Barbara Fleming. Tickets are \$100 and limited to 25 tickets per event to keep the group size small. Following each tour, refreshments will be served.

Please let me know if you are able to be in attendance by calling my office at 555-0177.

Sincerely,

*Carrie Brighton*

Carrie Brighton

E-Mail message

To: Crenton Art Museum Staff <[stafflist@crentonart.net](mailto:stafflist@crentonart.net)>  
From: Carrie Brighton <[c.brighton@crentonart.net](mailto:c.brighton@crentonart.net)>  
Date: September 3  
Subject: Special events

Hi everyone,

This Friday will be the first of our museum's special after-hours fund-raising events, so I have a few updates for you. Ms. Fleming will be unable to work due to unforeseen circumstances. Therefore, Vince Oswald has volunteered to take over her duties.

On a happier note, I'm pleased to inform you that a generous donor, a local entrepreneur, has offered to match all funds raised dollar for dollar. This will help us to reach our goal for the refurbishment much more quickly. Also, if we meet the goal this month, designer Diana Kirby will attend our October staff meeting to show us her vision for the room.

Thank you all for your hard work!

Carrie

October 1

**Fund-raiser Goal Reached!**

With a combination of September's fund-raisers and a generous contribution from an anonymous donor, we have reached our goal of \$20,000 for the updating of our presentation hall. Staff members will get a sneak peek at sketches of the redesign at the October 10 staff meeting. Further announcements, along with photos of the progress, will be posted to the public here on our Web site.

**191.** Who most likely is Mr. Saldana?

- (A) A professional artist
- (B) A museum supporter
- (C) A print journalist
- (D) A tourism official

**192.** In the letter, the word "apply" in paragraph 2, line 2, is closest in meaning to

- (A) spread
- (B) be in effect
- (C) be eager
- (D) devote

**193.** What will Mr. Oswald be responsible for at the special events?

- (A) Conducting a survey
- (B) Collecting donations
- (C) Leading a tour
- (D) Giving a presentation

**194.** What is suggested about Ms. Kirby?

- (A) She will go to a meeting on October 10.
- (B) She will post sketches on her Web site.
- (C) She helped to plan the September fundraisers.
- (D) She has designed other parts of the museum.

**195.** How much money did the anonymous donor most likely contribute?

- (A) \$100
- (B) \$2,500
- (C) \$10,000
- (D) \$20,000

**Questions 196-200** refer to the following Web page and e-mails.

The screenshot shows a web browser window with the URL <https://www.grandeylandscaping.com> in the address bar. Below the address bar are four menu buttons: Home, Photo Gallery, Disposal Policy, and Contact. The main content area contains text about the company's services and contact information.

For the past 20 years, Grandey Landscaping has been providing top-quality lawn and garden maintenance for both residential and commercial properties. We offer a wide range of services, including the following:

- Lawn seeding and mowing
- Garden design and plant care
- Weed treatments
- Tree removal and brush clearing

We provide landscaping services to Lynchburg, Bloomington, Finwood, and the surrounding areas. Please note that weekend services are available to customers in the town of Finwood only.

Not sure if Grandey Landscaping is right for you? One of our experienced employees will visit your site and advise you about your property's needs. This is done at no cost to you.

We hope to hear from you soon!

The email message is titled **\*E-mail\***. The recipient's details are listed in the "To:" field: Robert Hernandez. The sender's details are listed in the "From:" field: Luisa Schroeder. The date is listed in the "Date:" field: March 25. The subject is listed in the "Subject:" field: Grandey Landscaping.

Dear Mr. Hernandez,

I manage a small commercial property in the northwest area of Bloomington, and I am considering changing my landscaping service provider because the owner has recently cut the budget. I asked Grandey Landscaping for a testimonial from someone who is currently using its service, and an employee directed me to you. I'm wondering if you could tell me about the company's process for designing a flower garden. I'd also like to know how you receive your bills and how accurate these are. In addition, I'm concerned that the equipment will be too noisy for my workers. Please let me know your opinions about this. I would be very grateful for your taking the time to answer my questions.

Thank you,

Luisa Schroeder

## E-Mail message

**To:** Luisa Schroeder  
**From:** Robert Hernandez  
**Date:** March 26  
**Subject:** RE: Grandey Landscaping

Dear Ms. Schroeder,

I would not hesitate to recommend Grandey Landscaping. The company designed a flowerbed for my backyard and made recommendations based on the amount of shade the area receives. There was an extra charge for this service, but I think it was well worth it. I also had a dead tree between my house and my neighbor's fence, and the company's employees were able to remove it without any damage to the surrounding structures.

I currently have my lawn mowed and garden weeded twice a month, usually on Saturdays. The equipment is not very noisy, and the workers always clean up the lawn clippings and other debris before leaving. If you use this service, you will not be disappointed.

Best of luck,

Robert Hernandez

196. What is indicated about Grandey Landscaping?
- It has recently opened new branches in other towns.
  - It offers a free consultation to new customers.
  - It primarily provides maintenance for corporations.
  - It has been in business for over three decades.
197. How did Ms. Schroeder obtain Mr. Hernandez's contact information?
- Through a commercial association
  - Through a neighbor of Mr. Hernandez
  - Through a hobby club for gardeners
  - Through Grandey Landscaping
198. In the first e-mail, the word "cut" in paragraph 1, line 3, is closest in meaning to
- discontinued
  - pierced
  - decreased
  - shortened
199. What topic mentioned by Ms. Schroeder is NOT addressed by Mr. Hernandez?
- Tree removal
  - Billing methods
  - Garden design
  - Noise levels
200. What does the second e-mail imply about Mr. Hernandez?
- He is currently living in Finwood.
  - His property was photographed for a Web site.
  - He will visit Ms. Schroeder.
  - His lawn was seeded by Grandey Landscaping.

**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.**

RC

# **T E S T 4**

## 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. Before sending us your résumé, be sure to check that it meets our requirements -----.  
(A) preciseness  
(B) precise  
(C) precision  
(D) precisely
102. Most of the product photographs were taken by either the manufacturer ----- a freelance photographer.  
(A) nor  
(B) as  
(C) and  
(D) or
103. ----- about payments and account balances should be directed to our billing department.  
(A) To inquire  
(B) Inquired  
(C) Inquiries  
(D) Inquire
104. Girmus Airlines suspended several flights yesterday ----- issues with its aircraft.  
(A) due to  
(B) except for  
(C) whereas  
(D) although
105. Darablatt Ltd. ----- its earnings figures at its board meeting next Tuesday.  
(A) being released  
(B) was releasing  
(C) will release  
(D) released
106. Thanks to the new street signs, drivers' dependence on city landmarks for navigation will ----- be reduced.  
(A) recently  
(B) more  
(C) soon  
(D) early
107. The film *Greenmeadow Memories* has received warm praise ----- audiences and critics alike.  
(A) from  
(B) away  
(C) during  
(D) into
108. Steels bars placed inside the concrete should provide sufficient -----.  
(A) reinforce  
(B) reinforcement  
(C) reinforced  
(D) reinforceable

109. Set to open on Friday, the new Hagoya Shopping Mall ----- a variety of architectural styles and details.
- (A) incorporations  
(B) incorporating  
(C) incorporation  
(D) incorporates
110. After inspecting the artwork, please share your assessment of ----- authenticity and value.
- (A) what  
(B) whose  
(C) there  
(D) its
111. In one of the prize-winning posters currently on exhibition, a bicycle is shown leaning ----- a large oak tree.
- (A) until  
(B) between  
(C) contrary  
(D) against
112. Voter polls suggest that the two mayoral candidates are ----- likely to win the seat.
- (A) normally  
(B) equally  
(C) formerly  
(D) gradually
113. The ----- Fiona Lim has acquired enables her to deliver a persuasive talk to any audience.
- (A) progress  
(B) experience  
(C) graduation  
(D) instance
114. Folk singer Karen Watson is ----- considering appearing on the upcoming season of a popular music program.
- (A) strengthen  
(B) strongly  
(C) strength  
(D) strong
115. At Sebetich Mutual, employees may be given permission to telecommute if they have ----- at a superior level consistently.
- (A) encountered  
(B) assured  
(C) understood  
(D) performed
116. Despite his youth, Mark Brown has written one of the most ----- novels of recent times.
- (A) engagement  
(B) engaging  
(C) engagingly  
(D) engages
117. Bezotte, Inc.'s latest survey sought respondents' opinions on a ----- of economic and political topics.
- (A) material  
(B) range  
(C) type  
(D) distance
118. The Design Team made minor changes to the final version of the product, but overall it is not ----- different from the prototype.
- (A) fundamentally  
(B) approximately  
(C) easily  
(D) separately
119. The Product Support Department is on hand to assist customers ----- questions arise concerning warranty conditions.
- (A) whenever  
(B) rather than  
(C) such as  
(D) so that
120. Versoi Financial has denied claims that the investments are ----- risky.
- (A) intentional  
(B) intentionally  
(C) intention  
(D) intend

121. This document details the factors that Mr. Zhao took into account for his ----- of the new employees.
- (A) evaluate  
(B) evaluation  
(C) evaluated  
(D) evaluates
122. The limited-edition Jeerab tea gift set will probably sell out fast, as the store has almost ----- supply remaining in inventory.
- (A) no  
(B) not  
(C) nothing  
(D) none
123. Although the restaurant's cuisine has become quite bold and adventurous, patrons agree that it is ----- delicious.
- (A) much  
(B) still  
(C) far  
(D) how
124. The Sales Team ----- in the all-employee meeting last month, but most of its members were away on business trips.
- (A) have been participating  
(B) would have participated  
(C) can participate  
(D) will be participating
125. We are working past regular hours to ensure the ----- resolution of the matter.
- (A) steep  
(B) prompt  
(C) identical  
(D) vague
126. During one impressive period in her directing career, Ms. Lu earned ----- Muller Awards for *Hand to Hand* and *The Renwicks*.
- (A) successive  
(B) thorough  
(C) mandatory  
(D) compatible
127. By encouraging innovative promotional ideas, the company hopes to gain a ----- market share than it had previously.
- (A) highly  
(B) high  
(C) higher  
(D) highest
128. The city expects that the language classes will help newly-arrived international residents ----- their neighbors.
- (A) apply for  
(B) reach out  
(C) interact with  
(D) belong to
129. The Park Ecology Committee's weekly meeting is intended to provide a ----- in which attendees can discuss environmental issues.
- (A) forum  
(B) mission  
(C) safeguard  
(D) prediction
130. Festival organizers have ----- the crafts vendors that set-up assistance will be offered before the event.
- (A) announced  
(B) notified  
(C) declared  
(D) expressed

## PART 6

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

Questions 131-134 refer to the following e-mail.

To: <jordan.bartlett@sweettree.com>  
From: <linhbui@critespackaging.com>  
Date: May 4  
Subject: Packaging solutions

Dear Mr. Bartlett,

Thank you again for calling this morning to discuss our packaging solutions. Learning about Sweet Tree Catering's needs was very interesting. As promised, I \_\_\_\_\_ on the information to our design team. They responded that creating suitable packaging would not be \_\_\_\_\_. In fact, they could probably have samples ready for you in as little as one week. \_\_\_\_\_. If you are interested, the next step is to set up an in-person meeting \_\_\_\_\_ which you would describe your requirements in greater detail directly to the Design Team. Please call me or reply to this e-mail to confirm that that is what you would like to do.

Sincerely,

Linh Bui  
Crites Packaging

131. (A) passed  
(B) pass  
(C) will pass  
(D) would have passed
132. (A) responsible  
(B) challenging  
(C) proportional  
(D) inaccurate
133. (A) Do you know where they are being displayed?  
(B) Are you certain that schedule is correct?  
(C) Have you noticed any problems with them?  
(D) Would you like to move ahead with this process?
134. (A) at  
(B) on  
(C) toward  
(D) between

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**Questions 135-138** refer to the following article.

CHICAGO (March 19)—Popular singer Kurt Glaize revealed this morning that the second single from his current album will be a remake of Stan Weber's classic "Sights of Glass." ----- **135.**

Mr. Weber rose to fame upon releasing the ----- version of the song thirty years ago. It has been ----- remade several times since then, in musical genres as diverse as jazz and rock. None of these ----- suit Mr. Glaize, however. The young singer describes his single as "actually pretty similar" to **137.** Mr. Weber's, ----- his love for traditional ballads. "It's already such a beautiful song," he explained. "All I did was update it a little bit for modern audiences."

- 135.** (A) Tickets may still be available for some of the April performances.  
(B) The announcement was made during an interview on WLV Radio.  
(C) The two musicians are expected to begin separate solo careers.  
(D) Each song deals with a different aspect of young adulthood.
- 136.** (A) newest  
(B) adverse  
(C) clarified  
(D) original
- 137.** (A) styles  
(B) coupons  
(C) instruments  
(D) designs
- 138.** (A) has reflected  
(B) reflecting  
(C) reflects  
(D) will reflect

Questions 139-142 refer to the following notice.

### NOTICE TO CUSTOMERS

As you all know, the property surrounding Bracht Storage is fully fenced, and all areas \_\_\_\_\_ 139. continuously by a video surveillance system. Our meticulous cleaning practices also deter harmful pests. However, our commitment to \_\_\_\_\_ no longer stops there. As an extra precaution, Bracht now 140. requires storage unit contents to be insured. \_\_\_\_\_ 141. The policy provides partial compensation for items damaged by fire, floods and other unexpected occurrences. For more comprehensive coverage, customers may opt \_\_\_\_\_ 142. a policy from a specialized insurance carrier. A consultant can help determine which option is suitable for you.

139. (A) to be filmed  
(B) are filming  
(C) were filmed  
(D) are filmed
140. (A) courtesy  
(B) security  
(C) accessibility  
(D) customization
141. (A) Nevertheless, many prefer the indoor facilities.  
(B) Separate units must be rented for additional items.  
(C) Customers may obtain a basic plan directly from us.  
(D) A licensed repair worker is on call at all times.
142. (A) purchases  
(B) that purchased  
(C) to purchase  
(D) purchaser

**Questions 143-146** refer to the following memo.

To: All library staff  
From: Cameron Meach, Director  
Subject: Budget and meeting  
Date: December 5  
Attachment: Proposals

This year, several of the events on which we usually spend the library's "Programs" budget have not taken place as expected. -----, our author readings scheduled for February were cancelled **143.** because of the heavy snowfall. This has left us with a sizable amount of money that must be spent on programs by the end of the year. In the attachment, I have listed a few ideas for how to do this. Please ----- them before Friday's meeting. We will discuss which one would best support the aim of **144.** ----- the library's usefulness to the community. **145.** With your valuable input, I feel certain we will **146.** be able to take full advantage of this situation.

- 143.** (A) Otherwise  
(B) As long as  
(C) Owing to  
(D) For instance
- 144.** (A) transmit  
(B) locate  
(C) reserve  
(D) examine

- 145.** (A) enhanced  
(B) enhancing  
(C) enhancer  
(D) enhance

- 146.** (A) I also encourage you to make your own suggestions at that time.  
(B) Thank you for the hard work you have put into planning this initiative.  
(C) More recent patron surveys have tended to ask about other areas.  
(D) Remember, we must take the reduced budget into account.

## PART 7

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

Questions 147-148 refer to the following e-mail.

Test 4

E-Mail message

**From:** <l.canfield@binniskphoto.com>

**To:** <j.pham@signeteffect.com>

**Subject:** Staff portraits

**Date:** February 19

Dear Mr. Pham,

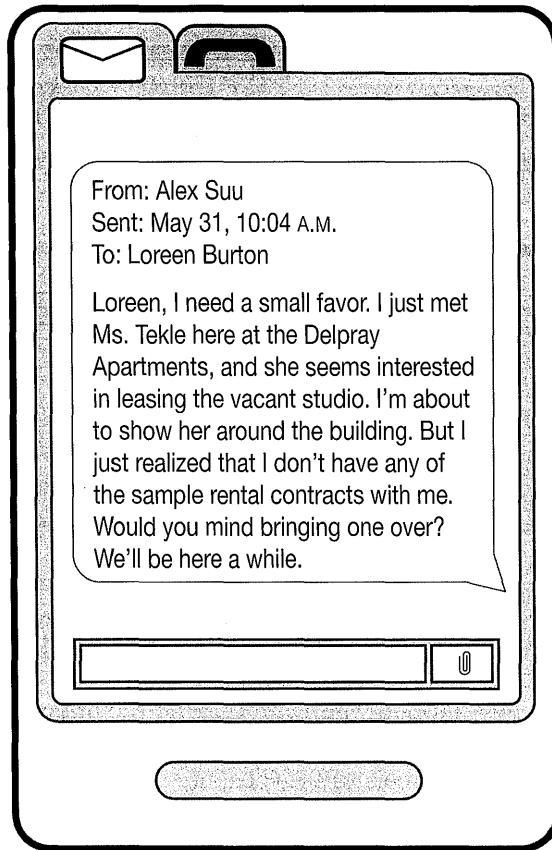
Thank you for choosing Binnisk Photography to create official portraits of Signet Effect Associates staff. We look forward to helping to shape the public image of your new business. As I mentioned when you booked the appointment, selecting a backdrop in advance ensures that the portraits look natural. Our photo retouching service is useful for making small changes to a subject's face or hair, but not for replacing an entire background. Please look over our background collection [here](#), and inform us of your decision by the evening before the appointment.

Sincerely,

Leah Canfield  
Client Services  
Binnisk Photography

147. Why is Ms. Canfield writing to Mr. Pham?
- (A) To find out a preference
  - (B) To recommend a business to him
  - (C) To confirm an appointment
  - (D) To apologize for a misunderstanding
148. What does Ms. Canfield mention is available?
- (A) A nighttime studio session
  - (B) A professional makeup service
  - (C) Special lighting equipment
  - (D) Digital photograph editing

**Questions 149-150** refer to the following text message.



**149.** What does Mr. Suu indicate will soon take place?

- (A) A building tour
- (B) A groundbreaking ceremony
- (C) A safety inspection
- (D) A training session

**150.** What is Ms. Burton asked to do?

- (A) Review a contract
- (B) Clean out a room
- (C) Deliver a document
- (D) Work overtime

Questions 151-152 refer to the following information.

## Dermakk DXR Digital Camera



Congratulations on your purchase of a Dermakk DXR Digital Camera. We guarantee that its state-of-the-art technology will allow you to begin taking high-quality images in no time. To facilitate this, the attached manual describes how to use your digital camera and install the provided editing software. Please be sure that you have reviewed the manual's contents thoroughly before you use the camera. A searchable version of the manual is also available in several electronic file formats. Simply visit [www.dermakk.com/support/manuals](http://www.dermakk.com/support/manuals) and type "DXR Digital Camera" into the box at the top of the page.

Test 4

151. For whom is the information most likely intended?
- (A) A consumer attempting to make a purchasing decision
  - (B) An engineer developing digital editing software
  - (C) A salesperson who must explain a product's features
  - (D) A customer who owns a product

152. What is indicated about the DXR Digital Camera?
- (A) It was previously sold by a different manufacturer.
  - (B) Its manual may be found on the Internet.
  - (C) Repair service is free within a certain amount of time.
  - (D) Its users can save photos in all standard formats.

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**Questions 153-155** refer to the following Web page.

**Dinajpur Food Processing Company's Web site**

**News update for:** 2 February      **Posted by:** Tyler Sharma, Operations Manager

It's been two weeks since my last post, so I just want to inform everyone on what's going on with the construction of our new factory. We had a few setbacks during the installation of flooring materials in the main manufacturing area, but that work is now complete. Plumbing and electrical work are progressing as planned, and the inside partition walls will be put in soon. If the remaining work proceeds on schedule, the factory should be operational by late April.

I have been working closely with the Human Resources Team to recruit technical support staff for the plant. Last week, on behalf of the company, I attended the employment recruitment fair at Navi-Tech University in Mumbai to interview promising young candidates interested in careers in the industry. In addition, I have contacted a former colleague of mine, Giorgio Dutt, to handle the task of creating custom safety signs for the plant floor. The printing firm he owns specializes in high-visibility signs for work areas.

I will keep everyone posted as more news comes up.

**153.** Why most likely was the Web page written?

- (A) To provide updates on a building project
- (B) To outline a new manufacturing process
- (C) To evaluate a corporate restructuring effort
- (D) To propose more frequent all-staff meetings

**154.** According to the Web page, what did Mr. Sharma do in Mumbai?

- (A) Demonstrated a new product
- (B) Presented an employee award
- (C) Toured a branch office
- (D) Participated in a job fair

**155.** Who most likely is Mr. Dutt?

- (A) A reporter for a business publication
- (B) An intern at a head office
- (C) A supervisor at a food processing plant
- (D) An owner of a printing company

Questions 156-158 refer to the following form.

## Aldac-D Ltd. *Customer Feedback Form*

At Aldac-D Ltd., we value customers' opinions on our cleaning and repair services. Please share yours below.

**Customer name:** Dan Martell    **Item/Items serviced:** Black leather dress shoes

	Agree	Not sure	Disagree
Staff were friendly and helpful.		✓	
The cost of the service was reasonable.		✓	
The service was completed properly.	✓		
The service was completed swiftly.	✓		

**Comments:**

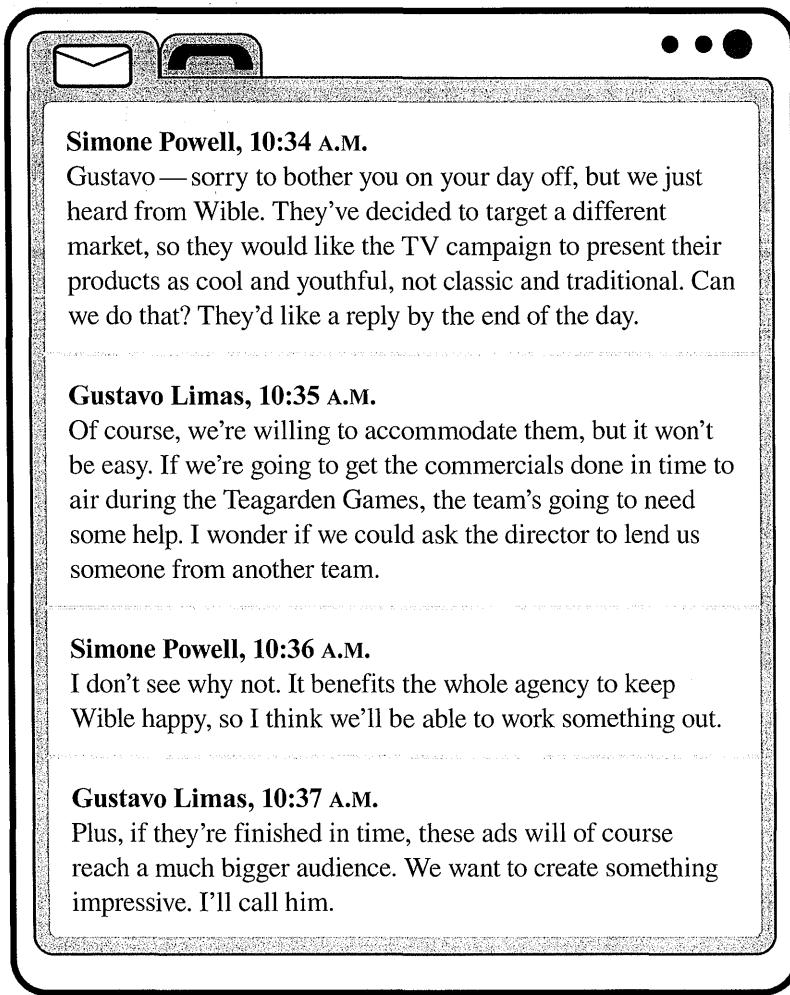
The service was very quick. My shoes were ready for pick-up just two days after I dropped them off at the service center. And I'm pleased with the results. The only problem is that the repair charges exceeded the original price quote I was given. I understand why this happened—the technician said that the shoes were in worse shape than he had expected—but I found it frustrating.

Thank you for your comments. We will use them to further develop our training methods for new and current staff and technicians.

- 156.** What is indicated about Mr. Martell?
- (A) He received the form by e-mail.
  - (B) He inquired about express shipping options.
  - (C) He communicated with staff via online chat.
  - (D) He visited a service center in person.
- 157.** What problem does Mr. Martell describe?
- (A) A confusing explanation
  - (B) A poor-quality repair
  - (C) A long wait time
  - (D) An incorrect cost estimate
- 158.** According to the form, what will Aldac-D Ltd. do?
- (A) Reward technicians who earn positive feedback
  - (B) Call Mr. Martell to discuss the form's contents
  - (C) Improve its employee education system
  - (D) Send Mr. Martell a free accessory

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**Questions 159-160** refer to the following text-message chain.



- 159.** What does Wible hope to do?

(A) Appeal to a younger market  
(B) Hire a celebrity spokesperson  
(C) Respond to a rival campaign  
(D) Conduct market research

- 160.** At 10:36 A.M., what does Ms. Powell most likely mean when she writes, "I don't see why not"?

(A) She thinks an advertisement will be successful.  
(B) She wants to request additional staffing.  
(C) She prefers to borrow filming equipment.  
(D) She expects a deadline to be extended.

Questions 161-163 refer to the following article.

## Local Business News

March 23

Test 4

The famously small Caravanne Café will soon increase its floor space by taking over a nearby building. — [1] —. Owner Ibrahim Akkad says he is excited about his popular restaurant's expansion because it is too small at present to handle the large crowds wanting to eat there, especially on weekends.

Mr. Akkad has already begun updating the eatery's current dining area, located at 72 Clover Street. — [2] —. At the same time, he is busy remodeling the vacant structure next door, which was previously occupied by Kainer's Clothing Store. The opportunity to rent the larger neighboring storefront arose when, after 23 years at the same location, owner Roselyn Kainer decided to move her business to Marax Shopping Plaza. — [3] —. “I grabbed the chance to rent the space,” Mr. Akkad said.

Mr. Akkad has not set a timeline for the completion of the expansion, but said that it will be celebrated with a large event. — [4] —. Its opening hours, menu, and other information can be found at [www.caravannecafe.com](http://www.caravannecafe.com).

161. What does the article mainly discuss?
- (A) A local business event
  - (B) Changes to a restaurant's menu
  - (C) The expansion of a business
  - (D) The popularity of a weekend event
162. What is suggested about Kainer's Clothing Store?
- (A) It is managed by Mr. Akkad.
  - (B) It used to be located on Clover Street.
  - (C) It used to occupy a smaller space than Caravanne Café.
  - (D) It opened a second branch in Marax Shopping Plaza.
163. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?  
“He would like patrons to know that the business will operate as usual until then.”
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

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**Questions 164-167** refer to the following letter.

**Barnotte Eye Clinic**

[www.barnotte-ec.com](http://www.barnotte-ec.com)

Sherman Allsop  
1735 Royal Road  
Parma, MI 48089

Dear Mr. Allsop,

You may have heard that, after 40 years of service, Dr. Patrick Marsden will soon close his practice in order to travel and spend time with his family. I and the other physicians of Barnotte Eye Clinic are proud to announce that he chose us to continue to care for his patients in the Parma area. With your consent, I would be honored to begin serving your eye care needs. Let me tell you a little about myself.

I was raised nearby in Lansing, where much of my family still lives, and graduated from medical school at Goodrich University. I am board-certified and a regular contributor to the Michigan Academy of Ophthalmology's quarterly *Current Vision Research*. Upon joining Barnotte Eye Clinic, I committed myself to serving this community long-term. Should you decide to become my patient, I will review your medical records before we meet and take time to address your concerns during your appointments. Still, as a recipient of our clinic's "On-Time Doctor Award", I can assure you that you will not be kept waiting when you visit me.

To further facilitate us getting to know each other, I invite you to come to a reception for Dr. Marsden's former patients at our office on Thursday, July 15 at 5 P.M. It is sure to be an enjoyable affair, so I hope you can stop by. Otherwise, our desk staff will contact you soon to discuss setting up an appointment.

I look forward to meeting you.

Regards,

*Dr. Hillary Vosburg*

- 164.** According to the letter, what will Dr. Marsden do?  
(A) Retire from the workforce  
(B) Start a new medical center  
(C) Move to a different city  
(D) Teach younger physicians
- 165.** What did Dr. Vosburg receive an award for?  
(A) Her research  
(B) Her medical skills  
(C) Her volunteer work  
(D) Her punctuality
- 166.** What is suggested about Dr. Vosburg?  
(A) She is the founder of Barnotte Eye Clinic.  
(B) Some of her family members are doctors.  
(C) She has published articles in a professional journal.  
(D) She used to teach at Goodrich University.
- 167.** What is Mr. Allsop encouraged to do?  
(A) Join a mailing list  
(B) Attend a welcoming party  
(C) Call to make an appointment  
(D) Keep copies of his medical records

Questions 168-171 refer to the following article.

## Portala Stadium to Host USSL All-Star Game

US Soccer League (USSL) commissioner Joseph Mason, FC Santa Fe owner Octavia Yelnick, and Santa Fe mayor Idalia Ortiz held a joint press conference yesterday to announce that the city's Portala Stadium has been chosen as the site of the league's next all-star match.

The all-star game is a competition between the best players of the USSL's western and eastern divisions as determined by a poll of players and coaches. — [1] —. Last year, the Western Division Team, featuring current FC Santa Fe star Eric Gikunoo, narrowly beat the Eastern Division Team in a thrilling match in Nashville.

Mr. Mason explained that the league's decision reflects the skyrocketing local popularity of the sport since FC Santa Fe was formed two years ago. — [2] —. "We know that the city will provide a welcoming

and exciting atmosphere for this event," he said.

During her turn to speak, Mayor Ortiz cited the quality of the stadium's facilities as another factor that influenced the USSL. An extensive renovation project to the stadium, which is also the home of the Santa Fe Streaks football team, was undertaken to accommodate FC Santa Fe, and was a major initiative of Ms. Ortiz's first term in office. — [3] —. The project drew concern from local officials and residents because of the high costs involved, but has been considered a success since its completion.

In addition to the game itself, the city will host several related special events throughout the week of the contest. These will be announced at a later date, but are likely to include concerts and player appearances. — [4] —.

168. What is suggested about Mr. Gikunoo?

- (A) He will take part in a team selection process.
- (B) He is the newest member of FC Santa Fe.
- (C) He spoke at a press conference.
- (D) He used to play for a Nashville-based team.

169. The word "drew" in paragraph 4, line 9, is closest in meaning to

- (A) concluded
- (B) attracted
- (C) calculated
- (D) portrayed

170. What is mentioned about Portala Stadium?

- (A) It is also used as a concert venue.
- (B) It is shared by two sports teams.
- (C) It is currently undergoing renovations.
- (D) Its construction was proposed by Ms. Ortiz.

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

"It is held in June each year."

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

Questions 172-175 refer to the following online chat discussion.

**Ryan Etchison, 11:41 A.M.**  
Everyone, I'm going online now to buy tickets for the department's trip to the movies on Friday. How does *The Gates of Belief* sound? It's gotten excellent reviews from critics.

**Hannah Kiehl, 11:42 A.M.**  
It's been in theaters for so long that I think most of us have seen it already. I'd prefer *The Adventures of Sam Driver*. My friend saw it last weekend and highly recommended it.

**Mark Gaskins, 11:43 A.M.**  
*The Adventures of Sam Driver* does sound good, but I've heard that its second half is practically a horror movie.

**Joy Lafferty, 11:44 A.M.**  
How about a more lighthearted option? *Goldfish Canteen* opens tomorrow.

**Hamdan Al Neyadi, 11:44 A.M.**  
I'd be happy to see *Goldfish Canteen* or *Blizzard Connection*.

**Ryan Etchison, 11:46 A.M.**  
It looks like there's a 4:30 showing of *Goldfish Canteen*. Does that sound all right?

**Hannah Kiehl, 11:47 A.M.**  
Wait, will there be dinner afterwards? I was hoping to leave by 7 o'clock sharp.

**Ryan Etchison, 11:48 A.M.**  
It looks like the movie's only 90 minutes, and we're eating at that Chinese restaurant next to the theater. I think you'll be fine.

172. Why is Mr. Etchison asking for film recommendations?  
(A) For an office outing  
(B) For a fundraising opportunity  
(C) For an analytical article  
(D) For a decorating theme
173. What does Mr. Gaskins suggest about *The Adventures of Sam Driver*?  
(A) It is not being shown at local theaters.  
(B) It has not been praised by critics.  
(C) It is the sequel to another film.  
(D) It includes frightening scenes.

174. Which film has not yet been released?  
(A) *The Gates of Belief*  
(B) *The Adventures of Sam Driver*  
(C) *Goldfish Canteen*  
(D) *Blizzard Connection*
175. At 11:47 A.M., what does Ms. Kiehl most likely mean when she writes, "will there be dinner afterwards"?  
(A) She is feeling hungry.  
(B) She is concerned about a schedule.  
(C) She would like to volunteer to serve food.  
(D) She thinks a budget for an event is too high.

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

http://www.ste-a.org/tcc

## Town Center Contest Information

The Small Town Enrichment Association organizes this annual contest to support America's small towns. If you know a community that is working hard to create a welcoming town center, we want to hear about it!

Entries can be submitted [here](#). They must be titled and include a brief explanation of the town's past and present, and two to three photographs that show its overall character.

**Note:** Employees of the Small Town Enrichment Association, Rood Web Services, or Sakos Hardware may not enter the contest.

As usual, submissions are accepted until March 31. Towns chosen as finalists in April by a popular vote at [www.ste-a.org/tcc/vote](#) then host our judges for daylong visits in May. This year, judges will award the following prizes:

Prize name	Contents
Grand Prize	A check for \$20,000
Gold Prize	A yearlong subscription to Rood Web Services
Silver Prize	A \$500 gift card for Sakos Hardware
Bronze Prize	An elegant recognition plaque

E-Mail message

**From:** <r.ayers@ste-a.org>

**To:** <t.maddux@lio-mail.com>

**Subject:** Town Center Contest Results

**Date:** June 15

**Attachment:** [Form](#)

Dear Mr. Maddux,

Congratulations! You have won Gold Prize in the Small Town Enrichment Association's Town Center Contest. Judges were impressed with Bahr Hills' unique, locally-owned shops and restaurants. We hope that the winnings help to fulfill your goal of bringing more visitors to the area. I will contact you soon with detailed instructions about how to claim your prize.

Also, please know that the contents of your entry will be preserved on a "Winner's Page" on our Web site. We also encourage you to e-mail us a paragraph early next year about how participating in the Town Center Contest has benefitted Bahr Hills. It will be added to your entry to bring further positive publicity to your town, and attract applicants to future contests.

Sincerely,

Rose Ayers  
Small Town Enrichment Association

176. What is NOT a required part of a contest submission?
- (A) A heading
  - (B) A map of a town
  - (C) Some pictures of an area
  - (D) Some historical information
177. According to the Web page, who are not allowed to enter the contest?
- (A) People who moved to a location recently
  - (B) People who have won the Grand Prize in the past
  - (C) People employed by certain organizations
  - (D) People in a town with over 20,000 residents
178. According to the Web page, what happens in May?
- (A) Entries are collected.
  - (B) Rules are determined.
  - (C) Judges visit towns.
  - (D) The public votes online.
179. What did Mr. Maddux win?
- (A) A decorative tablet
  - (B) A service subscription
  - (C) A store voucher
  - (D) A gift certificate
180. What is Mr. Maddux invited to do next year?
- (A) Supply a written update
  - (B) Apply to the contest again
  - (C) Appear at an award ceremony
  - (D) Participate in a study

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**Questions 181-185** refer to the following Web page and flyer.

The screenshot shows a web browser window with the URL <http://www.valmirebooks.com> in the address bar. The main content area displays the Valmire Books logo and the text "News and Updates". Below this, a date "Friday, September 23" is shown. A large paragraph describes a new weekly flyer starting Monday, featuring books endorsed by staff at a 10% discount, though not valid online. It also encourages browsing the store's vast inventory. Another paragraph highlights selected books from the business section, including "Inspirations for Logo Design" and Gretchen Silva's latest chart-topper.

**Valmire Books**  
News and Updates

*Friday, September 23*

We are kicking off the fall season with something new to enhance your in-store shopping experience. Starting next Monday, we will produce a weekly flyer highlighting books that are strongly endorsed by our store's staff. Every book featured in the flyers will be 10% off, but you must visit the store to enjoy these discounts. The offer will not be valid for online purchases. We also encourage you to browse through our shop's vast inventory—including hundreds of titles that are not sold on our Web site.

For our first flyer, our employees chose some of their favorite how-to books from the store's business section. Among the selections for the week is the classic reference volume *Inspirations for Logo Design*, as well as Gretchen Silva's latest chart-topper. All of the selected titles are guaranteed to help aspiring entrepreneurs, so come in and check them out.

### **Valmire Books – Flyer for week of September 26**

- *How to Lead a Team* by Denise Knapp

This easy-to-follow guide makes team management seem easy with the help of clear explanations and colorful flowcharts. Take the personality test provided in the appendix for extra insight.

- *Make Your Business Eco-Friendly* by Gretchen Silva

Filled with case studies of actual business owners' experiences in "going green", this book offers a six-part model for creating an environmentally-friendly company.

- *Inspirations for Logo Design* by Keith Gerlack

This authoritative volume showcases logos from 27 countries and serves as an invaluable reference tool for graphic designers looking to pick up new ideas.

- *Retail Display Tips* by Bart Dunstan

This highly informative book includes step-by-step instructions, accompanied by detailed sketches, for creating a memorable window display. Updated edition includes a new chapter covering Web site design for online shops.

181. What is suggested about Valmire Books?
- (A) It has expanded hours during the summer.
  - (B) It plans to open a new store location.
  - (C) Its online and offline store inventories differ.
  - (D) Its staff members attend a nearby business university.
182. In the Web page, what is NOT indicated about the flyers?
- (A) They are posted in the store window.
  - (B) They feature discounted books.
  - (C) They list books recommended by staff.
  - (D) They are a new project of the store.
183. Which book has been republished in a revised version?
- (A) *How to Lead a Team*
  - (B) *Make Your Business Eco-Friendly*
  - (C) *Inspirations for Logo Design*
  - (D) *Retail Display Tips*
184. What is implied about *Make Your Business Eco-Friendly*?
- (A) It was printed on recycled paper.
  - (B) It has exactly six chapters.
  - (C) It is a recent bestseller
  - (D) It contains helpful graphics.
185. In the flyer, the phrase “pick up” in paragraph 3, line 2, is closest in meaning to
- (A) recover
  - (B) accelerate
  - (C) gain
  - (D) remove

GO ON TO THE NEXT PAGE

Questions 186-190 refer to the following brochure, e-mail, and advertisement.

## ALBRIGHT FONNER BANK \$

### About Us

Since our first location was opened on Peak Street in Auckland just over two years ago, Albright Fonner Bank has established additional branches in Whangarei, Tauranga, and Hamilton. Throughout this process, we have maintained an excellent record of service. In an online poll of New Zealanders by Glaspell Alliance, Albright Fonner was voted the bank with the best customer support.

### Credit Card Solutions

If you are looking for a credit card with great benefits from an institution you can trust, check out our offerings below.

<b>AF Blue Card</b> Get 2% cash back on all grocery store purchases, and 1% cash back everywhere else.	<b>AF Glint Card</b> With every dollar you spend, earn 1.5 points that can be used on flights, hotels, cruises, etc.
<b>AF White Card</b> Enjoy a 0% annual interest rate for your first two years as a cardholder.	<b>AF Premium Card</b> For a small annual fee, earn 2 points per dollar and spend them on anything.

### E-Mail message

From: Albright Fonner Bank  
To: Jaiana Harris  
Date: 22 November  
Subject: Payment confirmation

Dear Ms. Harris,

This e-mail confirms that you authorised a payment to your Albright Fonner credit card account ending in 7668 from your Albright Fonner savings account ending in 0821. We recommend that you save this information for your records.

#### Transaction summary:

Reference number: 41152  
Date: November 22  
Payment amount: \$436.09  
Cash back earned: \$5.11

If you did not authorise this transaction or would like to dispute the information provided, please call us toll-free at 1-800-555-0176.

Albright Fonner Bank

---

## ALBRIGHT FONNER BANK

### Anniversary Celebration during January

Albright Fonner Bank turns three years old this month. In honour of this milestone, we are offering special promotions that benefit both new and returning customers. Throughout January, customers at any of our branches who open a checking account with a deposit of at least \$1,000 in it will earn a bonus deposit of \$200.

Furthermore, all savings account holders have been entered into a lottery for a brand-new Arcuri N-680 sedan. The winner will be announced at a customer appreciation party held in front of our Auckland branch on Saturday, 25 January. Starting at 1 P.M. and continuing until the prize ceremony at 5 P.M., games and refreshments will be available to all Albright Fonner customers and their families. We hope you will join us to celebrate three years of successful growth, and to build relationships for our community's future.

---

186. What is stated about Albright Fonner Bank?
- (A) It was highly ranked in a nationwide survey.
  - (B) It has expanded through acquisitions of local banks.
  - (C) It mainly serves small business owners.
  - (D) It will launch an online investing tool.
187. According to the brochure, what can an AF Glint Card cardholder do?
- (A) Sign up for automatic balance payments
  - (B) Pay a 1.5% interest rate
  - (C) Earn extra points for food purchases
  - (D) Save money on travel
188. Which credit card does Ms. Harris most likely have?
- (A) The AF Blue Card
  - (B) The AF Glint Card
  - (C) The AF White Card
  - (D) The AF Premium Card
189. What is implied about Ms. Harris?
- (A) She lives in Auckland.
  - (B) She will have to call a hotline.
  - (C) She has been entered into a drawing.
  - (D) She recently opened a new bank account.
190. What will be part of the anniversary celebration?
- (A) Checking account holders will receive a gift.
  - (B) Employees at some branches will be given bonus pay.
  - (C) A gathering will be held for the bank's customers.
  - (D) A donation will be made to a community organization.

Questions 191-195 refer to the following e-mail, text message, and article.

**\*E-mail\***

From: Jae-Yong Seo  
To: Debra Clegg  
Date: December 4  
Subject: Re: Request

Debra, it's great to hear from you again. I'm glad that Tranquility Transport Services is doing so well. As you asked, I looked into our current selection of used minivans and found some that might suit your purposes. Stop by our lot anytime to check the options out in person.

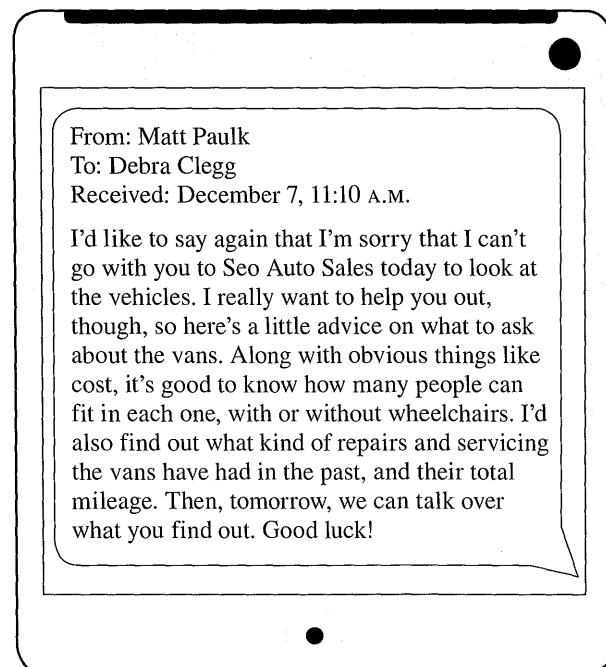
1. Vehicle: Sartain Musgrove SE                  Price: \$41,500  
Description: Side entry for wheelchair users. Doors and ramp operate automatically.  
Seats six. Front passenger seat can be detached to allow accommodation of second wheelchair. White with black interior.

2. Vehicle: Olvera Trustel                  Price: \$38,850  
Description: Rear entry with extra-wide wheelchair ramp. Doors and ramp operate automatically by remote control or interior switch. Seats six, including one wheelchair user. Black with grey interior.

3. Vehicle: Neitzel Grand Ox                  Price: \$37,720  
Description: Side entry for wheelchair users. Doors and ramp must be operated manually.  
Due to comfortable "captain's chairs" in third row, vehicle seats five, including one wheelchair user. White with beige interior.

Sincerely,

Jae-Yong Seo  
Seo Auto Sales



## Taking a Ride with Tranquility Transport Services

By Stephanie Oxner

LULEY (December 29)—Residents of Luley are about to see more white minivans with cheerful blue logo stickers. Tranquility Transport Services is a local company that provides transportation for non-emergency medical situations to people with or without disabilities. Now, after just six months in business, it has increased the size of its fleet from one vehicle to three.

I spoke with Tranquility Transport staff about this impressive growth. As driver Matt Paultk showed me an Olvera Trustel that the company

had recently purchased, he explained that the foundation of the business was reliability. “People have learned that they can trust us to be on time and properly equipped,” he said.

Debra Clegg, the company’s owner, said she was excited about its future, noting, “We’re now able to transport passengers to locations outside of Luley, such as Averin Hospital.” She encourages those interested to call 555-0147 to learn about Tranquility Transport Services’ offerings.

191. What is the purpose of the e-mail?
- (A) To respond to an inquiry
  - (B) To confirm an order
  - (C) To advertise an upcoming sale
  - (D) To explain a service delay
192. What information is Ms. Clegg advised to ask for that is NOT provided in the e-mail?
- (A) The vehicles’ price
  - (B) The vehicles’ mileage per gallon
  - (C) The vehicles’ maintenance history
  - (D) The vehicles’ seating capacity
193. What is most likely true about a Tranquility Transport Services vehicle?
- (A) Its front passenger seat has been removed.
  - (B) It has a video entertainment system.
  - (C) It has been repainted.
  - (D) Its doors must be opened by hand.
194. In the article, the word “foundation” in paragraph 2, line 5, is closest in meaning to
- (A) segment
  - (B) institute
  - (C) creation
  - (D) basis
195. How is Tranquility Transport Services changing?
- (A) Its pricing strategy is being adjusted.
  - (B) Its service territory is increasing.
  - (C) It now caters to passengers with special needs.
  - (D) It is forming a partnership with a medical clinic.

GO ON TO THE NEXT PAGE

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

<b>From:</b>	Jeanne Dubois
<b>To:</b>	Rachel Freund
<b>Date:</b>	May 4
<b>Subject:</b>	CLS Results
<b>Attachment:</b>	CLS Summary

Dear Rachel,

I've finished this semester's Campus Life Survey. A detailed report of my findings is attached to this e-mail, but I can summarize the main points for you as follows:

- The service or facility that received the lowest approval rating was parking. Students say there are not enough spaces, especially near Scheyd Auditorium.
- Most students rate Morton Cafeteria as their favorite dining hall, but express concerns about overcrowding there. They would like our other dining halls to offer special food items like its burrito bowls.
- Especially among students majoring in science, there continues to be demand for themed dormitories for those who share particular interests.

Please take a look at the attachment and let me know when we can meet to discuss the information. Obviously, I can't take on major projects in the short time that I have left in this position, but I will make sure my successor is well-informed of all issues raised.

Thanks,

Jeanne Dubois  
Residential Life Manager, Carroway University

## Residential Life Manager

Carroway University—Pittsburgh, Pennsylvania

The Department of Student Residential Life at Carroway University is seeking a residential life manager (RLM). The RLM's main responsibility is overseeing all aspects of life in the university's student residence halls. Occasional night and weekend work will be required, as the RLM must respond to residence-hall related problems as soon as they arise. In addition, the position involves serving as a liaison to several student-run committees, as well as designing and administering feedback surveys to assess satisfaction with campus life. Candidates must possess a master's degree or higher in an education-related field, and have worked in a university setting for a minimum of five years. For more information about the position, visit [www.carroway.edu/hr](http://www.carroway.edu/hr).

# Carroway University

## New Student Orientation Schedule – Day 2

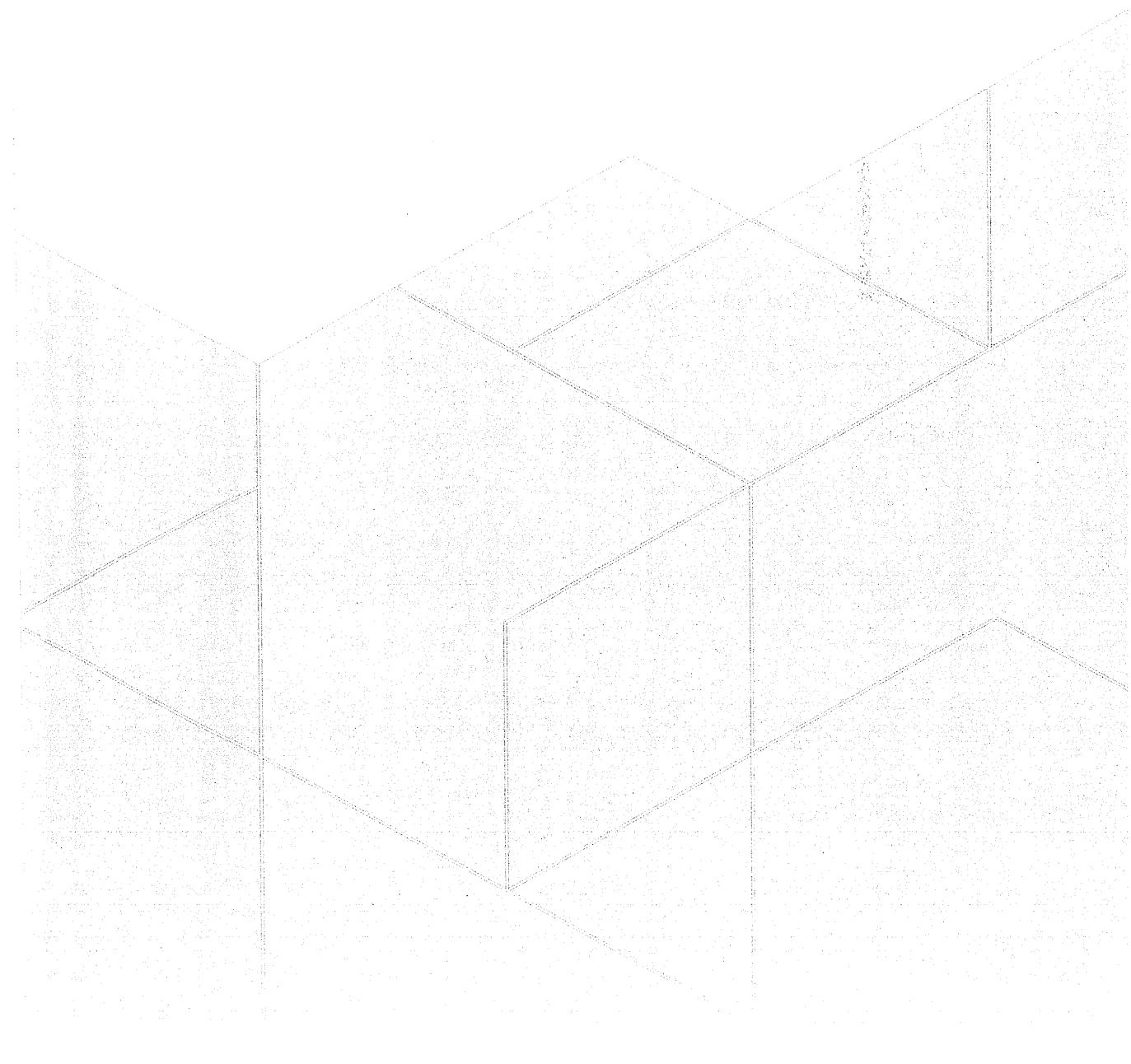
Time	Activity	Location
7 A.M.–8:30 A.M.	Breakfast	Belva Dining Hall
9 A.M.–10:30 A.M.	Icebreaker activities led by resident assistants	Each residence hall
11 A.M.–12 P.M.	Speech: “The History of Carroway” (Wentao Li, Carroway University President)	Scheyd Auditorium
12 P.M.–1:00 P.M.	Lunch	Morton Cafeteria
1:15 P.M.–2:30 P.M.	Speech: “Basics of Campus Living” (Peter Travis, Residential Life Manager)	Scheyd Auditorium
2:45 P.M.–4 P.M.	Speech: “Classroom Do’s and Don’ts” (Professor Christine Wren, Social Science Department)	Scheyd Auditorium
4 P.M.–5:15 P.M.	Panel discussion: “Making the Most of Social Opportunities” (Returning students)	Scheyd Auditorium
6 P.M.–7:30 P.M.	Dinner	Belva Dining Hall
8 P.M.–10 P.M.	Welcoming party	Sloman Square

196. According to the e-mail, what do Carroway University students want?
- (A) Themed housing
  - (B) A reduction in parking fees
  - (C) A new restaurant on campus
  - (D) Tutoring for science majors
197. What is one duty of the position described in the advertisement?
- (A) Translating documents into another language
  - (B) Working outside of normal business hours
  - (C) Designing training programs for staff
  - (D) Driving long distances occasionally
198. What is implied about the New Student Orientation lunch?
- (A) Students will be led to the venue by resident assistants.
  - (B) It will be held in the university's most popular dining hall.
  - (C) It will be hosted by the university president.
  - (D) Students must choose their meal in advance.
199. What is suggested about Mr. Travis?
- (A) He lives on the university campus.
  - (B) He is the head of a finance committee.
  - (C) He has a master's degree in social science.
  - (D) He has at least five years of work experience.
200. When would an orientation participant start learning about academic policies?
- (A) At 11:00 A.M.
  - (B) At 1:15 P.M.
  - (C) At 2:45 P.M.
  - (D) At 4:00 P.M.

**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.**

RC

# TEST 5



## 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. The new beverage from the Elmhurst Corporation can be described ----- a nutritional energy drink.  
(A) for  
(B) by  
(C) as  
(D) to
102. The upfront investment in the manufacturing sector will ----- result in the creation of hundreds of jobs.  
(A) commonly  
(B) constantly  
(C) ultimately  
(D) formerly
103. The office manager hoped to ----- the changes to the dress code policy at the meeting.  
(A) clarified  
(B) clarifies  
(C) clarifying  
(D) clarify
104. The noise from the construction equipment outside of Mr. Polanco's office made it difficult to -----.  
(A) lower  
(B) concentrate  
(C) obtain  
(D) obstruct
105. Due to the very competitive nature of the field, the managers are seeking new and unique ----- to reaching customers.  
(A) approachable  
(B) approaches  
(C) approach  
(D) approached
106. After receiving ----- complaints about the device overheating, Wayvon Electronics recalled its new smartphone.  
(A) numerated  
(B) number  
(C) numerate  
(D) numerous
107. The originality of Ms. Lanham's entry could not be denied, ----- she did not make it to the final round of the art competition.  
(A) for  
(B) so  
(C) yet  
(D) and
108. Staff members at this company are expected to give as much notice as possible whenever ----- need time off work for a vacation.  
(A) ourselves  
(B) we  
(C) our  
(D) ours

109. After reviewing the two submitted bids, council members selected the more ----- option because of the company's reputation for reliability.
- (A) costing  
(B) costlier  
(C) cost  
(D) costly
110. The physician explained that a feeling of dizziness ----- accompanies increased thirst when a patient has not drunk enough water.
- (A) next  
(B) either  
(C) much  
(D) often
111. The emphasis placed ----- teamwork helps Espinoza International's employees feel supported.
- (A) on  
(B) to  
(C) of  
(D) among
112. For safety reasons, all employees and customers must ----- the building when the fire alarm sounds.
- (A) decline  
(B) dispose  
(C) vacate  
(D) suspend
113. Those who are familiar with the jazz trio's first album may find its latest release to be ----- similar.
- (A) recognized  
(B) recognizably  
(C) recognizable  
(D) recognizes
114. Analysts predict that Bolman Automotive will have a ----- for its hybrid vehicles for at least the next few years.
- (A) demands  
(B) demanded  
(C) demanding  
(D) demand
115. Ms. Jang was offered a promotion after handling the emergency procedures during the power outage -----.
- (A) admiring  
(B) admirably  
(C) admiration  
(D) admirable
116. The annual community softball tournament welcomes teams of all ages and ----- abilities.
- (A) athletic  
(B) athlete  
(C) athletically  
(D) athletes
117. Owing to the package's ----- contents, the courier was instructed not to stack anything heavy on top of it.
- (A) fragile  
(B) sudden  
(C) vivid  
(D) shallow
118. Once the sales personnel were informed that the product launch exceeded projections, they realized they had been ----- worried.
- (A) obviously  
(B) lastingly  
(C) needlessly  
(D) strategically
119. All massage therapists working at the Sunset Spa are required to have valid state ----- as well as three years of experience.
- (A) certify  
(B) certified  
(C) certifiable  
(D) certification
120. Surprisingly, Mr. Saraf can ----- arrive faster by train because traveling by air requires a long security procedure.
- (A) whether  
(B) both  
(C) still  
(D) despite

121. The jet ski is unlikely to flip over when in operation, but users must nonetheless take the necessary -----.
- (A) resources  
(B) precautions  
(C) announcements  
(D) descriptions
122. Most tenants agree that the landlord made the right decision ----- the addition of motion-sensor lights near the side entrances.
- (A) since  
(B) regarding  
(C) into  
(D) underneath
123. The creators of the product claim that if you spray it evenly on carpeting or curtains, any odor ----- within a few minutes.
- (A) to eliminate  
(B) to be eliminated  
(C) will eliminate  
(D) will be eliminated
124. PG Internet was able to expand its network exponentially thanks to a number of important ----- in technology.
- (A) promotions  
(B) advancements  
(C) elevations  
(D) enlargements
125. Local art enthusiasts were delighted at the news that the museum procured a rare painting ----- to be worth over two million euros.
- (A) estimating  
(B) has estimated  
(C) was estimated  
(D) estimated
126. Officials are taking extraordinary measures to prevent some people from putting more ----- currency into circulation.
- (A) biased  
(B) negligent  
(C) reckless  
(D) counterfeit
127. Consumers were encouraged to return all battery packs to the manufacturer during its recall, however ----- they may be.
- (A) operational  
(B) operation  
(C) operationally  
(D) operates
128. The general consensus is that too much television near bedtime is bad for one's health, but Dr. Iversen set out to prove -----.
- (A) instead  
(B) opposite  
(C) otherwise  
(D) else
129. Because she enjoys learning about other cultures, Ms. Fernandez prefers to take vacations overseas ----- stay closer to home.
- (A) in order that  
(B) as if  
(C) whereas  
(D) rather than
130. Thanks to their beautiful illustrations and charming storylines, Alice Boyd's children's books have been ----- popular.
- (A) willingly  
(B) enduringly  
(C) hastily  
(D) scarcely

## PART 6

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

Questions 131-134 refer to the following notice.

### TO ALL CHESTER'S STEAKHOUSE CUSTOMERS

Chester's Steakhouse \_\_\_\_\_ to bringing you the best dining experience, so it's welcome news that **131.** our patio is finally open for the summer. While dining in the fresh air, please keep in mind that sections of this neighborhood are zoned as residential. Therefore, you should be \_\_\_\_\_ by **132.** monitoring your voice volume in the late evening, especially when walking past the apartments opposite our main entrance. Thank you in advance for your cooperation; it will help us to maintain a positive \_\_\_\_\_ with those living nearby. Should you prefer to move indoors at any time, we can easily **133.** accommodate you. **134.**

131. (A) is committed  
(B) being committed  
(C) to commit  
(D) committing

132. (A) courteousness  
(B) courteously  
(C) courteous  
(D) courtesy

133. (A) impact  
(B) relationship  
(C) proof  
(D) service

134. (A) Just inform your server that you wish to do so.  
(B) We appreciate your bringing this problem to our attention.  
(C) As a result, the opening of the patio will be delayed.  
(D) It may take longer to prepare the dish than usual.

**Questions 135-138** refer to the following e-mail.

To: Armando Michaud <armando@michauddrycleaning.com>  
From: Ashville Bank <loans@ashvillebank.com>  
Date: January 18  
Subject: Small Business Loan

Dear Mr. Michaud,

Thank you for your interest in a small business loan from Ashville Bank. Please fill out the attached -----, which afford us information about your business model as well as your personal credit history.

**135.** It is essential that you ----- accurate information on the form. Failure to do so could result in the delay or ----- the rejection of your application. While we do our best to accommodate all requests, -----.

**136.** we may not be able to issue you the full amount. -----.

**137.** **138.**

Sincerely,

The Ashville Bank Loans Team

- 135.** (A) form  
(B) formed  
(C) forming  
(D) forms

- 136.** (A) provide  
(B) to provide  
(C) provided  
(D) are provided

- 137.** (A) more  
(B) rather  
(C) yet  
(D) even

- 138.** (A) For this reason, our bank has received high customer service ratings.  
(B) Nevertheless, we took your personal circumstances into consideration.  
(C) In that case, there may still be other options available to you.  
(D) Alternatively, you can check your balance to confirm that it was received.

Questions 139-142 refer to the following information.

### Norcross Sleep Center

1200 Hanifan Lane • 461-555-0138

It is estimated that up to twenty percent of people suffer from a sleep problem. Many sleep issues may not be \_\_\_\_\_ to the affected person, so we recommend testing yourself even if you do not have **139.** severe symptoms. To have your condition assessed, visit our center in person, where our technicians can \_\_\_\_\_ a wide variety of sleep disorders. On the other hand, you may \_\_\_\_\_ test your **140.** sleep at home by renting a monitor. We will analyze the data after one week. A prescription is required for some of our devices, such as our continuous positive airway pressure (CPAP) machines. **142.**

139. (A) susceptible  
(B) apparent  
(C) tentative  
(D) adequate
140. (A) interpret  
(B) conduct  
(C) diagnose  
(D) inherit
141. (A) comfortably  
(B) partially  
(C) evidently  
(D) abundantly

142. (A) Each week, you will receive an updated report.  
(B) Most reported success after a few weeks.  
(C) Please take care of this as soon as possible.  
(D) Others are available to general consumers.

**Questions 143-146** refer to the following article.

October 6—Nicole Walt has accepted the role of National Transportation Advisor, replacing Leon Hixon, who is stepping down to start his own consulting business. Ms. Walt is ----- respected for her impressive security expertise. She ----- transportation in the southeast region of the country for ----- several years, and supporters believe she will easily adapt to her larger-scale role. Analysts predict that she will soon push parliament to sell a section of the rail line to a corporation. A sale such as this would generate immediate profit for the national transportation system. ----- However, Walt will face strong opponents of the ----- of the system, as many believe publicly used services should stay in public hands.

- 143.** (A) high  
(B) higher  
(C) highly  
(D) height

- 144.** (A) will have been managed  
(B) was managed  
(C) is managing  
(D) has been managing

- 145.** (A) It is also expected to result in more reliable journey times.

- (B) Fortunately, this is considered to be an unlikely scenario.  
(C) For instance, she plans to focus on modernizing ticket processing.  
(D) Each one would benefit the thousands of daily passengers.

- 146.** (A) privatization  
(B) renewal  
(C) evaluation  
(D) operation

## PART 7

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

Questions 147-148 refer to the following invitation.

Regent Museum cordially invites you to the pre-opening of  
***Lightness and Darkness***  
An exhibit of paintings by Leslie Diaz

Friday, January 20, 7 P.M.

The Regent Museum is pleased to have these amazing paintings on display. Ms. Diaz's latest exhibition is inspired by her travels through Southeast Asia, where she observed the remarkable seaside and mountain landscapes that are central to her paintings. Your membership entitles you to attend this event and see the artwork ahead of the press and the general public.

147. What is indicated about Ms. Diaz?

- (A) She is making her debut at the Regent Museum.
- (B) Her paintings will be sold by auction.
- (C) She used to live in Southeast Asia.
- (D) Her artwork depicts scenes from nature.

148. Who most likely is the recipient of the invitation?

- (A) A museum supporter
- (B) An art critic
- (C) An art student
- (D) A member of the press

GO ON TO THE NEXT PAGE

Questions 149-150 refer to the following Web page.

The screenshot shows a web browser window with the URL <https://www.piedlantclothing.com/account>. The main content of the page is a large bold heading "Your account has been updated." Below this, there are two text fields: "Name: Diana Peters" and "E-mail Address: dpeters@kemberyco.com". A paragraph of text follows, stating: "You have successfully unsubscribed from the Piedlant Clothing free monthly newsletter. You will still receive e-mails from Piedlant Clothing about the status of the orders you place and any policy changes that affect our Terms of Use for online customers. If you would like to undo this action, please click [here](#). Please take a moment to let us know why you no longer wish to receive the newsletter." At the bottom left of the page content area, there is a small "Comments:" label followed by a block of text describing the user's past experience with the brand and their current preference for purchasing casual clothing elsewhere.

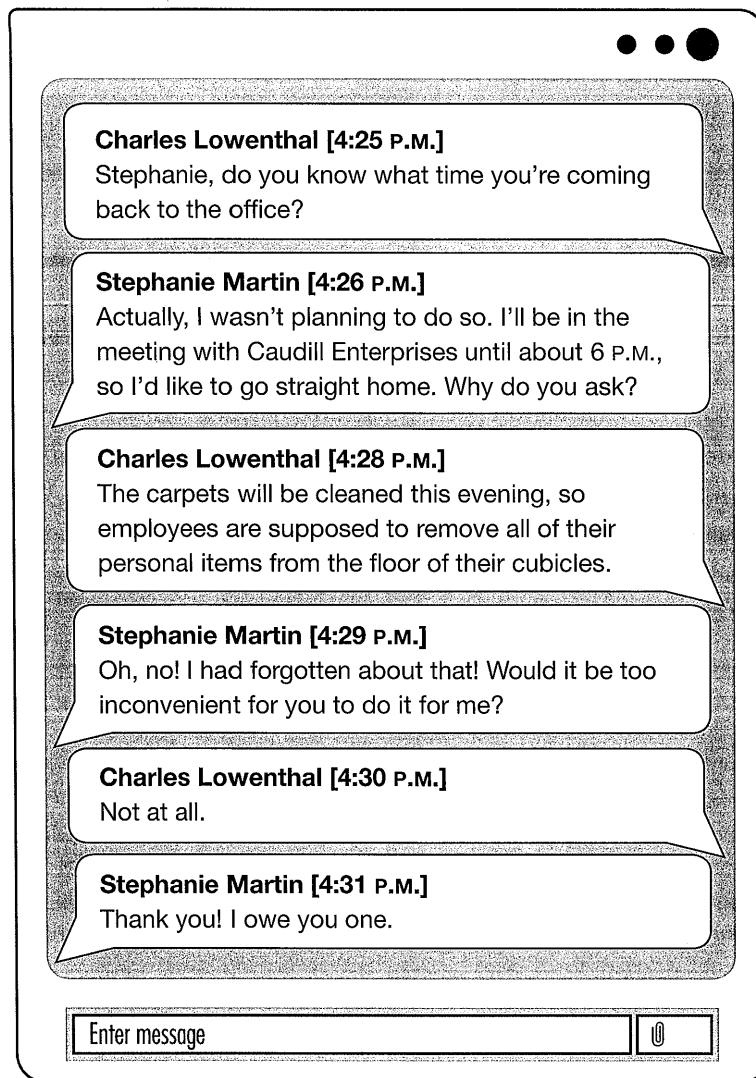
149. Why did Ms. Peters visit the Web page?

- (A) To leave a review of an order
- (B) To complain about a service
- (C) To remove herself from a mailing list
- (D) To contribute ideas to a newsletter

150. What does Ms. Peters mention about Piedlant Clothing?

- (A) It does not sell casual clothing anymore.
- (B) Its marketing strategy is old-fashioned.
- (C) It sends e-mails to customers too frequently.
- (D) Its merchandise has become less affordable.

Questions 151-152 refer to the following text-message chain.



151. What does Mr. Lowenthal ask Ms. Martin?
- (A) When she will return
  - (B) Which office is hers
  - (C) How a meeting went
  - (D) What tasks must be done
152. At 4:30 P.M., what does Mr. Lowenthal most likely mean when he writes, "Not at all"?
- (A) He will clear Ms. Martin's work space.
  - (B) He has run out of some supplies.
  - (C) He was unable to speak with some clients.
  - (D) He will amend a cleaning schedule.

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**Questions 153-154** refer to the following memo.

To: All Roane Incorporated Employees  
From: Rahul Shevade, Human Resources Director  
Date: October 6  
Re: 25 years in business

Dear Staff Members,

At the end of next month, Roane Incorporated will be celebrating its twenty-fifth anniversary. We want to hold a party to commemorate this achievement. I am currently looking for six people to join our planning board so that we can make the preparations for the event. Please note that this opportunity is open to staff members in every department. If you are interested, please e-mail me no later than Wednesday, October 15, with notes about when you would be able to take part in group meetings. After the deadline, I will review everyone's availability and select a time and day that works for all of us. Thank you for your consideration.

- 153.** What is the purpose of the memo?
- (A) To invite employees to a celebration
  - (B) To announce a job opening
  - (C) To seek committee members
  - (D) To congratulate the staff on an achievement
- 154.** What does Mr. Shevade indicate will be determined after October 15?
- (A) The timing of a meeting
  - (B) The size of a budget
  - (C) The goals of a group
  - (D) The location of a banquet

Questions 155-157 refer to the following invoice.

## McDorwell Supplies

www.mcdorwellsupplies.com ▽ 1-800-555-0100

**Business Name:** Atchley's  
**Phone Number:** 901-555-0127  
**Billing Address:** 875 Myrtle Avenue, Memphis, TN 38018  
**Shipping Address:** 1299 Baldwin Street, Memphis, TN 38018  
**Shipping Type:** Overnight Express  
**McDorwell Supplies Loyalty Program Number:** 5498-7319

**Point of Contact:** Michael Atchley

**Date of Order:** July 9

**Return Cutoff Date:** July 16

Item Description	Quantity	Price Per Unit	Total
18-inch wire hangers (pack of 500)	5	\$21.99	\$109.95
Cardboard shoulder guards (pack of 500)	3	\$28.49	\$85.47
Liquid stain remover (5L)	4	\$29.99	\$119.96
All-in-one detergent (20L)	3	\$189.99	\$569.97
Thank you for your purchase. To help us better serve you, please take a moment to complete a brief customer service questionnaire at <a href="http://www.mcdorwellsupplies.com/survey">www.mcdorwellsupplies.com/survey</a> . Your feedback is important to us.	Subtotal	\$885.35	
	Taxes and Delivery	\$83.75	
	<b>Total Due</b>	<b>\$969.10</b>	

155. What kind of business most likely is Atchley's?

(A) A delivery company  
(B) A clothing shop  
(C) A dry-cleaning service  
(D) A hair salon

156. When will Mr. Atchley's delivery most likely arrive?

(A) On July 9  
(B) On July 10  
(C) On July 11  
(D) On July 16

157. What is implied in the invoice?

(A) Atchley's is collecting loyalty points.  
(B) Mr. Atchley has completed a survey.  
(C) A shipping fee has been decreased.  
(D) The order will be sent to two addresses.

GO ON TO THE NEXT PAGE 

**Questions 158-160** refer to the following notice.



## NOTICE TO REIMELT GYM MEMBERS

Reimelt Gym members who use our on-site parking lot should make alternative arrangements from September 1 to 7, as the lot will be off limits in order to accommodate work crews who will be repaving sections of the lot and sealing minor cracks. During this time, the main entrance will remain locked, and all members will need to use the employee entrance at the west end of the building. Updates regarding progress on the parking lot will be posted on our Web site. The schedule of fitness classes that we offer throughout the week will not be affected.

A private parking lot is located near the gym on Radcliffe Avenue. Unfortunately, we are unable to reimburse you for any costs incurred. We apologize for any inconvenience this work may cause, and we appreciate your patience. Also, this is one of many projects we intend to carry out over the next six months. We are always willing to hear from our members about further building upgrades that would make your workout experience more enjoyable. To put forward your ideas, please talk to Site Manager Dwayne Bailey directly or e-mail him at dbailey@reimeltgym.com.

- 158.** What is the notice mainly about?
- (A) The expansion of a parking lot
  - (B) A revision to a parking policy
  - (C) Repairs to a parking area
  - (D) An increase in parking charges
- 159.** What is suggested about Reimelt Gym employees?
- (A) They will be ready to answer questions about the change.
  - (B) They will share an entrance with members for one week.
  - (C) They will lead fewer classes than usual in September.
  - (D) They will be assigned parking spaces in the gym's lot.
- 160.** According to the notice, why should gym members contact Mr. Bailey?
- (A) To upgrade their membership status
  - (B) To suggest a facility improvement
  - (C) To learn how to receive reimbursement
  - (D) To inquire about the progress of a project

Questions 161-163 refer to the following e-mail.

TEST 5

**E-Mail message**

**To:** Theresa Burgess <burgess.t@monticello1.eu>

**From:** Beranston <info@beranstoncamping.eu>

**Date:** February 1

**Subject:** Products you'll love!

Dear Ms. Burgess,

We understand that there is a vast array of options to choose from when selecting camping gear, so we have compiled some product suggestions based on your recent orders. Aldrin is our newest addition to Beranston Camping, and this brand has already become a best-seller. If you purchase any Aldrin products this month, their shipping fee will be waived. Click the link to be taken to our Web site and buy your items in just minutes!

- Aldrin Battery-Operated Lantern [€45]: This lantern is safe to use inside or outside your tent, and one charge can provide up to 350 hours of light on the lowest setting.
- Aldrin Sleeping Bag [€150]: The perfect blend of comfort and practicality, this bag is suitable for temperatures down to -10°C and can be compressed into a size of just 15 x 30 centimeters for easy transport.
- Aldrin Stove [€50]: This stove is lightweight and small, but it fits pots of all sizes to make outdoor cooking easy.

Please note that we now accept returned items for up to 45 days from the purchase date, as feedback from our customers indicated that 30 days was not enough, especially for items given as gifts that may not be opened right away.

Happy shopping!

The Beranston Team

- 161.** Why did Ms. Burgess receive the e-mail?
- (A) She commented on a social media page.
  - (B) She asked for some product updates.
  - (C) She contacted the customer service department.
  - (D) She previously made purchases on a Web site.
- 162.** What is NOT indicated about the Aldrin brand's items?
- (A) They have become popular with customers.
  - (B) They are offered at a discounted price.
  - (C) They are eligible for free delivery in February.
  - (D) They include a heating device.

- 163.** What has Beranston changed about its return policy?
- (A) The amount of store credit that can be earned
  - (B) The documentation required for returning gifts
  - (C) The cost of mailing back items
  - (D) The period for making returns

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Questions 164-167 refer to the following announcement.

## **Join the Fun at the Fall Festival!**

**Prairie Park, Saturday, October 20, 9 A.M.-7 P.M.**

The Fall Festival is an annual celebration full of fun for all ages. This year, it will take place at Prairie Park on Saturday, October 20. Everyone in town is welcome to attend, and we encourage you to also participate in the festival's many activities. — [1] —.

One way to take part is to show your creativity by making and decorating your own scarecrow. Businesses, schools, and charities can enter this event. The registration fee is \$20, and this includes the wooden frame (5'×8') and a mini bale of straw for stuffing. — [2] —. We ask for one entry per group so that as many people as possible can participate. You may register and pick up your materials at City Hall anytime during regular business hours. Charities will only be charged \$10.

Calling all bakers! The festival will include a pie-baking contest. — [3] —. Bring your pie(s) to the booth near the soccer fields at the northern end of the park at 10 A.M. on the day of the festival. Containers will not be returned, so please use a disposal pie tin for your pie. — [4] —. Judging will take place at 2 P.M., with the top three winners receiving a basket of \$100 worth of baking accessories. Free pie and ice cream will be served after the winners have been announced. Advanced registration for the baking event is not necessary; however, if you would like to be one of the lucky people critiquing the entries, please call Cassie Shaw at 555-0199. We are looking for a panel of about five people.

A complete list of festival activities can be found on the city's Web site at [www.westover.gov](http://www.westover.gov).

- 164.** Where would this announcement most likely appear?
- (A) On an entry form  
(B) In a local newsletter  
(C) On a travel Web site  
(D) In a hobby magazine
- 165.** What benefit for nonprofit organizations is mentioned?
- (A) Assistance from volunteers  
(B) Advertising space in a pamphlet  
(C) An opportunity to win a prize  
(D) A reduced registration fee
- 166.** Why should people contact Ms. Shaw?
- (A) To apply to be a competition judge  
(B) To enter a baking contest  
(C) To arrange to pick up materials  
(D) To request the full festival schedule
- 167.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?  
“There are a limited number of spots available.”
- (A) [1]  
(B) [2]  
(C) [3]  
(D) [4]

Questions 168-171 refer to the following online chat discussion.

The screenshot shows a window titled "Online Chat" with four participants represented by user icons at the top. The messages are listed below:

**Virginia Lietz [1:18 P.M.]**  
OK, I rang Mr. McFarlin right after our morning staff meeting to see whether he wanted to go forward with contract negotiations.

**Jude Doyle [1:19 P.M.]**  
How did it go?

**Virginia Lietz [1:19 P.M.]**  
Well, he decided to hire Rooker Computing instead since it has the lowest prices in the industry.

**Megan Howell [1:20 P.M.]**  
We spent days on that sales pitch!

**Virginia Lietz [1:21 P.M.]**  
I know. Everyone worked so hard. It's a big letdown.

**Jude Doyle [1:21 P.M.]**  
To be honest, I'm not surprised that Mr. McFarlin preferred a well-established business like Rooker over a start-up. They have nearly five times the number of employees we do. But they also have more clients. I don't think they're able to provide the focused, personal service that we offer.

**Megan Howell [1:22 P.M.]**  
You have a point. Most customers eventually figure out that it's worth the slightly higher cost to have a dependable tech support team like ours.

**Virginia Lietz [1:23 P.M.]**  
Mr. McFarlin informed me that they signed a one-year contract. Therefore, we'll have another opportunity to secure a contract next year during the renewal period.

**Megan Howell [1:26 P.M.]**  
I guess we need to put this defeat behind us and focus on preparing the presentation for Stalford Industries.

**Jude Doyle [1:27 P.M.]**  
Exactly. And instead of making a completely new one, we can just adapt the one we have to address Stalford's specific needs.

- 168.** What did Ms. Lietz do in the morning?
- (A) Made a phone call
  - (B) Visited Mr. McFarlin's business
  - (C) Checked her e-mail inbox
  - (D) Wrote a memo
- 169.** At 1:20 P.M., what does Ms. Howell most likely mean when she writes, "We spent days on that sales pitch"?
- (A) She is surprised that a meeting ended quickly.
  - (B) She is frustrated that an appointment was postponed.
  - (C) She is disappointed with an employment decision.
  - (D) She is confident that negotiations will go well.
- 170.** What is NOT indicated about Rooker Computing?
- (A) It has more staff than the writers' company.
  - (B) It is known for providing good customer service.
  - (C) Its prices are lower than those of its competitors.
  - (D) It has been in operation longer than the writers' company.
- 171.** What does Mr. Doyle suggest doing?
- (A) Renewing a service contract
  - (B) Addressing a technical problem
  - (C) Adjusting a presentation
  - (D) Hiring Stalford Industries

**Questions 172-175** refer to the following letter.

**Carlsbrook Children's Hospital**  
1077 Gwent Road  
Arlington, VA 20330

June 15

Dr. Katherine James  
896 Cardiff Street  
Arlington, VA 22210

Dear Dr. James,

Please accept this letter of appreciation for all the work your charity has done to contribute to the success of our new annex for children with special conditions. We could not have done it without your support. It was also wonderful to finally meet you in person at the opening ceremony last week. — [1] —.

As promised, I am sending you the research on creating a nurturing environment for children with progressive conditions. The first enclosure is a study from Wichita University led by Dr. Steven Chapman that describes the effects of color and music on recuperation periods. Although this trial was done with adults, we believe the effects would be similar for younger groups as well. That means the choice of paint in patients' rooms should be taken into consideration. — [2] —. The second enclosure is a joint study between our hospital and the local technical college. Run by Dr. Adele Diop, this research shows a strong link between providing specialized facilities and medical outcomes. — [3] —.

These studies should be useful to you when you help Arlington Hospital write their grant application for upgrading their facilities for children next month. Let me also congratulate you on this, your first consultancy work. — [4] —. I am sure that a number of my counterparts at other hospitals around the country would benefit from your help on similar projects, so please let me know if you are interested in doing more of this grant application assistance work.

Yours sincerely,

*Dr. Ursula Augustin*

Head of Pediatrics, Carlsbrook Children's Hospital  
Enclosures

172. Where does Dr. James work?

- (A) At a children's hospital
- (B) At a laboratory
- (C) At a technical college
- (D) At a charity

173. What did Dr. Augustin agree to do?

- (A) Donate money to an organization
- (B) Contact some local universities
- (C) Carry out a medical treatment trial
- (D) Forward the results of some studies

174. What is indicated about Dr. James?

- (A) She is an experienced consultant.
- (B) She will be changing employers next month.
- (C) She will be involved in obtaining some financing.
- (D) She is responsible for conducting some medical research.

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

"It is amazing that this had not happened yet, considering that you and I have been working on many of the same projects."

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

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

\*E-Mail\*

To:	Raymond Mora <rmora@berringley.gov>
From:	Kim Denson <kdenison@berringley.gov>
Date:	May 8
Subject:	Berringley Community Picnic

Dear Raymond,

Thanks for booking the bands for the upcoming community picnic. I think it will make a big difference to the atmosphere of the venue. We'll use the new gazebo as a stage if possible. It's supposed to be completed by May 15, two weeks before the picnic. However, Colbritt Construction, who was hired to do the work, is behind schedule, so it might not be ready in time. If that happens, we can rent a temporary stage from Romanto Supplies, and their crew will set it up and take it down after the event. Also, we're expecting a lot of people to turn up to the event, so I'm worried that we'll quickly run out of space for vehicles. Therefore, I'd like you to post a message on the city's Web site reminding people that taking public transportation is recommended.

Thanks!

Kim

Vera Fleming  
214 Blackwell Street  
Berringley, VT

Dear Ms. Fleming,

On behalf of the Berringley Event Planning Committee, I would like to cordially invite you to the 14th Annual Berringley Community Picnic on May 30. You may bring your own food or make a purchase from one of the booths sponsored by a local restaurant. I would be happy to reserve a seat for you and up to three guests in the VIP section designated for city council members. You would have a perfect view of the temporary stage, which will be set up at the northern end of Turner Park. If you would like to attend, please send back the enclosed postcard by May 27.

We hope to see you there!

*Kim Denson*

- 176.** What has Mr. Mora done?
- (A) Arranged some live entertainment
  - (B) Reserved an outdoor venue
  - (C) Recommended some musical groups
  - (D) Created an advertisement
- 177.** What is Ms. Denson concerned about?
- (A) Insufficient funds
  - (B) Low attendance
  - (C) A lack of parking spaces
  - (D) A poor review
- 178.** Who most likely is Ms. Fleming?
- (A) A restaurant owner
  - (B) An event planner
  - (C) A city politician
  - (D) A famous musician
- 179.** What is implied about Colbritt Construction?
- (A) It proposed safety features for a gazebo.
  - (B) Its office is located near Turner Park.
  - (C) It regularly does work for the city.
  - (D) It failed to finish a project on time.
- 180.** Why should Ms. Fleming send back the postcard?
- (A) To request some special seats
  - (B) To give feedback about a concert
  - (C) To show interest in renting a booth
  - (D) To cast a vote on a community issue

**Questions 181-185** refer to the following advertisement and form.

## **Custom-made curtains now available at Anfield Furnishings!**

Anfield Furnishings is pleased to introduce Bryker, our new line of custom-made curtains. We understand that each home is different, and our standard lines of curtains and drapes may not suit your home exactly. That's why we are offering this new service. In addition to being customized to the exact specifications of your window, Bryker curtains also come with a thick insulated layer to keep heat in, meaning you'll pay less for energy to heat your home in the winter. These stylish and high-quality curtains are available in several colors and over 250 patterns.

Book an appointment with us and we will have an employee visit your home or office to take precise measurements. The session will last for approximately half an hour, and we can begin producing your curtains within just a few days — no express service needed! Customers must put down a \$25 deposit when booking the appointment, but these funds can be used toward your purchase.

To find out more, call 1-800-555-0176, or visit [www.anfieldfurn.com](http://www.anfieldfurn.com). Please note that for most Anfield Furnishing products, we accept returns within two months of the purchase date, but this does not apply to the Bryker line.



## **Anfield Furnishings Confirmation of Appointment for Taking Measurements**

**Customer:** Pamela Alessi

**Phone number:** 555-0133

**Address:** 6795 Townes Lane, Austin, TX 78730

**E-mail address:** [allessip@balconeeco.com](mailto:allessip@balconeeco.com)

**Appointment Date/Time:** October 8, 1:30 P.M.

**Property type:** Residential

**Notes:** To expedite the data-collection process, please leave a minimum of two feet of space between the windows and any sofas, tables, etc. so that the technician has easy access to them.

181. What is mentioned about Bryker curtains?
- (A) They are the company's top-selling item.
  - (B) They are produced domestically.
  - (C) They can reduce energy bills.
  - (D) They are available in 250 colors.
182. What is implied about Anfield Furnishings?
- (A) It does not allow returns of customized products.
  - (B) Its Web site has discussion forums for customers.
  - (C) It has made an agreement with a new supplier.
  - (D) Its showroom is restocked every two months.
183. What is suggested about Ms. Alessi?
- (A) Her appointment was booked by phone.
  - (B) She has made an initial payment.
  - (C) A consultation will take place at her business.
  - (D) She will choose an express option.
184. When most likely will Ms. Alessi's appointment end on October 8?
- (A) At 1:30 P.M.
  - (B) At 2:00 P.M.
  - (C) At 2:30 P.M.
  - (D) At 3:00 P.M.
185. What should Ms. Alessi do prior to the appointment?
- (A) Remove furniture from a room
  - (B) Provide an access code
  - (C) Select a pattern and fabric
  - (D) Clear areas near the windows

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Questions 186-190 refer to the following notice, online review, and article.

## NOTICE

### Attention, Colba Footwear shoppers:

The Namara Building branch of Colba Footwear will hold its final day of business on Sunday, April 30. Although we enjoy providing casual and formal footwear for our Edendale customers, we could not avoid this closure because the owner of our building plans to sell the structure for the sake of the upcoming stadium project. Merchandise will be discounted in the week leading up to the closure (Namara Building branch only). Thank you for your many years of patronage at this branch, and we look forward to continuing to serve you at the Tennyson Mall branch, where business will carry on as usual.

—Gaurav Kaul  
Owner, Colba Footwear

<https://www.mylocalshopreviews.com/bellcity>

Bell City >> Retail >> Shoes >> Colba Footwear

Colba Footwear has an impressive range of goods, and I believe it is the best place in the city to buy shoes. Its attentive salespeople genuinely listen to your needs and make recommendations tailored to your specific situation. The business is now down to just one branch, since its original store closed a few weeks ago, but the second branch provides the same level of service, despite being open for a much shorter amount of time.

Posted May 18 by R.P.

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## Bell City Stadium Project Moves Forward . . . . .

BELL CITY, May 30—The construction of a stadium in the Edendale neighborhood is moving forward, as all permits have been approved and the land acquisition deals have been finalized. Willins Development, the company overseeing the project, has purchased a number of buildings in the area, all of which will be demolished in order to make room for the 50,000-seat stadium designed by architect Anja Lindelauf.

The stadium, which will be named once city officials sell its naming rights to generate further income for the project, will be owned by the city and will be used not just for sports, but also concerts, festivals, and more, making it a welcome addition to the community. It will feature a retractable roof so that it can be used year-round regardless of the weather conditions. “I’m pleased not only with the functionality of this building but also its appearance,” said Ms. Lindelauf. “It will blend in with the buildings and environment around it so as not to take away from the already stunning skyline of Bell City.”

---

186. What is true about the Namara Building?

- (A) It will be torn down.
- (B) It is next to Tennyson Mall.
- (C) It has been sold by Mr. Kaul.
- (D) It is closed on Sundays.

187. What is indicated about Colba Footwear?

- (A) It is the oldest shoe store in Bell City.
- (B) Some of its sales are made online.
- (C) Its staff needs more training.
- (D) Its first store was in Edendale.

188. In the online review, the word “impressive” in paragraph 1, line 1, is closest in meaning to

- (A) imminent
- (B) talented
- (C) meaningful
- (D) extensive

189. What is mentioned about the stadium?

- (A) It will replace a conference complex.
- (B) It is intended to be used for various events.
- (C) It will be named by the city’s voters.
- (D) Its construction was delayed by weather conditions.

190. What is Ms. Lindelauf pleased about?

- (A) Designing a sturdy rooftop
- (B) Using environmentally friendly materials
- (C) Complementing nearby structures
- (D) Achieving a budgetary goal

Questions 191-195 refer to the following advertisement and e-mails.

## Take a journey back in time with a visit to Aberporth Castle!

Aberporth Castle is a majestic stone structure built in the late thirteenth century as a military outpost. Guided tours of the castle itself and its meticulously manicured gardens are offered daily, with two guides assigned to groups exceeding 20 people to facilitate answering questions.

Other activities available daily include the following:

- Sampling examples of medieval cuisine at a traditional lunch hosted by Fritz Pinard
- Watching a pottery-making demonstration by Sophie Johnston
- Attending a lecture from the site's master gardener, Marilyn Clayton
- Horseback-riding through the surrounding woodlands with Aja Devi\*
- Participating in a sword-fighting lesson given by Joseph Manzo\*

Please note that starred activities (\*) require pre-registration.

Find out more at [www.aberporthcastle.com](http://www.aberporthcastle.com).

### E-Mail message

To: All Tour Guides  
From: Thomas Whitby <t.whitby@aberporthcastle.com>  
Date: April 18  
Subject: Updated schedule for tomorrow

Hello everyone,

We have a hectic week ahead of us, so I appreciate your cooperative spirit in taking on more work than usual. Remember that when you're showing people around the castle and grounds, they should be reminded about the on-site activities as well as the gift shop merchandise. I've posted the updated schedule for this week in the office. Alyssa will join Riley in handling the Willaun Institute group. In addition, Alexandra will help Montgomery University with a group photo at the main gate at 1 P.M., so please avoid the area during that time.

Thank you!

Thomas Whitby

\*E-Mail\*

**To:** Aberporth Customer Service <service@aberporthcastle.com>  
**From:** Bethany Hayward <b.hayward@willauninstitute.com>  
**Date:** April 24  
**Subject:** My visit

To Whom It May Concern:

I visited Aberporth Castle on April 19 with a group of students from the Willaun Institute, and I wanted to share my impressions of your site. I thought this was a valuable educational experience for everyone, and many students showed renewed interest in the medieval time period afterwards. We had the opportunity to participate in all of the on-site activities with the exception of one, due to time limitations. I personally found the demonstration on creating clay bowls to be fascinating, making it the one I enjoyed most. I hope to make a trip to Aberporth Castle an annual occurrence for our school, and I would encourage my friends and colleagues to visit the site in their spare time as well. Thank you for a wonderful and unforgettable time.

Sincerely,

Bethany Hayward

Test 5

191. According to the advertisement, what must visitors do to take a sword-fighting lesson?
- (A) Put on safety gear
  - (B) Pay an extra fee
  - (C) Register in advance
  - (D) Sign a consent form
192. What is implied about Aberporth Castle?
- (A) Its main gate is being remodeled.
  - (B) It has a retail establishment.
  - (C) It is always busy in April.
  - (D) Its tour guides wear costumes.
193. What does Mr. Whitby imply about the group from the Willaun Institute?
- (A) Some of its members are under 13 years of age.
  - (B) Its members will pose for a photograph.
  - (C) It will arrive too late for a special meal.
  - (D) There will be more than 20 people in it.
194. In the second e-mail, the word “share” in paragraph 1, line 2, is closest in meaning to
- (A) express
  - (B) sponsor
  - (C) distribute
  - (D) divide
195. Who led the activity that Ms. Hayward enjoyed most?
- (A) Mr. Pinard
  - (B) Ms. Johnston
  - (C) Ms. Clayton
  - (D) Ms. Devi

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## Pensler House Runway Competition

Congratulations! Your design has been accepted for our amateur fashion show. This means that our preliminary judging panel was intrigued by the drawings you submitted and would like to see the finished outfit come down the runway. You now have a chance to become one of the ten winners that will be selected on the event day.

The finished entries must arrive at our headquarters (Galtway Building) by 5 P.M. on March 1 so that they can be photographed in the week prior to the runway show. To ensure that the clothing doesn't get lost, it must be brought by you; do not send it through the mail.

You should also e-mail a short description of yourself and your entry to [mjensen@penslerhouse.com](mailto:mjensen@penslerhouse.com). If you plan to supply your own model, please complete the attached Contact Information Card for that person and send it back to us. Otherwise, we will supply a model for you.



### E-Mail message

**To:** Yolanda Sanchez <[yosanchez@ma103.com](mailto:yosanchez@ma103.com)>  
**From:** Malcolm Jensen <[mjensen@penslerhouse.com](mailto:mjensen@penslerhouse.com)>  
**Date:** March 3  
**Subject:** Pensler House Runway Competition

Dear Ms. Sanchez,

Regarding the upcoming runway show on March 7, we have received your Contact Information Card, but we are still waiting for the short description of your work and design history. It should be between 80 and 100 words. Please e-mail it to me as soon as possible.

All designers should visit the Pensler House headquarters the day before the event at 5 P.M. in order to try the clothes on the models and make the necessary adjustments. One of our in-house designers, Genevieve Massey, will make recommendations about getting the most flattering fit. On the event day, everyone should report to the Wylona Center at 3 P.M. to leave plenty of time to prepare the models' hair and makeup.

If you have any further questions, please feel free to e-mail me anytime.

Malcolm Jensen



Posted: March 8 Post written by: Gemma Byrum

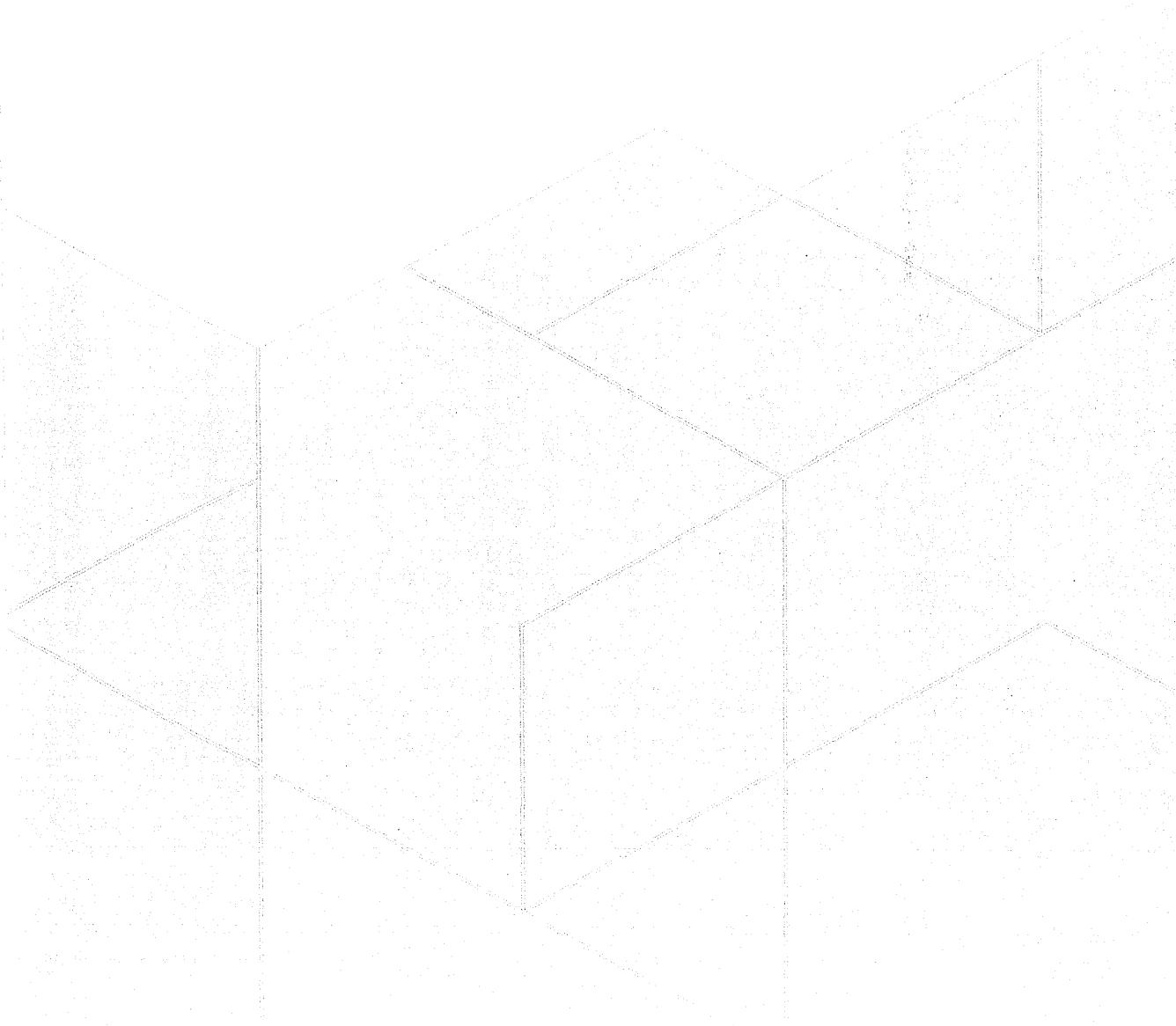
I had a great time at the Pensler House Runway Competition at the Wylona Center yesterday. There were so many unique designs on the runway that it was remarkable that the work was done by amateurs. If you didn't get the chance to catch the show, stop by the lobby of the Almeta Building to see the best outfit made by each of the winners. The host of the runway show announced that they would be on display there for the rest of the month. Don't pass up this opportunity to see some amazing fashions!

196. What do the instructions indicate that designers are required to do?
- (A) Select their favorite outfit
  - (B) Make a list of fabrics
  - (C) Deliver items in person
  - (D) Prove their eligibility
197. What is suggested about Ms. Sanchez?
- (A) She e-mailed some questions to Mr. Jensen.
  - (B) Her description was over 100 words.
  - (C) Her drawings were seen by Ms. Massey.
  - (D) She recruited a model for the runway show.
198. According to Mr. Jensen, what will happen on March 6?
- (A) A clothing fitting session
  - (B) A tour of a design studio
  - (C) A hair and makeup lesson
  - (D) A practice runway walk
199. What is implied about the Almeta Building?
- (A) It is the headquarters of Pensler House.
  - (B) It will display ten outfits in March.
  - (C) It is Ms. Byrum's workplace.
  - (D) It was the site of the runway show.
200. In the forum post, the phrase "pass up" in paragraph 1, line 6, is closest in meaning to
- (A) transfer
  - (B) miss
  - (C) cease
  - (D) overtake

**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.**

RC

# **T E S T 6**



## 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. Won-Joon will handle receptionist duties ----- a more urgent matter requires his attention.  
(A) along  
(B) unless  
(C) after  
(D) beyond
102. Bexcan Ltd.'s consulting programs are tailored to meet the needs of ----- clients.  
(A) individualization  
(B) individual  
(C) individuality  
(D) individually
103. Upon completion, nonfiction manuscripts are carefully ----- for publication by an expert team of editors.  
(A) preparing  
(B) preparation  
(C) prepared  
(D) prepare
104. North-Metro Transit Authority ticket machines sell regular ----- special bus passes.  
(A) and  
(B) off  
(C) both  
(D) across
105. The ----- to join the poetry workshop will be handled in the order that they arrive.  
(A) applies  
(B) apply  
(C) application  
(D) applications
106. Users of this software appreciate having their travel expenses ----- recorded in the database.  
(A) systematic  
(B) systematize  
(C) systematizes  
(D) systematically
107. Participants are issued a swift refund in the event that a course is cancelled without advance -----.  
(A) contribution  
(B) interruption  
(C) notification  
(D) distribution
108. The merger with Walo Fashions is expected ----- our operating profit by ten million dollars this year.  
(A) boosts  
(B) boosting  
(C) to boost  
(D) will boost

109. Each potential client is given a ----- of the gym's personal training programs.
- (A) descriptive  
(B) describable  
(C) description  
(D) described
110. ----- more fully understand the market, Panaski Products has undertaken a consumer survey.
- (A) Based on  
(B) In case  
(C) In order to  
(D) Except for
111. ----- mistakes can result in serious consequences, legal documents are quite difficult to translate.
- (A) Rather  
(B) Just  
(C) Because  
(D) Any
112. Mr. Bang's nomination is a well-deserved ----- of his strong commitment to the Nyer Foundation's mission.
- (A) inspiration  
(B) acknowledgment  
(C) allowance  
(D) depiction
113. Lori Retton knows Mr. Vargas personally and so will remove ----- from the hiring committee.
- (A) she  
(B) her  
(C) hers  
(D) herself
114. The data show that Frosta Lite is ----- the top soft drink among teenagers.
- (A) now  
(B) more  
(C) early  
(D) long
115. The can's label should direct users to spray the paint ----- to prevent small paint bubbles from forming.
- (A) lightens  
(B) lighten  
(C) lightly  
(D) lightest
116. A former television star, Mr. Noah explained that he chose to act in the play because of ----- multicultural themes.
- (A) it  
(B) which  
(C) something  
(D) its
117. On Saturday, the first group of visitors toured around the city's ----- opened historical park.
- (A) densely  
(B) newly  
(C) generally  
(D) solely
118. Critchley Distributing price quotes expire one month ----- the date they are issued.
- (A) when  
(B) from  
(C) onto  
(D) despite
119. To make the best impression in the job interview, candidates should bring ----- of their artistic skills in the form of a portfolio.
- (A) reduction  
(B) cover  
(C) reply  
(D) evidence
120. The interns were asked to ----- the list of reports into sections by research topic.
- (A) discuss  
(B) demand  
(C) delete  
(D) divide

121. Thanks to the city's generous spending on infrastructure, all types of public transportation are readily ----- in central Melwood City.
- (A) availability  
(B) availabilities  
(C) availably  
(D) available
122. At yesterday's meeting, the board of directors decided to ----- our contract with Egbele Consulting.
- (A) insist  
(B) exceed  
(C) terminate  
(D) agree
123. All of the hotel's deluxe suites are ----- with separate kitchens and work areas.
- (A) subscribed  
(B) equipped  
(C) accelerated  
(D) conducted
124. The courier delivered the urgent package directly to Ms. Uhm, so the standard sign-in protocol -----.
- (A) disregards  
(B) disregarding  
(C) was disregarded  
(D) is disregarding
125. The need to renovate some of the older store locations has been ----- among our management's concerns.
- (A) attentive  
(B) maximum  
(C) executive  
(D) foremost
126. The increase in Goshu Jam's brand recognition is likely due to the television ----- it has received.
- (A) expose  
(B) exposes  
(C) exposed  
(D) exposure
127. Through the demonstration, Diravi hopes to stimulate a multimillion-dollar ----- in the company's mobile platform.
- (A) objective  
(B) investment  
(C) affiliation  
(D) statement
128. ----- you indicate your region, the Web site will personalize the contents of your news feed.
- (A) Whether  
(B) Later  
(C) Mostly  
(D) Once
129. The museum is attempting to collect portable CD players and other ----- products before they disappear entirely.
- (A) reversible  
(B) anonymous  
(C) tentative  
(D) obsolete
130. Economists have noted that the region's unusually plentiful orange harvest this season will ----- lower prices for the fruit at supermarkets.
- (A) inquire into  
(B) complain about  
(C) correspond to  
(D) participate in

## PART 6

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

Questions 131-134 refer to the following e-mail.

To: Carol Knapton <c-knapton@arf-mail.com>  
From: Ned Becker <ned-becker@varpowbank.com>  
Date: July 21  
Subject: Your card

Dear Ms. Knapton,

Varpow Bank is sorry to hear that your Varpow Platinum credit card can no longer be recognized by card reading devices. I ----- it as per your request. A ----- card will be sent out by express mail in 131. the next 24 hours. You can expect to receive it within three business days. Also, please rest assured that the benefits and protections you have been enjoying up to this point will ----- to your new 132. Varpow Platinum card. 133. 134.

If you have any questions about this process, please respond to this e-mail.

Sincerely,

Ned Becker  
Customer Service

131. (A) be canceling  
(B) was being canceled  
(C) have canceled  
(D) would have been canceled
132. (A) replaces  
(B) replaceability  
(C) replace  
(D) replacement
133. (A) share  
(B) extend  
(C) acquire  
(D) qualify
134. (A) It has a much lower monthly interest rate.  
(B) For security reasons, we recommend destroying it.  
(C) Reward points must now be spent by the end of the year.  
(D) All that will change is your credit card number.

GO ON TO THE NEXT PAGE 

**Questions 135-138** refer to the following instructions.

Recording a voicemail greeting on your Brihm 310 Answering Machine is simple. After preparing your message, press and hold the red “Record” button on the machine. \_\_\_\_\_ the recording tone **135**. sounds, begin speaking. **136**. For your convenience, the display flashes when **137**. ten seconds are remaining. Release the button to end the recording. The new greeting **138**. automatically. If you are unsatisfied with it, simply press and hold the “Record” button again. A tone will sound to indicate that the greeting has been deleted. The process may then be started over.

- 135.** (A) Even  
(B) Besides  
(C) In spite of  
(D) As soon as

- 137.** (A) only  
(B) most  
(C) still  
(D) enough

- 136.** (A) Greetings may be up to one minute long.  
(B) Next, press “Clock” to set the display time.  
(C) Voice prompts are given in English or Spanish.  
(D) This will cause damage to your microphone.

- 138.** (A) is playing  
(B) played  
(C) will play  
(D) was playing

Questions 139-142 refer to the following note.

### Basic Dental Center

To improve our dental care services, we are now \_\_\_\_\_ feedback from patients about their visits.  
**139.**

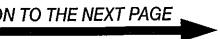
\_\_\_\_\_ you recently had a routine dental cleaning at our clinic, it would be helpful if you would  
**140.** complete the attached questionnaire about your experience. \_\_\_\_\_. When you are finished, simply  
**141.** place the questionnaire in the self-addressed stamped envelope provided and drop it in a mailbox.  
Although participation is strictly voluntary, we urge you to take the time to contribute, and to give full,  
honest answers. After all, your efforts \_\_\_\_\_ with better service. Thank you.  
**142.**

- 139.** (A) modifying  
(B) gathering  
(C) treating  
(D) assisting

- 140.** (A) While  
(B) Until  
(C) As  
(D) Therefore

- 141.** (A) We will perform comprehensive exams  
during your visit.  
(B) This step is required when applying for  
open positions.  
(C) It will take about ten minutes of your time  
to complete.  
(D) Please schedule appointments two weeks  
in advance.

- 142.** (A) to be rewarded  
(B) will be rewarded  
(C) have been rewarded  
(D) having rewarded

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**Questions 143-146** refer to the following e-mail.

From: Asif Bhuiyan  
To: All Human Resources staff  
Date: March 4  
Subject: Workshop

Hi team,

On April 17, Repko Employers will hold a workshop on an innovative method of employee recognition. From the advertisement I was sent, it seems like something the company ----- 143. I'd like to send two members of our team there to learn about this ----- 144. in depth. The attendees will then be responsible for producing a report on it for the rest of us.

We will need to choose our representatives quickly. ----- 145. Reply to this e-mail by 11 A.M. on Thursday if you would like to attend. Preference will be given to senior employees and those who are not involved in urgent projects. ----- 146. I encourage anyone interested to volunteer.

Asif

143. (A) that utilized  
(B) utilization  
(C) utilizable  
(D) could utilize

144. (A) technique  
(B) recipient  
(C) behavior  
(D) profession

145. (A) The company will pay for transportation for the whole team.  
(B) In my experience, Repko events are enormously popular.  
(C) Likewise, it can be difficult to find well-trained instructors.  
(D) Final reports should then be uploaded to a shared folder.
146. (A) Accordingly  
(B) However  
(C) Instead  
(D) Specifically

## PART 7

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

Questions 147-148 refer to the following invoice.

### Kuznetzov Services

**Bill to:** Nigel Wilcox  
Lindler Financial  
42 Clary Road  
London W11 2DY

**Invoice:** 85061  
**Issued:** 4 July  
**Payment due:** 4 August

Date	Service provided	Quantity	Rate	Amount
30 June	Translation of financial document from Russian to English by Darya Kuznetzov	1347 words	£0.08 / word	£1077.60
30 June	15% surcharge for same-day completion of above			£161.64
			<b>TOTAL</b>	£1239.24

147. What did Ms. Kuznetzov do on June 30?
- (A) Provided investment advice
  - (B) Converted the language of a text
  - (C) Made travel arrangements for Mr. Wilcox
  - (D) Printed some presentation documents
148. Why was a surcharge added to the invoice?
- (A) For international shipping
  - (B) For an undersized order
  - (C) For an overdue payment
  - (D) For expedited service

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Questions 149-150 refer to the following Web page.

The screenshot shows a web browser window with the URL <http://eplincitymusicfestival.com> in the address bar. The main content area features a large, stylized title "Eplin City Music Festival" followed by a treble clef symbol. Below the title is a paragraph of text describing ticket discounts and a festival pass system.

The Eplin City Music Festival supplies complimentary tickets to individuals and businesses with Platinum Sponsorship status or higher. In addition, audience groups of ten or larger are eligible for a 15% reduction in ticket price, which is applied at the time of payment. Finally, under our “Festival Pass” system, visitors who plan to attend at least three events can receive a 25% discount on their tickets. Simply visit [this page](#) to register for a pass before beginning the booking process. Limit one offer per customer or group—offers may not be combined.

149. What is the purpose of the Web page?

- (A) To attract festival sponsors
- (B) To compare venue amenities
- (C) To describe ticket promotions
- (D) To explain a booking system

150. What is suggested about sponsorships?

- (A) They are separated into levels.
- (B) They may be purchased online.
- (C) They are only offered to corporations.
- (D) They require a certain minimum contribution.

Questions 151-152 refer to the following notice.

## Locker Usage

In the wake of some recent misunderstandings, Adamston Fitness would like to refresh members' memory of our locker usage policies:

Lockers are available on a first-come, first-served basis. Members should not expect to be able to use the same locker regularly, or to leave items in a locker past the duration of a single visit. Property that is left in lockers this way may be disposed of at any time. All lockers are outfitted with high-security padlocks, and keys will be provided by the attendant. The use of an outside lock to secure the locker is prohibited. Any outside locks that are discovered will be cut and removed. Adamston Fitness also reserves the right to inspect the contents of lockers to ensure that they are not being misused.

We thank you for your compliance.

– Adamston Fitness

151. Why was the notice posted?

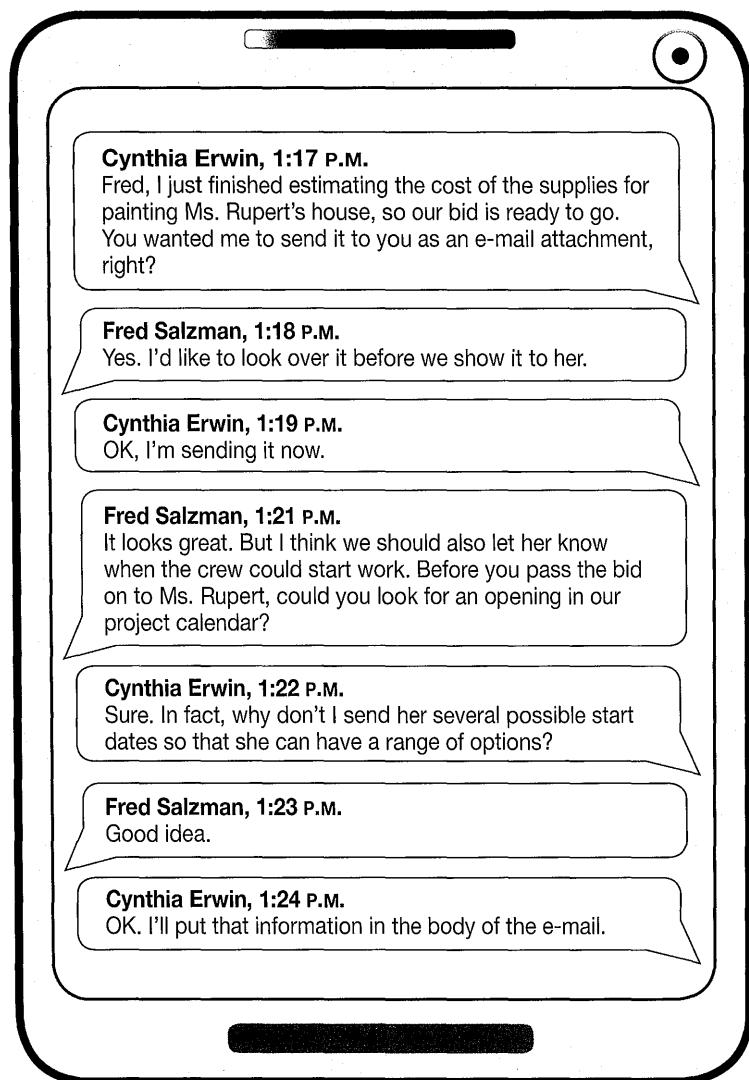
- (A) To give a reminder
- (B) To ask for suggestions
- (C) To recommend a brand
- (D) To publicize a service

152. What is suggested about some of the members of Adamston Fitness?

- (A) They are expected to bring additional security devices.
- (B) They pay an extra fee for access to lockers.
- (C) They have complained about the size of the lockers.
- (D) They have attempted to use lockers for long-term storage.

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Questions 153-154 refer to the following text-message chain.



153. What did Ms. Erwin do before sending the first message?

- (A) Responded to a homeowner
- (B) Calculated a potential cost
- (C) Met with some painters
- (D) Picked up some supplies

154. At 1:23 P.M., what does Mr. Salzman most likely mean when he writes, "Good idea"?

- (A) He wants to give a customer some choices.
- (B) He likes the vendor that Ms. Erwin suggested.
- (C) He will postpone the start of a project.
- (D) He will check a calendar for Ms. Erwin.

**Questions 155-157** refer to the following memo.

Starting immediately, there will be a limit on the amount of unused paid vacation time that may be rolled over from one year to the next. — [1] —. Employees may now carry over only one-half of their previously accrued leave time. This change does not apply to unpaid types of time off, such as medical leave and some less common varieties.

We hope that by announcing this policy early in the year, vacation plans may be modified without much trouble. If an adjustment is necessary, please make it far in advance. — [2] —.

For further information on the policy, refer to the new version of the company handbook. — [3] —. If you did not receive a copy, you may contact me at extension 302. We ask that you read the policy before submitting inquiries about it. — [4] —.

Thank you,

Joanna Do

**155.** What is indicated about medical leave?

- (A) It is not available to all types of employees.
- (B) It does not require a doctor's note.
- (C) Employees do not take it frequently.
- (D) Employees are not compensated for it.

**156.** According to the memo, what might employees need to do?

- (A) Submit some documents to Ms. Do
- (B) Rearrange their vacation schedules
- (C) Receive advance approval for some expenses
- (D) Attend a yearly training session on company policies

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

"It should have been placed in your inbox this morning."

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

Questions 158-160 refer to the following notice.



All Ketron Green Condos residents are invited to gather in room 102 of the main building on March 26 at 7 P.M. for a special discussion on an upcoming construction project.

The complex's board of directors recently voted to remove the artificial waterfall near the west entrance for the purpose of reducing unnecessary water usage. After considering several options, the board decided that a sculpture of an important figure would be an attractive use of the vacant space. This also has the advantage of affordable long-term maintenance costs.

The purpose of the in-person discussion, therefore, is to come up with a shortlist of sculpture subjects that all complex residents will later be able to choose from. We urge attendees to research potential candidates in advance and prepare brief arguments in their favor.

Thank you.

158. What is the purpose of the notice?

- (A) To warn residents of an inconvenience
- (B) To notify residents of an upcoming meeting
- (C) To welcome a new member of the board of directors
- (D) To advocate for a conservation campaign

159. What is mentioned about the housing complex?

- (A) A statue will be installed on its grounds.
- (B) One of its entrances will be closed temporarily.
- (C) It has hired extra maintenance staff.
- (D) Its water pipes have been damaged.

160. What are some residents encouraged to do before March 26?

- (A) Develop a proposal
- (B) Sign a consent form
- (C) Visit a complex representative
- (D) Remove items from a common area

Questions 161-163 refer to the following article.

## Nationwide Rise in Guest Nights

DUBLIN (June 23)—Statistics Ireland (SI) announced yesterday that accommodation providers throughout the country saw a small surge in customers throughout May. According to an SI spokesperson, the increase was mainly due to visitors from overseas. These tourists spent 4.7 million nights in paid accommodations, a rise of 1.8% over the same month last year. This offset a 2.3% decrease in the number of domestic tourists' guest nights, which were down to 2.6 million.

SI also revealed the types of accommodations that were most popular. At 30%, hotels claimed the largest share of guest nights. However, this actually represented a slight drop from the same month last year. The proportion of guest nights spent at cheaper options such as guesthouses (23%) and youth hostels (11%), as well as outdoor alternatives such as campgrounds (16%), grew slightly.

A full report of SI's findings, including details about tourists' activities and expenditures, will be discussed on tonight's episode of *Ireland Issues*, broadcast by IBN.

- 161.** What is indicated about the rise in guest nights?
- (A) It offset a decline in restaurant spending.
  - (B) It was driven by international travelers.
  - (C) It occurred during the month of June.
  - (D) It resulted in additional revenues of €4.7 million.
- 162.** What type of lodging did NOT enjoy a rise in its share of guest nights?
- (A) Hotels
  - (B) Guesthouses
  - (C) Youth hostels
  - (D) Campgrounds
- 163.** According to the article, how can readers obtain further information on this subject?
- (A) By visiting a Web site
  - (B) By ordering a printed report
  - (C) By watching a television show
  - (D) By attending a lecture

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Questions 164-167 refer to the following online chat discussion.

The screenshot shows a Windows-style chat window with a title bar featuring icons for minimize, maximize, and close. The main area contains a conversation log:

**Daniela Wray [10:16 A.M.]**  
Team, we've got a problem. It looks like the lighting in the seminar room isn't going to be good enough to allow us to film the one-on-one team member interviews in there after all.

**Jillian Huff [10:17 A.M.]**  
I thought that would be a problem. How about closing the blinds and just using the ceiling lights?

**Daniela Wray [10:19 A.M.]**  
Hmm... does anyone have a really bright desk lamp, maybe? I'm still seeing unflattering shadows on Felix's face.

**Susan Min [10:20 A.M.]**  
Oh, I've got one. Give me a few minutes.

**Daniela Wray [10:21 A.M.]**  
Thanks, Susan.

**Iosif Sadovych [10:21 A.M.]**  
Sorry, Daniela, but—why hasn't all of that been figured out yet? My schedule says you should have started filming Felix's video already.

**Daniela Wray [10:22 A.M.]**  
Well, it turned out that the seminar room chairs aren't stackable like everyone said at the planning meeting. The two of us had to drag most of them to the back storage room to clear out some space.

**Iosif Sadovych [10:22 A.M.]**  
I see. We'll have to remember that for the future.

**Daniela Wray [10:26 A.M.]**  
OK, Susan's lamp is perfect. We're all set now. The backdrop looks great, the blankets we hung up are keeping the room quiet, and Felix is ready.

**Iosif Sadovych [10:27 A.M.]**  
That's a relief. I hope the filming goes well. Oh, and remember to upload the footage to the company server at the end of the day so I can look over it tomorrow morning. You don't need to include everything, of course, just the best versions of each part. I'll send my feedback by e-mail.

A text input field with a cursor and a "SEND" button are visible at the bottom of the window.

- 164.** At 10:20 A.M., what does Ms. Min most likely mean when she writes, “I’ve got one”?
- (A) She has an idea that has not been considered yet.  
(B) She knows how to fix an item.  
(C) She can lend Ms. Wray an item.  
(D) She is having the same problem as Ms. Wray.
- 165.** Who most likely is Felix?
- (A) The moderator of a videoconference  
(B) A member of Ms. Wray’s team  
(C) A visiting technology consultant  
(D) The president of Ms. Wray’s company
- 166.** What caused a delay in some preparations?
- (A) An assistant went to the wrong place.  
(B) Some equipment was in a storeroom.  
(C) A room was being used for a seminar.  
(D) Some furniture had to be moved.
- 167.** What does Mr. Sadovych indicate that he would like to do?
- (A) Send out a companywide e-mail  
(B) Upload a file to a social media page  
(C) Read some feedback  
(D) View some videos

Questions 168-171 refer to the following e-mail.

E-Mail message	
<b>To:</b>	Travis Jarrett
<b>From:</b>	Merna Adams
<b>Date:</b>	October 10
<b>Subject:</b>	Exciting announcement
<p>Dear Mr. Jarrett,</p> <p>As a valued customer of Kingston Walcott Services, we wanted Robinson &amp; Jarrett Associates to be among the first to learn about our exciting news. We are expanding our range of service packages. Starting immediately, we will offer outdoor maintenance services on top of our janitorial packages. You have seen how conscientiously we take care of the inside of your building—now let us take responsibility for the outside too. Our enlarged, fully-certified workforce has been provided with training that goes far beyond local licensing requirements. This allows us to give our customers the best cutting-edge service in the industry.</p> <p>Should you choose to make use of our new services, Kingston Walcott will even offer you a reduced rate available exclusively to current customers. The combined cost of your outdoor and indoor services will be just J\$17,000 per month. Considering that they would total nearly J\$22,000 if obtained individually, this will result in J\$5,000 in savings each month. Also, we can get to work as early as November 5, the beginning of your next billing period.</p> <p>We are eager to begin serving more of your needs. Please call me at 555-0194 when you are ready to move forward.</p> <p>Sincerely,</p> <p>Merna Adams Sales Representative, Kingston Walcott Services</p>	

- 168.** Which is one of the services promoted?
- (A) Cafeteria operation
  - (B) Groundskeeping
  - (C) Building security
  - (D) Personal transport
- 169.** What is emphasized about Kingston Walcott Services?
- (A) It has expanded over a large region.
  - (B) Its headquarters are relocating.
  - (C) It gives real-time updates.
  - (D) Its employees are well-trained.
- 170.** According to the e-mail, what is Mr. Jarrett eligible to do?
- (A) Obtain a discount for existing customers
  - (B) Request an exclusive account manager
  - (C) Enjoy a free month of services
  - (D) Join a tour of a facility
- 171.** What will happen on November 5?
- (A) A company will be officially launched.
  - (B) A financial cycle will start anew.
  - (C) A demonstration will be given.
  - (D) A trial period will begin.

Questions 172-175 refer to the following Web page.

The screenshot shows a web browser window with the URL <http://www.beezleyeducation.com/mostpopular>. The page title is "Beezley Education". The menu bar includes "Home", "About Us", "Blogs", and "Contact". The main content area describes four seminars: "Business Skills", "Teamwork Basics", "Effective Management", "Computer Skills", "Delisle Desktop Publishing Software", and "Femia Presentation Software". Each seminar has a brief description and contact information.

**Beezley Education**

Beezley Education conducts on-site seminars for professional organizations. Our offerings, which cover a range of interpersonal and technical skills, are taught by expert lecturers. —[1]—.

The four seminars listed below are our most popular; a complete list of our subjects is available [here](#). —[2]—. For more information about a particular offering, send an e-mail to the relevant field coordinator. When you are ready to set up a seminar, you may fill out [this form](#).

**Business Skills** (Coordinator: Julien Zito, [j.zito@beezleyeducation.com](mailto:j.zito@beezleyeducation.com))

**Teamwork Basics**

This seminar invests teams with the skills needed to work together efficiently. It covers the ways that different personality types interact, and teaches awareness of communication styles. Participants act out scenarios related to brainstorming and dispute resolution.

**Effective Management**

Meant for managers or supervisors of groups of any size, this seminar gives coaching on how to establish authority while maintaining cordial relationships with subordinates. —[3]—. Special focus is put on delivering an effective performance evaluation.

**Computer Skills** (Coordinator: Grace Adenaike, [g.adenaike@beezleyeducation.com](mailto:g.adenaike@beezleyeducation.com))

Please be advised that if your organization's computers are not equipped with the appropriate programs, participants will receive printed instructions for later individual practice.

**Delisle Desktop Publishing Software**

Users at all but the most advanced level will find this seminar useful. It familiarizes participants with the numerous tools Delisle offers, as well as with shortcuts that can significantly increase productivity.

**Femia Presentation Software**

This seminar explains how to use Femia to give presentations that are polished and persuasive. —[4]—. It includes a section on the newer functions of the software that is guaranteed to bring longtime users up to speed.

172. According to the Web page, what can readers ask Mr. Zito to do?
- (A) Organize an on-site seminar  
(B) List the company's full range of offerings  
(C) Provide details about a certain seminar  
(D) Resolve a technical issue with the Web page
173. What is mentioned as part of the Teamwork Basics seminar?
- (A) Taking a personality quiz  
(B) Writing a peer evaluation  
(C) Setting group goals  
(D) Engaging in role plays
174. What is implied about computer skills seminars?
- (A) None of them are appropriate for beginner software users.  
(B) They may be shortened according to client preference.  
(C) Beezley Education does not supply software for them.  
(D) Their contents are also available through personal tutoring.
175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “Each one has years of experience in the subject in question.”
- (A) [1]  
(B) [2]  
(C) [3]  
(D) [4]

Questions 176-180 refer to the following Web page and order form.

<http://cierrasonthelake.com/catering>

## Cierra's on the Lake

### Catering Packages

Our catering packages let you experience the mouth-watering cuisine of Cierra's on the Lake in any location within the Garrell area. They have been carefully developed to form balanced meals with complimentary tastes. As with our in-restaurant meals, the ingredients are obtained from Garrell-based suppliers to guarantee that they are as fresh as possible.

Cierra's on the Lake's logistics and service expertise enables customers to enjoy our edible delights in a leisurely fashion. Whether you opt for a buffet or a sit-down meal, our staff will complete the setup and cleanup processes quickly, and remain on hand in between to take care of any issues that may arise. Please note, however, that the only non-food items we provide are plates, glasses, cutlery, and napkins.

In addition to our year-round packages listed at the bottom of the page, we are pleased to offer customers two options specially devised for the summer season:

#### Summer Fresh

Comes with cold chicken, fruit salad, green salad, and corn on the cob. Perfect for cooling down in the middle of a hot day.

#### Summer Deluxe

Comes with grilled hamburgers, fruit salad, green salad, macaroni salad, and corn on the cob. Requires access to electricity.

These packages also come with hand-squeezed lemonade, as well as our usual drink options.

## Cierra's on the Lake

### Catering Order Form

Customer: Maja Kamiński

Phone: (651) 555-0190

Package: Summer Deluxe

Number of guests: 24

Serving method: Buffet ✓

Sit-down \_\_\_\_\_

Event date: July 29

Event duration\*: 1 P.M. – 3 P.M.

Event location: 1002 Langer Road, Garrell, MN 55076

Special instructions: Please park just inside the front gate.

Order received by: Ian O'Brien

Assigned to: Caleb Ames

\* Event durations do not include setup and cleanup times.

176. What is suggested about Cierra's on the Lake?
- (A) It is a family-owned business.
  - (B) It does not cater formal functions.
  - (C) It recently entered the catering industry.
  - (D) It does not furnish guest seating.
177. What does Cierra's on the Lake do to guarantee the quality of its food?
- (A) It cooks with organic ingredients.
  - (B) It buys from local vendors.
  - (C) It undergoes frequent inspections.
  - (D) It employs a special refrigeration system.
178. In the Web page, the word "fashion" in paragraph 2, line 2, is closest in meaning to
- (A) trend
  - (B) mold
  - (C) manner
  - (D) category
179. What will caterers most likely do at Ms. Kaminski's event?
- (A) Set out plates of chicken
  - (B) Stay for only two hours
  - (C) Use a power source
  - (D) Park indoors
180. According to the order form, what is probably true about Ms. Kaminski's guests?
- (A) They have been invited to a wedding.
  - (B) They have special dietary requirements.
  - (C) They will leave their tables to serve themselves.
  - (D) They will come into contact with Mr. O'Brien.

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

To:	Clint Weimer
From:	Madeline Stein
Date:	April 10
Subject:	Informational booklet launch

Dear Mr. Weimer,

The Office of International Students has spent the past year reworking the *Information for International Students* to create a comprehensive booklet called "*Guide to Royland University for International Students*", or "GRUIS". GRUIS contains extensive information about dormitories and apartments, common financial and language issues, the municipal bus system, and more. Our office even spoke with local employees of mobile network operators to secure up-to-date details on their contract requirements and offerings. We are confident that GRUIS will allow international students to adjust more easily and fully to life here.

To celebrate and publicize the booklet's release, we are holding a launch party on April 23 at 7 P.M. Please join us in the foyer of Parziale Hall to pick up your copy of GRUIS and watch a short presentation by our director, or by me if the director is unavailable. As the president of one of Royland's most popular student organizations, your support for this project would be invaluable. We hope to see you there.

Sincerely,

Madeline Stein  
Office of International Students

E-Mail message

To: Madeline Stein
From: Clint Weimer
Date: April 26
Subject: Re: Informational booklet launch

Dear Ms. Stein,

Now that I have had a chance to look over the copy of GRUIS that I received at the launch party, I would like to express my thoughts on the booklet's content. I think it does an excellent job of introducing life at Royland. As you said during your presentation, it will help minimize the challenges that our international students would be typically expected to face. I will definitely recommend it with enthusiasm to my acquaintances. Please let me know if there is anything else I can do for the Office of International Students in the future.

Sincerely,

Clint Weimer

- 181.** What is indicated about GRUIS?
- (A) It was written by a student association.
  - (B) It is a revision of an earlier publication.
  - (C) It will also be distributed in digital form.
  - (D) It is being published in multiple languages.
- 182.** What is NOT listed as covered in GRUIS?
- (A) Housing
  - (B) Mobile phone service
  - (C) Public transportation
  - (D) Employment
- 183.** Who is Mr. Weimer?
- (A) A university club leader
  - (B) A university official
  - (C) An international student
  - (D) A professor of tourism studies
- 184.** What is implied about the launch party?
- (A) There were not enough copies of GRUIS for all attendees.
  - (B) A presentation had some technical difficulties.
  - (C) It was moved to a larger building.
  - (D) An administrator was not present.
- 185.** What does Mr. Weimer say he will do?
- (A) Introduce Ms. Stein to some acquaintances
  - (B) Assist Ms. Stein with some research
  - (C) Advise other people to read GRUIS
  - (D) Suggest topics for a future edition of GRUIS

## New Library Survey to Take Place

PRANTON (September 23)—Chomsley residents' days of travelling as much as ten miles to the nearest public library may soon come to an end. Yesterday, the Daiglen County Library Commission announced that the town has been chosen as the site of a possible new branch.

As a first step, the commission will poll Chomsley's citizens on the features that they would most like to be included in a new

library. It will then incorporate the study's findings into a project proposal to be submitted to the County Board of Supervisors for approval.

"Construction and maintenance of a seventh branch would probably require raising the county sales tax," said Corinne Speck, president of the nine-member commission. "That's why putting together an appealing proposal is a very important task for us."

### Report Summary

#### Vosting Associates

On behalf of the Daiglen County Library Commission, Vosting Associates surveyed residents of the city of Chomsley on potential features of a new county library. Data was collected from 653 people via telephone interview during the one-month period from September 28 to October 27. The following chart summarizes the survey's major findings:

Proposed feature	% of respondents expressing interest
Computers, printers, and scanners	92%
Private meeting rooms	85%
Audiovisual materials and media stations	74%
A café	70%
A children's play area	66%
An automated check-in/check-out system	51%

<b>From:</b>	Corinne Speck
<b>To:</b>	Library Commission members
<b>Date:</b>	November 7
<b>Subject:</b>	Survey findings
<b>Attachment:</b>	Report

Hi everyone,

Vosting Associates just sent over their survey report. As you'll see in the chart in the summary, there were six proposed features favored by more than half of the respondents. Despite this, I think we should take the automated borrowing system out of consideration, as its rating is still quite low. Also, as we know from its inclusion in the last new county library in Rudliss, it may not actually be used very often. The other top results are mostly what we expected, though the demand for access to DVDs and CDs is much greater than we had predicted.

Anyway, please read through the report and be prepared to discuss it at our closed meeting next Wednesday.

Regards,

Corinne

186. According to the article, what did Ms. Speck say may be necessary?
- An increase in a tax obligation
  - A pay raise for library staff
  - The sale of county property
  - The formation of a task force
187. How did Vosting Associates employees conduct the survey?
- They mailed questionnaires.
  - They called participants.
  - They went to Chomsley residences.
  - They interviewed people in county libraries.
188. What is implied about the library branch in Rudliss?
- It has the smallest number of regular patrons.
  - It is ten miles from Chomsley city limits.
  - It was the sixth county library that was built.
  - It has shut down its automated borrowing terminals.
189. Which figure in the chart does Ms. Speck indicate is unexpected?
- 92%
  - 85%
  - 74%
  - 70%
190. In her e-mail, what does Ms. Speck suggest the commission do?
- Dismiss a relatively unpopular option
  - Delay a discussion until after a public event
  - Ask Vosting Associates for more information
  - Prepare simplified visual aids for a handout

Questions 191-195 refer to the following e-mail, schedule, and review.

E-Mail message

From: Jasmine Nesbit  
To: Drake Sanders  
Date: December 8  
Subject: Changes

---

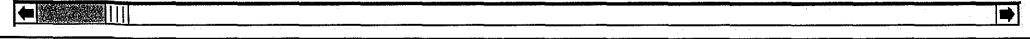
Dear Mr. Sanders,

I just wanted to tell you again how excited I am to become the new executive producer of *Comedy Nightly News*. Now that I've spoken with the full cast, I feel I can guarantee that my plans to modernize the show to appeal to a younger audience will succeed. With the help of my experiences at other shows, the creative staff and I will begin updating the look, sound, and content of the show, without exceeding its current budget. As we discussed, the changes will be made all at once to increase their impact; I have set January 4 as the target date for the premiere of this new version of *Comedy Nightly News*.

Thank you again for this opportunity.

Sincerely,

Jasmine Nesbit



What's on Tonight	
February 3	
<b>8 P.M.</b>	(Ch. 5) <b><i>A Fresh Look</i></b> "Daan Goetsch" An introduction to the abstract painter's life and work.
<b>9 P.M.</b>	(Ch. 40) <b><i>On Melvin Street</i></b> A girl faces her final year of high school. Winner of several film festival awards.
<b>9:30 P.M.</b>	(Ch. 2) <b><i>The Franklin Family</i></b> "Monkey Business" Rob and Harley get into trouble during a trip to the zoo.
<b>10 P.M.</b>	(Ch. 8) <b><i>Space Net</i></b> "Empty Plains" The crew of the S.S. <i>Wanderer</i> lands on a planet that has no inhabitants.
<b>11 P.M.</b>	(Ch. 24) <b><i>Comedy Nightly News</i></b> The news parody show debuts big transformations. Guest: Lynn Sam.



Professional Reviewers

Audience Reviewers

## The New Comedy Nightly News

By Chad Frosch, February 3

As a longtime viewer of *Comedy Nightly News*, I have mixed feelings about the changes to the show. The opening theme music is much more energetic, and a monitor featuring a digital map of the globe has replaced the out-of-date city skyline backdrop. But the problem is that these positive changes seem to be accompanied by really silly jokes. I felt like I was watching that show I caught a moment of earlier tonight, where the characters were behaving ridiculously with some animals. Don't the people running *Comedy Nightly News* know that many of us enjoy this award-winning show because of the sophisticated humor that most other comedy shows lack? It would be a pity if it lost that quality.

191. What does Ms. Nesbit write that she intends to do?
- (A) Attract a new group of viewers to the show
  - (B) Recruit talented creative staff from other shows
  - (C) Make changes gradually to avoid disruption
  - (D) Seek ways to reduce production expenses
192. What is implied about the changes to the show?
- (A) They received mostly positive responses.
  - (B) They took place later than planned.
  - (C) They resulted in longer episodes.
  - (D) They are being imitated by other shows.
193. In the review, the word "mixed" in paragraph 1, line 1 is closest in meaning to
- (A) united
  - (B) repetitive
  - (C) conflicting
  - (D) false
194. Which broadcast does Mr. Frosch compare *Comedy Nightly News* to?
- (A) *A Fresh Look*
  - (B) *On Melvin Street*
  - (C) *The Franklin Family*
  - (D) *Space Net*
195. What does Mr. Frosch mention about *Comedy Nightly News*?
- (A) Its cast seems more energetic.
  - (B) Its humor has become less sophisticated.
  - (C) Its new set backdrop is unappealing.
  - (D) Its host has been replaced.

**Questions 196-200** refer to the following notice, memo, and e-mail.

*Goffney Connections*

## **Inspections to Take Place**

Part of Goffney's exciting new agreement to manufacture appliances for Hadrick Home calls for regular machinery inspections. Both plants that will be involved in manufacturing for Hadrick will be visited by outside inspectors who will test factory machinery. Any equipment that receives a "U" grade, for "unsatisfactory", will need to be replaced or repaired.

The first of these visits will take place while these facilities are still finishing the most recent order from another appliance brand. The Darlington plant will undergo an inspection in June and the Fansville plant will be visited in July, though the exact dates have not been confirmed yet. On these days, production may be slowed or suspended. We hope that all affected employees will be patient during this process and take extra care to please this important client.

---

**From:** Sandra Culley, Manager  
**To:** Production Department  
**Date:** June 16  
**Re:** Inspection results

As you may have heard, the recent inspection of our plant determined that the cutting machine and foam injector on one of our lines need to have components replaced. The necessary parts have been ordered and will arrive before noon tomorrow. Josh Fetty, the line manager involved, will notify his employees and follow our standard maintenance procedures.

This will put us slightly behind schedule on shipping the Kalluri order, but I have already spoken with Scott Fonseca to resolve this problem. His line is going to work some overtime to compensate. Questions or concerns about this situation may be addressed to me.

Finally, headquarters sends congratulations on passing the inspection with so few issues. Let's continue to be a credit to the Goffney name.

---

**\*E-Mail\***

<b>From:</b>	Joshua Fetty
<b>To:</b>	Thomas Chun
<b>Date:</b>	June 16
<b>Subject:</b>	A favor

Hi Tom,

Sorry to bother you in the evening, but I know you're usually the first person at the factory in the mornings. Could you make a sign and post it near the entrance before everyone else arrives? I need to let my operators know that the line will be shut down from 12 P.M. to 3 P.M. tomorrow. The sign should say clearly that Line 1 employees should wait in the employee break room after their lunch hour and then report to their stations at 3.

Thanks,

Josh

- 196.** According to the notice, what has Goffney recently done?
- Purchased a new set of equipment
  - Directed its technicians to carry out inspections
  - Opened its second manufacturing plant
  - Made a deal with a new client
- 197.** What is NOT implied about a cutting machine?
- It is used to manufacture appliances.
  - It is in the Darlington factory.
  - It was expensive.
  - It was issued a "U" grade.
- 198.** What is suggested about Ms. Culley?
- She is supervised by Mr. Fonseca.
  - She was asked to relay a message.
  - She is concerned about an overtime plan.
  - She has postponed a shipment.
- 199.** Why most likely will Mr. Chun send Line 1 employees to a break area?
- To allow time for repairs
  - To view an updated schedule
  - To hear about safety regulations
  - To await a delivery of raw materials
- 200.** In the e-mail, the expression "report to" in line 5 is closest in meaning to
- collect
  - inform
  - object to
  - appear at

**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.**

RC

# **T E S T 7**

## 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. Pritchard called the bank to ask about the savings account ----- had opened last month.
- (A) he  
(B) him  
(C) his  
(D) himself
102. Most people in the office choose to ----- the bus to work because there is limited parking near the building.
- (A) travel  
(B) cross  
(C) ride  
(D) run
103. For safety reasons, the kitchen ----- on display in the showroom are not kept plugged in.
- (A) utensils  
(B) appliances  
(C) tiles  
(D) counters
104. Surprisingly, the cost of repairing the vehicle after the accident was ----- than purchasing a new one.
- (A) greatly  
(B) great  
(C) greater  
(D) greatness
105. The small business loan from Renata Bank is what helped ----- café make some much-needed refurbishments.
- (A) our  
(B) ours  
(C) we  
(D) us
106. The negotiator position requires a ----- understanding of the internal conflicts in the organization.
- (A) sole  
(B) deep  
(C) private  
(D) severe
107. As the two products were ----- identical, the manager ordered the one with the lower price.
- (A) nearer  
(B) nearly  
(C) nearest  
(D) nearness
108. Customers using the laundry facility for the ----- time may need assistance in operating the machines.
- (A) first  
(B) each  
(C) single  
(D) once

109. Langley Software ----- its user agreement later this year to make the terms easier for customers to understand.
- (A) modified  
(B) modifying  
(C) will modify  
(D) having modified
110. The spokesperson seemed to respond to reporters' inquiries ----- though he were unfamiliar with the company's history.
- (A) if  
(B) so  
(C) as  
(D) when
111. Everyone who completes the customer ----- within the time frame will be entered into a prize drawing.
- (A) demand  
(B) questionnaire  
(C) loyalty  
(D) service
112. Small bags can be placed in the overhead compartments or ----- the seat in front of you.
- (A) under  
(B) between  
(C) toward  
(D) among
113. Guests who do not want to leave ----- items in their rooms can use the hotel's safe while they're away.
- (A) fluent  
(B) attentive  
(C) prompt  
(D) valuable
114. The report had to be rewritten because a piece of ----- information about the budget had been omitted.
- (A) critics  
(B) critically  
(C) criticize  
(D) critical
115. Cottage Farms specializes in ----- produce organically, without harmful fertilizers or pesticides.
- (A) cultivates  
(B) cultivating  
(C) cultivation  
(D) cultivate
116. The weekday lunch special at Paradise Café is served ----- a choice of side salad or the soup of the day.
- (A) by  
(B) with  
(C) to  
(D) until
117. When responding to the invitation, please indicate your meal ----- if you will be in attendance.
- (A) preference  
(B) preferred  
(C) preferable  
(D) preferably
118. ----- safer than other cutting machines on the market, it's no wonder that the Y-881 is a top-selling product.
- (A) Demonstration  
(B) Demonstrate  
(C) Demonstrably  
(D) Demonstrable
119. ----- Rochester Boulevard has been expanded, traffic jams are rarely seen in the area.
- (A) Whenever  
(B) Only if  
(C) Once  
(D) Now that
120. To prevent cross-contamination of the food, raw meat and fresh vegetables should be kept ----- at all times.
- (A) separate  
(B) further  
(C) nearby  
(D) opposite

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121. ----- wishes to upgrade a standard class ticket to first class may do so at the station or on board.
- (A) Anything  
(B) Every  
(C) Whoever  
(D) Those
122. ----- made from plated copper are becoming more popular in the fashion world these days.
- (A) Accessorized  
(B) Accessorizes  
(C) Accessorize  
(D) Accessories
123. Dr. Madison was unable to complete the experiment ----- some of the necessary equipment was malfunctioning.
- (A) through  
(B) since  
(C) neither  
(D) although
124. The airline's ticketing agent should ----- your luggage on the scale at the time of check-in.
- (A) weighing  
(B) have weighed  
(C) be weighed  
(D) have been weighed
125. Some of the items sold by Henrietta Gifts are more fragile than others, so they should be packaged -----.
- (A) absolutely  
(B) flexibly  
(C) accordingly  
(D) mutually
126. The team led by Ms. Gibbons ----- a memorable slogan to use in the Westbury Beverages commercial.
- (A) came up with  
(B) took off  
(C) ran out of  
(D) relied on
127. During the lecture, biologist Joanne Marquez outlined ----- that this songbird has made to adjust to living near highly populated areas.
- (A) adaptations  
(B) adapting  
(C) adapt  
(D) adapted
128. Ms. Richards performs the majority of her writing in the ----- garage that she uses as a home office.
- (A) convert  
(B) converting  
(C) converts  
(D) converted
129. Most of the city council members nodded their heads ----- as Mr. Vidalia spoke about the need to reduce taxes.
- (A) agreeable  
(B) agreement  
(C) agree  
(D) agreeably
130. Because the new employee information is so complicated, Mr. Conley ----- it down into four training sessions.
- (A) withdrew  
(B) ensured  
(C) broke  
(D) shared

**PART 6**

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

Questions 131-134 refer to the following article.

Ector Foods, one of the country's largest food processing companies, has announced \_\_\_\_\_ plans to meet 100% of its energy needs from renewable sources within five years. The move \_\_\_\_\_ the first of the company's three-step environmental initiative. Experts working in the field are not surprised that Ector Foods is the first of its kind to take such measures. \_\_\_\_\_.

"We have a responsibility to produce our goods responsibly," said CEO Morgan Parker in a press conference yesterday. "\_\_\_\_\_ should not be taken lightly." Ector Foods will make use of on-site solar power as well as purchase electricity from wind farms in the area.

131. (A) altered  
(B) similar  
(C) ambitious  
(D) motivated

132. (A) marks  
(B) marking  
(C) to mark  
(D) will have marked

133. (A) The company has always led the industry in innovation.  
(B) Investors want to branch out into other markets.

- (C) A great deal of knowledge is needed for the change.  
(D) The grand opening ceremony is set for later this month.

134. (A) What  
(B) He  
(C) These  
(D) It

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Questions 135-138 refer to the following e-mail.

To: Asher Larson <a.larson@larsonflowers.com>  
From: Emily Eilers <emily@lilacvalleydeals.com>  
Date: October 10  
Subject: Promote your business!

Dear Mr. Larson,

The number of tourists to the area has \_\_\_\_\_ increased over the past few years. *Lilac Valley Deals* **135.** can help your business stand out! Our magazine has a \_\_\_\_\_ of 20,000, and we reach hotels, tourist **136.** information centers, and public transportation facilities. You can advertise a special offer for your business on a quarter, half, or full page. **137.** Please note that \_\_\_\_\_ you do not have an ad prepared, you can still advertise with us, as our in-house graphics team can create something for you. Please e-mail me back if you are interested.

Sincerely,

Emily Eilers

135. (A) steady  
(B) steadied  
(C) steadily  
(D) steadiness
136. (A) deposit  
(B) circulation  
(C) wage  
(D) turnout
137. (A) I enjoyed learning about your business.  
(B) The largest size is the best value.  
(C) This is the majority of seasonal tourists.  
(D) Simply present this coupon for a discount.
138. (A) owing to  
(B) whether  
(C) before  
(D) even if

**Questions 139-142** refer to the following letter.

Nicole Hudson  
Cupcake Express  
312 Capital Avenue  
New Castle, IN 47362

Dear Ms. Hudson,

I'd like to invite you to the New Castle Baking Festival. \_\_\_\_\_ However, if we reach the level of participation that we are expecting, we can make it an annual tradition. This is an excellent way to promote your business because visitors will try your \_\_\_\_\_. To find out more about the event, please watch our \_\_\_\_\_ video online at [www.newcastlebaking.org](http://www.newcastlebaking.org). Just a few minutes of your time will teach you everything you need to know. We also plan to post a list of businesses that \_\_\_\_\_ the festival. \_\_\_\_\_

We hope to add you to that list!

Sincerely,

Maya Fischer

139. (A) Last year's festival was an enormous success.  
(B) Please respond with your intention to enter.  
(C) This is our first time organizing such an event.  
(D) Each booth features a different kind of food.

140. (A) competitions  
(B) recipes  
(C) routines  
(D) methods

141. (A) brief  
(B) live  
(C) minor  
(D) similar

142. (A) will be attended  
(B) attends  
(C) will be attending  
(D) is attending

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**Questions 143-146** refer to the following notice.

### New Members Welcome at Glendale Support

Glendale Support is currently seeking new members. **143.** However, attendance at all meetings is not required. Our organization **144.** community members to work together toward improving public sites in Glendale. This **145.** approach can maximize our impact on schools, libraries, parks, and more. To become a part of our group, please attend our next meeting, which will be held on June 18 at 7 P.M. at the Filbert Center, room 104. You can also e-mail our Membership Director, Kyle Thompson, at k.thompson@glendalesupport.org. To read more about projects **146.** our group has carried out in the past, please visit our Web site at www.glendalesupport.org.

- 143.** (A) Each project receives public as well as private funding.  
(B) Your membership fee can be waived in some cases.  
(C) We get together on the first and third Monday of every month.  
(D) This service has been growing in popularity.
- 144.** (A) is urged  
(B) to urge  
(C) urges  
(D) urge
- 145.** (A) cooperative  
(B) reversible  
(C) occasional  
(D) imaginary
- 146.** (A) what  
(B) who  
(C) that  
(D) where

## PART 7

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

Questions 147-148 refer to the following receipt.

- Customer Receipt -  
Crawton Hall

1265 Rosetti Lane ▽ 555-0188

**Date:** August 12

**Purchase Location:** Box Office, In-Person, Agent #081

**Customer Name:** Tessa Fortney

**Payment Type:** Credit card XXXX-XXXX-XXXX-0734

**Description**

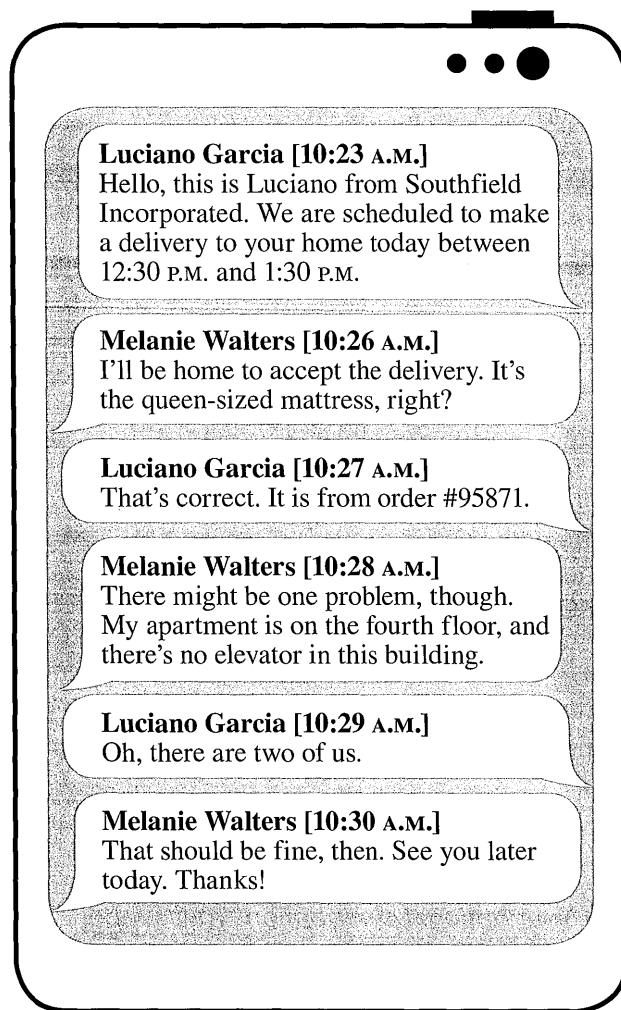
Buenos Aires Theatre Orchestra, Aug. 31	Seat C51	£28.00
Buenos Aires Theatre Orchestra, Aug. 31	Seat C52	£28.00
Handling Charge		£1.50
Theatre Restoration and Construction*		£5.00
	TOTAL	£62.50

*\*Thank you for your optional contribution! Your support will help us to carry out essential renovations and build an extension to our existing structure.*

147. For what kind of event did Ms. Fortney purchase tickets?
- (A) An academic lecture
  - (B) A musical performance
  - (C) A film screening
  - (D) A comedy show
148. What is indicated about Ms. Fortney on the receipt?
- (A) She was charged £1.50 in city taxes.
  - (B) She made a donation to a building project.
  - (C) She placed her order one month in advance.
  - (D) She bought the tickets over the phone.

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Questions 149-150 refer to the following text-message chain.



149. What most likely is Southfield Incorporated?

- (A) A car rental company
- (B) An electronics repair service
- (C) A real estate agency
- (D) A furniture store

150. At 10:29 A.M., what does Mr. Garcia most likely mean when he writes, "there are two of us"?

- (A) There is competition to provide a service.
- (B) An item can be moved without difficulty.
- (C) An administrative error has been made.
- (D) Some goods will arrive separately.

**Questions 151-152** refer to the following letter.

Brian Silva  
403 Liberty Street  
Fort Worth, TX 76111

Dear Mr. Silva,

We have received your application to renew your driver's license by mail. Unfortunately, we are unable to process your request because it does not meet our renewal criteria. Drivers are only allowed two consecutive renewals by mail, after which they must visit a Motor Vehicles Authority office in person to have a new photograph taken. Please be sure to complete this task before your license expires. Otherwise, you could be subject to a penalty charge. A list of sites that issue state driver's licenses is printed on the back of this letter.

Sincerely,

*Robert Nelson*

Robert Nelson  
Renewals Department

**151.** Why was Mr. Silva's request refused?

- (A) He has already renewed his license by mail twice.
- (B) He sent a photograph that was the wrong size.
- (C) He did not include the necessary payment.
- (D) He no longer lives at the same address.

**152.** What might happen if Mr. Silva allows his current license to expire?

- (A) A driving exam may become required.
- (B) An application may be rejected.
- (C) A fine may be imposed.
- (D) A deadline may be extended.

**Questions 153-154 refer to the following information.**

Thank you for joining the Home-Meals team! Our deliveries of daily hot meals to the elderly prevent isolation and allow them to maintain their independence. On the days that you are assigned a shift, you should report to our commercial kitchen in Reston at 8 A.M. You may assist with meal preparation there or be asked to transport goods from our storage facility at the head office in Calverton. Once the meals are prepared, you will be assigned a delivery route of between 10 and 15 stops. These routes cover the neighborhoods of Reston, Calverton, Fairfax, and Landover. Should you have any questions, please speak to the manager on duty, or contact Audrey Vogel at the head office at 555-0176.

- 153.** For whom is the information most likely intended?

- (A) New workers
- (B) Potential volunteers
- (C) Charity donors
- (D) Elderly people

- 154.** Where does Ms. Vogel most likely work?

- (A) In Reston
- (B) In Calverton
- (C) In Fairfax
- (D) In Landover

Questions 155-157 refer to the following advertisement.

## Bike Tour Guides Needed!



Spend your summer in the great outdoors by becoming a bike tour guide at Wiedl Parks Plus. As a guide, you will conduct tours in and around Utica National Park and work with a wide range of group sizes and abilities. Housing in our modern dormitory is provided for the entire summer season; depending on the tour and location, you may also be housed at hotels or lodges near the park at no cost to you. Bike tour guides are paid \$95 dollars per day on tour days, and all meals are provided. We are happy to answer any questions you may have about compensation at the initial interview. All guides must be physically fit and knowledgeable about bicycle maintenance and repair. To apply, send an e-mail to Human Resources Director Philip Norris at [pnorris@wiedl-pp.com](mailto:pnorris@wiedl-pp.com). Please note that those who accept the position must purchase a travel insurance policy before the first day of employment.

155. What is indicated about the accommodations offered to bike tour guides?
- (A) They are situated within a national park.
  - (B) The buildings sites may vary by tour.
  - (C) They are only available for free on tour days.
  - (D) The rooms must be shared with other guides.
156. What should candidates with payment questions do?
- (A) Include them in an e-mail to Mr. Norris
  - (B) Download a sample contract
  - (C) Watch a recruitment video
  - (D) Ask them during an interview
157. According to the advertisement, what must new employees do before starting work?
- (A) Pass a physical fitness test
  - (B) Review the company's safety policy
  - (C) Show proof of relevant experience
  - (D) Buy some travel insurance

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Questions 158-160 refer to the following advertisement.

## BCP – Your Parcel, Your Way

You can rely on BCP to make sure your parcel gets there on time and in good condition. We have the lowest rate of lost or damaged items in the industry, and we've recently changed to a flat fee based on box size so that the price is clear from the beginning. At our service points, envelopes, boxes, and tape are freely available so that you can get your package ready without any hassle. After your items are sent, you can track the shipment in real time on our Web site. Remember, certain things cannot be transported through the mail due to safety issues or restrictions set by international law. To find out what is and is not allowed, visit [www.bcp-mail.com/before\\_sending](http://www.bcp-mail.com/before_sending).

We are always searching for ways to improve our services. Customers who have sent a package through BCP anytime in the past month may complete a short questionnaire in May to receive a voucher for 15% off their next transaction. To do so, call 1-800-555-0144.

158. What is NOT mentioned as available to BCP customers?
- (A) Compensation for lost packages
  - (B) An online tracking system
  - (C) Complimentary packing supplies
  - (D) A simplified pricing structure
159. According to the advertisement, what can be found on the Web page mentioned?
- (A) A map of service points
  - (B) A pick-up scheduling form
  - (C) A list of prohibited items
  - (D) An estimate of transportation times
160. How can customers get a discount coupon?
- (A) By referring a friend
  - (B) By using a service frequently
  - (C) By joining for a mailing list
  - (D) By filling out a survey

Questions 161-163 refer to the following e-mail.

E-Mail message

**To:** Carrie Keaton <ckeaton@drilbyskiresort.com>

**From:** Evan Barnett <ebarnett@drilbyskiresort.com>

**Date:** September 4

**Subject:** Magazine advertisement

**Attachment:** maxfuntravelsubmissions.doc

Dear Carrie,

Thanks for agreeing to design the advertisement for our resort that will appear in the October issue of *Max Fun Travel* magazine. — [1] —. We want the advertisement to inform both new and existing customers of changes that will affect this season—namely, that our dining hall has reopened after renovations throughout the summer, and that a complimentary session with a ski instructor will now be included with every lift ticket.

I have contacted the submissions department of *Max Fun Travel* to request the latest guidelines and have attached a copy for your reference. — [2] —. Please feel free to use any of the images in our company database. The file sent to *Max Fun Travel* must be completely ready for publication and in the correct format when it is submitted. — [3] —. We only have enough room in the budget for a half-page advertisement. It can be in full color, but the magazine only offers horizontal half-page ads, so the design must be wider than it is tall. — [4] —. If you run into any obstacles, don't hesitate to e-mail me.

Thank you,

Evan

- 161.** What is Drilby Ski Resort about to offer for the first time?
- (A) Free skiing lessons  
(B) On-site dining  
(C) Summer tours  
(D) Overnight lodging
- 162.** What does Mr. Barnett mention about the advertisement?
- (A) It should feature several images.  
(B) It must be submitted by the end of the month.  
(C) It should have a limited number of colors.  
(D) It must have a specific shape.
- 163.** In which of the following positions marked [1], [2], [3], and [4] does the following sentence best belong?  
“The magazine charges a significant fee to make changes after that point.”
- (A) [1]  
(B) [2]  
(C) [3]  
(D) [4]

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Questions 164-167 refer to the following article.

## Jimenez-Wright Enterprises to Expand Its Horizons

July 29—In a press briefing held yesterday, activewear manufacturer Jimenez-Wright Enterprises confirmed that it will add a new line of clothing in order to branch into the children's clothing market, an idea pushed by recently appointed CEO Jesse Stegman. Jimenez-Wright Enterprises is the parent company of the popular retailers Chaskell and Krismore, whose clothing is produced domestically for men and women, respectively. Based on feedback from loyal customers who attended Jimenez-Wright's first-ever beach volleyball competition at Daytona Beach last year, the company began developing clothing suitable for children.

"There has been an increase in obesity rates among children over the past few years, as they have few opportunities for exercise while being in school all day," said pediatrician Jordan Downey, a

consultant for the company. "Fortunately, parents are starting to wake up to this problem and take action, adopting a healthy lifestyle for the whole family."

Jimenez-Wright Enterprises hopes to capitalize on this trend by introducing Marilou, a line of activewear for children ages 5 to 13. The apparel will be manufactured in Jimenez-Wright Enterprises' existing factories, with up to 40% of the fabrics made from reprocessed plastic bottles. While many of the items in the adult stores must be hand-washed to maintain the performance of the fabric, all items in the Marilou line will be machine-washable and resistant to staining. Initially, the line will be rolled out in stores with the company's women's clothing to test consumers' interest, but the long-term plan is to have retail stores that sell Marilou exclusively.

164. What is true about Jimenez-Wright Enterprises?
- (A) It recently acquired a rival manufacturer.
  - (B) It is developing some exercise equipment.
  - (C) It hosted a sports competition last year.
  - (D) It will create a sports organization for children.
165. Who most likely is Ms. Downey?
- (A) A financial consultant
  - (B) A medical professional
  - (C) The principal of a school
  - (D) The CEO of a company
166. What is NOT suggested about Marilou products?
- (A) They will be too delicate for machine washing.
  - (B) They will be produced domestically.
  - (C) They will be partially made from recycled materials.
  - (D) They will be made of stain resistant fabrics.
167. Where will the Marilou line first be sold?
- (A) On a special Web site
  - (B) In a seasonal catalog
  - (C) In Chaskell stores
  - (D) In Krismore stores

Questions 168-171 refer to the following notice.



## PUBLIC NOTICE OF ROADWORK

On Monday, October 7, work will begin on nearly 2,000 feet of water pipes under Cecil Boulevard. —[1]—. Aging concrete pipes that date back several decades will be swapped for those made of galvanized steel. The \$750,000 project was approved by the city council earlier this year, and it will be funded in part by a federal grant for infrastructure development.

During the project, the water supply to certain neighborhoods must be turned off. In those cases, a temporary water supply will be provided via a series of rubber hoses, and individual households will be affected for approximately 48 hours at most. —[2]—.

Sections of Cecil Boulevard will be torn up, resulting in partial road closures with single-lane use. Crews will work from 6:30 P.M. to 6:30 A.M. to minimize interruptions to the flow of traffic. Still, motorists in the area should expect delays, as alternative routes will be busier than usual, and they should watch for notices and signage in the area indicating detours. —[3]—. They are also reminded that fines for speeding are doubled in a construction zone. The work is expected to take six weeks, though adverse weather could delay some tasks. Updates of closures, progress, and alternative route recommendations can be found on the Department of Transportation's Web site. —[4]—.

168. What is being announced in the notice?
- (A) The addition of railings to a roadway
  - (B) The widening of Cecil Boulevard
  - (C) The replacement of outdated pipes
  - (D) The installation of water purification filters
169. What is indicated about the work crews?
- (A) They will complete the work within one month.
  - (B) They will post pictures of the progress online.
  - (C) They will not work during peak periods.
  - (D) They will fully shut down a busy street.
170. According to the notice, what should drivers do within the construction zone?
- (A) Look out for informational signs
  - (B) Keep their windows closed
  - (C) Report speeding violations
  - (D) Avoid parking near detours
171. In which of the following positions marked [1], [2], [3], and [4] does the following sentence best belong?  
“The occupants of those residences have already been notified by the city.”
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

**Questions 172-175** refer to the following online chat discussion.

**Sidney Lee [11:25 A.M.]**

The grand opening of our company's newly constructed manufacturing plant will take place this Friday, August 10. Mr. Finch wants three people from our team to be in attendance, so we need to figure out which of the four of us will stay behind.

**Charlotte Mackenzie [11:27 A.M.]**

Mr. Finch's memo said there will be five special guests, so we can all go as well as invite someone from another team, perhaps the head of marketing.

**Nakula Goyal [11:28 A.M.]**

You're right that there will be five people in total, but the memo said that Mr. Finch plans to be there himself and that CEO Gaia Tieben is going along as well in order to give a brief speech.

**Charlotte Mackenzie [11:29 A.M.]**

Oh, I must have missed that.

**Min Cheng [11:31 A.M.]**

I'm interested in seeing the new state-of-the-art equipment that will be used at the plant, but I'll volunteer to be the one who doesn't go. I can't go, really—I've got an employee evaluation report due soon.

**Sidney Lee [11:32 A.M.]**

All right. That works out perfectly. Mr. Finch and Ms. Tieben will travel to the site on their own because they're leaving for a business trip directly from the site. Charlotte, Nakula, what would you prefer to do about transportation?

**Nakula Goyal [11:33 A.M.]**

Let's meet at the office and then carpool there.

**Charlotte Mackenzie [11:34 A.M.]**

Good idea. I think it's about a two-hour drive, so it could be boring on our own.

**Min Cheng [11:35 A.M.]**

Have a great time! Let me know how it was.



- 172.** What will happen on August 10?
- (A) A factory will be inspected.
  - (B) A new product will be launched.
  - (C) A facility will officially open.
  - (D) An executive will present an award.
- 173.** At 11:29 A.M., what does Ms. Mackenzie most likely mean when she writes, “I must have missed that”?
- (A) She did not read a memo carefully.
  - (B) She misplaced a document from Mr. Finch.
  - (C) She does not remember attending an event.
  - (D) She realizes that a due date has passed.
- 174.** Why is Ms. Cheng unable to go to an event?
- (A) She received a poor score on an evaluation.
  - (B) She has to finish writing a report.
  - (C) She is preparing for a business trip.
  - (D) She does not know how to use some tools.
- 175.** What does Mr. Goyal suggest doing?
- (A) Taking public transportation
  - (B) Traveling to a site together
  - (C) Arriving two hours early
  - (D) Borrowing a company vehicle

**Questions 176-180** refer to the following e-mails.

To:	Freya Kent <f.kent@abbotmail.com>		
From:	Harrison Stein <harrison_stein@colimabank.com>		
Date:	February 10		
Subject:	Colima Bank		

Dear Ms. Kent,

On behalf of Colima Bank, I would like to thank you for considering using our services for your personal banking needs. It was a pleasure speaking to you at the Aurora branch this afternoon, and, as promised, I am sending the details of the individual savings accounts we offer. Please be aware of the following, should you choose to move forward with opening an account:

- We limit the number of personal accounts to one per person, but you are welcome to change account types at any time.
- I have verified your basic personal information and mailing address from your driver's license. I may need a copy of your passport information page for additional verification, depending on the account type you choose.
- Interest payments will be deposited automatically in your account on the last day of every month.

	Minimum Opening Deposit	Interest Rate	Maximum Annual Withdrawals
Colima Basic	\$50	.01%	5
Colima Gold	\$250	.025%	8
Colima Priority	\$1,000	.03%	10
Colima Platinum	\$2,500	.05%	Unlimited

You can reach me on my direct line, which is 555-0175, extension 33. I look forward to hearing from you.

Harrison Stein  
Accounts Officer, Colima Bank

To:	Harrison Stein <harrison_stein@colimabank.com>		
From:	Freya Kent <f.kent@abbotmail.com>		
Date:	February 11		
Subject:	Re: Colima Bank		

Dear Mr. Stein,

I have reviewed the options, and I think the best account for me would be the Colima Priority account. If I am pleased with the quality of service I receive, I may also switch over my corporate account to your bank. Interest rates are also important, but—to me—good service is what really counts.

Sincerely,

Freya Kent

- 176.** Why did Mr. Stein send the first e-mail?
- (A) To fulfill a promise
  - (B) To correct an error
  - (C) To explain a change
  - (D) To confirm an appointment
- 177.** What does Mr. Stein mention in his e-mail?
- (A) Further identification checks may be necessary.
  - (B) Paperwork must be completed at the Aurora branch.
  - (C) An offer will only be available for a limited time.
  - (D) Colima Basic is the most popular account type.
- 178.** What is implied about Ms. Kent?
- (A) She plans to upgrade her account later.
  - (B) She currently operates her own business.
  - (C) She posted a review on Colima Bank's Web site.
  - (D) She has been disappointed by Colima Bank's services.
- 179.** What is true about the account that Ms. Kent selected?
- (A) It does not permit deposits over a certain amount.
  - (B) It has the highest interest rate among the options.
  - (C) It requires an initial balance of \$2,500.
  - (D) It allows money to be taken out ten times a year.
- 180.** In the second e-mail, the word "counts" in paragraph 1, line 4, is closest in meaning to
- (A) calculates
  - (B) regards
  - (C) matters
  - (D) relies

**Questions 181-185** refer to the following Web page and online form.

Mega Photo Search (MPS) is pleased to open our photo library to individuals and small businesses for the first time ever. This collection was previously only offered to large corporations, but we have adapted our Web site for more general use. With an extensive network of freelance photographers, MPS is well on its way to becoming the largest collection of high-quality images online. Also, with our technical team available to answer questions around the clock via online chat, we are confident that we can serve our customers well.

Although we do not offer single purchases of photographs, our subscriptions are reasonably priced to fit your budget. For any photograph that you download through your subscription, you can retain permanent—though not exclusive—ownership of the license. Prices are listed below, and you can terminate your service agreement at any time without penalty. Your first bill will include a sign-up fee of \$25, and from that point you will be billed once a month.

Subscription Type	Monthly Downloads	Users	Monthly Fee	Bonus
Standard	50	1	\$75	—
Standard Plus	300	1	\$150	100 bonus photos after one year
Partner	700	2	\$280	Advanced notice of new photos
Team	700	3–5	\$310	Free access to Rainbox*

\*Rainbox is MPS's online software program that allows you to adjust the color and size of photos and combine multiple images into one.

**Mega Photo Search – New Subscriber**

Name: Dane Mullins                      Company (if applicable): Bellin Publishing  
E-mail Address: dmullins@bellin-publ.com      Daytime Phone Number: 469-555-0172  
Billing Address: 975 Marion Avenue, Cambridge, MA 02142

**Billing details:** \$25 sign-up fee + \$310 monthly fee  
Billed to credit card ending in 5539. Recurring charges will be made to this card monthly.

*Thank you for choosing Mega Photo Search. As a welcome gift, we are offering a free e-book that gives you tips on how to search our collection efficiently. Click [here](#) to download it.*

- 181.** What is the main purpose of the information in the Web page?
- (A) To encourage customers to make an upgrade
  - (B) To give an update on a corporate merger
  - (C) To announce the expansion of a service
  - (D) To seek submissions from freelance photographers
- 182.** What is indicated about MPS?
- (A) It has a larger collection than any of its competitors.
  - (B) It offers customer support twenty-four hours a day.
  - (C) It provides workshops for small business owners.
  - (D) It has recently opened a branch in Cambridge.
- 183.** What is mentioned about subscriptions in the Web page?
- (A) They enable users to download illustrations.
  - (B) They are only sold to individuals.
  - (C) They are billed on the first day of every month.
  - (D) They can be canceled without incurring a fee.
- 184.** What is implied about Mr. Mullins?
- (A) He will receive 100 free photos after a year.
  - (B) He will make his regular payments by bank transfer.
  - (C) He will be notified about additions to the collection.
  - (D) He will have access to image editing software.
- 185.** According to the online form, what is available in a downloadable file?
- (A) Advice for conducting searches
  - (B) A book on photography
  - (C) Information on copyright law
  - (D) A receipt for a subscription

Questions 186-190 refer to the following article, schedule, and flyer.

## Laredo Community Festival Returns

LAREDO (May 5)—The Laredo Community Festival (LCF), which has been growing in popularity, is scheduled to return this summer, from June 27 to June 28 at Roland Park. In addition to the usual booths from local restaurants and retail businesses, this year there will be a section for charities to raise money and promote their work.

Event planner Anita Gutierrez confirmed that feedback from Laredo residents prompted the change. “This is an opportunity for us to support the less fortunate members of our

community,” said Ms. Gutierrez, who will take photos during the opening ceremony and speak at the start of the *Laredo Live* episode being filmed at the festival.

Registration for all booths runs until June 1, and a number of groups have already signed up. One is Coffee-B, a charity devoted to supporting low-income people in coffee-growing regions. Along with its signature coffee drinks, Coffee-B has created a special drink—an espresso topped with honeycomb—that will be sold exclusively at its LCF booth.

### **Laredo Community Festival Special Events**

**Saturday, June 27**

The Laredo Community Festival (LCF) celebrates our people and our passions. In addition to browsing the 200+ booths, don’t miss these special events on the main stage:

<b>10:00 A.M.</b>	<b>Opening Ceremony</b> Featuring the mayor and city council members
<b>1:00 P.M.</b>	<b>Laredo Spoken Word Contest</b> Contestants of all ages share poems, short stories, and speeches
<b>2:30 P.M.</b>	<b>Filming of <i>Laredo Live</i></b> Hour-long television program hosted by Tracy Ratcliff, with special guests from the area
<b>7:00 P.M.</b>	<b>Battle of the Bands</b> Local musicians show their talents in this free outdoor concert

## Get Buzzing with Coffee-B!

Coffee-B is a charity that teaches people in coffee-growing regions how to raise bees as a source of income. Bees, which pollinate coffee flowers, are the perfect complement to coffee. The honey and wax they produce create a steady source of income for beekeepers in a way that doesn't require land ownership.

Check out our booth at the Laredo Community Festival at Roland Park. We'll be raising money by selling the Honey Dream, a coffee-flavored milkshake with a twist of honey; the Sweet Shot, a freshly-brewed espresso with real honeycomb on top; the Buzzy Bomb, a double espresso with cinnamon and beeswax stirring stick; and the Caffeine Cooler, an iced coffee that can be infused with a variety of flavored syrups.

186. According to the article, what will be different about this year's LCF?
- (A) It will be held earlier in the summer.
  - (B) A new type of organization will be involved.
  - (C) A wider selection of foods will be sold.
  - (D) It will include a fund-raising contest.
187. In the article, the word "prompted" in paragraph 2, line 2, is closest in meaning to
- (A) hurried
  - (B) convinced
  - (C) asked
  - (D) caused
188. When will Ms. Gutierrez give a talk on June 27?
- (A) At 10:00 A.M.
  - (B) At 1:00 P.M.
  - (C) At 2:30 P.M.
  - (D) At 7:00 P.M.
189. Which drink will only be available at LCF?
- (A) Honey Dream
  - (B) Sweet Shot
  - (C) Buzzy Bomb
  - (D) Caffeine Cooler
190. What is mentioned in the flyer about beekeepers?
- (A) They produce wax for coffee growers.
  - (B) They can rent equipment from Coffee-B.
  - (C) They usually work in coffee-growing areas.
  - (D) They do not need to own property.

Questions 191-195 refer to the following Web pages and customer review.

www.vivabotanicalgardens.com/customer\_feedback

## Viva Botanical Gardens Customer Feedback

◀ Previous Posts      Posted Today

As an avid gardener, I was looking forward to seeing the wide variety of flowers and plants at Viva Botanical Gardens. The admission fee is quite reasonable, as you can spend an entire day exploring the exhibits. However, it is a challenge to reach the gardens from the city center. There are no public buses or trains, and the taxi fares are very expensive. I spoke to the manager, who was very friendly, and suggested that he hire a transportation service that was used by another tourist site I had gone to earlier in my trip. I hope he takes this advice into consideration.

— Christina Saunders, July 18

I'm not sure that I would recommend this attraction to others. The admission fee is very expensive, and it's hard to get there unless you have your own car. Very inconvenient! Next time, I'll skip this site and visit the Amherst Nature Reserve instead.

— Venkata Thakur, July 18

https://hi-pointshuttles.com

HOME TESTIMONIALS REQUEST A QUOTE ABOUT CONTACT

## Hi-Point Shuttles Keeps Your Customers Moving!

Is your business off the beaten path? Hi-Point Shuttles can transport customers to and from your site at economical prices. We have had zero collisions and zero roadway incidents in the past ten years, and all of our drivers have been operating shuttle buses for at least five years, more than double the industry average.

Click [here](#) to request a quote for the following packages:

- Standard: A one-time shuttle for events such as employee retreats, school outings, and family gatherings.
- Business Light: Shuttle runs twice a day (morning and early evening) between the downtown area and your site. Perfect for small inns whose guests want to get into the city for sightseeing.
- Business Standard: Operating routes once per hour on weekdays or daily on weekends to keep customers moving to your business at regular intervals.
- Business Elite: Maximize the flow of customers with shuttles from two sites departing every half hour.

## **Hi-Point Shuttles**

### **Customer Review Form**

Name: Dave Bates Details: Viva Botanical Gardens Manager

Overall rating: 5 / 5

Comments: One of my customers recommended Hi-Point Shuttles after using it to visit a textile factory, and I'm so glad I gave the company a chance. My customers love the hourly shuttle option, and this has brought a lot of business to my site. The estimates of the journey time have a high degree of accuracy, and the shuttles are comfortable.

May we post your review on our Web site? Yes x No \_\_\_\_\_

191. In the first Web page, what issue with Viva Botanical Gardens do both posters mention?
- (A) The small number of exhibits
  - (B) The high price of admission tickets
  - (C) The difficulty of getting to the site
  - (D) The inconvenient hours of operation
192. What is NOT indicated about Hi-Point Shuttles?
- (A) It charges affordable rates.
  - (B) Its staff members are experienced.
  - (C) Its vehicles are cleaned frequently.
  - (D) It has an excellent safety record.
193. What did Ms. Saunders most likely visit before Viva Botanical Gardens?
- (A) A flower shop
  - (B) A textile factory
  - (C) A nature reserve
  - (D) A city museum
194. Which service package did Mr. Bates most likely purchase?
- (A) Standard
  - (B) Business Light
  - (C) Business Standard
  - (D) Business Elite
195. In the customer review, the word "degree" in paragraph 1, line 4, is closest in meaning to
- (A) level
  - (B) step
  - (C) diploma
  - (D) temperature

**Questions 196-200** refer to the following information, letter, and voucher.

## **Q-Rewards — Shop your way to savings!**

Quincy Supermarket is pleased to introduce its new loyalty program—Q-Rewards. Join this program to earn one point for every dollar you spend at Quincy Supermarket and one point for every two dollars you spend at any of the businesses in our partner network. Enroll in the program at [www.quincysupermarket.com/qrewards](http://www.quincysupermarket.com/qrewards), and you'll instantly be issued a temporary card by e-mail, with a physical card following later in the mail. New members can get a bonus of 300 points just for signing up, and we'll also send you a voucher for \$5 if you register to receive our monthly newsletter and other occasional store offers by e-mail. Once you are enrolled in the program, you will automatically be sent a \$10 voucher every time your account reaches 1,000 points.

To earn points, simply present your Q-Rewards card at the time of checkout. You can also download the Q-Rewards smartphone application, which allows you to claim your points by scanning a store receipt within 48 hours of its issuance. Sign up today and watch the points pile up!

Carol Faulk  
1607 Wescam Avenue  
Grofflan, OH 45231

Dear Ms. Faulk,

Thank you for signing up for our Q-Rewards program. Please find enclosed your Q-Rewards card, as well as the \$5 voucher that you are entitled to. This voucher can be used at any Quincy Supermarket store as well as online at [www.quincysupermarket.com](http://www.quincysupermarket.com). Please treat it as you would treat cash of equivalent value, as we will not be able to issue you a new voucher if you misplace this one.

Don't forget to check out the newest brands in our product lineup:

- Plincus cleaning products: countertop cleaner, glass cleaner, and wood polish
- Vispant gourmet cheeses: the finest cheeses imported from France
- Lankdon juices: cranberry, apple, and grape varieties in 355ml bottles
- Charking daily vitamin supplements: separate formulas for adults and children

We hope to see you soon at Quincy Supermarket!

Sincerely,

Todd Hampton  
Customer Service, The Q-Rewards Team

\$5

**Quincy Supermarket**

\$5

This voucher is valid for **FIVE DOLLARS** off at Quincy Supermarket.

Please note that the purchase must exceed five dollars, and no change will be given. Not valid for home appliances or beverages. See reverse side for further terms and conditions.

196. What is true about the Q-Rewards program?
- (A) Members are eligible for monthly coupons.
  - (B) Members receive two points for each dollar they spend.
  - (C) Points can be collected up to two days after a purchase.
  - (D) Points may be claimed by filling out a form.
197. What did Ms. Faulk most likely do?
- (A) Inquired about Q-Rewards enrollment
  - (B) Accumulated 1,000 rewards points
  - (C) Damaged her Q-Rewards card
  - (D) Signed up for an e-mail newsletter
198. What is suggested about Quincy Supermarket?
- (A) It is the largest grocery store in Grofflan.
  - (B) It recently started selling its goods online.
  - (C) It has partnered with a local restaurant.
  - (D) It consists of multiple branch locations.
199. What does Mr. Hampton warn Ms. Faulk about?
- (A) The voucher will not be valid after the expiration date.
  - (B) Lost vouchers will not be replaced by the store.
  - (C) Vouchers cannot be exchanged for cash.
  - (D) Purchases made with vouchers do not earn rewards points.
200. Which brand's products cannot be purchased with the voucher?
- (A) Plincus's
  - (B) Vispant's
  - (C) Lankdon's
  - (D) Charking's

**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.**

RC

# **T E S T 8**

## 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. Several local food makers offer ----- own products to employees at reduced prices.  
(A) themselves  
(B) they  
(C) them  
(D) their
102. Fawley Academy's ----- on absences caused by medical issues are explained in the student handbook.  
(A) solutions  
(B) classrooms  
(C) instructors  
(D) guidelines
103. Check that the lid of the container is ----- sealed to prevent its contents from leaking.  
(A) firm  
(B) firmly  
(C) firming  
(D) firmness
104. It is ----- that the accuracy of measuring instruments be tested yearly.  
(A) active  
(B) initial  
(C) vital  
(D) fluent
105. The new law will not affect homeowners whose property has been ----- at less than \$80,000 in value.  
(A) assess  
(B) assessed  
(C) assessor  
(D) assessment
106. Taxi service should ----- be used when there is cheaper alternative transportation available during your business travel.  
(A) overly  
(B) too  
(C) never  
(D) ever
107. This technique is meant to be ----- in treating muscle-related soreness.  
(A) employment  
(B) employed  
(C) employs  
(D) employing
108. ----- this summer's unusual weather, it is no surprise that ice cream sales fell.  
(A) Into  
(B) Until  
(C) Given

- 109.** To minimize any negative impact on tourism, the ----- of the famous statue will require careful timing.
- (A) relocate  
 (B) relocates  
 (C) relocation  
 (D) relocated
- 110.** Ms. Migliacio asked that corrections to online articles be made ----- upon noticing errors.
- (A) accidentally  
 (B) chiefly  
 (C) promptly  
 (D) highly
- 111.** All of our products undergo ----- inspections at our manufacturing facility to ensure they meet high quality standards.
- (A) strict  
 (B) bent  
 (C) aware  
 (D) vacant
- 112.** Dr. Itaru Matsuda's studies have proven the ----- effects of the new medication on patients.
- (A) advantageously  
 (B) advantageous  
 (C) advantage  
 (D) advantages
- 113.** You are provided a license to use Crombee until the end of next month under the ----- of this agreement.
- (A) conditions  
 (B) penalties  
 (C) approaches  
 (D) phrases
- 114.** A company that is ----- for its corporate values will have greater success in attracting qualified job candidates.
- (A) respecting  
 (B) respects  
 (C) respect  
 (D) respected
- 115.** Although relatively few surveyed residents commute to work by bike, recreational bicycle use is -----.
- (A) impatient  
 (B) widespread  
 (C) talented  
 (D) empty
- 116.** Managers must submit revised deadline schedules ----- their projects face delays.
- (A) behind  
 (B) when  
 (C) over  
 (D) whereas
- 117.** The traffic sign was ----- visible from the road until the branches of a nearby tree obscured it.
- (A) clearest  
 (B) clearer  
 (C) clearly  
 (D) cleared
- 118.** Deenad Import-Export Ltd. operates a modern warehouse with floor space ----- 27,000 square meters.
- (A) finishing  
 (B) obtaining  
 (C) developing  
 (D) covering
- 119.** Clothing sales revenues are ----- even though the store's home goods remain popular.
- (A) declining  
 (B) declines  
 (C) declined  
 (D) decline
- 120.** The executive committee is proud to announce that ----- will soon resume negotiations with Pruneda Holdings.
- (A) we  
 (B) us  
 (C) our  
 (D) ourselves

121. Human Resources reports that staff in a majority of departments are ----- absent during weeks that include national holidays.
- (A) persisted  
(B) persisting  
(C) persistent  
(D) persistently
122. Tours of select apartments ----- now that construction on the complex has been completed.
- (A) are allowing  
(B) to allow  
(C) have allowed  
(D) will be allowed
123. ----- you find our mobile app satisfactory, please tap on the button below to leave a five-star review.
- (A) If  
(B) Either  
(C) Regardless  
(D) So that
124. The Karvex-K's advanced features are ----- with what professional photographers expect from a digital camera.
- (A) incapable  
(B) excited  
(C) thankful  
(D) consistent
125. Shoppers are encouraged to look around our store's entire showroom floor ----- they decide not to purchase anything.
- (A) even if  
(B) in case  
(C) now that  
(D) such as
126. The IT team ----- that all database systems be upgraded monthly.
- (A) expires  
(B) believes  
(C) recalls  
(D) advises  
(D) Amid
127. Quality control officials found defects in a Phung's Apparel item just ----- over the course of a weeklong visit.
- (A) yet  
(B) for  
(C) about  
(D) once
128. ----- to package a new food product depends heavily on the item's brand image and target customer.
- (A) Which  
(B) How  
(C) Nothing  
(D) Whatever
129. Patient records ----- with "Confidential" in red ink are subject to stronger protection measures.
- (A) stamping  
(B) stamped  
(C) that stamp  
(D) are stamped
130. The Snell Herald's career advice column enables readers to seize opportunities they may ----- at work.
- (A) come across  
(B) take apart  
(C) go through  
(D) back up

## PART 6

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

Questions 131-134 refer to the following e-mail.

From: Harold Bjorneby <h.bjorneby@oue-mail.com>

To: Reba Shelton <r.shelton@tpead.com>

Subject: Response

Date: March 18

Dear Ms. Shelton,

Thank you for your application to rent my two-bedroom property located at 349 Forest Way. I agree that you are a good match for the \_\_\_\_\_. As you authorized, I will proceed immediately with your credit check. **131.** I cannot promise that your wish to move in before the end of the month can be accommodated. Please understand that my main priority is to confirm that you will be a satisfactory tenant. I **132.** to take as much time as necessary to do that. **133.** In the meantime, please feel free to e-mail me with any questions you may have.

Sincerely,

Harold Bjorneby

131. (A) unit  
(B) post  
(C) major  
(D) vehicle

132. (A) Still  
(B) Therefore  
(C) Furthermore  
(D) Luckily

133. (A) had  
(B) have  
(C) will have had  
(D) have had

134. (A) The attached report explains the reasons for this refusal.  
(B) Your e-mail did not clarify where to pay these fees.  
(C) I will contact you again once the process is complete.  
(D) We require the contract to be signed in person.

**Questions 135-138** refer to the following memo.

From: Human Resources  
To: All Staff  
Subject: Re: Survey

Last year, some of you refused to fill out Oakhan Corporation's yearly employee satisfaction survey due to worries that expressing \_\_\_\_\_ would have a negative effect on your careers. Without candid feedback, however, we cannot make necessary improvements to our current systems. \_\_\_\_\_, we have decided to conduct the survey anonymously this year. Your individual answers \_\_\_\_\_ only by Ramagos Surveys. It is a company that specializes in compiling sets of completed forms to create a comprehensive report, which is the only document that Oakhan management will receive. \_\_\_\_\_.

Please visit [www.ramagossurveys.com/2937](http://www.ramagossurveys.com/2937) between February 19 and 25 to participate.

135. (A) displeases  
(B) displeasing  
(C) displeased  
(D) displeasure
136. (A) Namely  
(B) Accordingly  
(C) Additionally  
(D) Formerly
137. (A) seen  
(B) see  
(C) will be seen  
(D) have been seen
138. (A) Last year, its findings were mostly positive.  
(B) We hope that this puts your concerns to rest.  
(C) It may take time to give thoughtful answers.  
(D) Finally, organize the data collected into graphs.

**Questions 139-142** refer to the following e-mail.

To: <r.abrantes@nov-mail.com>  
From: <membership@underwoodhome.com>  
Subject: Membership confirmation  
Date: July 25

Dear Ms. Abrantes,

Welcome to the Underwood Home Forums. You will now be able to discuss home improvement issues and projects with people all around the world. To begin commenting, simply find a forum that interests you. This should not be difficult considering the wide variety of \_\_\_\_\_ available.

**139.**

For an optimal using experience, \_\_\_\_\_, there is one step you may want to take first. \_\_\_\_\_. Our longtime posters have created numerous shorthand terms that are incomprehensible to outsiders. That is why we recommend \_\_\_\_\_ the customized dictionary accessible via the "UnderSpeak" icon **142.** on our home page before getting started.

Good luck!

Sincerely,

The Underwood Home Forums Team

- 139.** (A) estimates  
(B) replacements  
(C) venues  
(D) topics
- 140.** (A) for instance  
(B) likewise  
(C) though  
(D) in fact

- 141.** (A) The terms of use agreement forbids the replication of our content.  
(B) While using the site, you may encounter unfamiliar expressions.  
(C) Although debate is encouraged, we ask that you remain polite.  
(D) We do not verify claims made in member profiles or posts.
- 142.** (A) reviewing  
(B) a review  
(C) reviewers  
(D) that review

GO ON TO THE NEXT PAGE 

Questions 143-146 refer to the following article.

### Coffee Machines in the Office

### Resnell Company Newsletter

The coffee fans among us are now enjoying a new benefit of being a Resnell employee. Earlier this month, the coffee pot in each pantry of the building was replaced with a state-of-the-art machine.

143. The new machines, Hulford Brewing Systems, produce single cups in a variety of flavors.

Their appearance 144. with nearly universal delight. Several employees say the café mocha is the best coffee they have tasted. 145. trips to the pantry have become more frequent for members of

many departments. Regardless, company administration says there are currently no plans to limit

146. of the machines. They urge all employees to try a cup.

143. (A) Pantries will be off-limits while they are installed.  
(B) The reusable cups must be washed regularly.  
(C) Interested employees should speak to their managers.  
(D) The move is meant as a reward for a great first quarter.
144. (A) was greeted  
(B) will be greeting  
(C) have greeted  
(D) is greeting

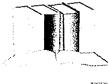
145. (A) Nevertheless  
(B) Consequently  
(C) Conversely  
(D) Previously
146. (A) transportation  
(B) development  
(C) ranking  
(D) usage

## PART 7

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

Questions 147-148 refer to the following note.

### A Word from the Publisher



This week, Drager's takes a break from current affairs to honor some of the groundbreaking scientists of the past decades. More than 50 pages of articles explain these great figures' achievements in a variety of fields, and consider their effects on the world today. We were also fortunate enough to speak directly with several of them about their experiences; a complete list is available on page four. So, without further comment, we invite you to begin enjoying this unique issue of *Drager's Weekly*.

147. Where would the note most likely appear?
- (A) In a science journal
  - (B) In a laboratory newsletter
  - (C) In a book of collected writings
  - (D) In a news magazine
148. What can be found on the page mentioned?
- (A) A photograph of a ceremony
  - (B) A republished article
  - (C) The names of some interviewees
  - (D) The results of a reader poll

GO ON TO THE NEXT PAGE

Questions 149-150 refer to the following advertisement.

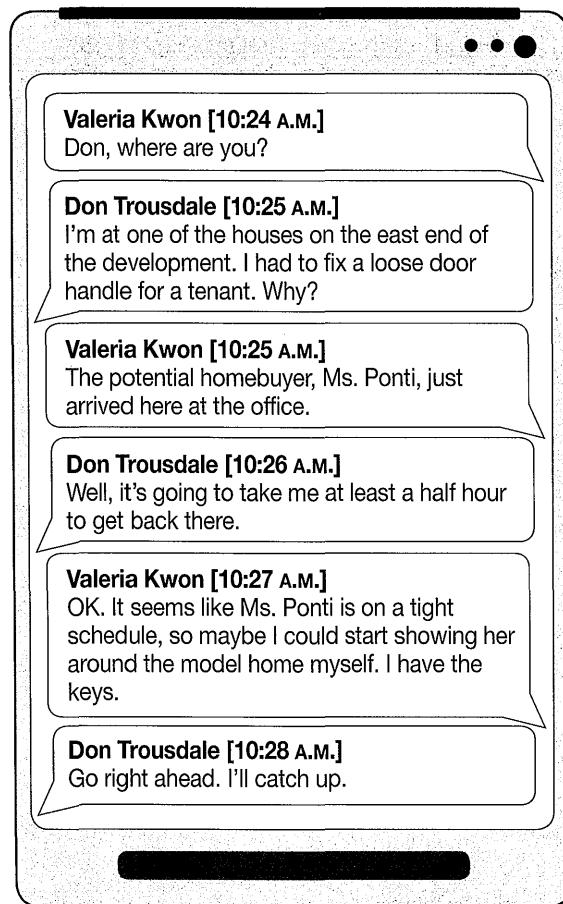
## THE K270 SPEAKER BY PRAUSS



What backyard barbecue or pool party would be complete without music? Despite being just ten inches in length, the portable K270 produces crystal-clear sound wherever it is placed. A tough aluminum shell allows it to withstand sunlight and other hazards of summer events, while any of the shell's available brilliant shades add a touch of fun. What's more, the K270 is compatible with a variety of devices and has wireless connectivity with a range of up to 30 feet. Want to try it out? Visit any Prauss Electronics store nationwide today.

149. For whom is the advertisement most likely intended?
- (A) People who enjoy spending time outdoors
  - (B) People who are seeking discount electronics
  - (C) People who listen to music while driving
  - (D) People who play music professionally
150. What is stated about the K270 Speaker?
- (A) It is large.
  - (B) It is sold online.
  - (C) It is brightly colored.
  - (D) It comes with a carrying case.

**Questions 151-152** refer to the following text-message chain.



Test 8

**151.** Who most likely is Mr. Trousdale?

- (A) A property manager
- (B) An administrative assistant
- (C) A potential buyer
- (D) An interior designer

**152.** At 10:28 A.M., what does Mr. Trousdale most

- likely mean when he writes, "Go right ahead"?
- (A) He is happy to lend out a vehicle.
- (B) A street may be inaccessible.
- (C) Ms. Kwon should lead a house tour.
- (D) He will return some keys to Ms. Kwon later.

GO ON TO THE NEXT PAGE

Questions 153-154 refer to the following excerpt from a manual.

## **Working at the Counter**

In order to provide excellent service to customers, counter clerks at all Maire Laundry locations should adhere to the following basic procedures.

- Greet customers in a friendly manner.
- Receive the customer's items, clarifying which are to be laundered and which are to be dry cleaned, and whether special services such as stain removal are required.
- Enter all information gathered into the electronic ticketing system.
- Show the resulting price to the customer and obtain full payment.
- Print the ticket. Detach the part marked "Customer to retain this portion of ticket" and give it to the customer. Explain that they will need to show it when retrieving their items, and point out the "Ready by" date.
- End the interaction pleasantly.
- Attach tickets to the customer's items and place them into the appropriate bins. (See the next section for sorting instructions.)

**153.** What is indicated about Maire Laundry?

- (A) It serves commercial enterprises.
- (B) It is a chain business.
- (C) It has self-service machines.
- (D) It sends out electronic notifications.

**154.** What are clerks instructed to do before accepting payment?

- (A) Print a claim ticket
- (B) Sort clothing into bins
- (C) Estimate a completion date
- (D) Ask about special requests

Questions 155-157 refer to the following advertisement.

*Busbyton Mall has grown! Check out our new additions!*

**Busbyton Mall now boasts more than 55 shops and ample parking!** Shoppers are sure to find just what they are looking for here. You can also browse at a leisurely pace to discover new products. For a time-out from shopping, stop by one of our 17 on-site restaurants, or take in the sensational music performances held frequently on our first-floor stage.

**But that's not all. Busbyton Mall is:**

Historic: Built nearly 100 years ago, our beautiful main building has been photographed for numerous design publications, and later structures have been carefully conceived to complement it.

Kid-friendly: Our indoor playground offers free, safe fun for younger visitors. Also available are The Wenman Store, which sells items related to Wenman's classic cartoons, and our video game arcade, located on the second floor.

**Already a fan? Become a Busbyton VIP!** For a small annual fee, you will gain access to exclusive discounts and be invited to unwind in our VIP lounge. Visit an Information Desk for details.

*Busbyton Mall: Shopping made fun for all!*

155. What is indicated about Busbyton Mall?
- (A) It recently expanded.
  - (B) It produces a monthly publication.
  - (C) It has more than two floors.
  - (D) It has changed ownership.
156. What is NOT mentioned as a feature of Busbyton Mall?
- (A) Easy access to public transportation
  - (B) A play facility for children
  - (C) Charming architecture
  - (D) A concert venue
157. What are visitors who hold special memberships allowed to do?
- (A) Enter prize drawings
  - (B) Use a relaxation room
  - (C) Accumulate rewards points
  - (D) Park in the closest area

GO ON TO THE NEXT PAGE

**Questions 158-160** refer to the following e-mail.

E-Mail message

To: Lacy Joo <lacy.j@wic-mail.com>  
From: <customerservice@fieldhughes.com>  
Subject: Box plan  
Date: August 1

---

Dear Ms. Joo,

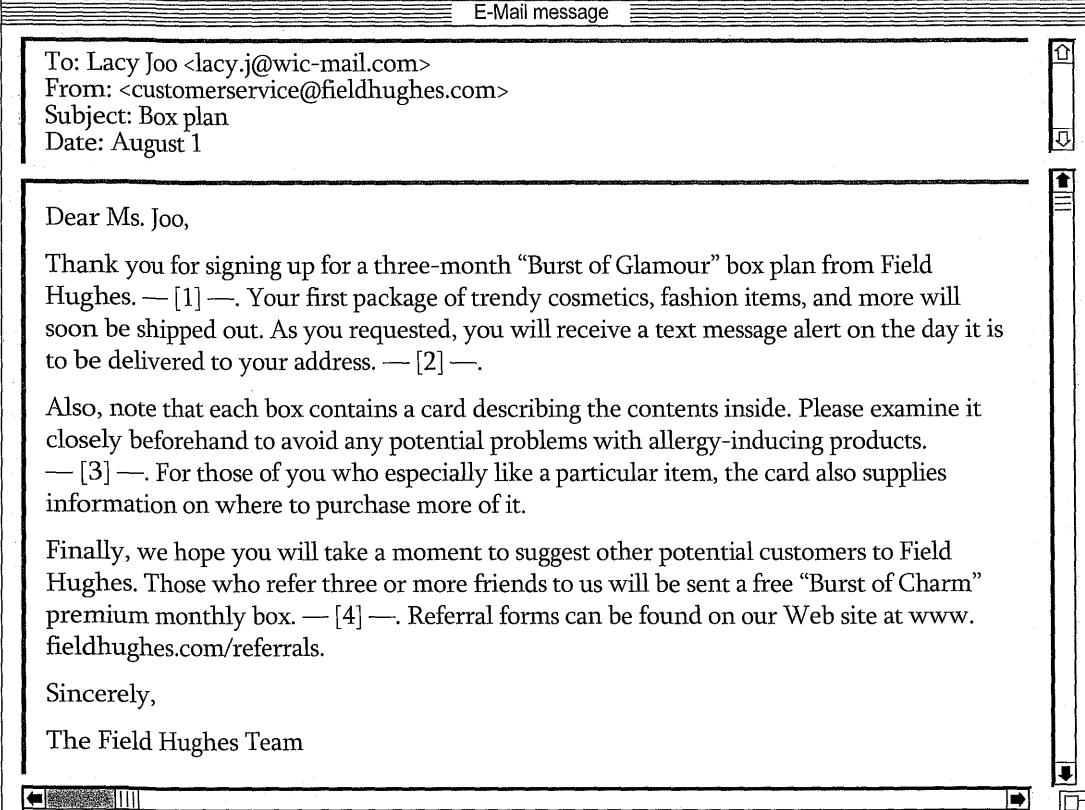
Thank you for signing up for a three-month “Burst of Glamour” box plan from Field Hughes. — [1] —. Your first package of trendy cosmetics, fashion items, and more will soon be shipped out. As you requested, you will receive a text message alert on the day it is to be delivered to your address. — [2] —.

Also, note that each box contains a card describing the contents inside. Please examine it closely beforehand to avoid any potential problems with allergy-inducing products. — [3] —. For those of you who especially like a particular item, the card also supplies information on where to purchase more of it.

Finally, we hope you will take a moment to suggest other potential customers to Field Hughes. Those who refer three or more friends to us will be sent a free “Burst of Charm” premium monthly box. — [4] —. Referral forms can be found on our Web site at [www.fieldhughes.com/referrals](http://www.fieldhughes.com/referrals).

Sincerely,

The Field Hughes Team



**158.** What is one purpose of the e-mail?

- (A) To respond to an inquiry
- (B) To confirm a subscription
- (C) To alert Ms. Joo to a shipping delay
- (D) To recommend a new product

**159.** What is Ms. Joo instructed to read carefully?

- (A) A Web page
- (B) A product label
- (C) A text message
- (D) A package insert

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

“The ingredients of all cosmetics and edible goods are listed in full.”

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

Questions 161-163 refer to the following e-mail.

**\*E-Mail\***

<b>From:</b>	Zane Riley, Human Resources
<b>To:</b>	Vides Design Managers
<b>Date:</b>	November 3
<b>Subject:</b>	Plans

Dear managers,

As Vides continues to expand, our need for a regular supply of new employees —especially graphic designers—has grown. With this in mind, we've decided to begin a summer internship program for university students. This will allow us to make early contact with talented personnel and educate them about our systems.

Ideally, we will begin recruiting applicants through the Bostwick University Career Center early next year. We chose to focus on this university first simply because a number of our staff are alumni of it; it does not mean that we won't partner with other institutions in the future.

We'll start with one intern per department. I'd like each of you to start thinking about what qualities you would find valuable in an intern and what your department can offer to him or her in return. Please send me a rough outline of your thoughts on both areas in the next few weeks. For reference, what you write will become the basis for the listings used to advertise the internships.

— Zane Riley

- 161.** Why was the e-mail written?
- (A) To recruit speakers for a seminar series
  - (B) To announce an internship program
  - (C) To describe the purpose of a new branch office
  - (D) To correct misunderstandings about a hiring process
- 162.** What is indicated about Bostwick University?
- (A) It has an excellent Graphic Design Department.
  - (B) It leads professional development courses in the summer.
  - (C) Vides Design is collaborating with it on a public art project.
  - (D) Several Vides Design employees graduated from it.
- 163.** What are readers of the e-mail asked to consider?
- (A) The mutual benefits of a possible relationship
  - (B) The qualities of successful leaders
  - (C) The basis for a customer complaint
  - (D) The best channel through which to advertise a position

Questions 164-167 refer to the following form.

## Welcome to the One-Day Workshop with Sophia Hong!

Now that you have checked in, please take a seat and prepare to begin learning. From 10 A.M. to 12:30 P.M., Ms. Hong will share the story of her path to becoming a successful author, in a conversational format in which questions are encouraged. From 1:30 P.M. until the workshop ends at 4:30 P.M., she will supply personalized advice to all five of our workshop's participants, based on the story proposal that each of you submitted prior to attending. In addition to the one-hour lunch period, ten-minute breaks will take place at 11:15 A.M. and 3 P.M. In order not to disturb our patrons, we ask that you take breaks in the lobby near the circulation desk. This area has benches and lounge chairs for your comfort and convenience.

Participants who provide post-workshop feedback in the box below will be given their choice of the gifts listed.



----- Detach here -----

Comments:

Gift: \_\_\_\_\_ spiral notebook      \_\_\_\_\_ canvas bookbag

164. What is the workshop most likely about?

- (A) How to give effective presentations
- (B) Starting a carpentry business
- (C) How to succeed as a writer
- (D) Various ways to make handicrafts

165. What were participants required to do before the workshop?

- (A) Gather in the lobby of a building
- (B) Submit questions for Ms. Hong
- (C) Purchase a set of note-taking tools
- (D) Prepare ideas for a potential project

166. What information is NOT included on the form?

- (A) The schedule for rest times
- (B) The number of participants
- (C) The location of the workshop
- (D) The topic of the morning discussion

167. What is indicated about participants who give feedback?

- (A) They can receive a cloth sack.
- (B) They probably disliked the workshop.
- (C) They must send in a form by post.
- (D) They may register for a future event.

Questions 168-171 refer to the following online chat discussion.

**Andre Jones, 9:02 A.M.**  
Hey, everyone. I just got word that Mr. Boliek will be attending our meeting this morning, so please be prepared.

**Bharat Laghari, 9:02 A.M.**  
OK, thanks for the heads-up. I'll let Chisato know when she arrives with the snacks.

**Carole Hauser, 9:03 A.M.**  
I'll check that the conference room is set up. And should I revise the agenda to allow time for Mr. Boliek to speak?

**Andre Jones, 9:04 A.M.**  
No, that's all right, Carole. Actually, he wants us to act as if he wasn't there. But it's been a long time since someone at the vice-president level has sat in on our weekly meeting, so I'd like to ensure that, at a minimum, we don't make a bad impression.

**Yvette Curley, 9:05 A.M.**  
In that case, could we possibly move my presentation on the buying habits of our target consumers to next week? I've been really busy with the product launch....

**Andre Jones, 9:05 A.M.**  
I think that would make the meeting too short. Did you make an electronic slideshow, at least?

**Yvette Curley, 9:06 A.M.**  
Yes, but it could be better.

**Andre Jones, 9:07 A.M.**  
Hmm... please e-mail the file to me and then come to my office to talk it over. Carole, I'll let you know what we decide.

168. What is indicated about Mr. Boliek?

- (A) He is a high-ranking executive.
- (B) He called Mr. Jones directly.
- (C) He has an announcement to make.
- (D) He has returned from a long business trip.

169. What is Ms. Hauser most likely responsible for doing?

- (A) Obtaining refreshments
- (B) Making a timetable
- (C) Preparing electronic equipment
- (D) Reserving a conference room

170. What field do the writers most likely work in?

- (A) Law
- (B) Medicine
- (C) Accounting
- (D) Marketing

171. At 9:06 A.M., what does Ms. Curley most likely mean when she writes, "it could be better"?

- (A) Mr. Jones may be disappointed by a research finding.
- (B) She is dissatisfied with the current state of some work.
- (C) She wants to use visual aids to explain some data.
- (D) Mr. Jones should consider cancelling a meeting.

GO ON TO THE NEXT PAGE

**Questions 172-175** refer to the following article.

## **Attuso Food Truck Festival to Expand**

by Abigail Davies

---

ATTUSO (August 31)—Citing the remarkable success of the inaugural Attuso Food Truck Festival in May, the city of Attuso has revealed plans to add a second day to next year's event, while the venue remains the same.

The first Attuso Food Truck Festival was organized to attract visitors to Montar Park, which the city had finished constructing in January. —[1]—. More than 20 trucks served a variety of foods to an estimated crowd of 1,000 people, while musicians and arts-and-crafts tents provided entertainment.

The change was announced in a press release posted yesterday on the festival's Web site, [www.attuso-ftf.com](http://www.attuso-ftf.com). City officials wrote that the extra day will have a large impact on the second celebration of the festival by giving more visitors a chance to attend. —[2]—.

Drake Ryu, owner of Kimchi Curry, one of the most popular trucks to participate in this year's festival, voiced excitement about the news. "We'll definitely be at next year's festival," he said. —[3]—. "The first one introduced our food to a lot of new people, and it sounds like it's only going to get better."

The city also hopes to widen the range of entertainment options offered. Businesses and organizations will be sought to sponsor additional activities tents, and there will be more opportunities for musical performances by groups and individuals. —[4]—. The press release promises that application forms are coming soon and encourages those interested to check the Web site regularly.

---

**172.** What is implied about the festival?

- (A) Ms. Davies has taken part in it.
- (B) Mr. Ryu is one of its organizers.
- (C) It has been held twice before.
- (D) It takes place in a public park.

**173.** What is suggested about a Web site?

- (A) It does not yet contain necessary documents.
- (B) It is not maintained by the city of Attuso.
- (C) It was designed for out-of-town visitors.
- (D) It will give live updates during the next festival.

**174.** The word “introduced” in paragraph 4, line 4, is closest in meaning to

- (A) instituted
- (B) assigned
- (C) presented
- (D) generated

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

“They also predict that it will make the event more attractive to trucks from outside of the Attuso area.”

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

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

E-Mail message

**From:** <promotions@aledonshoes.com>  
**To:** Grant Hudec  
**Date:** January 29  
**Subject:** Aledon Shoes Huckley

Dear Mr. Hudec,

We are pleased to announce that, after two years of rapid growth online, Aledon Shoes is launching its first offline location. Aledon Shoes Huckley, located on fashionable Tarpey Street, will open its doors this Saturday. As a loyal customer in the Huckley region, we wanted you to be among the first to know about this exciting development. Come by on opening weekend to collect a free Shoe Cleaner Set with any purchase!

But even if you can't visit us so soon, we encourage you to stop in later between 10 A.M. and 7 P.M., Tuesdays through Sundays. An authority on footwear design will always be on hand to give you an in-person consultation. And, as a proud member of the Huckley City Chamber of Commerce, we'll offer a standing 10% discount to holders of Huckley City Commerce Preferred Customer Cards.

We hope to see you soon.

Sincerely,

Alisa Shipp  
CEO, Aledon Shoes

**Order Receipt**

Aledon Shoes Huckley  
907 Tarpey Street

**Customer name:** Grant Hudec      **Date:** February 3  
**Customer #:** 000325      **Salesclerk:** Jillian Stafford

Thank you for shopping at Aledon Shoes Huckley. We will construct the items below using the specifications listed and the sizing measurements we have taken. You may pick up your order on or after Monday, February 11.

Model #	Information	Quantity	Price Per Unit	Total
5439	Premium Leather Dress Shoes; black with black stitching	1	\$121.00	\$121.00
8167	Canvas Sneakers; navy with white soles	1	\$108.00	\$108.00
3402	Shoe Cleaner Set	1	0.00	\$0.00

Discount	-\$0.00
Total Amount Due	\$229.00
Amount Received	\$229.00
<b>Balance Due</b>	<b>\$0.00</b>

Payment type:  Credit Card     Cash     Other

- 176.** What is mainly being advertised in the e-mail?
- (A) A seasonal sale
  - (B) A line of merchandise
  - (C) A customer loyalty card
  - (D) A grand opening
- 177.** According to the e-mail, what is available to Aledon Shoes Huckley customers?
- (A) Advice from a specialist
  - (B) Footwear repair
  - (C) A 3D foot-scanning device
  - (D) A variety of matching accessories
- 178.** What is NOT mentioned about Aledon Shoes Huckley?
- (A) It is closed one day per week.
  - (B) It sells custom-made shoes.
  - (C) It operates a home delivery service.
  - (D) It grew out of an Internet business.
- 179.** What is indicated about the purchased items?
- (A) Ms. Stafford gift-wrapped them.
  - (B) They are in an extra-narrow width.
  - (C) They are made of the same material.
  - (D) Mr. Hudec did not receive them on February 3.
- 180.** What is implied about Mr. Hudec?
- (A) He shopped during a sales promotion.
  - (B) He carries a local commerce card.
  - (C) He used to reside on Tarpey Street.
  - (D) He paid for his purchases with cash.

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

The screenshot shows a web browser window with the URL <http://www.pursifull.com/businesses>. The page has a header with navigation links for Home, For businesses, For jobseekers, and Contact. Below the header is a logo for Pursifull with the tagline "Labour When You Need It". A main paragraph describes Pursifull's services, mentioning their experience in providing labour hire services to warehouses and factories in southeastern Canada. Another paragraph details the recruitment process, involving consultants at the work site and job postings for jobseekers. A final sentence encourages visitors to contact them.

Pursifull is proud to provide labour hire services to warehouses and factories throughout southeastern Canada. Under this system, our employees (called “insourced employees”) work on your site and under your direction for as long as necessary. Many of them have worked for us for years, and our thorough reference-checking system ensures that new insourced employees already have experience in your industry as well. All are kept up-to-date on occupational safety and health regulations.

Should you decide to engage our services, a consultant will come to your work site and discuss with you the duties that insourced employees must perform. After selecting suitable employees who are already on our payroll, we will recruit additional workers to fill any remaining gaps via job postings on our “For jobseekers” page. Qualified candidates then undergo our efficient hiring and education procedures. The entire process can take as little as a week, depending on the number of workers needed.

Ready to become one of Pursifull’s many satisfied clients? Click “Contact” above.

The email message is displayed in a standard email client interface. The recipient is Kiyoshi Blaine. The message body starts with a greeting and then discusses the need for additional warehouse staff during the holiday shopping season. It concludes with a signature from Tonya Rossman of the Human Resources Department at Lona Warehousing.

**From:** Tonya Rossman  
**To:** Kiyoshi Blaine  
**Date:** 25 October  
**Subject:** Request

Dear Kiyoshi,

Hello again from Lona Warehousing! As promised, we’re requesting another group of insourced workers from Pursifull. I hope it’s all right to contact you like this instead of going through the company Web site. I thought it might be quicker to go directly to the consultant who managed our first agreement.

This time, we need extra warehouse staff to handle the large volume of stock that will be coming and going during the holiday shopping season. Please find five stock associates who can work in our Toronto warehouse from mid-November to the end of December. The specifications of these positions are the same as before. Let me know what further details or action you’ll need.

Thanks,

Tonya Rossman  
Human Resources Department, Lona Warehousing

- 181.** What is NOT indicated about insourced employees?
- (A) They are given safety education.  
(B) They have relevant work experience.  
(C) They have provided job references.  
(D) They are sent all over the country.
- 182.** In the Web page, the word “direction” in paragraph 1, line 3, is closest in meaning to
- (A) route  
(B) evidence  
(C) oversight  
(D) recovery
- 183.** According to the Web page, what can be found on Pursifull’s Web site?
- (A) Job advertisements  
(B) Learning resources  
(C) Résumés posted by jobseekers  
(D) A list of current clients
- 184.** What is implied about Mr. Blaine?
- (A) He will train some stock associates.  
(B) He was transferred to the Toronto branch of Pursifull.  
(C) He will need over a week to fulfill a request.  
(D) He has been inside a Lona Warehousing facility.
- 185.** What reason does Ms. Rossman give for her request?
- (A) Anticipation of an annual busy period  
(B) Difficulty with staffing a new warehouse  
(C) The malfunctioning of some machines  
(D) The departure of some employees

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

http://www.auengineeringconference.co.au/seminars/2204

## Australia Civil Engineering Conference Seminar Schedule for Friday, 19 June

Click on underlined titles for further information.

9 A.M. – 10:20 A.M.	<a href="#">“Energy-Efficient Railways”</a> Sang-Woo Jeong, South Korea Wing C, Room 102
10:40 A.M. – 12 P.M.	<a href="#">“Materials and Durability”</a> Elsa Koenig, Germany Wing C, Room 105
1:30 P.M. – 2:50 P.M.	<a href="#">“Ethics in Civil Engineering”</a> (Additional fee: AU\$30) Jirou Shields, Australia Wing C, Room 103
3:10 P.M. – 4:30 P.M.	<a href="#">“Improving Water Supply Systems”</a> Sylvia Watson, Canada Wing C, Room 102

E-Mail message

**From:** Nigel Rollins  
**To:** Wendy Vincent  
**Date:** 19 June  
**Subject:** Question

Hi Wendy,

I'm at the Australia Civil Engineering Conference, as you know, and I'm writing to get your opinion on a proposal. Right now, I'm sitting in a seminar about high-performance concrete and other new construction materials. I think we might want to incorporate some of them into the Storwick Bridge project. They could solve the problem we're having with the land on the Gouldley side of the river. When the seminar ends, I'd like to ask the speaker to act as a consultant for the bridge committee. What do you think?

Please get back to me soon, because I don't have much time left for that kind of networking. My train departs early this evening.

Thanks,  
Nigel

## Storwick Bridge Opens to the Public

SYDNEY (22 April)—Cricket fans now have more ways to get to the Wendell Cup final that will take place next month. Storwick Bridge, which opened to pedestrian and bicycle traffic with a small ceremony yesterday, connects West Cricket Ground with the Cressell neighborhood across the Gilmour River.

The bridge's beautifully-patterned railings enhance visitors' views of the river, while a 25-metre segment at its midpoint can rotate 90 degrees to give a clear way for tall ships to pass through. Local residents and enterprises also appreciate that it links two major cycling paths.

Storwick Bridge represents a great improvement to the region's infrastructure, and will benefit its economy long after the Wendell Cup is over.

186. On the Web page, what is suggested about "Improving Water Supply Systems"?
- (A) It takes place in the same room as another seminar.
  - (B) There is an extra fee to register for it.
  - (C) The speaker is from Australia.
  - (D) It was originally scheduled for a different day.
187. Whose seminar was Mr. Rollins attending when he wrote the e-mail?
- (A) Mr. Jeong's
  - (B) Ms. Koenig's
  - (C) Mr. Shields's
  - (D) Ms. Watson's
188. What does Mr. Rollins mention he intends to do in the evening?
- (A) Conduct a seminar
  - (B) Leave a conference
  - (C) Speak to an event coordinator
  - (D) Go to a networking dinner
189. What is probably true about West Cricket Ground?
- (A) It is located in Gouldley.
  - (B) It was built recently.
  - (C) It always hosts the Wendell Cup.
  - (D) It is near a conference complex.
190. What is indicated about Storwick Bridge?
- (A) It has two lanes for automobiles.
  - (B) Its railings are decorated with model ships.
  - (C) It was named for a popular cricket player.
  - (D) Its center section is movable.

Questions 191-195 refer to the following e-mail, notification message, and article.

E-Mail message

To: Linda Hooper <lhooper@kelevac.com>  
From: Ivan Metcalf <imetcalf@kelevac-hr.com>  
Date: August 23  
Subject: Re: Incentive program

Dear Ms. Hooper,

We have received your inquiry concerning Kelevac's new incentive program that gives paid time off for employees who participate in volunteer projects. The information you requested will be made available to the Ormesfield branch at an all-staff information session on September 3. Coordinator Ezra Gaffney will lead the presentation and address your questions afterward on that day.

Thank you for your interest in this initiative.

Regards,

Ivan Metcalf  
Human Resources Coordinator

### **Your Time-Off Request Has Been Approved**

**Name:** Linda Hooper      **Department:** Finance

**Start Date:** October 13      **Time:** 1 P.M.

**End Date:** October 13      **Time:** 5 P.M.

**Total Hours:** 4

**Type of Time Off:** Volunteer Time Off

**Comments:** I will use the time to help with an event that United Ormesfield is holding on that day. I have not previously used any Volunteer Time Off.

**Reviewed by:** Olivia Clark

**Date:** October 11

**Approved:** Yes  No

**Comments:** Please give notice at least five days in advance next time. Also, remember that you must print out the "Volunteer Service Confirmation Form", have it signed by a member of the organization you are assisting, and submit it to me. Remaining Volunteer Time Off for this year: 36 hours.

## Kelevac Gives Back to the Community

ORMESFIELD (October 30)—Ormesfield is now reaping the benefits of a new policy recently adopted by Kelevac. The pharmaceuticals giant, which is based in Thielberg, decided in August to allow its staff one week of paid leave to engage in volunteer work. Many of the 200 employees working at its Ormesfield branch are taking advantage of the opportunity.

According to Chris Jimenez, an official at the branch, Kelevac employees have volunteered for Ormesfield Beach clean-up efforts and helped United Ormesfield put on an auction earlier this month to raise money for its community food bank.

Tristan Liu, a quality assurance assistant, has signed up for a program providing tutoring for struggling students at Ormesfield schools. “I just completed the orientation process, and I can’t wait to get started,” he said.

Mr. Jimenez predicts that the number of volunteers will continue to grow as employees hear about their coworkers’ rewarding experiences.

191. What is the purpose of the e-mail?
- (A) To report on the success of an initiative
  - (B) To thank Ms. Hooper for signing up for a program
  - (C) To urge Ms. Hooper to wait for some information
  - (D) To suggest volunteering to give a presentation
192. In the notification message, the word “holding” in paragraph 1, line 2, is closest in meaning to
- (A) presiding over
  - (B) remaining true
  - (C) grasping
  - (D) enduring
193. What did Ms. Hooper most likely do during her time off?
- (A) Cleaned up a local beach
  - (B) Organized shelves in a food bank
  - (C) Joined an orientation session
  - (D) Assisted with a fundraiser

194. What does the article indicate about Kelevac?
- (A) Its headquarters are in Ormesfield.
  - (B) Its staff are eligible for a week of vacation leave.
  - (C) It acquired another company in August.
  - (D) It is in a healthcare-related industry.
195. What is probably true about Mr. Liu?
- (A) He replied to an e-mail from Mr. Metcalf.
  - (B) He attended a meeting led by Mr. Gaffney.
  - (C) He is a member of Mr. Jimenez’s department.
  - (D) He finished high school in Ormesfield.

Questions 196-200 refer to the following Web page, form, and e-mail.

<http://www.underbrinktours.com/tours-by-theme/city-tour-b>

Home	Attractions Overview	Tours by Theme	Tours by Length	FAQ
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## **City Tour B**

As one of our two-day general city tours, City Tour B affords a comprehensive introduction to Underbrink in a relatively short time. It offers all the same activities as City Tour A, but requires participants to arrange their own accommodations. They are picked up and dropped off at Lowis Station, which is near many major hotels.

City Tour B starts with a walk through Underbrink's historical Bristaw neighborhood. An afternoon visit to Schimming Hill, the home of Beth Estepp, will delight fans of her novels, while giving plenty to see to non-fans as well. In the evening, participants will cruise down the Staylen River. The second day boasts a trip to the Denato Art Museum and a bus ride through nearby Staylen Valley. Each of these activities is led by a different specialist guide, leaving the tour director free to assist tour participants as necessary. Throughout the tour, various lunch and dinner options are provided.

The price of this tour varies depending on the season. Click [here](#) to see information on pricing and availability.

### **Underbrink Tours Customer Satisfaction Survey**

**Tour:** City Tour A

**Name:** Asa Sloman

	Poor	Fair	Good	Excellent
<b>Accommodations</b>			X	
<b>Activities</b>				X
<b>Guides</b>				X
<b>Meals</b>		X		
<b>Transportation</b>			X	

**Comments:**

I had some trouble with the heaviness of the food. In particular, the lunch we had in Bristaw made me feel so unwell that I had to rest in the hotel instead of going to Schimming Hill. But all of the activities that I did participate in were very enjoyable. I think it's great that you have specialist guides. Each one really knew a lot about their subject. I certainly plan to recommend Underbrink Tours to friends.

**\*E-mail\***

From: Lance Ntchobo <l.ntchobo@underbrinktours.com>  
To: All tour guides  
Date: April 27  
Subject: Survey results

Hi everyone,

The customer survey forms we've been collecting have now given us a good sense of customers' opinions about our offerings. First, I'm happy to tell you all that you're consistently praised for your deep understanding of the attractions on our tours. Well done!

That said, there have been some comments about your explanations lacking excitement and humor. I'm hoping we can all meet in our offices on Monday, May 9, at 4 P.M. to talk about ways to resolve this issue. Please respond to this e-mail to confirm your attendance.

Sincerely,

Lance Ntchobo  
Executive Director, Underbrink Tours

196. What is indicated about City Tour B?
- (A) It begins with a tour of Lewis Station.
  - (B) It does not include lodging.
  - (C) It is longer than City Tour A.
  - (D) It is not administered in every season.
197. Which activity was Mr. Sloman unable to participate in?
- (A) An outdoor walking tour
  - (B) An evening river cruise
  - (C) A visit to a famous house
  - (D) An art museum outing
198. What is suggested about Mr. Sloman?
- (A) He has made plans to meet friends in Underbrink.
  - (B) His opinion of the guides is mostly shared by others.
  - (C) His survey form was submitted on April 26.
  - (D) He had a special meal option during his tour.
199. In the e-mail, the word "sense" in paragraph 1, line 1, is closest in meaning to
- (A) capacity
  - (B) logic
  - (C) doubt
  - (D) idea
200. What does Mr. Ntchobo want to discuss at a meeting?
- (A) How to make tours more entertaining
  - (B) Who can give a tour of a new attraction
  - (C) Whether to change the order of an itinerary
  - (D) Why the number of customers is decreasing

**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.**

RC

**T E S T 9**

## 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. Invited guests must confirm their intention to attend the banquet ----- the end of the week.  
(A) behind  
(B) by  
(C) on  
(D) across
102. Applicants will be asked to provide proof of ----- accounting certification at the first interview.  
(A) they  
(B) them  
(C) their  
(D) themselves
103. ----- resembling sculptures from previous eras, Mr. Florence's artwork depicts everyday scenes.  
(A) Closer  
(B) Close  
(C) Closely  
(D) Closest
104. Mr. Parza will take part in a contract ----- in Singapore to finalize the details of the acquisition.  
(A) negotiate  
(B) negotiation  
(C) negotiates  
(D) negotiator
105. The audience gave an enthusiastic round of applause when the musicians stepped ----- the stage.  
(A) onto  
(B) until  
(C) with  
(D) as
106. Hikers should bring ----- they need with them, as there are no shops along the trail.  
(A) wherever  
(B) this  
(C) everything  
(D) then
107. Upon examination, Ms. Seo discovered that the figures her department ----- last week were incorrect.  
(A) has calculated  
(B) calculates  
(C) will calculate  
(D) calculated
108. Partnering with Apor Footwear could be a profitable ----- for Pasadena Department Store thanks to the retailer's excellent reputation.  
(A) atmosphere  
(B) content  
(C) arrangement  
(D) source

- 109.** ----- the merger is authorized by the board members, an official valuation of the company must be made.
- (A) Before  
(B) Despite  
(C) Nor  
(D) How
- 110.** Fairnay Manufacturing ----- standards set by the National Health and Safety Association regarding exposure to chemicals.
- (A) insisted  
(B) conducted  
(C) adopted  
(D) underwent
- 111.** The increase in mobile phone usage brought ----- the need for stricter laws against texting while driving.
- (A) among  
(B) toward  
(C) down  
(D) about
- 112.** Visitors to Bellucci Orchard can become active ----- in the harvest process by registering for a VIP tour.
- (A) participants  
(B) participate  
(C) participatory  
(D) participation
- 113.** The resort offers a daily pass and a season ticket, ----- of which can be used to access the ski lift.
- (A) either  
(B) it  
(C) those  
(D) what
- 114.** The company's CEO reacted ----- to the news that stockholders had called for a last-minute meeting.
- (A) predictable  
(B) predictably  
(C) predicts  
(D) prediction
- 115.** An extensive construction project on Highway 17 has ----- the exit ramps to improve motorist safety.
- (A) broad  
(B) broaden  
(C) broadly  
(D) broadened
- 116.** The community basketball tournament is ----- supported by city government funds, with local businesses making up the remainder.
- (A) partially  
(B) approximately  
(C) overly  
(D) briefly
- 117.** Only employees with ----- sales of \$30,000 for domestic and international goods will be eligible for promotions.
- (A) combines  
(B) combined  
(C) to have combined  
(D) to combine
- 118.** The upcoming city council meeting is intended for residents ----- wish to voice concerns about the proposed commercial district expansion.
- (A) several  
(B) others  
(C) but  
(D) who
- 119.** Although the costs of the top-selling hybrid vehicles differ -----, the gas mileage results are nearly the same.
- (A) signify  
(B) significant  
(C) significantly  
(D) signifying
- 120.** Many passengers choose to travel solely with a carry-on bag ----- than pay the required fee for checked luggage.
- (A) whenever  
(B) rather  
(C) better  
(D) regardless

121. Driven by demand for ways to share information quickly, a number of new social media sites ----- in the past year alone.
- (A) to emerge  
(B) are emerged  
(C) have emerged  
(D) will emerge
122. An online education platform, Eleshade allows users to take technology courses from the ----- of their own home.
- (A) appreciation  
(B) decoration  
(C) layout  
(D) comfort
123. Management chose to ----- the office picnic due to a forecast of adverse weather.
- (A) call off  
(B) fill out  
(C) back up  
(D) hand in
124. The San Marino Ballet Company will perform at Welburn Theater, and troupe members will sign autographs -----.
- (A) somewhat  
(B) afterward  
(C) alike  
(D) otherwise
125. Attendees of the International Unity Summit come from ----- cultural backgrounds and speak a variety of languages.
- (A) ongoing  
(B) conscious  
(C) adjustable  
(D) diverse
126. The report demonstrated that rush hour traffic downtown and the average congestion on Nicall Bridge are roughly -----.
- (A) compares  
(B) comparable  
(C) comparing  
(D) comparison
127. Each club official must remain in office ----- to the expiration date of his or her term of office until a successor can be found.
- (A) prospective  
(B) subsequent  
(C) likely  
(D) eager
128. When she concludes her assignment overseas on June 30, Ms. Adrian ----- over one hundred production facilities.
- (A) would inspect  
(B) will be inspected  
(C) is inspecting  
(D) will have inspected
129. Items that do not meet customers' expectations may be returned for a refund or exchanged for merchandise of ----- value.
- (A) competent  
(B) receptive  
(C) initial  
(D) equivalent
130. University administration asked the committee to analyze the ----- of the change for faculty and students.
- (A) implications  
(B) alliances  
(C) aptitudes  
(D) supplements

## PART 6

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

Questions 131-134 refer to the following notice.

### NOTICE OF CONSTRUCTION

Routine maintenance work on the rail lines \_\_\_\_\_ for October 3 to 7 on Line 3 of the Metropolitan Subway System. \_\_\_\_\_ who is traveling during the project should check the updated schedules posted online and throughout the stations, as there will be some delays and interruptions. No trains will be running between Sunnyvale Station and Campbell Station. There will be a replacement bus service operating regularly. \_\_\_\_\_. If you need any assistance or have concerns about the work, please speak to a staff member. We will try to minimize the inconvenience \_\_\_\_\_ we can.

131. (A) is planned  
(B) was being planned  
(C) to plan  
(D) has been planning
132. (A) Other  
(B) One another  
(C) Those  
(D) Anyone
133. (A) We appreciate the patience you showed during the project.  
(B) Passengers may use it by presenting a valid train ticket.  
(C) The subway system transports commuters daily.  
(D) The route depends on your driver's license category.
134. (A) so that  
(B) as much as  
(C) aside from  
(D) whether

**Questions 135-138** refer to the following memo.

To: All Newhall Inc. Employees  
From: Marvin Montano, Branch Manager  
Date: April 14  
Re: Brian Whitaker

Brian Whitaker will be retiring from the position of director on the last day of this month. In spite of this, you will still see him around the office regularly, as he will work for the company part-time in an \_\_\_\_\_ role. This will involve providing financial advice as well as recommending \_\_\_\_\_ to existing **135.** contracts. By using **137.** expertise even after retirement, the company can ensure profitability going forward. Although Mr. Whitaker will continue working for us, we want to acknowledge the contributions he has made in a formal celebration. **138.** We hope to see you there.

- 135.** (A) adequate  
(B) estimated  
(C) advisory  
(D) equal

- 136.** (A) revised  
(B) revisable  
(C) revisions  
(D) revises

- 137.** (A) his  
(B) their  
(C) our  
(D) your

- 138.** (A) We couldn't have reached our goals without the staff.  
(B) A reception will be held at 4 P.M. on April 30.  
(C) Several new clients have enrolled with us.  
(D) He developed policies to improve efficiency.

Questions 139-142 refer to the following advertisement.

**Get your tickets to see Silvana Russo!**

The Ramke Gallery is pleased to host a talk by painter Silvana Russo on June 2 at 7 P.M. **139.** Ms.

Russo does not often make public appearances, but during the event she will talk about her **140.**

from a hotel housekeeper to a world-renowned artist, a career path that has resulted in decades of successful art installations. Following the talk, she will respond to questions from the audience.

Audience members who prefer handing in their questions in advance **141.** them by e-mail to info@

ramkegallery.com no later than May 30. To get your ticket to see this **142.** artist in person, call the

Ramke Gallery at 555-0144.

- 139.** (A) This is a rare opportunity for art lovers.  
(B) Each one is signed by the artist herself.  
(C) These paintings are valued in the thousands.  
(D) Regular lectures help to inform the public.

- 140.** (A) involvement  
(B) absence  
(C) journey  
(D) release

- 141.** (A) will submit  
(B) be submitted  
(C) must submit  
(D) had submitted

- 142.** (A) rejected  
(B) originated  
(C) undiscovered  
(D) talented

**Questions 143-146** refer to the following e-mail.

To: Venita Yang <vyang@crestonco.com>  
From: Sebastian Nadeau <snadeau@crestonco.com>  
Date: February 20  
Subject: Staff meeting

Dear Venita,

I noticed that you were not able to attend the weekly staff meeting. ----- The meeting was mainly 143. centered on plans to have a new logo designed, as ours is ----- similar to that of Terilyn 144. Enterprises. We want to set ourselves ----- from our competitors with a new logo. Our in-house 145. graphics team will ----- with designers from BC Art in order to produce a number of samples. 146. Employees will have the opportunity to share their opinions on the samples at a later time.

Sebastian

143. (A) Even so, attendance is mandatory for everyone.  
(B) It has been rescheduled for Friday at 4 P.M.  
(C) Therefore, I wanted to give you an update.  
(D) Your presentation was extremely informative.

144. (A) strikingly  
(B) strike  
(C) struck  
(D) striking

145. (A) beyond  
(B) against  
(C) upon  
(D) apart

146. (A) identify  
(B) collaborate  
(C) uphold  
(D) coincide

## PART 7

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

Questions 147-148 refer to the following advertisement.

Do you have a high-school diploma and consider yourself to be a great team player?

If this sounds like you, why not to work at Sandhill & Co.? We are the leading law firm in Wisconsin, representing a client base of over 50 large corporations. We consider our expert legal team to be the finest in the country.

As our business has experienced continued success for a sustained period, we are looking to expand our team further. As such, a position is available at the reception desk of our newly opened Milwaukee office. Your responsibilities will include greeting walk-in clients, answering the phone, corresponding with clients via e-mail and mail, and assisting our legal professionals.

To apply for this position, please send an up-to-date résumé and cover letter to our human resources manager, Andy Stewart, at [astewart@sandhill.com](mailto:astewart@sandhill.com) by March 31. Shortlisted applicants will be contacted by telephone by April 10.

147. What position is being advertised?

- (A) PR assistant
- (B) Lawyer
- (C) Receptionist
- (D) HR manager

148. What are interested individuals encouraged

- to do?
- (A) Send an e-mail
- (B) Complete an online form
- (C) Visit the business
- (D) Make a phone call

**Questions 149-150** refer to the following memo.

**MEMO**

From: Sue Paulsen, Personnel Manager  
To: Remley Bank Employees  
Date: March 2  
Re: Stanley Cooper's Retirement Party

To all employees,

As you know, Mr. Cooper's retirement party was due to take place this Friday evening at the Diamond Ballroom downtown. Unfortunately, I have had to cancel this reservation and make a new one elsewhere, as the guest list has grown too large. Therefore, the event will now be held in the banquet hall of the Marigold Hotel. Frank Grimey has spoken directly with the hotel manager, and he promises that the food served at the party will be of the finest quality. The music will be provided by local band *The Funky Flutes*. Frank will visit each of you at your desks on Wednesday to obtain your menu preferences. As many of you know, Mr. Cooper has been the head of the sales team for over thirty years, so let's make sure we make Friday an evening to remember!

Thanks,

Sue Paulsen

**149.** Why was the memo sent?

- (A) To inform staff of alterations to arrangements
- (B) To encourage employees to bring refreshments to an event
- (C) To announce that an event has been canceled
- (D) To request suggestions for event entertainment

**150.** What is Frank Grimey planning to do on Wednesday?

- (A) Contact a catering manager
- (B) Practice a musical performance
- (C) Attend a sales meeting
- (D) Speak to staff about dinner options

**Questions 151-152** refer to the following invitation.



Conference Hall C, Twittledon Convention Center  
Thursday, November 28, 8:00 P.M.

The Twittledon town council would like to invite all residents to attend an awards ceremony at the Twittledon Convention Center this coming Thursday. This event is to mark the achievements of our young volunteers, whose hard work has included clearing trash from our streets and providing a catering service to the elderly. Twittledon mayor Tony Gribbons will present the awards.

On Thursday, anyone who comes to the evening will receive:

- A complimentary soft drink
- A copy of the most recent town council newsletter
- A booklet containing discount vouchers for a number of local businesses

Tickets are expected to sell out fast. To reserve your place, please e-mail Jo Buckwheat at [j.buckwheat@twittledontc.net](mailto:j.buckwheat@twittledontc.net).

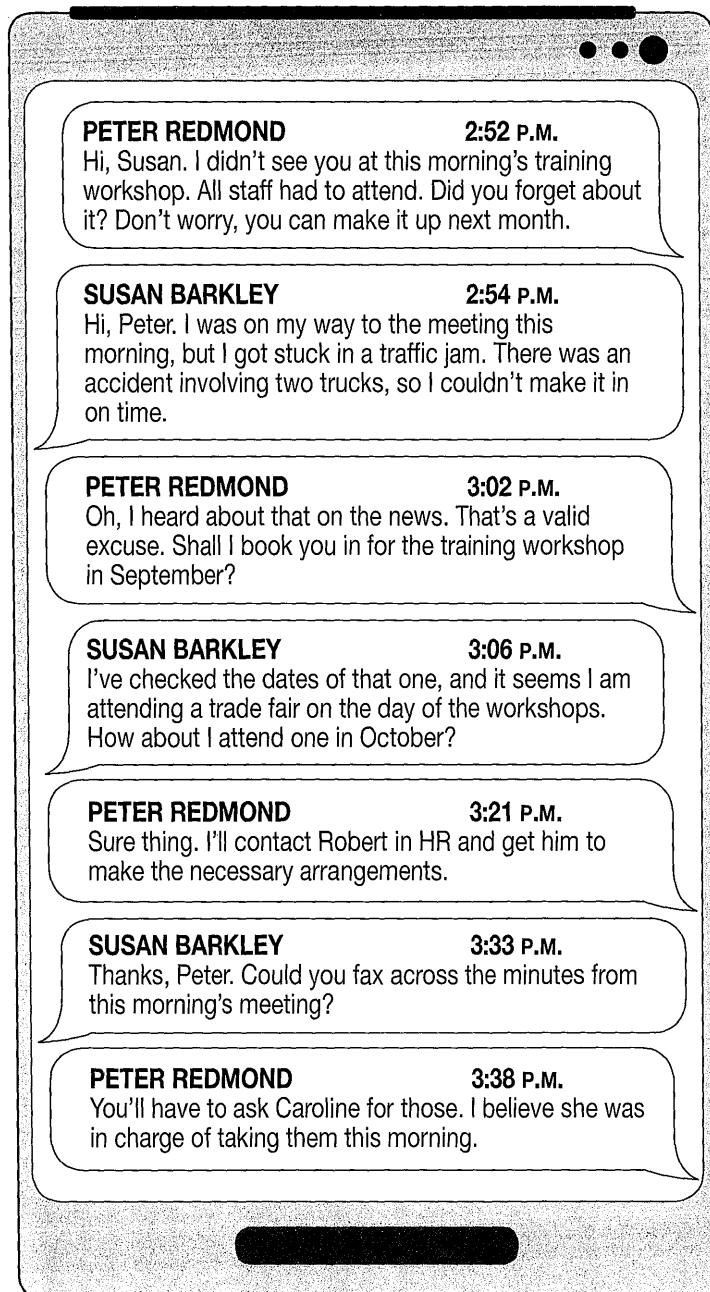
**151.** What is the main purpose of the event?

- (A) To mark the opening of a catering company
- (B) To outline a new trash collection policy
- (C) To discuss planning permission for local businesses
- (D) To celebrate the achievements of volunteers

**152.** What is NOT indicated about the event?

- (A) Elderly residents may enter free of charge.
- (B) It will be attended by the town mayor.
- (C) Tickets can be reserved by e-mail.
- (D) Drinks will be provided.

Questions 153-154 refer to the following text message chain.



**153.** What is indicated about Ms. Barkley?

- (A) She is currently attending a trade fair.
- (B) She led a workshop in the morning.
- (C) She was late for work.
- (D) She was in a car accident.

**154.** At 3:21 P.M., what does Mr. Redmond mean

when he writes, "Sure thing"?

- (A) He believes that the HR manager is in his office.
- (B) He is accepting Ms. Barkley's request for a document.
- (C) He is certain that a trade fair will produce many sales.
- (D) He is agreeing that Ms. Barkley can attend an October workshop.

GO ON TO THE NEXT PAGE

**Questions 155-157** refer to the following article.

The Stanberg Museum for Arts & Crafts this week announced it has taken out a contract to improve facilities for all patrons. —[1]— Ms. Jessie Katzen, a representative of the museum, told reporters that this was made possible through a grant from local business tycoon Charlie Hamilton. —[2]— The substantial sum of money donated will fund the building of a new museum wing, in which the museum plans to house its collection of arts and crafts from the Renaissance era. —[3]—.

Ms. Katzen also noted that the investment came at the perfect time for the Stanberg Museum. Speculation had been mounting that the museum was experiencing financial difficulties, with its twenty employees fearing it would not be viable for it to continue operating if the situation wasn't rectified. —[4]— Now both local residents and tourists will be free to enjoy the stunning works on display for many years to come.

- 155.** What is the main topic of the article?
- (A) The life of a famous artist
  - (B) The expansion of a museum
  - (C) A town hall meeting
  - (D) The art of the Renaissance era
- 156.** What is suggested about the Stanberg Museum?
- (A) It currently employs over one hundred staff members.
  - (B) It is changing its name to the Charlie Hamilton Museum.
  - (C) Its exhibits have been moved to a different building.
  - (D) It was recently assumed to be near the point of bankruptcy.
- 157.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “Some of these pieces have been held in storage for several months due to a lack of space.”
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

**Questions 158-160** refer to the following memo.

To: Robert Walsh, Trevor Partridge, Annie Taylor  
From: Kerry Grahams, Training Officer  
Date: August 3  
Re: Mandatory Training

For all of us at Remical Ltd., it is vital that we constantly improve and update our facilities in order to remain at the cutting edge of field innovations. Yesterday, we received a delivery of a large volume of lab equipment. This includes new measuring beakers, test tubes, and microscopes. There is also a new high-powered heating device. Once this equipment is installed, you will be able to use it to conduct your experiments. However, before being able to use this expensive piece of machinery, all staff will need to undergo mandatory training as is stated in your employee handbook. Training will be conducted on Friday. In the meantime, please familiarize yourselves with the agenda for Friday that I have attached. As you can see, we are due to start at 9:00 A.M. Please ensure you arrive promptly at this time.

Our safety inspector Bill Kenright has also issued us some new safety apparel to use within the lab. These luminous yellow outfits are important, as they have been tested and found to be heatproof. You can choose from small, medium, or large sizes of safety gear. Please let me know your preference by e-mail, and I will bring the items on Friday.

Regards,

Kerry Grahams

158. Who is the memo most likely intended for?
- (A) Scientists
  - (B) Delivery drivers
  - (C) Safety inspectors
  - (D) Training officers
159. What has Ms. Grahams included with the memo?
- (A) An invoice
  - (B) A training schedule
  - (C) New equipment
  - (D) An employee handbook
160. What is NOT indicated about the safety apparel?
- (A) It is available in a range of sizes.
  - (B) It is brightly colored.
  - (C) It is heat resistant.
  - (D) It will be paid for by employees.

**Questions 161-163** refer to the following article.

**November 1 (Jonesville)**—After much speculation surrounding the future of the plot of land that is the current site of the Jonesville Automotive factory, property developer Righthome Ltd. today purchased the land for a fee estimated to be at around \$20 million. Upon purchasing the land, Righthome immediately submitted blueprints to the city's planning department in order to receive permission to build 100 luxury condos on the site. These properties will be targeted at the many young professionals moving to Jonesville to work in the thriving legal sector here.

Righthome Ltd. was founded by Miguel Lopez twenty years ago. After retiring, he trained as his successor his son, Pablo

Lopez, who is now CEO of the company. At a press conference yesterday, Pablo Lopez gave further details on the development project. According to Mr. Lopez, a five-story condominium building named Melwood Grove will be constructed. In addition, a communal swimming pool and gym facilities will be built on the site for all residents to use. Mr. Lopez also confirmed that each apartment will be provided with complimentary high-speed Internet access. He finished the conference by outlining the timescale of the project, which he hopes will be completed within eighteen months. This latest development is just one of many in recent years that have yielded the dramatic rejuvenation of the Jonesville town center.

- 161.** What is the article mainly about?
- (A) The construction of a car factory
  - (B) The founding of a law firm
  - (C) The opening of a gym
  - (D) The building of some new structure
- 162.** Who most likely is Pablo Lopez?
- (A) A lawyer
  - (B) A town planner
  - (C) A property developer
  - (D) An Internet salesman
- 163.** What is NOT indicated about Melwood Grove?
- (A) It contains leisure facilities.
  - (B) It will require keycard access.
  - (C) It will be targeted at young professionals.
  - (D) It will have free Internet access.

Questions 164-167 refer to the following online chat discussion.

The screenshot shows a simulated online chat interface with a dark grey background. At the top right is a circular profile icon containing a stylized speech bubble and a person's head. The window has standard OS X-style window controls (minimize, maximize, close) at the top right corner. The chat log consists of several messages from three participants:

- DALE WINSOR** 4:12 P.M.  
Good afternoon, Wayne. I've just been on a conference call with our directors. They are really upset about the lack of progress on building our warehouse.
- WAYNE HENNESY** 4:14 P.M.  
Did they say why exactly they are unhappy? I thought the timeframe for completion was fairly flexible.
- DALE WINSOR** 4:21 P.M.  
It was, but they have since set a deadline of June 1. Otherwise, we won't be able to store enough clothes, and it will take longer to deliver our clothes to customers.
- WAYNE HENNESY** 4:29 P.M.  
Wait a minute. I'll add Beth...
- (BETH TOADIE JOINED THE GROUP CHAT) 4:30 P.M.
- WAYNE HENNESY** 4:34 P.M.  
Hi, Beth. I think we're going to have to source a new construction company for the warehouse project. The current one is struggling to meet the deadline.
- BETH TOADIE** 4:40 P.M.  
That's a pain in the neck. It took a long time to agree on the contract with the current firm. Were the directors firmly set on changing constructors?
- DALE WINSOR** 4:46 P.M.  
I'm afraid so. I tried to explain that the changes to the deadline were unreasonable, but they wouldn't change their minds.
- BETH TOADIE** 4:50 P.M.  
I see. Well, I'll have to tell them my opinion on the matter at the meeting next week.
- DALE WINSOR** 4:57 P.M.  
Good luck. If anyone can convince them, it's you!

- 164.** What is the main topic of the discussion?
- (A) The arrangements for a meeting
  - (B) The appointing of a director
  - (C) The construction of a warehouse
  - (D) The manufacturing of some clothing
- 165.** What is one issue the directors are concerned about?
- (A) Terms of a contract may be changed.
  - (B) Delivery times may be increased.
  - (C) Building materials may become more expensive.
  - (D) Planning permission may not be granted.
- 166.** What can be inferred about Ms. Toadie?
- (A) She is involved in clothing design.
  - (B) She conducted a conference call earlier today.
  - (C) She is the manager of a construction firm.
  - (D) She is meeting with some directors next week.
- 167.** At 4:40 P.M., what does Ms. Toadie mean when she writes, "That's a pain in the neck"?
- (A) She would prefer to take a break.
  - (B) She believes a construction site is too far away.
  - (C) She thinks a change will be inconvenient.
  - (D) She is concerned about a budget limit.

Questions 168-171 refer to the following Web page.

We at Touchstar have 25 years of experience helping all of our clients to fulfill their dreams. We are well known throughout the local community for providing tour packages of supreme quality, and our customers often go on to recommend us to friends. —[1]—. Under the direction of our CEO, Bob Anderson, we are confident that our staff will be able to assist you in finding something to suit you, whether you are a group of young friends or a senior couple.

When making your choice, we recommend taking plenty of time to reflect on what you want from your summer. Individuals with very young families may find some of our more adventurous packages unsuitable. Likewise, those in search of an adrenaline-packed summer may have a disappointing experience with one of our family packages. We have dedicated experts available 24 hours a day to answer any queries that you may have before booking. —[2]—.

This summer, we are pleased to announce a range of different options. Our Caribbean Dreamliner package allows you to visit several islands over the course of a week, and engage in a number of leisure activities. This package is often popular with older travelers who enjoy whale-watching and bird-spotting. —[3]—. Conversely, our Tropical Rush package allows thrill seekers to take part in a number of extreme hobbies, including skydiving and bungee jumping. Our Mini Adventurer deal is best suited for young families, and it includes accommodation at a 5-star resort complete with a private swimming pool. Expert guides will be present on all packages to ensure the smooth running of activities. —[4]—.

168. What kind of company most likely is Touchstar?
- (A) A tour company
  - (B) A family law firm
  - (C) An accountancy firm
  - (D) A newspaper office
169. What does the Web page suggest that customers do?
- (A) Consider their goals carefully
  - (B) Read testimonials from customers
  - (C) Request an experienced employee
  - (D) Confirm a payment by phone
170. What is NOT indicated about Touchstar?
- (A) It has been in business for over two decades.
  - (B) It offers some exciting activities.
  - (C) It has received favorable media reviews.
  - (D) It caters to clients from a range of age groups.
171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “They are standing by to take your call.”
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

- 164.** What is the main topic of the discussion?
- (A) The arrangements for a meeting
  - (B) The appointing of a director
  - (C) The construction of a warehouse
  - (D) The manufacturing of some clothing
- 165.** What is one issue the directors are concerned about?
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168. What kind of company most likely is Touchstar?

- (A) A tour company
- (B) A family law firm
- (C) An accountancy firm
- (D) A newspaper office

169. What does the Web page suggest that customers do?

- (A) Consider their goals carefully
- (B) Read testimonials from customers
- (C) Request an experienced employee
- (D) Confirm a payment by phone

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- (B) It offers some exciting activities.
- (C) It has received favorable media reviews.
- (D) It caters to clients from a range of age groups.

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

"They are standing by to take your call."

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

Questions 172-175 refer to the following schedule.

### **The Baltimore Herald Induction Schedule**

**Location:** Herald Offices Training Suite – Level B

**Date:** Monday, March 19

**Why?** It is vital that you quickly become familiar with the various departments of our newspaper company, and the work that they do, before commencing your role. This induction package has been designed as the most efficient way to provide you with this experience.

**Agenda:** The schedule for the day has been designed by executive director Dennis Furman and has been included below. If you have any questions about the agenda, please call Mr. Furman at extension 3299.

Time	Activity	Additional Details	Location
9:00 – 10:00	Meet and Greet	Staff members will be introduced to the executive director in person.	Breezdale Conference Room
10:00 – 12:00	Writing Style	An introduction to the formatting styles and techniques commonly employed by our newspaper.	Seminar Room C
1:00 – 3:00	Legislation	A discussion over our legal obligation on issues such as confidentiality. Tea and coffee served.	Yammin Media Suite
3:00 – 4:00	Systems and Control	Instruction in using a variety of software, including our word-processing, database, and spreadsheet packages.	The Levy Suite
4:00 – 5:00	Field Integrity	Brian Cranfield will give a talk on how to ensure that the reputation of the newspaper and the ethics of the field are maintained when interviewing subjects.	Seminar Room C

172. What is the main purpose of the March 19 event?

- (A) To advertise vacant positions
- (B) To gather information to be used in a story
- (C) To provide training to new employees
- (D) To collect statistics on newspaper circulation

173. Where will staff participate in activities related to computing?

- (A) The Levy Suite
- (B) Breezdale Conference Room
- (C) Seminar Room C
- (D) The Yammin Media Suite

174. When will some beverages be available?

- (A) Between 9:00 and 10:00
- (B) Between 10:00 and 12:00
- (C) Between 1:00 and 3:00
- (D) Between 3:00 and 4:00

175. What will event attendees most likely do at 9 A.M.?

- (A) Listen to a lecture by Brian Cranfield
- (B) Discuss legal obligations
- (C) Meet Dennis Furman
- (D) Practice writing an article

**Questions 176-180** refer to the following article and letter.

## Huffleton Food Market a Huge Hit

Huffleton, IL (July 15)—Huffleton opened the doors of its long-awaited food market last week. The first-ever session of the market, which organizers now hope to run on the last weekend of every month, was deemed a huge success, attracting over 10,000 visitors to the town on a gloriously sunny day. Types of food sold by vendors included German sausage, French cheese, British fish and chips, and Turkish kebabs. The market was part of an initiative by the town mayor to attract higher volumes of tourists to the area. To promote the event, a local film star was recruited to distribute complimentary hamburgers to patrons.

In addition to the market, several food-related events were also held. The most popular of these was the cooking demonstration by Japanese chef Akemi Suki. Mr. Suki delighted crowds by displaying his expert slicing techniques before cooking pieces of fish in oil to produce mesmerizing, brightly colored flames. Another popular event was the cooking contest. Competition categories included making the best soup, chicken dish, sandwich, and cake, with prizes awarded to the winning chef in each category.

Mr. Akemi Suki  
86 Horston Avenue  
Huffleton, IL 60415

Dear Mr. Suki,

Firstly, I would like to state how much I enjoyed my time at the Huffleton Food Market, which I attended last weekend. My family and I enjoyed eating lots of amazing food—we still can't believe we were served hamburgers by the famous Dale Springfield!

The reason I am writing is that I am currently in the process of opening a Japanese restaurant in the downtown area of Huffleton and would very much like it if you would join our team.

I'll provide some further details about my company. We just opened last year, and we serve a range of Asian cuisine inspired by flavor profiles from all over the continent. We already have recruited chef Sally Bergstrom to produce our desserts. You may remember she won a related competition at the recent food market. If you were to come on board, I am confident that this venture would be extremely successful for all of us.

I feel that we have much to talk about. I would appreciate it if you could give me a call on 560-2219-8282 as soon as you are able.

All the best,

*Adele Walsh*  
Far Eastern Restaurant

- 176.** What is indicated about the Huffleton Food Market?
- (A) It was attended by the mayor.  
(B) It was open to town residents only.  
(C) It had never been held before.  
(D) It was postponed due to bad weather.
- 177.** In the article, the word “run” in paragraph 1, line 2, is closest in meaning to
- (A) sprint  
(B) flow  
(C) compete  
(D) operate
- 178.** What is indicated about Mr. Springfield?
- (A) He is a film star.  
(B) He is the town mayor.  
(C) He is a renowned chef.  
(D) He was born in Germany.
- 179.** Why did Ms. Walsh get in contact with Mr. Suki?
- (A) To make a complaint  
(B) To offer him a job  
(C) To ask his advice on a menu  
(D) To invite him to dinner
- 180.** Which competition did Ms. Bergstrom most likely win?
- (A) Best ice cream  
(B) Best soup  
(C) Best chicken dish  
(D) Best cake

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

To:	inquiries@homecomfort.net
From:	cmcree@hnmail.com
Date:	September 2, 3:49 P.M.
Subject:	Recent Purchase
Attachment:	0 invoice

Dear Sir or Madam,

Last week, I ordered a new kitchen unit from Home Comfort's furnishing department. I was ecstatic with the prompt installation of the unit. The fittings team visited my house for two days this week and completed the installation on schedule. Nevertheless, I noticed one piece (#9422) has a large scratch across its surface, which is obviously unacceptable. The item's style meets my expectations, and I would therefore like an identical replacement installed at your earliest convenience. Please find my receipt attached to this e-mail. My account number is AG5929.

Just to note, I am going on vacation in two weeks, so I would really like this issue resolved by then. Nobody would be at home to let in the installation team after this period, so I would prefer it to be taken care of prior to my travels. Thanks in advance for your assistance.

Sincerely,

Charlie McRee

### RECEIPT

Home Comfort  
18 Greenfield Park  
Seattle, WA 98107  
United States

Order Date: August 25  
Order No: 92919  
Installation Date(s): August 29–30

**Client Billing and Delivery Address**

Name:	Charlie McRee	Account No: AG5929
Address:	302 Black Forest Avenue	Telephone: 501-533-6669
City:	Portland	
County/State:	OR 97230	
Country:	United States	

**Items Purchased**

#3218 Marble Kitchen Counter	\$800
#7032 (24 Pack) Granite Floor Tiles	\$400
#9422 Metallic Kitchen Sink	\$350
#1305 Quickburn Gas Stove	\$900

Subtotal: \$2,450  
Installation Fee: \$300  
**Total: \$2,750**

Thank you for choosing Home Comfort!

- 181.** What is the purpose of the e-mail?
- (A) To report a change of address
  - (B) To demand a refund
  - (C) To provide some directions
  - (D) To request a replacement item
- 182.** What does Mr. McRee say pleased him?
- (A) The quality of the items
  - (B) The speed of the installation
  - (C) The friendliness of the sales staff
  - (D) The ease of using a Web site
- 183.** In the e-mail, the phrase “meets” in paragraph 1, line 5, is closest in meaning to
- (A) gathers
  - (B) introduces
  - (C) agrees
  - (D) satisfies
- 184.** What item purchased by Mr. McRee is specifically referred to in the e-mail?
- (A) Marble Kitchen Counter
  - (B) Granite Floor Tiles
  - (C) Metallic Kitchen Sink
  - (D) Quickburn Gas Stove
- 185.** How much extra did Mr. McRee pay to have some items installed?
- (A) \$300
  - (B) \$350
  - (C) \$900
  - (D) \$2,750

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

**\*E-Mail\***

<b>To:</b>	Paul Romfield
<b>From:</b>	Tracy Blackheart
<b>Date:</b>	April 23
<b>Subject:</b>	Business trip

Hi Paul,

I've been told that you're going to the product launch with me in Indianapolis next Tuesday. I'm just looking at flights from here in Denver and remembered that you'd flown there just last month. If you could suggest an airline, I'll go ahead and make the booking right away.

With regard to our presentation, we'll be speaking in front of 500 people. As such, it's important we get there on time. I don't think we should use the French firm. I can't remember the name, but I have read unfavorable reviews about them in the last year due to their mechanical problems. I think I also read about Turkish airline CloudSurfer going out of business. I'm happy to consider any other option.

You should also know that reporters have been invited to interview us when we arrive. Opera Media Group has declined the offer, but I believe Magacore Incorporated will send somebody. Our CEO has instructed us to decline interviews with Redfern Press and Business Insider, as they have already been critical towards our new product.

Please let me know about the flights at your earliest convenience.

Tracy

<http://www.skysearcher.com/results/e0302555>

Rapidfly Deluxe: **Overall rating – 4.5/5.** Recently recognized for its outstanding customer service in the Aviation Honors ceremony, German firm Rapidfly has now established itself as a major player in the travel sector. Despite this, bookings have declined so far this year, perhaps in part due to the discontinuing of food service on flights.

GoldenWings: **Overall rating – 2/5.** The flight operator from the south of France has experienced a downturn in ticket sales in the last year. Many customers are unconvinced by Robert Pier's statement that the company has turned a corner, and flights continue to be undersubscribed.

SilverJet: **Overall rating – 3/5.** In a bid to boost dwindling sales figures, Swedish company SilverJet has recently announced a discounted range of flights. This offer extends to its Early Bird flight—the only flight to arrive into Indianapolis from Denver each day before lunchtime.

# Directors fly in for Technospark product launch

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By Beverly Shimmer

This morning, I met with Technospark directors Paul Romfield and Tracy Blackheart shortly after their flight from Denver touched down in Indianapolis at 10:30 A.M. Mr. Romfield claimed he was “extremely excited” to be unveiling the new model of notebook computer at this afternoon’s product launch and predicted that it would quickly become a market leader.

For the full interview with Mr. Romfield, including exclusive pictures of the forthcoming product, please turn to page 5.

- 186.** What is the purpose of the e-mail?
- (A) To extend an invitation
  - (B) To discuss a schedule change
  - (C) To seek a colleague’s advice
  - (D) To suggest revising a presentation
- 187.** What is indicated about GoldenWings?
- (A) It has gone bankrupt.
  - (B) Its planes have experienced mechanical issues.
  - (C) It has recently won an award.
  - (D) It is launching a new product next week.
- 188.** What do all the companies on the Web page have in common?
- (A) They have all experienced decreased ticket sales.
  - (B) They originate from the same country.
  - (C) A hot meal is served on each flight.
  - (D) They have all been awarded the same rating.
- 189.** Which airline did Mr. Romfield most likely recommend to Ms. Blackheart?
- (A) GoldenWings
  - (B) Rapidfly
  - (C) SilverJet
  - (D) CloudSurfer
- 190.** What media outlet does Ms. Shimmer most likely work for?
- (A) Redfern Press
  - (B) Opera Media Group
  - (C) Business Insider
  - (D) Magacore Incorporated

**Questions 191-195** refer to the following notice, e-mail, and survey.

**For the attention of:**  
**ALL LUXURHOME EMPLOYEES**



This is a reminder that all employees are to attend mandatory training on March 19. The management team wants to ensure that everybody is aware of our new sales policy when it comes to letting property. Unfortunately, we have been unable to book Cincinnati Convention Center this year. We also inquired about renting the boardroom at the Crystal Hotel, but this was fully booked for our preferred date. As such, we have provisionally booked a room at the Clark Technical Institute. However, this will be altered to the conference suite at Cincinnati University if we need to move the training to a weekend.

The training day will include advice on closing deals provided by business expert Paula Flores. Ryan Bertrand will be on hand to lend his expertise in the area of contract negotiation, and Terry Felz will give a lecture on the new city property regulations. Last but not least, Eileen Rashford will provide advice on delivering successful presentations.

We hope you enjoy the day, and that the information serves you well in your career with Luxurhome.

E-Mail message

To: Wayne Hendersey <w.hendersey@luxurhome.net>  
From: Susan Zeperlin <s.zeperlin@luxurhome.net>  
Subject: Training Day  
Date: April 5  
Attachment: Questionnaire

Dear Wayne,

Firstly, I'd like to thank you and the rest of the management team for organizing the recent company training day. The speakers were all very knowledgeable, and I thought the facilities on hand at Cincinnati University were first class. Please find attached my completed questionnaire.

In light of how much I enjoyed the day, I'd like to meet with you at some point next week. As a new employee, I am now extremely excited about my future career with Luxurhome and would like the opportunity to discuss career strategies with you. If you could find time in your busy schedule to accommodate me, I would greatly appreciate it.

Regards,

Susan Zeperlin  
Junior Sales Associate

## Luxurhome

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
The training day has prepared me well for my future career	<input checked="" type="checkbox"/>			
The training day was well organized	<input checked="" type="checkbox"/>			
The venue was easily accessible				<input checked="" type="checkbox"/>
The speakers were knowledgeable		<input checked="" type="checkbox"/>		

**Additional Feedback:** Fantastic day. However, I should point out that I got lost finding the venue, as the directions on the Web site were incorrect. As such, I only arrived in time for the second lecture; I thought Paula Flores provided invaluable information. I was a little disappointed to find out that Terry Felz was sick and couldn't make it, but thought Amelia Song delivered a very competent lecture using Mr. Felz's notes.

Susan Zeperlin

191. What is the purpose of the notice?
- (A) To seek speakers for a training workshop
  - (B) To provide an update on an event
  - (C) To describe a new company policy
  - (D) To announce a change of schedule
192. On what day of the week was the training day most likely held?
- (A) Monday
  - (B) Wednesday
  - (C) Thursday
  - (D) Saturday
193. In the e-mail, the word "accommodate" in paragraph 2, line 4, is closest in meaning to
- (A) house
  - (B) contain
  - (C) assist
  - (D) adapt
194. What is suggested about Ms. Zeperlin?
- (A) She is a managing director.
  - (B) She was late to the training day.
  - (C) She would like to become a university lecturer.
  - (D) She felt the training day was poorly organized.
195. On which subject did Amelia Song most likely lecture?
- (A) Contract negotiation
  - (B) Giving presentations
  - (C) Closing the deal
  - (D) Property regulations

Questions 196-200 refer to the following notice, Web page, and receipt.

## Technology Convention

In March, the city of Boise will welcome thousands of visitors to the annual technology convention that takes place in the city. Last year's event was a huge success, with over 3,000 visitors attending seminars, and lectures spread over the duration of the seven day convention. We are hoping to beat this attendance record this time around, with 1,500 advance tickets sold already. This year's event will be held in the Stephenson Hall as usual, and events will be spread over two weeks this time around.

Many attendees fall in love with our city and choose to spend an extended period of time here, taking in the riverside view and beautiful surrounding countryside. With this in mind, we are delighted to announce local firm Galaxy Cars as our official rental firm for the event. Special discounts will be available to those attending the conference, and vehicles will be delivered directly to your hotel for your convenience. The Galaxy Cars Web site can be found at [www.galaxycars.com](http://www.galaxycars.com).

Prices for this year's convention are set as the following:

Gold Pass - Attendance at all talks, seminars and workshops: \$85

Silver Pass - Attendance at evening events only: \$40

Bronze Pass - Online access to Web broadcast: \$15

To book your place, please call our dedicated hotline at 208-555-0143. We will be eagerly awaiting your call and hope to see you in person at the convention.

<http://www.galaxycars.com>

### Special Offer: Boise Technology Convention

We at Galaxy Cars always seek to embrace technological advancements in the motor industry, and we strive to provide our customers with the best customer service as well as the latest gadgets in our rental cars. This is why we are delighted to support this year's technology convention.

To celebrate this important event, we have decided to offer a reward scheme for attendees of the convention. Reserving a vehicle in advance will entitle you to receive a special discount on your rental price. Please quote the code "SAVERDEAL" at the time of booking. The following offers are currently available:

Bookings made before September 25: 20% discount

Bookings made between September 25 and September 30: 15% discount

Bookings made between October 1 and October 7: 10% discount

Bookings made after October 8: 5% discount

**Receipt Printed:** September 29  
**Guest:** Terrence Burnette  
**Address:** 49 Beachy Lane, Chicago IL, 60605  
**Guest Pass Level:** Silver  
**Vehicle booked (Y/N):** Yes  
**Vehicle make and model:** Advance Speedway T400 Deluxe  
**Reward program member:** 2388 MAH  
**Grand Total:** \$169.95  
**Vehicle Return Date:** October 7  
**Date of Booking:** September 23  
**Bank card:** XXXXXXXXXXXXXXX5939  
**Card expiry:** October 15

Passes may be picked up from the official reception desk prior to the event starting.

196. What is implied about this year's technology convention?  
(A) It is being held at a new venue in Boise.  
(B) Its tickets have already sold out completely.  
(C) Complimentary airport transportation is included.  
(D) It will be held for longer than last year's event.
197. What is suggested about Galaxy Cars?  
(A) It will operate a display booth at the convention.  
(B) It equips its vehicles with advanced devices.  
(C) It is celebrating being in business for one year.  
(D) It will offer a shuttle service at the convention.
198. What must guests do in order to receive discounted car rental?  
(A) Sign in to an online account  
(B) Display a guest pass  
(C) Book a hotel room with a particular company  
(D) Quote a reference code
199. What is true about Mr. Burnette?  
(A) He is unable to attend this year's event.  
(B) He recently accepted a job at Galaxy Cars.  
(C) He will be allowed to attend only the evening events.  
(D) He is a guest speaker at the technology convention.
200. How much of a discount will Mr. Burnette receive on car rental?  
(A) 5%  
(B) 10%  
(C) 15%  
(D) 20%

**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.**

**RC**

# **T E S T 10**

## 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. The passenger was asked to place ----- luggage in the overhead compartments after boarding the plane.  
(A) her  
(B) she  
(C) hers  
(D) herself
102. ----- the initial prototype and the final model of the keyboard featured customizable media keys.  
(A) None  
(B) Either  
(C) Both  
(D) That
103. Executives at the Cedral Corporation ----- negotiations for the acquisition of Nevix Industries two months ago.  
(A) begins  
(B) began  
(C) beginning  
(D) will begin
104. Our associates searched the file cabinet for nearly an hour and finally found the missing receipts ----- some travel documents.  
(A) at  
(B) onto  
(C) during  
(D) among
105. The fund for maintaining the community's public parks will run out ----- if the city council does not make it a top priority.  
(A) entire  
(B) entirety  
(C) entireness  
(D) entirely
106. ----- hotels charge a fee for cancellation within 24 hours of check-in, but the Renora Inn does not.  
(A) Other  
(B) Each  
(C) Which  
(D) Another
107. A legitimate ----- of residency in the city can be proven via a valid apartment rental lease.  
(A) is claiming  
(B) claimed  
(C) claim  
(D) claims
108. Please ----- the sources for all of the statistics included in your report.  
(A) base  
(B) direct  
(C) fulfill  
(D) cite

- 109.** The candidate had already won a majority by a large margin, but election officials counted the rest of the votes -----.
- (A) otherwise  
(B) ever  
(C) nonetheless  
(D) rather
- 110.** Even when the drone unexpectedly encountered a storm, its operator remained in ----- and kept the machine on course.
- (A) control  
(B) shape  
(C) force  
(D) order
- 111.** Many construction firms delegate portions of their work to ----- who can complete the job more cost-effectively.
- (A) contractually  
(B) contractors  
(C) contractual  
(D) contracts
- 112.** The branch manager called for an emergency meeting to tell staff ----- the change in government policy.
- (A) for  
(B) through  
(C) behind  
(D) about
- 113.** Fortunately, the inventory taken by the aid organization found that the shelter had ----- levels of reserve supplies.
- (A) willing  
(B) acceptable  
(C) skillful  
(D) rapid
- 114.** Owing to strong competition in the industry, the new smartphone designed by Vamiant Electronics must be marketed -----.
- (A) consecutively  
(B) recently  
(C) strictly  
(D) aggressively
- 115.** The natural history museum's VIP members are ----- to enter the workshop and see the curators in action.
- (A) permitted  
(B) permitting  
(C) permits  
(D) permit
- 116.** Roonelot Manufacturing installed solar panels on its rooftops ----- it could generate some of its own energy on site.
- (A) such as  
(B) regardless of  
(C) no matter what  
(D) so that
- 117.** Due to the prestigious nature of the award, even Ms. Donnelly's most ----- colleagues traveled to watch her accept it.
- (A) distances  
(B) distance  
(C) distant  
(D) distantly
- 118.** The owner of Hedley Tower may ----- the building if it does not pass the upcoming safety inspection.
- (A) demolish  
(B) demolishing  
(C) demolished  
(D) demolishes
- 119.** Despite the IT director ----- warning the company president of issues with the e-mail system, he did not allocate funds to fix it.
- (A) repetition  
(B) repetitive  
(C) repeatedly  
(D) repeating
- 120.** By signing a sponsorship agreement with a highly respected athlete, Ferdan Sports was able to ----- its status.
- (A) divide  
(B) recruit  
(C) attach  
(D) elevate

121. Most analysts agree that all three of the suggested tax measures offer ----- alternatives to the system that is currently in place.
- (A) preferences  
(B) preferring  
(C) preferable  
(D) prefer
122. The client complained that our technicians left ----- scratches on the glass in the process of transporting it.
- (A) vital  
(B) visible  
(C) reduced  
(D) accessible
123. ----- for the economic summit must have a professional certificate and be native speakers of the target language.
- (A) Interpreting  
(B) Interpretation  
(C) Interprets  
(D) Interpreters
124. When opportunities for promotion at the university are insufficient, the rate of faculty ----- rises significantly.
- (A) dissatisfying  
(B) dissatisfaction  
(C) dissatisfies  
(D) dissatisfy
125. Members of Parliament are expected to pass proposed ----- to conserve the natural habitat of a rare bird species in the southwest region.
- (A) regulations  
(B) transactions  
(C) affiliations  
(D) admissions
126. If the grant for the project is not renewed by the Kogara Science Foundation, the lab's research will have to stop -----.
- (A) lately  
(B) altogether  
(C) almost  
(D) much
127. Employees at the Soracune Corporation were encouraged ----- their cubicles to create a pleasant work environment.
- (A) being personalized  
(B) to personalize  
(C) personalized  
(D) personalizing
128. In order to ensure that the participants are treated fairly by the judging panel, their identities are ----- until a winner has been selected.
- (A) defined  
(B) concealed  
(C) verified  
(D) prohibited
129. More than half of older adults still have a landline phone in their home, ----- younger consumers depend solely on mobile technology.
- (A) whereas  
(B) instead of  
(C) before  
(D) so as to
130. Although Gassett Pharmaceuticals has experienced a great deal of success in the past few years, its revenues are predicted to ----- in the foreseeable future.
- (A) criticize  
(B) revolve  
(C) shrink  
(D) deduct

## PART 6

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

Questions 131-134 refer to the following letter.

January 22

Dear Mr. Cardoso,

I am pleased to offer you the position of senior financial analyst at Stanton Advisors. The members of the hiring committee \_\_\_\_\_ for a qualified candidate, and you most certainly surpassed our **131.** expectations. The investment portfolios you showed us were well-balanced and expertly developed. **132.** We also received a glowing recommendation from \_\_\_\_\_ former employer. I have enclosed **133.** the standard employment contract. **134.** signing it, please look it over carefully and let me know if you have any questions.

Sincerely,

Harold Carney

131. (A) will have searched  
(B) had been searching  
(C) were searched  
(D) are searching

133. (A) their  
(B) our  
(C) its  
(D) your

132. (A) The earning potential of the position is very attractive to job seekers.  
(B) Similarly, we follow a strict ethics code to avoid potential issues.  
(C) Please submit a copy of your résumé for our review.  
(D) Furthermore, you have a deep understanding of market conditions.

134. (A) Prior to  
(B) Except for  
(C) Because of  
(D) Such as

**Questions 135-138** refer to the following letter.

Scott Graham  
859 Walwyn Road  
HALIFAX  
HX1 5TW

Dear Mr. Graham,

Thank you for joining the Sinclair Airlines Frequent Flyer Program. Through excellent customer service and the support of our loyal customers, our business \_\_\_\_\_ to become one of the top fifteen airlines in the world. **135.**

Although most airlines offer a rewards program these days, \_\_\_\_\_ have the benefits we provide. We **136.** have a wide network of partners from hotels to car rental companies. These \_\_\_\_\_ have set their own **137.** earning levels. You can boost your points by supporting these businesses or rely solely on your points from flights. **138.** Please see the enclosed brochure for further details.

Sincerely,

The Sinclair Airlines Team

- 135.** (A) has grown  
(B) grown  
(C) to grow  
(D) growing

- 136.** (A) those  
(B) neither  
(C) which  
(D) few

- 137.** (A) subscribers  
(B) affiliates  
(C) passengers  
(D) attendants

- 138.** (A) In fact, most of our members choose to do so.  
(B) Therefore, comfort and convenience are our top priorities.  
(C) Either way, you'll be enjoying a free flight in no time.  
(D) As a result, our safety record is the best in the industry.

Questions 139-142 refer to the following information.

### Anaheim Sharpening Steel: How to Use

In one hand, hold the handle of the steel \_\_\_\_\_ in a vertical position. In the other hand, hold the knife **139.** with the tip of the blade pointing upward. Place the blade against the steel with the widest part of the blade in contact with the base. **140.** light pressure as you move the blade up the steel along the cutting edge, maintaining an angle of twenty degrees. **141.** Alternate sides for each stroke to ensure even sharpening. Test the blade's sharpness **142.** approximately fifteen strokes on each side. Regular sharpening is recommended to enhance the performance of your knives.

139. (A) tightening  
(B) tightly  
(C) tighten  
(D) tightness

140. (A) Relieve  
(B) Force  
(C) Withstand  
(D) Apply

141. (A) Sharp knives contribute to faster food preparation.  
(B) This will maximize the effectiveness of the tool.  
(C) A user manual is included with each item.  
(D) If it is not hot enough, the process will not work.

142. (A) through  
(B) into  
(C) after  
(D) since

GO ON TO THE NEXT PAGE 

**Questions 143-146** refer to the following e-mail.

To: Undisclosed Recipients  
From: Goldstein Dental Clinic  
Date: February 1  
Subject: Big news!

Dear Goldstein Dental Clinic Patients,

Goldstein Dental Clinic is proud to announce that our new Web site has been launched. Now patients **143.** their appointments online. **144.** Simply click here and fill out the text boxes. It only takes a moment, and you'll enjoy the convenience of having your patient information **145.** available. The **146.** of our booking process frees up our reception staff to provide better quality service at the clinic. However, those of you who prefer to make appointments by phone will still be able to do so.

Sincerely,

The Goldstein Dental Clinic Staff

- 143.** (A) can book  
(B) have booked  
(C) must book  
(D) to book

- 145.** (A) noticeably  
(B) widely  
(C) primarily  
(D) readily

- 144.** (A) We are sorry if the Web site crash caused any confusion.  
(B) A new dentist will be joining our distinguished team next month.  
(C) No special computer skills are needed to set up your account.  
(D) Confirmation of your appointment is attached to this e-mail.

- 146.** (A) continuation  
(B) interval  
(C) automation  
(D) stability

## PART 7

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

Questions 147-148 refer to the following advertisement.

### Hillock Shopping Mall – Retail Spaces for Rent

We have several retail spaces available on the first and second floor. Some of the second-floor spaces boast a magnificent view across Arnott River. All of the retail spaces at Hillock Shopping Mall feature brand-new fixtures and fittings, including display lighting, security systems, and counters. Our shopping center is situated in a prime location, right in between two subway stations and next to Centro Park Bus Terminal.

Contact Barry Galloway at [bgalloway@starrealty.com](mailto:bgalloway@starrealty.com) to schedule an evening viewing.

Available viewing periods: Weekdays, 7 P.M. to 10 P.M., Weekends, 8 P.M. to 11 P.M.

147. What is mentioned as an advantage of Hillock Shopping Mall?

- (A) It contains a wide variety of affordable stores.
- (B) Its business hours are longer than those of other malls.
- (C) Some of its retail spaces have multiple floors.
- (D) It has convenient access to public transportation.

148. Why are people encouraged to send an e-mail?

- (A) To inquire about the mall's opening hours
- (B) To request to hold an event at the mall
- (C) To find out information about store discounts
- (D) To arrange to see vacant retail spaces

**Questions 149-150** refer to the following sign.

To preserve the delicate condition of all paintings and sculptures, and to avoid spoiling the enjoyment of other visitors, please behave respectfully and courteously while visiting the gallery.

- ✓ Place all food and drink wrappers or containers in a trash can.
- ✓ Do not use your flash when taking photos.
- ✓ Speak only at a low volume during exhibition tours.
- ✓ Do not touch or pick up any exhibits or lighting apparatus.

We truly appreciate your cooperation. Thank you.

**149.** What is the purpose of the sign?

- (A) To give directions to an art gallery
- (B) To provide guidelines for visitors
- (C) To inform visitors about new exhibits
- (D) To remind staff of job duties

**150.** What activity is prohibited?

- (A) Eating food
- (B) Talking during tours
- (C) Taking photographs
- (D) Handling exhibits

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

E-Mail message

**From:** Lynne Kozlowski <lkozlowski@filmfest.com>

**To:** Vernon Hogan <vhogan@widemail.net>

**Subject:** Film festival

**Date:** March 9

Hi, Vernon,

As I mentioned to you last week, we have begun preparing for the fourth annual Oregon Independent Film Festival, which will take place on Saturday, May 4 and Sunday, May 5. As was the case with previous festivals, critics and reviewers from various newspapers, magazines, and Web sites will be invited to attend.

Please take a look at our previous guest lists and e-mail me the names of all the film critics who attended past festivals. Then, I will contact them and confirm their attendance this year. The movie theater we are using this year will reserve seats by name on the opening night of the event, so the proprietor asked me to send a guest list as soon as possible. Later this week, I'll send you the finalized guest list so that you can start preparing formal invitations for the opening night. You should submit these to Arnie Loomis for distribution by March 31.

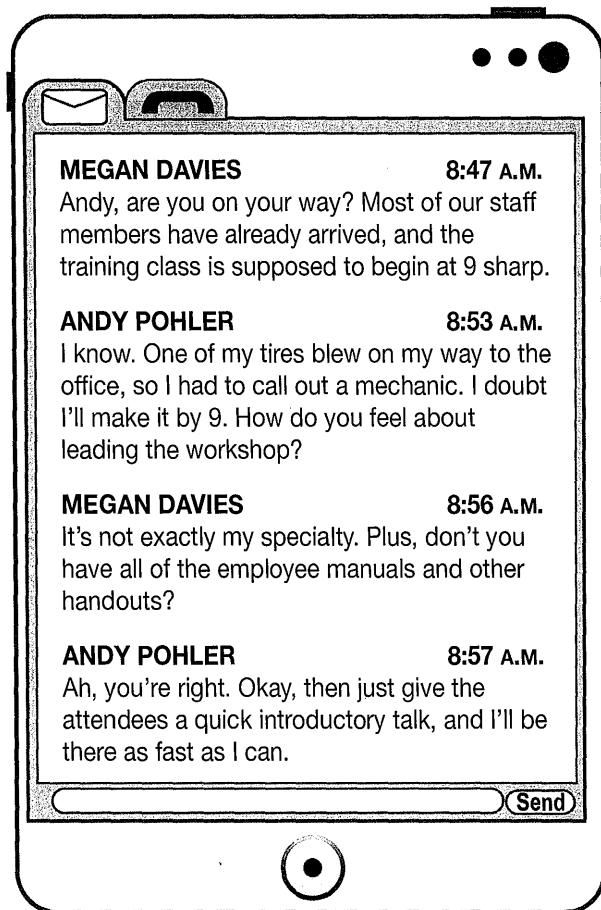
Thanks,

Lynne

151. Why did Ms. Kozlowski send the e-mail?
- (A) To change the dates of a festival
  - (B) To encourage Mr. Hogan to attend a festival
  - (C) To explain why the theater is holding a festival
  - (D) To seek assistance with organizing a festival

152. What does the e-mail suggest Ms. Kozlowski has already done to prepare for the festival?
- (A) Selected films to show on the opening night
  - (B) Sent invitations to special guests
  - (C) Communicated with a theater owner
  - (D) Compiled a list of attending film critics

Questions 153-154 refer to the following text-message chain.



153. What can be inferred about Mr. Pohler?
- (A) He wants to reschedule the workshop.
  - (B) He offered to give Ms. Davies a ride to work.
  - (C) He went to the wrong location.
  - (D) He had trouble with his vehicle.
154. At 8:56 A.M., what does Ms. Davies mean when she writes, "It's not exactly my specialty"?
- (A) She feels that she requires more training.
  - (B) She is unable to offer Mr. Pohler any advice.
  - (C) She is reluctant to fill in for Mr. Pohler.
  - (D) She does not know how to create a manual.

Questions 155-157 refer to the following notice.

## **INFOTEC DEVELOPMENT INSTITUTE EDUCATIONAL EXCELLENCE**

The Infotec Development Institute has been in operation for over twenty years. With a range of courses and seminars, we provide exceptional opportunities for the development skills by those in the legal profession. Thousands of lawyers and attorneys have chosen us to help them take the next step in their careers. —[1]—.

Each of our ten courses runs once a month. Although some courses can be accessed online, others require participants to attend in person in order to take part in discussions and practical activities. All handouts and training packs will be included in the cost of the course. —[2]—.

Until the end of the month, if you purchase an Infotec membership, you will receive a complimentary pack of luxury stationery, as well as be given the e-mail address of an Infotec personal tutor in order to help you with your learning. Members are also eligible to receive generous savings on courses they participate in. —[3]—. However, members must now arrange their own transportation to and from the airport, as this service has now been discontinued.

We hope to see you soon and look forward to providing you with the skills to take your career to the next level. —[4]—. To book your place, please call 545-555-0125.

155. What is indicated about the educational courses?
- (A) They can all be accessed remotely through a Web site.
  - (B) They are targeted at medical professionals.
  - (C) They are delivered several times a year.
  - (D) Course materials must be purchased additionally.
156. What is NOT mentioned as a benefit of Infotec membership?
- (A) A staff member's contact details
  - (B) Discounted tuition fees
  - (C) A free gift
  - (D) A complimentary shuttle service
157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “These will be provided to you upon arrival at the institute.”
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

**Questions 158-160** refer to the following advertisement.

## Eat-Sleep-Play – Available Soon!



If you are looking for recommendations for restaurants, hotels, or fun activities around town, then *Eat-Sleep-Play* is for you! Starting with our first issue, *Eat-Sleep-Play*'s pages will feature in-depth articles and reviews that will be of interest to both local residents and the soaring number of tourists who come to Hartsville. Each month, we will try to bring you thought-provoking news, so you won't want to miss out on a single issue!

In addition to purchasing *Eat-Sleep-Play* from newsstands and supermarkets, you can subscribe to ensure that you never miss out. The first monthly issue comes out on October 1 and includes an interview with the owner of Zap Zone Laser Tag, the only business of its kind in Hartsville.

An 18-month subscription costs just \$75, which gives you savings of \$36 compared to the regular retail price. When subscribing by e-mail, provide the promo code ESP111 in the subject line to get a free coffee mug with your first issue. Contact us now at inquiries@eatsleepplay.com. If you are interested in employment opportunities, visit [www.eatsleepplay.com/vacancies](http://www.eatsleepplay.com/vacancies).

- 158.** What is the main purpose of the advertisement?
- (A) To announce a company's expansion
  - (B) To promote a new publication
  - (C) To recommend businesses in Hartsville
  - (D) To seek new employees for a business
- 159.** What is suggested about Hartsville?
- (A) It is home to several laser tag facilities.
  - (B) Its restaurant scene is increasingly competitive.
  - (C) It has a convenient public transportation system.
  - (D) It has been experiencing a rise in tourism.
- 160.** How can someone receive a complimentary gift?
- (A) By visiting a Web site
  - (B) By subscribing by a specific date
  - (C) By entering a special code
  - (D) By signing up for a one-year subscription

**Questions 161-163** refer to the following letter.

**Corolla's Bistro**

3009 Glendale Park Road, San Francisco, CA 94118 Tel: 555-0133

September 4

Ms. Aida Yurawat  
237 Hilson Avenue,  
San Francisco, CA 94103

Dear Ms. Yurawat,

I was delighted to receive your letter regarding your recent visit to our restaurant and the excellent service provided to you by a member of our wait staff, Ms. Alice Lee. Ms. Lee has not been with us long, so it is very pleasing for me to hear that she is displaying such professionalism and attentiveness to our customers. I particularly enjoyed your description of the way she handled the mix-up with your party's food order.

As the owner of the business, I highly value the comments that I receive from my diners, as they help me to make good business decisions in the future when trying to improve my restaurant. Ms. Lee will be personally thanked when I hold a staff meeting this Thursday. And, to thank you for your letter, I have included a voucher in the envelope. When you visit my restaurant again, you can use it to receive fifty percent off your total bill.

Again, thanks for bringing my staff member's dedication and professional attitude to my attention.

Kindest regards,

*Adrian Corolla*

Adrian Corolla

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

- (A) To express gratitude to a customer for providing feedback
- (B) To address a customer's complaint about unsatisfactory service
- (C) To approve a customer's request to hold a party at a business
- (D) To answer a question from a customer about menu changes

**162. What can be inferred about Ms. Lee?**

- (A) She prepared food for Ms. Yurawat.
- (B) She will be awarded a bonus.
- (C) She is the manager of a restaurant.
- (D) She is a relatively new employee.

**163. What has Mr. Corolla enclosed with the letter?**

- (A) A revised bill
- (B) A partial refund
- (C) A sample menu
- (D) A discount voucher

**GO ON TO THE NEXT PAGE** 

Questions 164-167 refer to the following online chat discussion.



- □ X

**RACHEL BECKETT**

**11:02 A.M.**

Hi, Brad. I've just arrived at the convention hall to deliver my presentation, but I don't have everything I need to start it.

**BRAD NAVAL**

**11:07 A.M.**

What do you need? Do you have the presentation slides?

**RACHEL BECKETT**

**11:14 A.M.**

Yes, I have those. But I don't have the handouts I was going to give to the audience. Could you print some and bring them over for 12:30 P.M.?

**BRAD NAVAL**

**11:17 A.M.**

It's a bit last minute. Do they not have printing facilities there?

**RACHEL BECKETT**

**11:21 A.M.**

I've already checked. I can't do it here because their printer is experiencing a fault. They are waiting for an engineer to service it.

**BRAD NAVAL**

**11:28 A.M.**

Oh, that's too bad. I won't be able to make it in time. How about we e-mail the handout to people instead?

**RACHEL BECKETT**

**11:31 A.M.**

Okay, that's probably the best solution. I'll go ahead and do that.



• • •

- 164.** Why did Ms. Beckett contact Mr. Naval?
- (A) To tell him she is stuck in traffic
  - (B) To check the address of a venue
  - (C) To request that he deliver some documents
  - (D) To request a computer login code
- 165.** At 11:17 A.M., what does Mr. Naval mean when he writes, “It’s a bit last minute”?
- (A) He is telling Ms. Beckett to hold on a moment.
  - (B) It is too late to do as Ms. Beckett asks.
  - (C) It will be a quick task to carry out.
  - (D) He is asking Ms. Beckett what time it is.
- 166.** What problem does Ms. Beckett mention?
- (A) She has forgotten her e-mail password.
  - (B) Some presentation materials contain errors.
  - (C) Some machinery is out of order.
  - (D) Audience members have not arrived yet.
- 167.** What does Mr. Naval suggest?
- (A) Postponing the event
  - (B) Going to a different lecture room
  - (C) Meeting at the office
  - (D) Sending a document electronically

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

Mr. Bryan Hughes  
14 Fairfield Avenue  
Blackpool, UK  
BL3 9FH

Dear Mr. Hughes,

I am a long-term customer of Econobuild and regularly buy my work supplies from your company. I often find the parts I purchase to be extremely reliable to use when I am repairing sink and toilet units. Unfortunately, in this instance, I have several complaints to make. — [1] —.

Firstly, the package I received from your company arrived a day later than scheduled. As somebody who works with strict time deadlines, this caused significant problems for my business, as I had to reschedule some appointments. — [2] —. I would, therefore, be grateful if you could refund the £9.99 charge for express delivery, as this service clearly wasn't fulfilled by your company. I was at least pleased to find that the parts were of their usual high quality. — [3] —.

Secondly, I spoke to one of your customer service employees on the phone, who put me through to your complaints department. I tried to explain my issue to the member of staff there. However, I found him to be extremely rude and unhelpful. In addition to this, he didn't really offer a solution to my problem, hence my writing you this letter.

Lastly, when I logged in to check my balance on your Web site's member's section, I noticed I had been charged for some items that I did not order on my last invoice. As such, I seem to have been overcharged by about £60. — [4] —.

As stated above, I was disappointed to encounter these problems, as I have always been pleased with the service provided by you in the past. If you would like to contact me to discuss anything I've mentioned, please call me at 558-555-0117.

Yours sincerely,

*Paul Gravel*  
Gravel Industries

**168.** What is suggested about Mr. Gravel?

- (A) He is currently unemployed.
- (B) He works as a plumber.
- (C) He is late in paying an invoice.
- (D) He would like to apply for a job at Econobuild.

**169.** What issue does Mr. Gravel NOT make a complaint about?

- (A) The conduct of a staff member
- (B) The contents of an invoice
- (C) The quality of some products
- (D) The time taken to deliver some items

**170.** What is indicated about Econobuild?

- (A) It offers an online service to members.
- (B) It has branches in several countries.
- (C) Its complaints department is unstaffed.
- (D) It is advertising for more delivery drivers.

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

“I’d appreciate it if you would see to it that this is amended immediately.”

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

Questions 172-175 refer to the following announcement.

## **Seventh Annual Munro Mountain Firefly Festival – June 13**

Park rangers are getting ready for Munro Mountain's most famous cultural event: the Firefly Festival! This year's event will be held on June 13, from 4 P.M. to 10 P.M., and we expect peak conditions for firefly viewing. Those interested in attending the event must be aware of the following:

### **Trail sections closed to the general public during the festival:**

Stony Bridge Trail: The entire trail, starting from the Visitor Center

Conifer Trail: From Rowan Shelter onward to Douglas Peak

Manford Trail: The entire trail, starting from the Visitor Center

Eden Trail: From Sherwood Campground onward to Barnes Ridge

### **Parking Pass Lottery:**

In order to prevent congestion on surrounding roads, visitors must obtain a parking pass through our lottery system or use public transportation. Applications for passes will be accepted from May 1 to June 1, subject to availability, through our Web site at [www.munromountainpark.com/parking](http://www.munromountainpark.com/parking). There is no fee for entering the lottery this year. The results of the lottery will be announced via e-mail on June 2. Passes are non-refundable, non-transferable, and good only for the date of the event.

### **Parking Area and Visitor Center:**

Those permitted to bring a vehicle to the festival may park in the main parking lot in front of the Visitor Center. The building itself will not be open that evening, but a temporary booth will be set up on the north side of the parking lot. A park employee will be on hand to answer your questions and provide pamphlets.

### **Admission:**

Tickets are priced at \$8.50 for adults and \$3.50 for children. They may be obtained from the Visitor Center, the Parks and Recreation office at city hall, and the public library. In all cases, cash or credit cards are acceptable forms of payment. Please note that tickets are limited to four per person. Visit our Web site for more details.

- 172.** For whom is the notice mainly intended?
- (A) Park employees
  - (B) Event attendees
  - (C) Parking lot attendants
  - (D) Festival organizers
- 173.** What is NOT suggested about parking passes?
- (A) The lottery can be entered free of charge.
  - (B) The passes may only be used on June 13.
  - (C) The successful applicants will be notified by e-mail.
  - (D) The passes are only good for specific types of vehicles.
- 174.** What is indicated about the Visitor Center?
- (A) It has several different parking areas.
  - (B) It will be closed during the event.
  - (C) It can provide maps of the park.
  - (D) It is located next to a campground.
- 175.** What is true about event tickets?
- (A) They will be mailed to recipients.
  - (B) They can be reserved via a Web site.
  - (C) They must be paid for by credit card.
  - (D) They can be purchased at various locations.

## A Design for Life

By Sam Maxton

(October 10) Boston—Caroline Burgess has been employed locally as an interior designer for nearly two decades. Recently, she made the decision to found her own company in Boston, and already has a large client base in the local area. “Interior design has always been my passion,” Burgess says. “I take a great amount of pleasure in developing something special with customers, and providing them with a living space that they are truly happy with.” Burgess’ work often attracts glowing reviews from her clients. Recently, she worked on a project with the governor of Massachusetts to help renovate his family home.

“I’m really pleased with how my own business is going. The work I did on the governor’s mansion was great for attracting some publicity towards my company. I’ve had a lot more inquiries since then.” Burgess is well known for the attention to detail she provides to each project. Every aspect is personalized, and the customer’s wishes are always taken into consideration. The one downside of her role, she claims, is that she sometimes has to spend days away from home. “I miss my parents and siblings sometimes. But they are very understanding”, she says.

E-Mail message

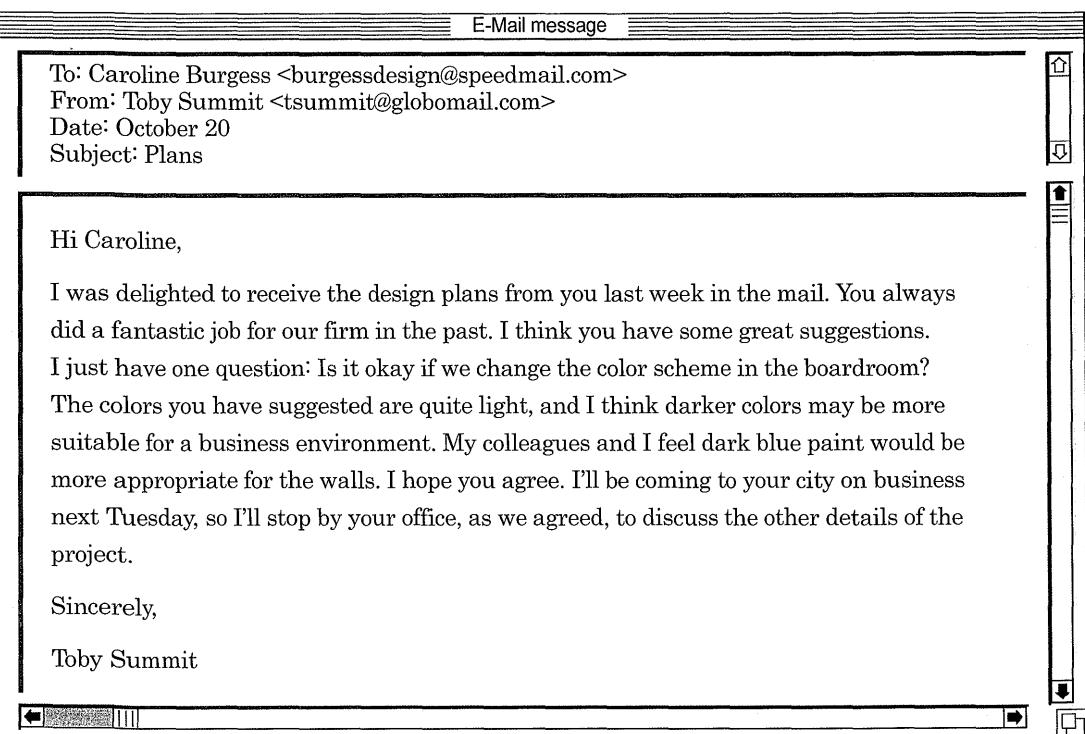
To: Caroline Burgess <burgessdesign@speedmail.com>  
From: Toby Summit <tsummit@globomail.com>  
Date: October 20  
Subject: Plans

Hi Caroline,

I was delighted to receive the design plans from you last week in the mail. You always did a fantastic job for our firm in the past. I think you have some great suggestions. I just have one question: Is it okay if we change the color scheme in the boardroom? The colors you have suggested are quite light, and I think darker colors may be more suitable for a business environment. My colleagues and I feel dark blue paint would be more appropriate for the walls. I hope you agree. I’ll be coming to your city on business next Tuesday, so I’ll stop by your office, as we agreed, to discuss the other details of the project.

Sincerely,

Toby Summit



- 176.** What is the purpose of the article?  
(A) To announce a job opportunity  
(B) To describe an upcoming design project  
(C) To profile an entrepreneur  
(D) To promote the opening of a building
- 177.** What does Ms. Burgess say is a disadvantage of her job?  
(A) She has to spend time away from her family.  
(B) She finds some clients difficult to work with.  
(C) She has had to take a recent pay cut.  
(D) She often has to work through the night.
- 178.** What has Mr. Summit asked Ms. Burgess to design?  
(A) A performance venue  
(B) A seminar hall  
(C) A personal residence  
(D) An office space
- 179.** What does Mr. Summit ask Ms. Burgess to change?  
(A) The layout of some furniture  
(B) The dimensions of some curtains  
(C) The color scheme of a room  
(D) The time of a board meeting
- 180.** What is indicated about Mr. Summit?  
(A) He has never worked with Ms. Burgess before.  
(B) He will be traveling to Boston next week.  
(C) He has sent some product samples to Ms. Burgess.  
(D) He would like Ms. Burgess to visit his workplace.

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

**Modern Art Fans:  
The Watson Exhibit is coming to Rockford!  
Syril Watson to display his groundbreaking modern paintings**

**Venue:** Stephenson Convention Center

**Dates:** Monday, September 16 to Wednesday, September 18

**Time:** 5:00 P.M.–8:00 P.M.

**Cost:** \$25 adults / Free for children under thirteen

If you want to reserve tickets ahead of time, you can do so by calling our ticket office at 553-555-0195 and selecting option 3 when you hear the automated message. To pay, you can opt to use a credit card over the phone, or send a money order to our head office. Any unsold tickets will be available for purchase on the day of the exhibits. Unfortunately, we are only able to accept cash as payment when tickets are purchased at the door.

To find out more, contact our information line at 553-555-0132, or e-mail Johnny Coleman at [jcoleman@rockfordarts.org](mailto:jcoleman@rockfordarts.org).

E-Mail message

**To:** Johnny Coleman <[jcoleman@rockfordarts.org](mailto:jcoleman@rockfordarts.org)>  
**From:** Rachel Lingford <[rilingford@trimail.net](mailto:rilingford@trimail.net)>  
**Subject:** Syril Watson Show  
**Date:** September 3

Dear Mr. Coleman,

I was extremely excited to find out that Syril Watson will be bringing his artwork to Rockford. I have followed his career since his very first exhibition, and I cannot wait to share this opportunity with my family.

I would like to buy four tickets for the second evening of the exhibit. I'd like to receive my tickets well in advance, but I don't have access to a credit card right now. Can you please clarify the mailing address of your head office?

Thank you,

Rachel Lingford

181. What was NOT mentioned as a payment option?
- (A) By credit card
  - (B) By money order
  - (C) By personal check
  - (D) In cash
182. What is indicated in the flyer?
- (A) Tickets are likely to sell out.
  - (B) The exhibit will last for 3 days.
  - (C) The artist will answer questions.
  - (D) There are no parking facilities available.
183. In the e-mail, the word “followed” in paragraph 1, line 2, is closest in meaning to
- (A) searched
  - (B) conformed
  - (C) watched
  - (D) advanced
184. On which day does Ms. Lingford plan to attend the exhibit?
- (A) Monday
  - (B) Tuesday
  - (C) Wednesday
  - (D) Thursday
185. What is indicated about Ms. Lingford?
- (A) She has previously viewed the exhibit in another city.
  - (B) She spoke to a sales representative on the phone.
  - (C) She plans to pay for her tickets by mail.
  - (D) She will display some artwork at the exhibition.

**Questions 186-190** refer to the following letter, pamphlet, and e-mail.

Ms. Rosemary Reid  
39 Holebas Lane  
Albuquerque, NM 87114

Dear Ms. Reid,

As a regular customer of Gomes Car Rentals, we thought you would be interested in hearing about the latest upgrades that we have made to our service. Through working closely with Yasmin Gallas of car manufacturer Rapiddrive, we have been able to obtain a new fleet of vehicles at a discounted price. Our CEO Greg Perkins is determined that these savings be passed on to our customers. To this end, we have devised a range of packages priced at different levels so that all drivers will be able to find a vehicle to suit their particular needs. Anybody can take advantage of one of our deals by calling our customer service representative Billy Carroll at 555-0178 or by stopping by one of our stores at Charleston, Albuquerque, or Princeville. Business clients are advised to speak to Helen Patterson, who manages the accounts of these customers, at 555-0179. Additionally, as a special promotion, all those booking by phone will receive some complimentary cinema tickets to a screening of their choice.

We look forward to serving you soon.

Best Wishes,

*Robert Hargrove*

Sales Director, Gomes Car Rentals

## Gomes Car Rentals

*In Association with Rapidrive*

**The Solo** - For clients who need a vehicle for a single day

Price: \$55

Vehicles available: Rapi Micro, Rapi T100

**The Weekender** - Ideal for customers looking to escape the city for a few days (2-3 days)

Price: \$45 per day

Vehicles available: Rapi T100, Rapi Experience

**The Road Tripper** - For those requiring a vehicle for a longer trip (10-day minimum)

Price: \$40 per day

Vehicles available: Rapi Experience, Rapi Roadster

**The Explorer** - Perfect for those looking for a longer-term rental (1-month minimum)

Price: \$35 per day

Vehicles available: Rapi Roadster, Rapi Deluxe Plus

<b>To:</b>	Robert Hargrove <rhargrove@gomescars.com>
<b>From:</b>	Rosemary Reid <r.reid@speedymail.net>
<b>Date:</b>	August 3
<b>Subject:</b>	Recent car rental

Dear Mr. Hargrove,

I recently rented one of your new vehicles, and I thought you'd appreciate some feedback on my experience. I thought the Rapiddrive vehicle that I rented handled really nicely, and the interior was clean and luxurious. I feel they are a real upgrade on your last models. Secondly, I found your staff to be very accommodating. I spoke to one of your advisors on the phone on July 5, who was able to book the Road Tripper package for me and charge it to my business account. However, I had to call back after some changes were made to my business trip, which meant it was shortened to last just three days. Your advisor was very accommodating and chose a more suitable package for me immediately. Although my experience was largely positive, I am yet to receive the complimentary cinema tickets that you advertised. Could you look into this for me?

Regards,

Rosemary Reid

- 186.** Why was the letter sent?
- (A) To request customer feedback
  - (B) To announce a business relocation
  - (C) To describe service improvements
  - (D) To promote a new model of car
- 187.** What is indicated about Gomes Car Rentals?
- (A) It has further discounts on its Web site.
  - (B) It has stores in multiple locations.
  - (C) It has been sold to Rapiddrive.
  - (D) It has an on-site movie screen.
- 188.** Whom did Ms. Reid most likely speak with on July 5?
- (A) Helen Patterson
  - (B) Greg Perkins
  - (C) Billy Carroll
  - (D) Yasmin Gallas
- 189.** Which package did Ms. Reid most likely pay for?
- (A) The Road Tripper
  - (B) The Solo
  - (C) The Weekender
  - (D) The Explorer
- 190.** What problem does Ms. Reid mention in her e-mail?
- (A) A member of staff was rude to her.
  - (B) The interior of the car was unclean.
  - (C) Her vehicle was hard to drive.
  - (D) She has not received a free gift.

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

## Sharpline Stationery Company – Memo

To: All Employees

From: Amy Whitehouse, Human Resources

Dear Team Members,

As you are aware, our annual employee retreat has been arranged for next weekend. This offers an excellent opportunity for staff members from different departments to get to know each other personally while enjoying some fun activities in a beautiful setting. The retreat will last for two days. You may recall I sent around a document with some menu choices. If anybody requires the vegetarian option, please let me know by the end of business today. Team-building events are to be led by Sharpline managers. Robert Polson will be leading an obstacle-course fitness event, and Natalie Porter will host a map-reading exploration session. Emily Daggard and Colin Himaa have volunteered to host a quiz for us. This is subject to change, as Ms. Daggard has made us aware that she may have to attend to some urgent business. We are also still looking for another manager to lead the water polo session. Hopefully, this will be confirmed at our managerial meeting tomorrow.

We hope you enjoy the retreat!

### SHARPLINE STATIONERY COMPANY EMPLOYEE RETREAT

Saturday, April 18

Wellington Resort

Event	Session Leaders	Start Time	Location
Orienteering	Natalie Porter	8:00 A.M.	Wellington Downs
Obstacle Course	Robert Polson	10:30 A.M.	Blackforest Woods
Water Polo Tournament	To be confirmed	2:00 P.M.	Resort Pool
General Knowledge Quiz	Colin Himaa & Michael Oxley	7:30 P.M.	Diamond Function Room

E-Mail message

To: Amy Whitehouse <amywhitehouse@sharpline.net>

From: Bradley Welsh <bradleywelsh@sharpline.net>

Date: April 21

Subject: Company Retreat

Hi Amy,

I just want to thank you for all the work you put into organizing the company retreat. I really enjoyed the weekend, and I know lots of other staff members did too. I also really enjoyed hosting the water polo event. I must admit, I was a little reluctant when you first suggested it at the meeting, as I had never played the sport before, but I was surprised by how much I liked it. I also just want to apologize for having to rush away before the evening event. I had to take my daughter to the hospital because she was feeling unwell. Although I was disappointed not to be able to attend for the entire retreat, this family emergency had to take priority. I hope you understand.

Thanks again,

Bradley Welsh

191. What are Sharpline Stationery Company's employees encouraged to do?
- (A) Make a payment
  - (B) Specify dietary requirements
  - (C) Invite family members
  - (D) Suggest retreat events
192. In the memo, the word "recall" in paragraph 1, line 4, is closest in meaning to
- (A) bring
  - (B) find
  - (C) order
  - (D) remember
193. Who most likely took Ms. Daggard's place at the retreat?
- (A) Robert Polson
  - (B) Bradley Welsh
  - (C) Michael Oxley
  - (D) Natalie Porter
194. Which event did Mr. Welsh most likely miss?
- (A) Obstacle Course
  - (B) Water Polo Tournament
  - (C) General Knowledge Quiz
  - (D) Orienteering
195. What can be inferred about Mr. Welsh?
- (A) He used to be a professional athlete.
  - (B) He is a manager at Sharpline.
  - (C) He is a qualified doctor.
  - (D) He has several children.

Questions 196-200 refer to the following Web page, review, and response.

The screenshot shows a web browser window with the URL <http://www.prestigehotel.com/roomrates>. The page has a navigation bar with tabs: Rates, Descriptions, Reviews, Functions, and Contact us. The Rates tab is selected. Below the tabs is a table of room rates:

2nd Floor	- Standard Room	-- \$79	– Book Now ►
2nd Floor	- Standard En Suite	-- \$99	– Book Now ►
2nd Floor	- Premier Room	-- \$119	– Book Now ►
2nd Floor	- Deluxe Room	-- \$149	– Book Now ►

Below the table, a note states: "Annex currently in development—opening later this year!"

**Included with each room:**

- A buffet breakfast
- Use of on-site pool and gym
- Concierge service

**For deluxe rooms only:**

- Use of rooftop terrace and bar

The screenshot shows a web browser window with the URL <http://www.rateastay.net/4920/theprestigehotel>. The review is dated May 22.

**Date posted: May 22**

I stayed at the Prestige hotel for two nights when I was in town on business last week. The hotel was extremely luxurious. Although I didn't see the gym, I heard other guests saying that it contained all the latest equipment and workout machines. Personally, I really enjoyed using the rooftop terrace, which offered some spectacular views of the local countryside, and the pool was the perfect temperature to swim in. The concierge was also extremely helpful. However, I was not satisfied with the quality of the breakfast buffet. The food was not of the standard that I would expect for a hotel of this stature. I could not find a staff member in order to pass on my complaints, as the front desk was often unmanned during my stay. Furthermore, I was woken up by some loud machinery being used on site during one of the mornings. Despite all the other good features, I would be hesitant to stay there again for these reasons.

Tracy Aldridge

**Date posted: May 26**

Dear Ms. Aldridge,

I was sorry to hear you were not entirely satisfied with your stay at the Prestige. We strive to ensure all customers have a pleasant and enjoyable stay and leave happy and well-rested. I'd like to apologize for the poor quality of food during your stay—we are currently having some staffing issues and were lacking a head chef on the date that you stayed. This matter has now been resolved, and a permanent member of staff has since been appointed. With regard to not being able to find anybody to pass on your complaints to, this is most unusual. I have since spoken to the front-desk staff and rest assured, this will not happen again. Regarding the other issue you mentioned, this was due to renovation work that has now been completed, and it has since been returned to the company carrying out the project. We would like to offer you a free stay at the Prestige so that you may experience the world-class service for which we are known. Please contact me at 493-555-0122 if you would like to take up this offer.

Greta Sanchez  
Customer Relations  
The Prestige Hotel

196. What is indicated about the hotel rooms listed on the Web page?
- (A) Some are offered at a discounted price.
  - (B) They are all located on the same level.
  - (C) Rooms on the first floor are more expensive.
  - (D) Some do not have access to concierge services.
197. Which of the following features did Ms. Aldridge NOT personally use?
- (A) The concierge
  - (B) The swimming pool
  - (C) The gym
  - (D) The roof terrace
198. In the review, the word “offered” in paragraph 1, line 4, is closest in meaning to
- (A) provided
  - (B) discounted
  - (C) volunteered
  - (D) passed
199. In what type of room did Ms. Aldridge most likely stay?
- (A) Standard
  - (B) Standard En Suite
  - (C) Premier
  - (D) Deluxe
200. What does Ms. Sanchez indicate about the machinery on site?
- (A) It has now been removed.
  - (B) It has been relocated to the gym.
  - (C) It will be insulated to make it quieter.
  - (D) A staff member has been employed to fix it.

**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.**



YBM ແຫ່ງໂຄ RC 1000 (2)

ANSWER SHEET

한국어판

	四	五	六	七	八	九	十

Test 02 (Part 5~7)

Test 01 (Part 5~7)

101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120
181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200
141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160
180	179	178	177	176	175	174	173	172	171	170	169	168	167	166	165	164	163	162	161
121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140



# ANSWER SHEET

## YBM 실전토익 RC 1000 (2)

수험번호 : .....  
응시일자 : 20 년 월 일

### Test 03 (Part 5~7)

101	(A)	121	(A)	141	(A)	161	(A)	181	(A)
102	(B)	122	(B)	142	(B)	162	(B)	182	(B)
103	(C)	123	(C)	143	(C)	163	(C)	183	(C)
104	(D)	124	(D)	144	(D)	164	(D)	184	(D)
105	(E)	125	(E)	145	(E)	165	(E)	185	(E)
106	(F)	126	(F)	146	(F)	166	(F)	186	(F)
107	(G)	127	(G)	147	(G)	167	(G)	187	(G)
108	(H)	128	(H)	148	(H)	168	(H)	188	(H)
109	(I)	129	(I)	149	(I)	169	(I)	189	(I)
110	(J)	130	(J)	150	(J)	170	(J)	190	(J)
111	(K)	131	(K)	151	(K)	171	(K)	191	(K)
112	(L)	132	(L)	152	(L)	172	(L)	192	(L)
113	(M)	133	(M)	153	(M)	173	(M)	193	(M)
114	(N)	134	(N)	154	(N)	174	(N)	194	(N)
115	(O)	135	(O)	155	(O)	175	(O)	195	(O)
116	(P)	136	(P)	156	(P)	176	(P)	196	(P)
117	(Q)	137	(Q)	157	(Q)	177	(Q)	197	(Q)
118	(R)	138	(R)	158	(R)	178	(R)	198	(R)
119	(S)	139	(S)	159	(S)	179	(S)	199	(S)
120	(T)	140	(T)	160	(T)	180	(T)	200	(T)

### Test 04 (Part 5~7)

101	(A)	121	(A)	141	(A)	161	(A)	181	(A)
102	(B)	122	(B)	142	(B)	162	(B)	182	(B)
103	(C)	123	(C)	143	(C)	163	(C)	183	(C)
104	(D)	124	(D)	144	(D)	164	(D)	184	(D)
105	(E)	125	(E)	145	(E)	165	(E)	185	(E)
106	(F)	126	(F)	146	(F)	166	(F)	186	(F)
107	(G)	127	(G)	147	(G)	167	(G)	187	(G)
108	(H)	128	(H)	148	(H)	168	(H)	188	(H)
109	(I)	129	(I)	149	(I)	169	(I)	189	(I)
110	(J)	130	(J)	150	(J)	170	(J)	190	(J)
111	(K)	131	(K)	151	(K)	171	(K)	191	(K)
112	(L)	132	(L)	152	(L)	172	(L)	192	(L)
113	(M)	133	(M)	153	(M)	173	(M)	193	(M)
114	(N)	134	(N)	154	(N)	174	(N)	194	(N)
115	(O)	135	(O)	155	(O)	175	(O)	195	(O)
116	(P)	136	(P)	156	(P)	176	(P)	196	(P)
117	(Q)	137	(Q)	157	(Q)	177	(Q)	197	(Q)
118	(R)	138	(R)	158	(R)	178	(R)	198	(R)
119	(S)	139	(S)	159	(S)	179	(S)	199	(S)
120	(T)	140	(T)	160	(T)	180	(T)	200	(T)





ANSWER SHEET

## **YBM 실전토익 RC 1000 (2)**

수험번호

한국언어학회지 제20권 제2호

Test 05 (Part 5~7)

101	99
102	98
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104	96
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186	14
187	13
188	12
189	11
190	10
191	9
192	8
193	7
194	6
195	5
196	4
197	3
198	2
199	1
200	0

Test 06 (Part 5~7)

101	◎
102	◎
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서0000  
한글  
한자  
영자





# ANSWER SHEET

## YBM 실전토익 RC 1000 (2)

수험번호	.....
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응시일자 : 20 년 월 일

### Test 07 (Part 5~7)

101	Ⓐ	121	Ⓐ	141	Ⓐ	161	Ⓐ	181	Ⓐ
102	Ⓑ	122	Ⓑ	142	Ⓑ	162	Ⓑ	182	Ⓑ
103	Ⓒ	123	Ⓒ	143	Ⓒ	163	Ⓒ	183	Ⓒ
104	Ⓓ	124	Ⓓ	144	Ⓓ	164	Ⓓ	184	Ⓓ
105	Ⓔ	125	Ⓔ	145	Ⓔ	165	Ⓔ	185	Ⓔ
106	Ⓕ	126	Ⓕ	146	Ⓕ	166	Ⓕ	186	Ⓕ
107	Ⓖ	127	Ⓖ	147	Ⓖ	167	Ⓖ	187	Ⓖ
108	Ⓗ	128	Ⓗ	148	Ⓗ	168	Ⓗ	188	Ⓗ
109	Ⓘ	129	Ⓘ	149	Ⓘ	169	Ⓘ	189	Ⓘ
110	Ⓛ	130	Ⓛ	150	Ⓛ	170	Ⓛ	190	Ⓛ
111	Ⓜ	131	Ⓜ	151	Ⓜ	171	Ⓜ	191	Ⓜ
112	Ⓝ	132	Ⓝ	152	Ⓝ	172	Ⓝ	192	Ⓝ
113	Ⓣ	133	Ⓣ	153	Ⓣ	173	Ⓣ	193	Ⓣ
114	Ⓤ	134	Ⓤ	154	Ⓤ	174	Ⓤ	194	Ⓤ
115	Ⓛ	135	Ⓛ	155	Ⓛ	175	Ⓛ	195	Ⓛ
116	Ⓜ	136	Ⓜ	156	Ⓜ	176	Ⓜ	196	Ⓜ
117	Ⓝ	137	Ⓝ	157	Ⓝ	177	Ⓝ	197	Ⓝ
118	Ⓣ	138	Ⓣ	158	Ⓣ	178	Ⓣ	198	Ⓣ
119	Ⓤ	139	Ⓤ	159	Ⓤ	179	Ⓤ	199	Ⓤ
120	Ⓛ	140	Ⓛ	160	Ⓛ	180	Ⓛ	200	Ⓛ

### Test 08 (Part 5~7)

101	Ⓐ	121	Ⓐ	141	Ⓐ	161	Ⓐ	181	Ⓐ
102	Ⓑ	122	Ⓑ	142	Ⓑ	162	Ⓑ	182	Ⓑ
103	Ⓒ	123	Ⓒ	143	Ⓒ	163	Ⓒ	183	Ⓒ
104	Ⓓ	124	Ⓓ	144	Ⓓ	164	Ⓓ	184	Ⓓ
105	Ⓔ	125	Ⓔ	145	Ⓔ	165	Ⓔ	185	Ⓔ
106	Ⓕ	126	Ⓕ	146	Ⓕ	166	Ⓕ	186	Ⓕ
107	Ⓖ	127	Ⓖ	147	Ⓖ	167	Ⓖ	187	Ⓖ
108	Ⓗ	128	Ⓗ	148	Ⓗ	168	Ⓗ	188	Ⓗ
109	Ⓘ	129	Ⓘ	149	Ⓘ	169	Ⓘ	189	Ⓘ
110	Ⓛ	130	Ⓛ	150	Ⓛ	170	Ⓛ	190	Ⓛ
111	Ⓜ	131	Ⓜ	151	Ⓜ	171	Ⓜ	191	Ⓜ
112	Ⓝ	132	Ⓝ	152	Ⓝ	172	Ⓝ	192	Ⓝ
113	Ⓣ	133	Ⓣ	153	Ⓣ	173	Ⓣ	193	Ⓣ
114	Ⓤ	134	Ⓤ	154	Ⓤ	174	Ⓤ	194	Ⓤ
115	Ⓛ	135	Ⓛ	155	Ⓛ	175	Ⓛ	195	Ⓛ
116	Ⓜ	136	Ⓜ	156	Ⓜ	176	Ⓜ	196	Ⓜ
117	Ⓝ	137	Ⓝ	157	Ⓝ	177	Ⓝ	197	Ⓝ
118	Ⓣ	138	Ⓣ	158	Ⓣ	178	Ⓣ	198	Ⓣ
119	Ⓤ	139	Ⓤ	159	Ⓤ	179	Ⓤ	199	Ⓤ
120	Ⓛ	140	Ⓛ	160	Ⓛ	180	Ⓛ	200	Ⓛ

성명	한글
한자	
영자	





ANSWER SHEET

**YBM 실전토익 RC 1000 (2)**

성명	한글	한자	영자

수험번호 : 20 년 월 일

**Test 09 (Part 5~7)**

Test 09 (Part 5~7)
101 @ B
102 @ B
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Test 10 (Part 5~7)

Test 10 (Part 5~7)
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# ANSWER SHEET

## YBM 실전토익 RC 1000 (2)

수험번호	.....
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응시일자 : 20 년 월 일

### Test (Part 5~7)

101	121	141	161	181
102	122	142	162	182
103	123	143	163	183
104	124	144	164	184
105	125	145	165	185
106	126	146	166	186
107	127	147	167	187
108	128	148	168	188
109	129	149	169	189
110	130	150	170	190
111	131	151	171	191
112	132	152	172	192
113	133	153	173	193
114	134	154	174	194
115	135	155	175	195
116	136	156	176	196
117	137	157	177	197
118	138	158	178	198
119	139	159	179	199
120	140	180		200

### Test (Part 5~7)

101	121	141	161	181
102	122	142	162	182
103	123	143	163	183
104	124	144	164	184
105	125	145	165	185
106	126	146	166	186
107	127	147	167	187
108	128	148	168	188
109	129	149	169	189
110	130	150	170	190
111	131	151	171	191
112	132	152	172	192
113	133	153	173	193
114	134	154	174	194
115	135	155	175	195
116	136	156	176	196
117	137	157	177	197
118	138	158	178	198
119	139	159	179	199
120	140	180		200

성명	한글
	한자
	영자



