

TEST 10**LISTENING TEST**

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

PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

Sample Answer

☐ A ☐ B ☒ C ☐ D

Example

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

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TEST 10

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PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

Sample Answer

(A) ● (C)

Example

You will hear: Where is the meeting room?

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

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

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| 11. Mark your answer on your answer sheet. | 26. Mark your answer on your answer sheet. |
| 12. Mark your answer on your answer sheet. | 27. Mark your answer on your answer sheet. |
| 13. Mark your answer on your answer sheet. | 28. Mark your answer on your answer sheet. |
| 14. Mark your answer on your answer sheet. | 29. Mark your answer on your answer sheet. |
| 15. Mark your answer on your answer sheet. | 30. Mark your answer on your answer sheet. |
| 16. Mark your answer on your answer sheet. | 31. Mark your answer on your answer sheet. |
| 17. Mark your answer on your answer sheet. | 32. Mark your answer on your answer sheet. |
| 18. Mark your answer on your answer sheet. | 33. Mark your answer on your answer sheet. |
| 19. Mark your answer on your answer sheet. | 34. Mark your answer on your answer sheet. |
| 20. Mark your answer on your answer sheet. | 35. Mark your answer on your answer sheet. |
| 21. Mark your answer on your answer sheet. | 36. Mark your answer on your answer sheet. |
| 22. Mark your answer on your answer sheet. | 37. Mark your answer on your answer sheet. |
| 23. Mark your answer on your answer sheet. | 38. Mark your answer on your answer sheet. |
| 24. Mark your answer on your answer sheet. | 39. Mark your answer on your answer sheet. |
| 25. Mark your answer on your answer sheet. | 40. Mark your answer on your answer sheet. |

PART 3

Directions: You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

41. Who is the woman?
- (A) A store owner
 - (B) A news reporter
 - (C) A filmmaker
 - (D) A librarian
42. What does the woman say she would like to do?
- (A) Host a reception
 - (B) Take a class
 - (C) Raise funds for a project
 - (D) Speak with an author
43. What will Neal Wilson do?
- (A) Provide transportation
 - (B) Approve some expenses
 - (C) Take photographs
 - (D) Unpack some merchandise
44. Where is the conversation most likely taking place?
- (A) At a parking garage
 - (B) At a movie theater
 - (C) At a car rental agency
 - (D) At a concert hall
45. According to the woman, what must the man do if he has lost his ticket?
- (A) Speak to a supervisor
 - (B) Pay a higher rate
 - (C) Show a receipt
 - (D) Fill out a report
46. What will the man probably do next?
- (A) Move his vehicle
 - (B) Provide a license plate number
 - (C) Look in his car
 - (D) Return to the theater

47. Where do the speakers most likely work?

- (A) At a restaurant
- (B) At a fitness center
- (C) At a sports stadium
- (D) At a hotel

48. What are the speakers discussing?

- (A) Watching a game
- (B) Preparing for extra customers
- (C) Planning a renovation
- (D) Opening another location

49. What will the woman ask Juan to do?

- (A) Provide some directions
- (B) Request a cost estimate
- (C) Work extra hours
- (D) Give a demonstration

50. What are the speakers preparing for?

- (A) An outdoor sale
- (B) A store expansion
- (C) A large shipment of items
- (D) An inspection

51. Where do the speakers most likely work?

- (A) At a bookstore
- (B) At a clothing store
- (C) At a garden center
- (D) At a furniture store

52. What does the woman say is in the storage closet?

- (A) Advertising posters
- (B) Packing materials
- (C) Display tables
- (D) Sales records

53. Who most likely is the woman?

- (A) A real estate agent
- (B) A tour guide
- (C) A nature photographer
- (D) An interior decorator

54. What concerns the man about the house?

- (A) The price
- (B) The distance
- (C) The size
- (D) The availability

55. What does the woman suggest the man do?

- (A) Take a brochure
- (B) Visit other properties
- (C) Leave a deposit
- (D) Commute by train

56. What does the woman ask for help with?

- (A) Selecting new software
- (B) Carrying a heavy box
- (C) Preparing for a presentation
- (D) Packaging a shipment

57. What does the man offer to do?

- (A) Provide a return address
- (B) Look for an instruction manual
- (C) Research clients' preferences
- (D) Contact the maintenance crew

58. What does the man say about Tanya?

- (A) She requested some equipment.
- (B) She is in charge of personnel.
- (C) Her office is nearby.
- (D) Her approval is required.

59. Who most likely is the man?

- (A) A lawyer
- (B) A university professor
- (C) A career counselor
- (D) An insurance agent

60. What is the woman thinking of doing?

- (A) Accepting an offer of employment
- (B) Going to law school
- (C) Publishing a research study
- (D) Moving to a new city

61. What does the man suggest the woman do?

- (A) Talk to a former colleague
- (B) Consult a course catalogue
- (C) Fill out an application form
- (D) Review some job postings

62. What type of business is the man calling?

- (A) A machine parts supplier
- (B) A car repair service
- (C) An electronics store
- (D) A home improvement store

63. What does the woman say about the warranty?

- (A) It requires proof of purchase.
- (B) It has already expired.
- (C) It can be extended.
- (D) It does not cover the needed repair.

64. What does the woman recommend?

- (A) Using a coupon
- (B) Visiting a store early
- (C) Buying a protective case
- (D) Contacting another business

65. What does the woman want to do?

- (A) Post some sale signs
- (B) Order some business cards
- (C) Advertise some hair products
- (D) View some clothing designs

66. What does the man suggest doing?

- (A) Changing a company name
- (B) Creating a company directory
- (C) Ordering a larger quantity
- (D) Using a Web site

67. Why does the man recommend that the woman talk to Bill?

- (A) To create a logo
- (B) To set up an account
- (C) To obtain product samples
- (D) To purchase computer software

68. What are the speakers discussing?

- (A) An annual checkup
- (B) An appointment schedule
- (C) A hospital's admissions policy
- (D) A transfer of medical records

69. What information does the man request?

- (A) The date of an appointment
- (B) A phone number
- (C) The woman's full name
- (D) A billing address

70. What will the woman be required to do?

- (A) Provide lab results
- (B) Consult with a nurse
- (C) Sign a form
- (D) Pay a fee

PART 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

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| <p>71. Where most likely is the announcement being made?</p> <ul style="list-style-type: none">(A) At a music store(B) At a hotel(C) At a library(D) At a radio station | <p>74. What type of organization does the speaker work for?</p> <ul style="list-style-type: none">(A) A local cinema(B) A symphony orchestra(C) An art gallery(D) A dance company |
| <p>72. What is being announced?</p> <ul style="list-style-type: none">(A) A concert is starting.(B) A facility is closing.(C) New merchandise has arrived.(D) Some equipment will be replaced. | <p>75. What is the speaker offering?</p> <ul style="list-style-type: none">(A) Premium seating(B) Additional showtimes(C) A free ticket(D) A discount on parking |
| <p>73. What does the speaker say about music CDs?</p> <ul style="list-style-type: none">(A) They must be checked out at the front desk.(B) They will be available for purchase the next day.(C) They cannot be returned for a refund.(D) They can be reserved over the telephone. | <p>76. According to the speaker, what can the listener do on the Web site?</p> <ul style="list-style-type: none">(A) Read a review(B) Watch a performance(C) Browse some merchandise(D) View a schedule |

77. Where most likely are the listeners?

- (A) At a bookstore
- (B) At a convention center
- (C) At a train station
- (D) At a museum

78. According to the speaker, what will listeners find in the bags?

- (A) A coupon booklet
- (B) A bottle of water
- (C) Sample products
- (D) Event information

79. What will happen at 10:00 A.M.?

- (A) Seats will be assigned.
- (B) A speech will begin.
- (C) Refreshments will be served.
- (D) A book signing will be held.

80. What is the message about?

- (A) A production delay
- (B) A vehicle repair
- (C) An annual sale
- (D) A furniture delivery

81. What does the speaker say he can do?

- (A) Cancel an order
- (B) Change a date
- (C) Use a different vendor
- (D) Provide an estimate

82. Why does the speaker ask the listener to call back soon?

- (A) He has to notify a driver.
- (B) He needs to finalize a budget.
- (C) He wants to discuss a design.
- (D) He is waiting to authorize a deposit.

83. What is the speaker mainly discussing?

- (A) A new customer
- (B) A job opening
- (C) A change in suppliers
- (D) A corporate merger

84. What does the speaker think will happen?

- (A) A project will be completed early.
- (B) Employee salaries will be raised.
- (C) The company will receive bigger contracts.
- (D) The cost of materials will decrease.

85. Who will visit the office tomorrow?

- (A) A company president
- (B) A legal adviser
- (C) An industry analyst
- (D) A media representative

86. What is the purpose of the talk?

- (A) To review a movie
- (B) To announce a contest
- (C) To promote a service
- (D) To recommend a business

87. What are listeners encouraged to share?

- (A) Travel experiences
- (B) Reading lists
- (C) Family photographs
- (D) Movie reviews

88. How can listeners participate?

- (A) By going to an office
- (B) By visiting a Web site
- (C) By calling the radio station
- (D) By sending an e-mail

89. Who is the intended audience for the introduction?

- (A) Experienced journalists
- (B) Local businesspeople
- (C) Administration staff
- (D) Summer interns

90. What do listeners need to get to enter the building?

- (A) An identification badge
- (B) A registration form
- (C) An office key
- (D) A letter from a manager

91. What will listeners do tomorrow?

- (A) Go to the administration office
- (B) Begin a writing assignment
- (C) Submit an article for editing
- (D) Meet a local resident

92. What is happening at Chaney Tower?

- (A) An exposition is taking place.
- (B) A press conference is being held.
- (C) The grounds are being landscaped.
- (D) A building is undergoing construction.

93. How long should listeners avoid Wickham Street?

- (A) For one week
- (B) For two weeks
- (C) For one month
- (D) For two months

94. What will listeners hear after the commercial break?

- (A) An interview
- (B) A song
- (C) A lecture
- (D) A news report

95. What is the speaker mainly discussing?

- (A) New business hours
- (B) Technology updates
- (C) Requirements for professional development
- (D) Changes in company hiring procedures

96. What will the speaker provide?

- (A) New passwords
- (B) A list of suggestions
- (C) Professional references
- (D) The agenda for a meeting

97. According to the announcement, why should listeners contact a supervisor?

- (A) To obtain a signature
- (B) To request approval
- (C) To discuss a performance evaluation
- (D) To give feedback

98. Where do the listeners most likely work?

- (A) At a landscaping service
- (B) At an electronics store
- (C) At an electric company
- (D) At a community park

99. What are employees asked to do?

- (A) Work additional hours
- (B) Remove items from a storage area
- (C) Inform customers of a policy change
- (D) Report the location of a problem

100. What does the speaker want to avoid?

- (A) Increasing prices
- (B) Disrupting a service
- (C) Damaging trees
- (D) Paying a cleaning fee

TEST 10

PART 7

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

Questions 153-154 refer to the following survey.

Thank you for dining at Callaghan's!

For a chance to win a Callaghan's gift card, please use the survey form below and tell us what you think about your visit. Forms must be completed in full to be entered in the monthly drawing.

Name: _____

Telephone number or e-mail address: _____

Meal: ☐ Breakfast ☐ Lunch ☐ Dinner

Quality of food: ☐ Excellent ☐ Good ☐ Fair ☐ Poor

What else did you enjoy about your dining experience?

☐ Watching the large-screen TV ☐ Listening to musicians

☐ Relaxing on the garden patio ☐ Service ☐ Other: _____

Please leave this form in the box at the front register or with a member of the waitstaff. We hope to see you again soon.

- 153.** What must a customer do to be eligible to win a gift card?

(A) Have a waitstaff member sign the survey
(B) Submit a completed survey
(C) Join the Callaghan's mailing list
(D) Refer another customer to Callaghan's

- 154.** What is NOT mentioned on the Callaghan's survey form?

(A) Live entertainment
(B) Daily specials
(C) Outdoor dining
(D) Lunchtime service

Questions 155-156 refer to the following Web page.



155. What is suggested about Villa Raval?

- (A) It no longer accepts reservations by phone.
- (B) It is located in a historic area of the city.
- (C) It includes space for business functions.
- (D) It charges a small fee for Internet access.

156. According to the Web page, what is offered at a discount?

- (A) Transportation to area attractions
- (B) Dinner at Café Azul
- (C) Catering services
- (D) Guest rooms

Questions 157-158 refer to the following advertisement.

Perelman Furnishings is seeking a person to deliver furniture Monday through Friday from 8:00 A.M. to 5:00 P.M. Responsibilities include transporting goods by truck, delivering orders to customers, and assembling pieces as needed. Must be courteous and professional. Must be able to lift heavy items and use tools for moving and assembly. Valid commercial driver's license and excellent driving record required. Call delivery supervisor Jun Mifune at 237-555-0109.

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| <p>157. According to the advertisement, what must applicants be able to do?</p> <ul style="list-style-type: none">(A) Put together furniture(B) Make Saturday deliveries(C) Telephone customers(D) Supervise employees | <p>158. What is NOT mentioned as a requirement of the job?</p> <ul style="list-style-type: none">(A) Polite behavior(B) Immediate availability(C) The ability to use tools(D) A special type of driver's license |
|--|--|

Questions 159-161 refer to the following letter.

Millan Property Management
892 Hollydell Street
Ottawa, Ontario K1P 5G2

June 8

Claudia Porter
92 West Blackwood Road
Toronto, Ontario M5H 2M9

Dear Ms. Porter:

I am enclosing a copy of the signed contract for the lease on apartment 1A at 172 Carleton Street, Ottawa, Ontario K1N 9M9. I have received your payment of \$3,000. Half of this sum will be held as a security deposit for the property, and the other half will be applied to the first month's rent.

According to the terms of the lease, you will be allotted one parking space. Heat, water, and electricity are not included in the rent. Therefore, you will need to make arrangements to activate these with the utility companies. Likewise, cable television service is not provided; to set up service, please contact a cable company directly. The apartment is unfurnished; however, the kitchen includes a microwave oven, dishwasher, refrigerator, and stove. A new washing machine and clothes dryer were installed last week.

Your key will be available at the office after June 30. If you have any questions, please call me at (613) 555-0155.

Sincerely,

Ankur Gupta

Ankur Gupta
Millan Property Management

159. Why did Mr. Gupta send the letter to Ms. Porter?

- (A) To remind her to send a rent payment
- (B) To provide her with rental information
- (C) To ask whether she had returned a contract
- (D) To request that she mail a security deposit

161. What was recently added to the apartment?

- (A) A heating system
- (B) A microwave oven
- (C) Living room furniture
- (D) Laundry appliances

160. According to the letter, what is included in the rent?

- (A) The cost of electricity
- (B) Cable television service
- (C) A parking space
- (D) Telephone service

Questions 162-164 refer to the following article.

MILAN, Italy—Few industries change as rapidly as the fashion industry, in which designers are constantly trying to create innovative versions of traditional garments. Even so, last week's fashion show in Milan was particularly notable for the vast number of garments made partly or entirely out of silk. From eveningwear to sportswear, many designers featured colorful silks in their collections.

The designers were likely responding to a market trend: a dramatically increased demand for colorful silk products. "Our sales

of silk shirts and dresses have reached an all-time high," said Christina Alvarez, a buyer for Gatsby's in London. "Silk items have been flying off the racks."

Economic analysts were surprised by the trend, since they had predicted that the rise of dry-cleaning costs would take a toll on silk manufacturers. However, comfort may have been a greater factor than price, especially given the unusually hot weather this past summer. "Today's silk garments," said Ms. Alvarez, "are lighter and cooler than many other types of clothing."

162. What does the article discuss?

- (A) A growing demand for Italian dress designs
- (B) An increase in the number of fashion shows each year
- (C) A rise in the popularity of a certain clothing material
- (D) A change in the cost of products made in England

163. Where does Ms. Alvarez most likely work?

- (A) At a department store
- (B) At a marketing agency
- (C) At a fashion magazine
- (D) At an economic consulting firm

164. According to the article, what is the reason for the market trend?

- (A) More colorful advertisements
- (B) Improved cleaning techniques
- (C) Warm weather conditions
- (D) New manufacturing practices

Questions 165-167 refer to the following letter.

Mei Hayashi
Piedmont Publishing
1452 Magellan Drive
Chicago, IL 60602

September 4

Dear Ms. Hayashi:

Recently you requested permission on behalf of Charles Stanton, managing editor of Piedmont Publishing, to reprint "Expanding X-Ray Capabilities" by Dr. Mia Giordano. The article was originally published in *Medical Technology Journal* on April 8 of this year.

You indicated that the material requested will be used as a chapter in a medical encyclopedia currently being compiled by Mr. Stanton.

After reviewing the request, Dr. Giordano has provided her permission; note that a credit line acknowledging Dr. Giordano's work must be included. The contract acknowledging legal permission for Piedmont Publishing to reprint the material is enclosed. This document specifies how Dr. Giordano should be credited.

Please refrain from utilizing or publishing any of the material until the contract has been completed, signed, and returned to me. If you have any questions, please call me at 847-555-0188 or e-mail kndiaye@smtpubs.org.

Sincerely,

Karim Ndiaye
Karim Ndiaye, Publisher
Society of Medical Technology

Enclosure

165. What is the purpose of the letter?

- (A) To authorize the use of an article
- (B) To ask questions about a contract
- (C) To submit an article for publication
- (D) To request technological assistance

167. What must be returned to Mr. Ndiaye?

- (A) A medical journal
- (B) A legal document
- (C) A credit application
- (D) A subscription form

166. Who most likely is Ms. Hayashi?

- (A) A member of the Society of Medical Technology
- (B) A writer of technology articles
- (C) An assistant to Mr. Stanton
- (D) A student of Dr. Giordano's

Questions 168-171 refer to the following advertisement.

Karanja Tea Plantation Tour

Karanja Road, Molongo, Kenya
Phone: 254-20-275-0015

Surrounded by beautiful scenery and located just one hour outside Nairobi, the historic Karanja Tea Plantation provides the perfect respite from the city noise and crowds.

Join us on a tour and learn how tea is grown, harvested, and processed. Visitors begin with a scenic tour around the grounds of the plantation to view tea plants from seedlings to mature bushes. The harvest season runs February through November, and guests can watch as the leaves are carefully picked by hand. This walk is followed by a tour of the tea processing facility where the raw leaves are dried and packaged. The tour concludes with a tasting of our most popular teas and a traditional snack in our Tea House Café. Our gift shop offers a wide array of specialty teas and a selection of original design teapots and accessories for purchase.

These reasonably priced tours are available Wednesday through Sunday from 9:00 A.M. to 5:00 P.M. The farm is closed December and January. A shuttle bus, which can accommodate up to 12, is available if you need transportation from Nairobi. It departs from Capital Market on Ngugi Street at 9:00 A.M. and returns at 5:00 P.M. Please call a day in advance if you wish to request bus service.

168. What is indicated about the Karanja Tea Plantation?
- (A) It operates a tea shop on Ngugi Street.
 - (B) It offers discounts for large groups.
 - (C) It gives tours only during harvest season.
 - (D) It opened one year ago.
169. The word "grounds" in paragraph 2, line 2 is closest in meaning to
- (A) owners
 - (B) elements
 - (C) property
 - (D) evidence
170. What is NOT included in the price of the tour?
- (A) A walk through the plantation
 - (B) A light meal
 - (C) A sampling of tea
 - (D) A unique teapot
171. In the advertisement, why are people instructed to call the Karanja Tea Plantation?
- (A) To cancel a reservation
 - (B) To arrange a tour for more than 12 people
 - (C) To request a tour on Sunday
 - (D) To schedule transportation

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

To:	All employees
From:	Sarwar Ahmed
Date:	May 13
Subject:	Construction notice

Starting May 18, construction will begin at Abrinton Insurance headquarters. We are very excited about the renovations to our office space and believe that they will enhance our work environment tremendously. However, during the construction period, we ask that employees make some basic changes to their office routines.

First of all, please use only the back door until May 26, as the front door will be blocked. In addition, the kitchen on the first floor will be inaccessible while it is being updated. Consequently, all employees must use the third-floor kitchen until the update is finalized on May 28. Since we will be sharing a much smaller kitchen space, please label the food items you keep in the refrigerator and minimize the time you spend on food preparation in the kitchen. Apart from some unavoidable noise and extra traffic, the second through fourth floors should not be affected by construction.

If the construction crew is able to complete the work on schedule, the renovations will be finished on June 2. Thank you in advance for your patience.

Sarwar Ahmed
Facilities Manager

Questions 176-180 refer to the following article.

5 February—The construction of the long-awaited Alitas International Airport has been completed. The airport is intended to relieve overcrowding at Garas Regional Airport, and government officials hope that the new facility will further contribute to the growth of tourism on the island of Ponta Mira.

In recent years, new hotels have appeared in Mona City, Ponta Mira's capital, and the island has seen an increase in the number of tourists. However, the growth of tourism had been hampered by the fact that, because of its proximity to the water, Garas Regional Airport cannot be expanded to accommodate an increased volume of traffic.

Additionally, long lines in crowded ticketing and baggage areas and lack of space in waiting areas of the terminal were noted by travelers as reasons to avoid the

airport. While the island can be reached by ferry, this option is available only from the seaside cities of Port-de-Bastique and Reolas. Tourists have to fly to one of these destinations and then embark on a sea journey that takes at least 90 minutes.

Lipali was chosen as the site for the new airport because it is away from the city, providing ample room for a spacious facility, complete with several eateries, comfortable waiting areas, expanded ticketing areas, and Internet access.

Travelers using the new Alitas International Airport can easily get to and from the facility by bus or car. Moreover, to increase access, an express railway connection between Mona City and the new airport is under construction, with expectations that it will be fully functional before the end of the year.

176. What is suggested about Ponta Mira?

- (A) It is constructing new government offices.
- (B) It is closing one of its airports.
- (C) It is a popular vacation destination.
- (D) It is located near a lake.

177. Why have travelers complained about Garas Regional Airport?

- (A) Baggage is frequently lost.
- (B) The ticketing system is outdated.
- (C) The airport is far from the city.
- (D) The terminal is too small.

178. In addition to air travel, how can travelers get to Ponta Mira?

- (A) By boat
- (B) By train
- (C) By car
- (D) By bus

179. Where will the new airport be located?

- (A) In Lipali
- (B) In Mona City
- (C) In Port-de-Bastique
- (D) In Reolas

180. According to the article, what is available at Alitas International Airport?

- (A) Free public transportation to the capital
- (B) An express check-in service
- (C) A number of dining options
- (D) An on-site hotel

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

www.brisbanesciencemuseum.org/membership

Brisbane Science Museum

The benefits of joining the Brisbane Science Museum are numerous. All members receive free annual admission to the museum, including the Wayver Planetarium and Dinosaur Gallery, and are invited to members-only lectures, parties, and other gatherings. Members also receive reduced rates on special exhibitions, a 10 percent discount on all purchases made in the museum store, \$5 off tickets to all films at the 3-D Film Center, and priority registration for all workshops and tours.

Choose from the following membership levels:

- ☐ **Student \$25**
For an individual age 26 and under (with valid student identification)
- ☐ **Standard \$45**
For an individual of any age
- ☐ **Museum Circle \$60**
For an individual plus one guest (guest card must be used in conjunction with member card); includes complimentary parking
- ☐ **Museum Household \$85**
For two adults and up to four children age 18 and under (one family card issued); includes complimentary parking

Brisbane Science Museum

14 High Street
Brisbane City QLD 4000
(073) 363-0110

14 High Street
Brisbane City QLD 4000
(073) 363-0110

24 August

Jin-Sook Choi
86 Morgan Road
Spring Hill QLD 4004

Dear Ms. Choi:

I am glad that you have decided to renew your membership to the Brisbane Science Museum. Your membership fee helps fund the maintenance of our permanent exhibitions, the cost of special exhibitions, and important scientific research.

Please take a few moments to review your membership information on the reverse side of this letter. If you have questions about your membership, please contact us by phone.

Your membership card, guest card, and parking permit are enclosed. I have also included a copy of our most recent visitor guide, which includes a feature article on the opening next month of the Sun and Wind Power exhibition; advance sales begin on 1 September.

We hope you enjoy your membership and take advantage of all that the Brisbane Science Museum has to offer.

Sincerely,

Craig Tremaine
Craig Tremaine
Director of Membership
Enclosure

181. What is NOT mentioned as a feature of the Brisbane Science Museum?

- (A) A cafeteria
- (B) A parking area
- (C) A movie theater
- (D) A gift shop

182. What is listed on the Web site as a benefit of museum membership?

- (A) A discount on workshops
- (B) A subscription to a newsletter
- (C) Access to a members-only Web site
- (D) Invitations to special events

183. Why did Mr. Tremaine send the letter to Ms. Choi?

- (A) To provide her with membership passes
- (B) To request a donation for a future exhibition
- (C) To ask that she provide additional information
- (D) To invite her to give a lecture

184. What membership did Ms. Choi purchase?

- (A) Student
- (B) Standard
- (C) Museum Circle
- (D) Museum Household

185. What is suggested about Ms. Choi?

- (A) She registered for a tour of the Dinosaur Gallery.
- (B) She purchased tickets to *Sun and Wind Power*.
- (C) She recently attended a lecture at the museum.
- (D) She had been a member of the museum previously.

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

Agosti Apparel

Shirt Special

Don't miss this special deal on select colors and sizes of our Classic Shirt—now only \$44. This long-sleeved dress shirt was an instant hit when it was first introduced ten years ago, and it has remained our most popular product. Made from a blend of cotton and polyester, the shirt is wrinkle resistant. Imported. Machine wash and dry.

To purchase, visit our store at 500 Raymond Boulevard, New London, CT 06320, or call 1-800-555-0192 and provide the product number.

	Medium	Large
Deep red	SC-021	SC-030
Aspen green	SC-023	SC-031
Cool cream	SC-024	SC-034
Powder blue	SC-027	SC-036

Absolutely no refunds on promotional items. Promotion runs from February 14 through February 28.

From: a.bisset@vonocorp.com

To: help@agostiapparel.com

Subject: Shirt exchange

Date: February 21

Dear Customer Service,

On February 15 I ordered a Classic Shirt, product number SC-030, which I received on February 20. After trying it on, I realized that the shirt is too large for me, so I would like to exchange it for a size medium shirt. However, my work requires that I move abroad for an extended period of time; I am scheduled to leave on the evening of February 27. I sent the shirt to you by regular mail today. Will my exchange be processed in time for me to receive the new shirt at my current address? If not, would I be required to pay additional charges for having the shirt sent to my new location in Paris, France? In that case, I would like to request a refund.

Thank you for your help.

Alain Bisset

186. What is suggested about the Classic Shirt?

- (A) It is available in four sizes.
- (B) It is manufactured in New London.
- (C) It must be washed by hand.
- (D) It is a best-selling item.

187. How can customers obtain a discount on the shirt?

- (A) By purchasing a minimum of two shirts
- (B) By ordering during a certain time period
- (C) By providing a special account number
- (D) By joining a mailing list

188. What color shirt did Mr. Bisset order?

- (A) Deep red
- (B) Aspen green
- (C) Cool cream
- (D) Powder blue

189. By when must the smaller shirt be delivered to Mr. Bisset's current address?

- (A) By February 15
- (B) By February 20
- (C) By February 27
- (D) By February 28

190. What is suggested about Mr. Bisset?

- (A) He will soon leave for a vacation.
- (B) He will not be able to receive a refund.
- (C) He has not yet returned the shirt.
- (D) He has recommended the shirt to a colleague.

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

From:	Hannah Grant <granth@lynottconsulting.ie>
To:	Siobhán Sullivan <ssullivan@harmont.ie>
Date:	12 March
Subject:	Arjun Verma

Dear Ms. Sullivan,

Arjun Verma listed you as a reference when he applied for the position of Equities Analyst at Lynott Consulting. I have had a preliminary phone interview with Mr. Verma, and he is now under consideration for a final interview. Since you were his supervisor, I would like to get your review of his performance at Harmont & Company in the position of Junior Analyst. Particularly, I would like to know about his ability to use Allox Pro, STYS Technology, and other statistical software programs. Additionally, since the position here requires some supervisory skills, did he have an opportunity to manage any staff members?

Thank you for your time and help.

Sincerely,

Hannah Grant
Market Equities Director

Lynott Consulting
Dublin • Glasgow • Hong Kong • Singapore

25 March

Arjun Verma
40 Pace Park
Ongar, Dublin 15

Dear Mr. Verma,

Based on the strong referral I received from Siobhán Sullivan, I would like to invite you to a final interview for the position of Equities Analyst at the Lynott Consulting headquarters in Dublin. Ms. Sullivan noted that not only did you complete bimonthly statistics workshops offered by your previous employer, but you also trained junior members in the department, with much success. Ms. Sullivan also confirmed that you are a highly skilled user of Allox Pro and STYS Technology. As part of our interview process, we ask candidates to use both of these programs to analyze market data and provide recommendations. I trust this part of the interview will go very smoothly for you.

Please contact me at granth@lynottconsulting.ie to schedule a date and time to meet. I look forward to hearing from you.

Sincerely,

Hannah Grant
Hannah Grant
Market Equities Director

191. What is suggested about Mr. Verma?

- (A) He is moving to Dublin.
- (B) He is searching for an entry-level job.
- (C) He has interviewed for a new position.
- (D) He has recently received a promotion.

192. Who most likely is Ms. Sullivan?

- (A) A developer of Allox Pro
- (B) An analyst for STYS Technology
- (C) A job candidate at Lynott Consulting
- (D) A manager at Harmont & Company

193. According to the e-mail, what is required of the equities analyst?

- (A) Strong academic performance
- (B) Effective presentation abilities
- (C) Technical writing skills
- (D) Specific software experience

194. Why does Ms. Grant write to Mr. Verma?

- (A) To inform him of a decision
- (B) To invite him to a workshop
- (C) To ask that he provide some data
- (D) To request that he process an application

195. What is suggested about Harmont & Company?

- (A) It frequently invests in new technologies.
- (B) It regularly provides training for employees.
- (C) It operates in four international cities.
- (D) It plans to expand its financial services.

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

Sant Business Reporting, a leading source of information on global business and financial news, has internships available at its headquarters at the Henston Corporate Center in the following areas.

- **Newsroom:** Research story ideas, answer phones, respond to e-mail correspondence, and provide support to newsroom staff. Knowledge of current business events is required.
- **SantNews.com:** Proofread, edit, and update online content for the online editorial staff. Excellent writing and editing skills are a prerequisite. A writing sample is mandatory.
- **Studio Operations:** Assist engineers and technicians with cameras, microphones, lighting, and other television studio equipment. Experience using audio-visual equipment is essential. Please supply two references.
- **Archives:** Organize video, audio, and written content in the company archival system. Search the system for content requested by various departments. The position demands a detail-oriented intern with strong research skills.

Candidates should be currently enrolled in a degree program in a related field or have recently graduated. Interns must work at least twenty hours per week, have superior communication and computer skills, and have an interest in broadcast news. To be considered, complete an application, available from www.santbusiness.com/intern, and forward it, along with your résumé, to internship@santbusiness.com by May 15. Some departments require additional materials; include these with your application as needed.

From:	rpoznanski@drea.edu
To:	internship@santbusiness.com
Date:	May 5
Subject:	Available Internship
Attachment:	RP_resume.txt; RP_writing_sample.txt

To Whom It May Concern,

I am writing to apply for an internship at Sant Business Reporting. Please find attached my application, résumé, and the required writing sample.

As a communications major at Drea University with previous experience as a research assistant at Blakely Media Outlet and as an administrative assistant at Rinwell Corporation, I am an ideal candidate for your internship. Currently, I am employed on a part-time basis at my university's library but can work at Sant Business Reporting for fifteen hours weekly throughout the summer as well as the academic year.

I hope to hear from you soon.

With best regards,

Robert Poznanski

196. What is suggested about Sant Business Reporting?

- (A) It provides housing for interns.
- (B) It sells financial training videos.
- (C) It offers certificates in journalism.
- (D) It broadcasts news on television.

197. What is required of all internship applicants?

- (A) An advanced degree in business
- (B) An ability to communicate effectively
- (C) Previous work experience in journalism
- (D) Two letters of reference

198. What department is Mr. Poznanski most likely applying to?

- (A) Archives
- (B) Newsroom
- (C) SantNews.com
- (D) Studio Operations

199. Why might Mr. Poznanski's application be declined?

- (A) He is available for fewer hours than required.
- (B) He was employed by Sant Business Reporting in the past.
- (C) He cannot work during the academic term.
- (D) He did not provide his application by the deadline.

200. Where does Mr. Poznanski currently work?

- (A) At Blakely Media Outlet
- (B) At Drea University
- (C) At Henston Corporate Center
- (D) At Rinwell Corporation