

토 마 토
T O E I C
실전 1000제



READING

01

토익 실전 감각 100% 충전하는 TIP!

- 1 시험 시간인 75분을 반드시 준수한다.
- 2 중간에 모르는 문제가 나와도
인내심을 가지고 끝까지 시험에 임한다.
- 3 시험을 마친 후에는 틀린 문제뿐 아니라
우연히 맞힌 문제도 꼭 리뷰한다.
- 4 SET별로 정리된 어휘 복습 리스트를
MP3와 함께 들으며 암기한다.

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 the 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. It would be an honor to work with an intelligent ----- diligent editor like Mr. Fox.
(A) yet
(B) and
(C) but
(D) nor
102. All paintings displayed at the Golden Art Exhibit were made by the late Latin artist Carmen Lopez -----.
(A) her
(B) herself
(C) she
(D) hers
103. Please ----- our travel agents of any changes you would like to make to your booking at least a week before your departure.
(A) notify
(B) release
(C) discuss
(D) announce
104. Ms. Allen easily ----- the red suitcase as hers when airport security officers showed it to her.
(A) identified
(B) is identified
(C) have been identified
(D) was identified
105. Jerome Glasgow, a prominent -----, has traveled the world to raise awareness about climate change.
(A) environments
(B) environmentalist
(C) environmentally
(D) environmental
106. The subway construction project is expected to affect ----- 5,000 residents in the downtown area.
(A) many
(B) more
(C) such
(D) over

107. Maverick & Sons offers the most ----- legal and accounting services in the tri-state region.
- (A) affordably
(B) affordable
(C) afford
(D) affording
108. The warehouse could serve as parking space for all trucks and heavy equipment of the company because it is ----- spacious.
- (A) surprisingly
(B) strictly
(C) hardly
(D) regularly
109. The manager announced that recent changes in the employee handbook will be explained ----- the company meeting.
- (A) during
(B) about
(C) above
(D) toward
110. Mr. O'Connor's design team contributed ----- to the successful signing of the million-dollar Copperfield Bridge contract.
- (A) substantive
(B) substantial
(C) substantiate
(D) substantially
111. ----- of Diamond Glass are given a share of the company's annual profit as part of their benefits.
- (A) Employed
(B) Employees
(C) Employment
(D) Employs
112. Based on company records, the ----- number of subscribers to *Fancy Homes* magazine is 12,000.
- (A) current
(B) intensive
(C) concurrent
(D) central
113. As part of its expansion program, Skymate will be offering daily flights to Vietnam, Cambodia, and Myanmar ----- in October.
- (A) begins
(B) was begun
(C) beginning
(D) begin
114. ----- all the guests have been served appetizers, the chefs should start to prepare the main course.
- (A) Although
(B) While
(C) During
(D) Once
115. ----- the booming tourism industry, more hotels and shopping centers are being built across Malaysia.
- (A) In addition to
(B) In order that
(C) By means of
(D) As a result of
116. The Internet provider's technical crew left Mr. Lewis's residence without ----- completing the installation project.
- (A) satisfactorily
(B) satisfaction
(C) satisfactory
(D) satisfy

117. The dermatologist explained that there are ----- to the use of antibiotics on patients with severe acne problems.
- (A) limit
 - (B) limited
 - (C) limiting
 - (D) limitations
118. ----- interns and temporary staff members, all employees are required to attend at least three seminars organized by the HR department.
- (A) Prior to
 - (B) Rather than
 - (C) Except for
 - (D) Ahead of
119. Many are impressed with how ----- the microchip company's operations have expanded into several industrial zones in India within the year.
- (A) tightly
 - (B) quickly
 - (C) absolutely
 - (D) approximately
120. Ms. Fraser was invited to join to the board of directors for the Smithville Arts Center ----- rumors that she didn't want the position.
- (A) though
 - (B) otherwise
 - (C) despite
 - (D) rather
121. In appreciation of her fans' continued -----, Alessandra Torresani will hold a free concert at the Fitzgerald Auditorium on December 10.
- (A) announcement
 - (B) observation
 - (C) transaction
 - (D) support
122. Mr. Baldwin's staff is composed of highly ----- animators and video editors with solid experience in filmmaking.
- (A) competently
 - (B) competency
 - (C) competent
 - (D) competence
123. We will upload a copy of the new employee manual on the intranet to make it accessible to ----- in the office.
- (A) everyone
 - (B) whatever
 - (C) another
 - (D) other
124. The week-long seminar series of the Alpha Law Society in Washington, D.C., is expected to ----- on November 1.
- (A) prolong
 - (B) commence
 - (C) pursue
 - (D) encounter
125. Although Mr. Leung has not officially retired from the family business yet, his son is ----- to take his place.
- (A) poised
 - (B) stable
 - (C) voluntary
 - (D) tangible
126. Rent must always be paid only by check or electronic deposit each month so that there is a formal record, ----- to protect the renter as the owner.
- (A) so that
 - (B) so long
 - (C) as well
 - (D) as much

127. As -----, The Crib will have exactly 100 furniture outlets throughout the United States by the last week of December.
- (A) projected
 - (B) to project
 - (C) being projected
 - (D) projecting
128. The post office plans to release a set of ----- stamps next month in time for the Independence Day celebration.
- (A) commemorative
 - (B) commemorates
 - (C) commemorate
 - (D) commemorations
129. Gemini Metalwork, Inc., spokesman Ralph Crane confirmed that the company spent \$2 billion on its recent ----- into the Middle East.
- (A) reimbursement
 - (B) expansion
 - (C) benefit
 - (D) visitation
130. An employee must serve the company for at least one year to be ----- for additional benefits given to regular staff members.
- (A) available
 - (B) eligible
 - (C) capable
 - (D) favorable

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 memo.

To: All Staff
From: Naomi Mizell, Office Manager
Subject: Eugene Pippen

Hello Everyone,

As I discussed briefly in last week's staff meeting, Eugene Pippen, the company's public relations director, has resigned from his role here at Virginia Consulting. Mr. Pippen has decided to ----- a position with a major investment group, Haymond Investments.
131.

This job will allow Mr. Pippen to plan publicity campaigns on a larger scale. ----- Therefore, this is an excellent opportunity for him both professionally and personally. -----, we are sincerely disappointed to lose him as an employee.
132.
133.

Mr. Pippen's final day of work will be Wednesday, March 18. On that day, we will hold a small ceremony in the main conference room ----- his many years of service. It will begin at 4 P.M., and everyone is welcome to attend.
134.

Cheers,
Naomi Mizell

131. (A) indicate
(B) advise
(C) promote
(D) accept

133. (A) Otherwise
(B) Even so
(C) Besides
(D) Similarly

132. (A) This new role at Haymond Investments is a perfect fit.
(B) However, we are excited to see what he will do next.
(C) Mr. Pippen's replacement has not yet been announced.
(D) It will also require less travel away from his family.

134. (A) to recognize
(B) is recognizing
(C) would recognize
(D) has recognized

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

To: All staff <staff@headley.com>
 From: Doris Edwards <purchasing@headley.com>
 Date: September 9
 Subject: Supply orders

Dear All,

As of Monday next week, changes are being made to the supply ordering process. Copies of all supply orders for stationery are ----- forwarded to the purchasing department but should now be sent to your department head for approval instead.

For managers, we ask that you ----- the expenditures required each week and keep a running total. ----- If the new system proves to be successful, as we expect it will, we will implement it across all purchasing sectors. Updates will be given to your team leaders ----- as they become available.

Thank you for your cooperation.

Doris Edwards
 Manager, Purchasing Department

135. (A) ordinarily
 (B) timely
 (C) especially
 (D) accurately

136. (A) remove
 (B) extend
 (C) record
 (D) suspend

137. (A) Managers will then pass on this information to their teams.
 (B) This will help eliminate waste across the organization.
 (C) Unauthorized purchases can no longer be processed.
 (D) The purchasing department is already aware of this change.

138. (A) lately
 (B) later
 (C) latest
 (D) lateness

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Questions 139-142 refer to the following article.

Local Jewelry Designer Shines

DANBURY HEIGHTS—Jewelry designer Carol Webster has come a long way since making friendship bracelets out of yarn in her teen years. When she was offered a scholarship to the Vanderbilt Institute of Arts, she couldn't ----- the opportunity to advance her skills and formally learn the art of jewelry design.

139.

Upon completing her education, Webster started her own jewelry business. She opened a small shop in the growing Swanson neighborhood and sold a wide range of unique handmade jewelry, ----- necklaces, bracelets, and rings.

140.

Due to the popularity of the shop, Webster decided to procure investment funds and open a second location opposite Fenway Department Store. The shop was fully ----- within a few short weeks.

141.

"My goal is to create stunning objects that make people look and feel beautiful," Webster says. She also wants to continue growing her business. -----

142.

139. (A) look into
(B) pass up
(C) agree with
(D) sort out

140. (A) inclusion
(B) includes
(C) including
(D) included

141. (A) operation
(B) operated
(C) operational
(D) operationally

142. (A) Webster even plans to open a third store early next year.
(B) Thanks to its success, she intends to pay investors back next year.
(C) She credits her success to the training she received at Vanderbilt.
(D) Her jewelry is expensive, but the quality is worth the price.

Questions 143-146 refer to the following letter.

Eric Schmidt
5704 E. 48th Street
Kansas City, MO 64133

Dear Customer,

Thank you for purchasing this SharpShoot 2900LS camera. SharpShoot Corporation ----- to
143. creating the best possible photography experience for amateur photographers.

----- They also include user-friendly settings that are manually adjustable. Of course, if you
144. are not satisfied, simply contact us within 30 days, and you will be issued a ----- This will
145. be sent in the form of a check.

We also provide complimentary, hassle-free repairs for each camera during the first three years. We want to ensure that you can get the most out of your purchase. Customers who have ----- questions should contact us at 1-800-555-5678 or by e-mail at customerservice@sharpshoot.com.
146.

Sincerely,
Tom Hopper
Customer Service Agent
SharpShoot Corporation

- | | |
|---|---|
| <p>143. (A) was committed
(B) is committed
(C) would be committing
(D) will have committed</p> | <p>145. (A) replacement
(B) contract
(C) coupon
(D) refund</p> |
| <p>144. (A) The accompanying instructions explain how to use these features.
(B) Our prices are much more affordable than our competitors' products.
(C) Our cameras come equipped with the most popular automatic features.
(D) You don't need to be a professional to use our products.</p> | <p>146. (A) furthers
(B) further
(C) furthering
(D) furthered</p> |

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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 letter.

December 1

Charlene Kurt
34 Rutherford Drive
Warren, OH 44484

Dear Ms. Kurt,

We are pleased to inform you that next January, Cornwall Publishing will start releasing *Flash*, a monthly sports magazine featuring the country's athletes and tournaments. As a valued client, you are eligible for a special subscription package. If you sign up for an annual subscription to *Flash* from December 1 to December 31, we will give you a free sample issue and a 20% discount on your subscription fee. All you need to do is fill out the enclosed postcard and send it back to us.

To learn more about this offer, please call 555-9084. Thank you.

Sincerely,

Andrea Kingston
Account Executive
Cornwall Publishing

147. What is being advertised?

- (A) A monthly publication
- (B) A print shop
- (C) A magazine stand
- (D) A sports tournament

148. How can Ms. Kurt respond to the offer?

- (A) By speaking with an editor
- (B) By returning a call from an agent
- (C) By mailing a card to a business
- (D) By leaving a message on a Web site

Questions 149-150 refer to the following advertisement.

Simpson's Office Supply is here to serve you!

Simpson's Office Supply is proud to introduce its new, expedited delivery option on all orders placed within the city limits. The previous delivery guarantee of three business days remains in effect, but overnight delivery is now available to interested parties as well. To place an order, simply visit www.simpsonsofficesupply.com. When ordering, you can use the six-digit code on the attached card to get 10% off your purchase.

149. Why was the information written?

- (A) To announce a new service
- (B) To promote a short-term sale
- (C) To introduce a new product
- (D) To advertise an office move

150. What accompanies the flyer?

- (A) A business address
- (B) A complimentary sample
- (C) A discount code
- (D) An order form

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

ANA CRUZ 20:06
Do you know the passcode to get into the office after hours?

DYLAN REYNOLDS 20:07
Can't you just swipe your keycard to open the door?

ANA CRUZ 20:08
No, I left it at home. I don't want to drive back to get it.

ANA CRUZ 20:09
Without a keycard, I need to enter the code in the keypad to unlock the door.

DYLAN REYNOLDS 20:10
In that case, give me a minute. I wrote the code down previously.

ANA CRUZ 20:12
Awesome. I'll wait for you to find it.

DYLAN REYNOLDS 20:15
I got it. It's *5914. Tell me if that works.

ANA CRUZ 20:17
Yes, I'm inside. Thank you so much!

Send

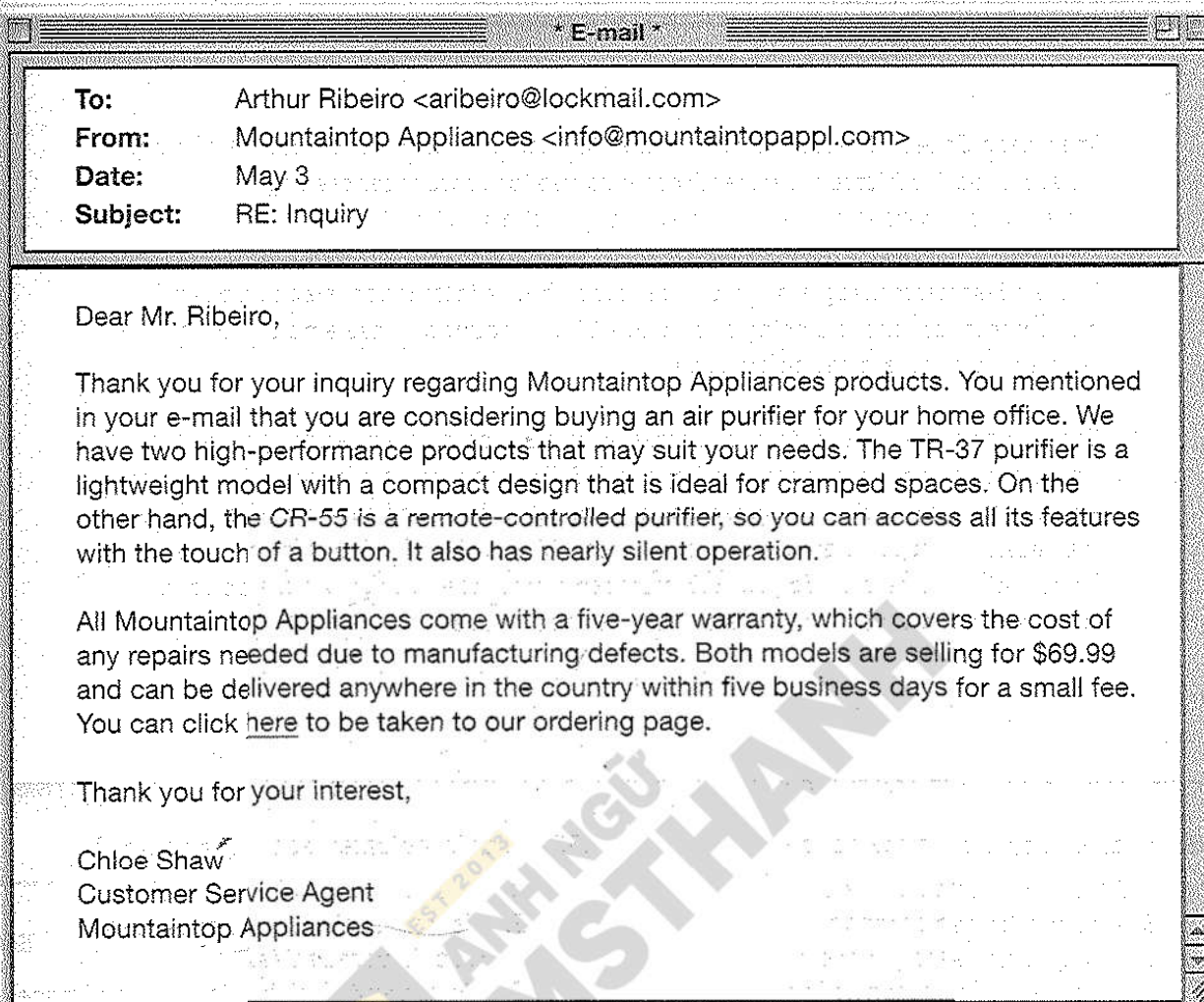
151. Why is Ms. Cruz contacting Mr. Reynolds?

- (A) To request the issuing of a keycard
- (B) To verify the business' operating hours
- (C) To ask him to unlock the door
- (D) To gain access to an office building

152. At 20:10, what does Mr. Reynolds mean when he writes, "In that case, give me a minute"?

- (A) He will call Ms. Cruz back later.
- (B) He needs to look up a number.
- (C) He is looking for his card.
- (D) He will bring Ms. Cruz paper and a pen.

Questions 153-155 refer to the following e-mail.



153. What is the purpose of the e-mail?
- (A) To explain a shipping delay
 - (B) To give advice on purchasing a device
 - (C) To recommend upgrading an appliance
 - (D) To confirm receipt of an order
154. What is indicated about the CR-55?
- (A) It is good for small spaces.
 - (B) It operates quietly.
 - (C) It is easy to set up.
 - (D) It has a lightweight design.

155. What does Ms. Shaw say about the two products?
- (A) They are the same price.
 - (B) They are both energy-efficient.
 - (C) They will be delivered at no charge.
 - (D) They are sold in retail stores.

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Questions 156-157 refer to the following notice.

Spearhead College, in association with the Electrical Licensing Board (ELB), is offering a discounted Certificate of Apprenticeship course for apprentices seeking accreditation as an electrician with a specialty in construction.

This is a 3-semester program in electrical code, theory, installation, electronics, and instrumentation, and it is being offered at a 20% discount to those employers who register their apprentices before June.

Commencing in August for the fall semester, this course is only open to apprentices working for an employer accredited by the ELB. To enroll workers for the course, employers should visit www.spearheadcollege.net, click on the course title, and follow the necessary steps. Alternatively, you may call 555-4018 for further information and instructions. Please provide your ELB membership number, along with the personal information and employment history for your apprentices.

156. What is described in the notice?

- (A) An upcoming recruitment fair
- (B) A newly formed company
- (C) A health and safety workshop
- (D) A career development opportunity

157. What is indicated about the course?

- (A) It will run from June until August.
- (B) It is only available to employees of specific companies.
- (C) It is currently being offered at half price.
- (D) It is only open to apprentices with 3 years of experience.

Questions 158-160 refer to the following information.

NET TV PREMIER BUNDLE PROMOTION

Bundle Type	No. of Channels	Internet Speed	Monthly Fee
Cable + Internet	150	Maximum of 30 Mbps	\$90 (first year only)

Bundle details:

- **Installation charge:** In the first billing period, new subscribers must pay an additional one-time fee of \$50, which will cover all installation costs.
- **Regular monthly fee:** The succeeding monthly fee after the first twelve months will be \$100.
- **Equipment:** The bundle includes equipment for one outlet only. Additional equipment may be provided for an extra charge.
- **Internet speed:** Internet speed may vary depending on location.
- **Flick Network and Prime Movies:** These channels are included free of charge for the first year, after which time they will be charged separately at their monthly rates of \$14 for Flick Network and \$25 for Prime Movies.

This offer is valid from February 1 to April 30 only.

158. What is the purpose of the information?

- (A) To give an overview of charges for a service
- (B) To respond to an inquiry from a customer
- (C) To confirm details in a subscriber's billing statement
- (D) To introduce a new technology in home entertainment

159. According to the information, what amount will only be charged on the initial bill?

- (A) \$25
- (B) \$50
- (C) \$90
- (D) \$100

160. What will Net TV do after a subscriber has used the bundle for a year?

- (A) It will deliver a new piece of equipment.
- (B) It will offer a discount on a package upgrade.
- (C) It will start collecting additional fees for some channels.
- (D) It will provide a faster Internet connection.

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Questions 161-163 refer to the following letter.

Golden Crown Clinic New York

May 24

Margaret Johns
4608 Angus Road
New York, NY 10019

Dear Ms. Johns,

We would like to inform you that your annual dental checkup and cleaning are scheduled for Thursday, June 10. Please visit us at our new clinic for your appointment. We have moved to 2345 Bill Boulevard, right across from Orchard Tower.

To celebrate the opening of our new clinic, we are offering a 10% discount on sonic wave toothbrushes. Enclosed is a leaflet detailing the features of this useful product. Our offer is available until the end of June.

Please call us at 555-8976 to confirm or reschedule your appointment. Thank you very much, and we look forward to seeing you.

Sincerely,

Elizabeth Warner
Administrative Assistant
Golden Crown Clinic

161. What is the purpose of the letter?

- (A) To introduce a new service to a customer
- (B) To notify a client about an appointment
- (C) To provide information about dental health
- (D) To clarify instructions for using a product

163. What has been included with the letter?

- (A) A product brochure
- (B) A discount coupon
- (C) A physician's profile
- (D) A dental appliance

162. According to the letter, what has Golden Crown done?

- (A) It has renovated its offices.
- (B) It has hired more experienced workers.
- (C) It has opened a dental supply store.
- (D) It has changed its business location.

Press Release

As part of an integrated transit strategy for the city of Thompson and neighboring towns, Metro-Linx is set to launch the Dunbar-Peterson Express. The existing transit infrastructure was deemed unable to support the projected future growth in the region. As a result, regional councils committed to partnered integration of all modes of transportation in order to deliver the required mobility solution. — [1] —

The new express line will provide a high-quality rail service connecting Dunbar Subway Station in the downtown area directly to Terminal A at Peterson International Airport. This will address the current lack of airport transportation options and improve the quality of life for residents by lessening downtown congestion and fueling economic prosperity. Projections indicate that within the first year of operation, the Dunbar-Peterson Express will eliminate at least 500,000 vehicle journeys to and from the airport. — [2] —

As a further step toward greater coordination and integration of transportation in the region, Metro-Linx has contracted the software development company PlexTex Technologies to develop the GOCARD ticketless transportation system.

— [3] — This card, and the accompanying turnstile technology, will allow commuters to travel between multiple transit systems (subway, bus, and train) within the region using a single card. — [4] — The GOCARD will only be operational within the Metro-Linx regional network of Thompson, Carrville, Bailey City, and Harden Township.

164. Why was the article written?

- (A) To describe plans to build a new expressway
- (B) To detail a merger between two transportation firms
- (C) To announce the addition of a new rail line
- (D) To outline improvements to a bus service in Thompson

165. What benefit of the change is mentioned?

- (A) Cheaper travel fares
- (B) Increased comfort
- (C) Reduced traffic
- (D) Improved communication

166. What was PlexTex Technologies asked to do?

- (A) Conduct market research
- (B) Design a ticket vending machine
- (C) Update a Web site
- (D) Create a travel card system

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

"GOCARD is a smart card to which users can add money and use on various forms of transportation."

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

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

Douglas Ragland
1:06 P.M.

This thread is to discuss the Web site our firm is creating for Razer Media. I want to get a status update and review our outstanding tasks.

Joyce Fleming
1:06 P.M.

As the project designer, I still need to design the template for the online order form, complete the Customer Review page, and upload all the photos for the Our History page.

Janet Lee
1:12 P.M.

I'm not assigned to this project, but Joyce asked me to test the functionality of what she's created so far. I noticed that when loading the Contact Us page, the text of the staff profiles does not align properly.

Douglas Ragland
1:15 P.M.

I didn't realize there were so many outstanding issues. The Web site launches on October 1, so we have to wrap everything up within two weeks.

Joyce Fleming
1:23 P.M.

I'll also need a few days to proof everything after the site is created, but before it goes live.

Janet Lee
1:27 P.M.

That's probably too much work for one person.

Douglas Ragland
1:30 P.M.

So, here's the plan: Joyce, you can work on the photos, template, and review page. Janet, could you help address the alignment issues? I'll test out the site once it's all finished.

Joyce Fleming
1:32 P.M.

That sounds like a great plan, Douglas. If we work as a team, there will be no issue meeting the deadline.

Janet Lee
1:35 P.M.

I'm sorry, but I'm on vacation all next week, so I can't help.

Douglas Ragland
1:38 P.M.

Okay. I'll assign another designer to assist Joyce.

168. Where most likely do the writers work?

- (A) At an advertising company
- (B) At a broadcasting station
- (C) At an Internet provider
- (D) At a Web design agency

169. What is mentioned about the launch?

- (A) Its deadline is approaching.
- (B) It will cost a lot of money.
- (C) It will last several days.
- (D) It has to be postponed.

170. At 1:30 P.M., what does Mr. Ragland mean when he writes, "So, here's the plan"?

- (A) He is ready to finalize the upgrade.
- (B) He wants to work on the tasks they've discussed.
- (C) He is trying to move the conversation along.
- (D) He asks the team to contact a client.

171. What is NOT true about Ms. Lee?

- (A) She has agreed to correct some viewing errors.
- (B) She thinks the project is too big for one worker.
- (C) She will be away for a week on vacation.
- (D) She identified a functionality problem.

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

From: Danielle Bergstrom <dbergstrom@mackletech.com>
To: Support Staff <techsupport@mackletech.com>
Date: November 2
Re: Development workshops

To all staff members,

Here at Mackle Technologies, we pride ourselves on our dedication to providing the best technical support services to our clients. — [1] — That is why I have organized a series of workshops to serve in aiding our staff's continuing professional development. Mr. Garvey, the regional manager, has stated that all technical support employees are to attend this three-week course of workshops and will be provided with overtime pay for doing so. Sessions will take place from 6 P.M. to 7:30 P.M. on Tuesdays and Thursdays, beginning on Tuesday, November 10. — [2] — Those unable to attend due to prior engagements must inform the personnel manager, Jane Porter, as soon as possible.

These development workshops will be delivered by Mr. James Greening, the former director of customer relations at Biz Electronics. Mr. Greening has over thirty years of experience in the field of technical support and customer service. — [3] — Since retiring, he has written several best-selling books on the subject, and his highly praised seminars have been well-attended around the country. We are fortunate to have him devote his time to our company.

All staff members must bring a notepad and pen to the workshops, as there is a lot of information that you should write down for future reference. — [4] — If you have any questions, please e-mail me back.

Regards,

Danielle Bergstrom
Technical Support Manager, Mackle Technologies

172. What is the e-mail mainly about?

- (A) The promotion of a technical support manager
- (B) The company's participation in an upcoming conference
- (C) An improvement in customer service ratings
- (D) A series of skills development workshops

173. Who should employees speak to if they have a conflict in their schedule?

- (A) Mr. Greening
- (B) Ms. Bergstrom
- (C) Ms. Porter
- (D) Mr. Garvey

174. What is suggested about Mr. Greening?

- (A) He is an executive at Biz Electronics.
- (B) He is embarking on a nationwide speaking tour.
- (C) He was in charge of hiring Ms. Bergstrom.
- (D) He is good at solving customer problems.

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

"One way to ensure that we maintain our high standards is by constantly improving our employees' customer service skills."

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

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Jackson Road Arts Center

Fall Schedule

October 9 / The Royal Russian Acrobat Troupe / Main Hall

Direct from Moscow, this sensational show has been captivating audiences worldwide with its daring stunts. Set to traditional Russian folk music, this is one of the most eagerly anticipated performances at the center this year. Tickets: £18 individual / £10 group rate

October 15 / Harp recital by Janice Franklin / Renoir Room

Hear the haunting sounds of this majestic instrument played by one of the world's most accomplished artists. Franklin will be performing a selection of new works specifically written for this tour by composer Gilberto Sullivan. Tickets: £15 individual / £8 group rate

October 25 / Improvisational comedy workshop / Van Gogh Room

Taught by David Michelson, this interactive workshop will end with a free show at 7 P.M. for friends and family. Learn some of the techniques that professionals use to make people laugh. Tickets: £25 individual / £18 group rate

October 29 / A House of Ill Intent / Main Hall

Get into gear for Halloween with a performance of this frightening play by Giorgi Sirtamente. Set in 1920s France, *A House of Ill Intent* explores the story of a young family whose solitary relative dies, leaving them the keys to a run-down mansion. Tickets: £16 individual / £11 group rate

Group bookings must be for ten or more people. For more information about specific seat assignments, upcoming events and performances, and the latest newspaper reviews, please visit www.jacksonroadartscenter.co.uk.

To: <tickets@jacksonroadartscenter.co.uk>
From: Roberta Williams <r.williams@grangehall.edu>
Date: September 27
Subject: Tickets

Dear Sir or Madam:

I am the school secretary for Grange Hall School. We recently purchased tickets for the harp recital for our senior music students. At the time, we bought 15 tickets and paid full price for them. However, I have since learned we were entitled to a group discount and the prices should have been adjusted at the time of purchase.

Could you please get back to me to arrange sending a refund and an amended receipt? Given

that our accounts are publicly administered, we will need to have that paperwork. We can accept a check made out to Grange Hall School for the balance.

Yours sincerely,

Roberta Williams

176. What can be inferred about Jackson Road Arts Center?
- (A) It has multiple venues for performances.
 - (B) It gives discounts to its members.
 - (C) It is partially funded with government money.
 - (D) It usually sells out quickly for shows.
177. What is NOT mentioned as a feature on the Web site?
- (A) Future events
 - (B) Online booking
 - (C) Seat allocations
 - (D) Media reviews
178. When does Ms. Williams's group plan to attend a show?
- (A) October 9
 - (B) October 15
 - (C) October 25
 - (D) October 29
179. What problem does Ms. Williams mention?
- (A) She was sent tickets for the wrong show.
 - (B) She needs more tickets.
 - (C) She lost a check for a refund.
 - (D) She was overcharged.
180. In the e-mail, the word "given" in paragraph 2, line 1, is closest in meaning to
- (A) allowed
 - (B) presented
 - (C) considering
 - (D) accommodating

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

ASTRO TELECOM		Page 3 of 3
Customer name: Mr. Steve Harper		Customer account number: 3728199
Invoice number: 011-555-8725		August 5 (Bill period July 1– July 31)
International Charges	Amount in USD	
International SMS	18.90	
International Calls	0.00	
Data-Roaming Charges	290.57	
1. Total International Charges	309.47	
2. Total Domestic Charges (see Page 1)	68.46	
3. Monthly Service Charge	40.00	
Total Amount Due (1 + 2 + 3)	417.93	

The balance of \$417.93 must be paid in full by August 30. Failure to pay on time will result in a \$30 late fee, and a payment of \$447.93 will be required. Checks should be made payable to Astro Telecom, PO BOX 2876, Milwaukee, WI 53214. Please add your Astro Telecom account number to the memo line of the check. Bank transfers should be sent to account number 910-346748-27899 at Midwestern Bank. Alternatively, certain Astro Telecom Service Centers are equipped to receive bill payments. Please see our Web site at www.astrotelecom.com for a list of participating locations.

E-MAIL MESSAGE	
To:	Steve Harper <harper.s@gmail.com>
From:	Annabeth Williams <awilliams@astrotelecom.com>
Subject:	Recent Inquiry
Date:	August 12

Dear Mr. Harper,

I am writing to you in response to your recent e-mail. I was very sorry to hear that you were unaware of the data roaming charges you were accumulating during your recent trip to Taiwan. As you mentioned in your e-mail, many older customers are not familiar with the complicated menus on some of the newer phone models, and we here at Astro Telecom do understand this issue.

It is normally the policy of our company to show no leniency for accidental data roaming charges, but in certain cases we can make an exception. Based on your data history, it is clear that this was a genuine accident, so we will waive the fee this time only. However, I advise you to become more familiar with your cell phone settings in order to avoid any similar mishaps in the future. Finally, I see that you did actually pay the full balance before

bringing this issue to our attention. Accordingly, the roaming charges will be credited back to your mobile account on August 15. This will be deducted from your next bill on September 5.

If you have any further questions, please do not hesitate to get in touch.

Sincerely,

Annabeth Williams
Customer Service Manager
Astro Telecom

181. What is indicated about Mr. Harper?

- (A) He was late with a bill payment in July.
- (B) He has recently changed his phone plan.
- (C) He made no calls overseas last month.
- (D) He does not use his cell phone for domestic calls.

182. How much was Mr. Harper charged for his regular service fee?

- (A) \$20
- (B) \$30
- (C) \$40
- (D) \$50

183. What is NOT mentioned as a way of paying the bill?

- (A) By check
- (B) Through a Web site
- (C) By bank transfer
- (D) At a business location

184. Why did Ms. Williams send the e-mail?

- (A) To acknowledge that a charge will be removed
- (B) To respond to a complaint about a faulty cell phone
- (C) To demand that a customer make a payment
- (D) To explain a complicated process to a customer

185. According to Ms. Williams, what will most likely happen on August 15?

- (A) Mr. Harper will be required to pay \$68.46.
- (B) Mr. Harper will visit an Astro Telecom service center.
- (C) Mr. Harper will receive an amended bill.
- (D) Mr. Harper will be refunded \$290.57.

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

Great Adventure Tours

Great Adventure Tours offers four fascinating tour options throughout Eastern Europe. Pick the tour that is best for you!

BALKAN JOURNEY

\$900

Get a taste of the Balkans by visiting several historic cities.

Length: 2 days, 1 night
Deposit: Full payment required

TURKEY TREK

\$1,140

See dozens of ancient sites including the famous Trojan Horse and Apollo Temple.

Length: 3 days, 2 nights
Deposit: \$520

CROATIA SAILING

\$1,020

Enjoy a full day of leisure on a boat sailing off the shores of Croatia. (Limit: 8 people)

Length: 12 hours
Deposit: \$355

OTTOMAN TRIP

\$2,270

All of the other adventures are combined in this one tour.

Length: 4 days, 3 nights
Deposit: \$791

BOOKING SUCCESSFUL

Congratulations, Angela Moseley, you will receive confirmation by e-mail shortly. If you don't receive an e-mail within twenty-four hours, please contact us by e-mail at info@greatadventuretours.com.

You have booked the following:

BOOKING REFERENCE: X169TL4

DEPARTURE DATE: March 1

TOUR: Balkan Journey

PARTICIPANTS: 2

TOTAL COST: \$1,800 *

*All payments can be refunded in full within a week of booking. After this time, you will be charged a 15% cancellation penalty.

Please close this window to return to the previous screen.

* E-mail *

To: <info@greatadventuretours.com>
From: Angela Moseley <angela@mailme.com>
Date: January 1
Subject: Tour information
Attached: Confirmation page

Dear Customer Service Agent,

After looking through your brochure, I decided to book the Balkan Journey tour, and I made the reservation through your Web site two days ago. However, I have yet to receive a confirmation e-mail. I called my credit card company and verified that the amount has been paid in full, so I'd like to check that you have my reservation on file.

Additionally, I paid the full amount for tours for two people, but my travel partner can no longer make it. So, I would like to have the second payment back. I have included a screenshot of the Web site confirmation page that I got at the time of booking.

Please reply using this e-mail address or the number 555-933-7458 to let me know when the refund has been successfully processed.

Thank you very much,
 Angela Moseley

186. What is indicated about all of the tours?
- (A) They ask for a minimum booking deposit.
 - (B) They last for an equal amount of time.
 - (C) They each come with a tour guide.
 - (D) They depart from the same location.
187. Which tour restricts the number of participants?
- (A) Balkan Journey
 - (B) Turkey Trek
 - (C) Croatia Sailing
 - (D) Ottoman Trip
188. When will Ms. Moseley return from the tour?
- (A) March 1
 - (B) March 2
 - (C) March 3
 - (D) March 4
189. What is the purpose of the e-mail?
- (A) To request a copy of a brochure
 - (B) To confirm a payment
 - (C) To cancel a reservation
 - (D) To ask for an electronic receipt
190. What does Ms. Moseley imply in her e-mail?
- (A) She is eligible for full reimbursement for one participant.
 - (B) She missed a cancellation deadline.
 - (C) Her payment hasn't been processed.
 - (D) Her departure date has been changed.

Questions 191-195 refer to the following notice, Web site, and e-mail.

Cardoza Toys Item Return Policy

If you want to return an item you bought from Cardoza Toys, you can file a claim for any reason within thirty days of the initial purchase. Items should be returned to Cardoza Toys in good condition and with all original pieces in working order. Customers with purchases less than \$35 will receive a cash refund. Larger purchases will be given a credit voucher worth the full amount of the product cost. This voucher can be redeemed at any time at any Cardoza Toys location.

To receive a refund, customers will need to complete a Customer Return Form and submit it online at www.cardozatoys.com/return. Forms must be submitted along with a copy of the original receipt. Once they have been received and processed, you will receive a confirmation e-mail or phone call in which you can arrange to have your product shipped back to the store where you purchased it.

Cardoza Toys
Customer Return Form

Name	Kirk Bentley	
Phone number	555-9320-2385	
E-mail	kbentley@ymail.com	
Preferred form of contact	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Phone call
Product to return	Cones of Dunshire board game	
Date of purchase	September 27	
Cost	\$47.14	
Reason for Return	The game is advertised for children as young as five. However, when we tried to play it, it was obvious that the instructions are too complicated for a five-year-old. The pieces are also dangerous because they are too small and could be swallowed by a child.	
Signature	K. Bentley	
Date signed	October 2	

To: Kirk Bentley <kbentley@ymail.com>
From: Derrek May <derrek@cardozatoys.com>
Date: November 3
Subject: Item return request A28

Dear Mr. Bentley,

I received your Customer Return Form, and I wanted to let you know that there is an issue with your request. You forgot to upload the required documentation with your claim. I cannot process any refund or exchange without it. Could you please scan and e-mail it to me? I can handle your claim afterward. At that time, we can make arrangements for you to return the product.

Regards,

Derrek May
 Customer Service Agent, Cardoza Toys

191. What is mentioned about the company's return policy?
- (A) Customers can return items at any branch.
 - (B) Return claims should be made within one month.
 - (C) Products purchased online are ineligible.
 - (D) It doesn't apply to opened merchandise.
192. What compensation will be given to Mr. Bentley?
- (A) A voucher
 - (B) A free board game
 - (C) A cash refund
 - (D) A replacement piece
193. Why is Mr. Bentley returning the item?
- (A) The directions were poorly written.
 - (B) It isn't age-appropriate.
 - (C) It wasn't as entertaining as advertised.
 - (D) Some pieces were absent from the box.
194. In the e-mail, the word "handle" in paragraph 1, line 4, is closest in meaning to
- (A) touch
 - (B) carry
 - (C) control
 - (D) manage
195. What does Mr. May imply in his e-mail?
- (A) He wants Mr. Bentley to call him.
 - (B) A refund policy was recently changed.
 - (C) A receipt was not properly attached.
 - (D) The reason for return was not valid.

GO ON TO THE NEXT PAGE

Questions 196-200 refer to the following memo, form, and e-mail.

To: Managerial Staff
From: Janice Litman
Date: October 10

Dear supervisors:

This notice is to make sure you are all aware that your performance reviews are due on October 12. All supervisors are supposed to assess the work of the interns in their departments by filling out an evaluation form. These evaluations will be used to determine whether or not we hire each of these temporary workers in a full-time capacity. Please be sure to return these forms to my office on the fourth floor before the close of business on the 12th.

Please remember also that these evaluations are not confidential, and will be shared with each of the employees that you are evaluating. I hope that your feedback will be both fair and constructive.

Thank you,
Janice Litman
Personnel Director

Malinsky and Associates
Temporary Employee Performance Evaluation

Employee: James Dreher
Position: Promotions intern
Evaluated by: Georgia Hawker

Date: October 4
Department: Marketing

Area of Evaluation	Below Average	Average	Above Average	Excellent
Attendance				X
Attitude/Motivation				X
Initiative		X		
Efficiency	X			
Punctuality				X
Teamwork			X	

Comments:

Now that his internship period has ended successfully, I believe Mr. Dreher should be hired fulltime. He was likeable and a good fit for our department. However, because of his inexperience, he takes too long to complete projects. In the future, he should be more aware of how he spends his time while completing a task.

E-MAIL MESSAGE

To: Georgia Hawker <hawker@malinskyassoc.com>
From: James Dreher <dreher@malinskyassoc.com>
Date: October 15
Subject: My employee evaluation

Dear Ms. Hawker,

The personnel director gave me a copy of my employee evaluation today. I was very happy that overall you are content with my performance in the company so far. However, it's unfortunate that there is an aspect of my work that you are not pleased with. I am eager to improve myself whenever possible, so I'd like to schedule a meeting with you to hear your advice on how I can improve my weakest area.

Please let me know when you are available to meet.

James Dreher

196. What was the purpose of the memo?

- (A) To explain an updated procedure
- (B) To announce a rescheduled meeting
- (C) To remind employees of a deadline
- (D) To introduce a new supervisor

197. Who most likely is Ms. Hawker?

- (A) A promotions intern
- (B) The personnel director
- (C) The marketing manager
- (D) A design associate

198. What is true about James Dreher?

- (A) He occasionally arrives late.
- (B) He is a highly motivated intern.
- (C) He works well independently.
- (D) He is frequently absent from work.

199. What does Mr. Dreher ask Ms. Hawker to do?

- (A) Train him for interactions with customers
- (B) Advise him on his time-management skills
- (C) Provide him with his overall evaluation
- (D) Suggest further ideas for upcoming projects

200. In the e-mail, the word "content" in paragraph 1, line 2, is closest in meaning to

- (A) material
- (B) comforted
- (C) substantial
- (D) satisfied

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.