

## 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 V

**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. There seems to be a \_\_\_\_\_ in this computer program because it won't work no matter what I do.  
(A) hole  
(B) bug  
(C) rat  
(D) snag
102. The company's new \_\_\_\_\_ is very innovative.  
(A) product  
(B) produce  
(C) production  
(D) prospect
103. What a fantastic idea! How did you ever think it \_\_\_\_\_?  
(A) of  
(B) up  
(C) through  
(D) over
104. The team leader gave an encouraging speech to try to raise the team's \_\_\_\_\_.  
(A) morals  
(B) morale  
(C) stress  
(D) strategy
105. Everyone, apart from Rob and Jenny, \_\_\_\_\_ late for the meeting yesterday.  
(A) was  
(B) were  
(C) are  
(D) is
106. Theresa is unlikely to accept the contract unless she can \_\_\_\_\_ higher fees.  
(A) compromise  
(B) instigate  
(C) captivate  
(D) negotiate
107. You've taken on a lot; are you sure this goal is \_\_\_\_\_.  
(A) real  
(B) realistic  
(C) realized  
(D) realist
108. I would like \_\_\_\_\_ about the vacancy you had advertised.  
(A) to enquire

- (B) enquiring
- (C) to be enquired
- (D) enquires

109. It is not a good time to borrow money because the interest \_\_\_\_\_ are very high.

- (A) rates
- (B) prices
- (C) units
- (D) points

110. Ellen carefully \_\_\_\_\_ the car into the narrow parking space.

- (A) levered
- (B) led
- (C) maneuvered
- (D) manipulated

111. Don't be so \_\_\_\_\_. It may not seem like it now, but your hard work will payoff."

- (A) arrogant
- (B) insolent
- (C) impertinent
- (D) impatient

112. The office is quite \_\_\_\_\_ but at least we have the necessary things like desks and computers!

- (A) inadequate
- (B) basic
- (C) plush
- (D) plain

113. We will send you an\_\_\_\_\_ with your order and you can pay then.

- (A) invoice
- (B) inventory
- (C) investment
- (D) input

114. I will accept the position with \_\_\_\_\_

- (A) please
- (B) pleasing
- (C) pleasant
- (D) pleasure

115. Are you \_\_\_\_\_ with Mr. Jones, our company president?

- (A) met
- (B) introduced
- (C) acquainted
- (D) communicated

116. The \_\_\_\_\_ of computer science currently offers many job opportunities.

- (A) company
- (B) field
- (C) knowledge
- (D) platform

117. Sophia was exhausted, \_\_\_\_\_ she kept working

- (A) altogether
- (B) therefore
- (C) though
- (D) yet

118. Mary is an\_\_\_\_\_ part of the team; without her organizational skills, none of us would be able to find anything!

- (A) insignificant
- (B) independent

- (C) integral  
(D) integrated

119. I \_\_\_\_\_ to the city center now, if you would like a lift.  
(A) will going  
(B) go  
(C) am going  
(D) to go
120. Jo's cheerful \_\_\_\_\_ gives the office a friendly feeling.  
(A) instigation  
(B) description  
(C) disposition  
(D) inclination
121. Mr. Tyler and Mr. Seth decided to \_\_\_\_\_ because they would be able to achieve more if they worked together.  
(A) adapt  
(B) comply  
(C) collaborate  
(D) moderate
122. I think lover \_\_\_\_\_ George's abilities; he doesn't s able to cope with the deadlines.  
(A) estimated  
(B) judged  
(C) counted  
(D) reached
123. If you \_\_\_\_\_ close the window, it would be muchappreciated; I'm a bit cold.  
(A) might  
(B) ought to  
(C) happen to  
(D) occur
124. There was a rumor in the company that the job would be given to a well-known \_\_\_\_\_ candidate.  
(A) internal  
(B) interval  
(C) infernal  
(D) inverse
125. I have complete confidence \_\_\_\_\_ your ability to solve this problem.  
(A) for  
(B) in  
(C) of  
(D) with
126. Are we required to \_\_\_\_\_ the computer training course?  
(A) attend  
(B) commit  
(C) assign  
(D) contain
127. We need to take these steps to \_\_\_\_\_ our profits.  
(A) maximum  
(B) maximize  
(C) maximal  
(D) maximization
128. After applying for dozens of jobs, Elizabeth was finally \_\_\_\_\_ for an interview.  
(A) called

- (B) drawn
- (C) offered
- (D) named

129. We could stay in the Holiday Inn, but I would \_\_\_\_\_ in a Bed and Breakfast.  
(A) either  
(B) however  
(C) neither  
(D) **rather**

130. The traffic accident was one more \_\_\_\_\_ that he did not need that day.  
(A) adversary  
(B) **adversity**  
(C) inversion  
(D) aversion

131. The small companies could not \_\_\_\_\_ with the low prices of the large producer.  
(A) contradict  
(B) **compete**  
(C) commit  
(D) comprehend

132. Nobody will stand up for you if you don't stand up for \_\_\_\_\_.  
(A) you  
(B) yours  
(C) **yourself**  
(D) your own

133. If you do not \_\_\_\_\_ with the dress code, you may be disciplined.  
(A) **comply**  
(B) reply  
(C) apply  
(D) imply

134. In July, the tourist office was \_\_\_\_\_ up for a busy month.  
(A) **gearing**  
(B) breaking  
(C) running  
(D) turning

135. Michael always wears expensive \_\_\_\_\_ name suits.  
(A) real  
(B) **brand**  
(C) product  
(D) firm

136. Don't forget to list your car among your other \_\_\_\_\_ when filling out the tax form.  
(A) profits  
(B) extras  
(C) liabilities  
(D) **assets**

137. If it \_\_\_\_\_ not for Adams quick thinking, we would have lost the client.  
(A) is  
(B) be  
(C) **was**  
(D) had been

138. On the \_\_\_\_\_ of last year's marketing data, I think we should focus our efforts on product three.  
(A) **basis**  
(B) background  
(B) bias

(C) breadth

**139.** The restaurant where we had lunch had a tranquil

- (A) atmosphere
- (B) demeanor
- (C) compliment
- (D) personality

**140.** This quarter we would like to see our product enjoy a wider \_\_\_\_\_, and perhaps even go international.

- (A) distribute.
- (B) distributing
- (C) distribution
- (D) distributional

## PART VI

**Directions:** Read the texts that follow. A word or phrase is missing in some of the sentences. Four answer choices are given below each of the sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C) or (D) on the Answer Sheet.

**Questions 141-143 refer to the following email.**

To: Sales Staff  
From: John Johnson  
Date: October 12  
Re: Bonus

Dear Employees,

Now that the figures are in, I can \_\_\_\_\_ that we've had the most successful summer season yet.

- 141.** (A) reply  
(B) confirm  
(C) rely  
(D) assure

This is, of course, in a large part, thanks to you, Flyaway Travel's dedicated sales staff. We at management would like to recognize the \_\_\_\_\_ you have made to our successful season, so we are issuing a bonus.

- 142.** (A) contributive  
(B) contribution  
(C) contributor  
(D) contributing

The bonus will appear in your November paycheck, and will be calculated \_\_\_\_\_ a percentage

- 143.** (A) as  
(B) of  
(C) with  
(D) for

of your salary. Thanks to all of you for making the summer season such a success!

Sincerely,

John Johnson,  
Personnel Division  
Flyaway Travel

**Questions 144-146** refer to the following news article.

Some of America's largest banks are expected to announce plans later to form a \$75bn joint fund to invest in US sub-prime mortgage debt.

The banks, including Citigroup and JP Morgan, are seeking to \_\_\_\_\_ confidence in the sector

- 144.** (A) finance  
(B) lead  
(C) deflate  
(D) **boost**

and prevent a further dip in the price of such investments. The banks are said to fear more cuts in the price of sub-prime mortgage debt, which is hitting their balance sheets. Higher mortgage rates have sparked a record number of sub-prime home loan defaults. This has caused a wider credit squeeze as banks and other investors have been less \_\_\_\_\_ to lend to each other.

- 145.** (A) **willing**  
(B) optimistic  
(C) realistic  
(D) patient

Analysts say the big US banks hope their move will prevent the current holders of sub-prime mortgage securities \_\_\_\_\_ dumping them on the market at knock-down prices. Such a "fire sale" could intensify the credit crisis.

- 146.** (A) by  
(B) with  
(C) **from**  
(D) of

**Questions 147-149** refer to the following letter.

Dear Ms. Clark,

We are sorry to hear that you have been experiencing problems with your new digital camera.

While we do ask that our customers contact their dealer in the event of a problem, we recognize that, in your case, this would be impossible. Therefore, if you will carefully package the \_\_\_\_\_

- 147.** (A) **unit**  
(B) piece  
(C) fragment  
(D) entity

in its original carton and send it to us, our "doctors" will put it through a thorough examination to

determine the source of the problem.

If the problem turns out to be a minor \_\_\_\_\_ we shall make the repair and then return the

- 148.** (A) refurbishment  
(B) inconvenience  
(C) renewal  
**(D) adjustment**

camera to you within thirty days. If our determination is that the unit is defective, we will send you an immediate replacement.

Again, I am sorry that you experienced this difficulty and wish to thank you for your patience and for \_\_\_\_\_ our product.

- 149.** **(A) purchasing**  
(B) earning  
(C) gaining  
(D) requiring

Sincerely,  
Thomas Vining  
Service Department

Questions 150-152 refer to the following document.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

For Post number ZT34559

➤ Install Brink's Home Security authorized equipment in customer homes and businesses in accordance \_\_\_\_\_ established standards and procedures. Design layouts of the security

- 150.** **(A) with**  
(B) to  
(C) of  
(D) from

system utilizing thorough knowledge of the equipment and its capabilities. Assist in the promotion and sale of extra equipment.

➤ Test backup batteries, keypad programming and all security features in order to ensure proper functioning, and to diagnose malfunctions.

➤ Demonstrate systems for customers, and explain details such as the \_\_\_\_\_ and consequences of false alarms.

- 151.** (A) aims  
(B) rules  
(C) happenings  
**(D) causes**

➤ Keep informed of new products and developments.

➤ \_\_\_\_\_ a thorough explanation of the Protective Service Agreement, system capabilities and system operation to the customer.

**152.** (A) Distribute

(B) Provide

(C) Avail

(D) Arrange

## PART VII

**Directions:** Read the texts. You will notice that each text is followed by several questions. For each question, decide which of the four answer choices: (A), (B), (C), or (D), best answers the question. Then mark your answer on the Answer Sheet.

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

### The Hotel

**801 Collins Avenue,**

**Miami Beach, Florida, 33139**

**tel 305 531 2222**

**fax 305 531 3222**

In the heart of South Beach is an art deco hotel where high-style meets history, luxurious accommodations are filled with warmth, and AAA Four Diamond award-winning hospitality and service are second to none.

**153.** Where would this card most likely be found?

(A) in a tourist office

(B) in a hotel room

(C) in an office building

(D) in a restaurant

**154.** What is the purpose of this card?

(A) to give information

(B) to attract customers

(C) to announce an event

(D) to make an introduction

**Questions 155-156** refer to the following news report.

Australia has seen its jobless rate fall to its lowest level in 33 years in September, official data shows, raising chances of an interest rate rise.

Employers created 13,000 new jobs for the month, sending the unemployment rate down to 4.2% from 4.3%. The job rise, was lower than forecast but came after

August's figures which were revised significantly up by 34,300.

The government raised interest rates to their highest in 10 years in August, at 6.5%, in a bid to contain inflation.

**155.** What is true about jobs in Australia?

- (A) There are less than there have been in more than 30 years.
- (B) There are more than there have been in more than 30 years.
- (C) There were more than were expected.
- (D) They are not related to interest rates at all.

**156.** In what section of an Australian newspaper would this article most likely be found?

- (A) the international section
- (B) the sports section
- (C) the cultural section
- (D) the financial section

Questions 157-159 refer to the following letter.

29th August 2010

The Manager  
Travelsafe Insurance  
217 26th Ave  
Portland, Oregon 76634

Policy No. R3990007  
Valid up to: August 1st, 2011

Dear Sir or Madam,

This is to bring to your notice that my luggage, insured with your office under the above mentioned travel insurance policy, was lost on the 12 of August, 2010 on a flight from the UK to Spain with Globetrotter Airlines.

Because the luggage was lost at the beginning of the holiday, it was necessary to replace it. This included clothing, personal items, and camping and climbing equipment. Enclosed, please find estimate of replacement costs.

Yours truly,  
James A. Witman

**157.** What is the purpose of this letter?

- (A) to report an insurance payout
- (B) to acquire travel insurance
- (C) to make an insurance claim
- (D) to respond to a question

**158.** When does the insurance policy expire?

- (A) 12th August 2010
- (B) 29th August 2010
- (C) 1st August 2011

(D) 12th August 2011

**159.** What item did Mr. Witman NOT have to replace?

- (A) sleeping bag
- (B) laptop**
- (C) trousers
- (D) climbing ropes

**Questions 160-161** refer to the following advertisement.

### **Madame Tussauds London**

Experience the glittering world of fame for a day at Madame Tussauds, an ever-changing attraction with several wax figure launches every year. There is always something new to experience for everyone.

You'll find our very best ticket offers online. With ticket prices costing from as little as £10 for children and £12.50 for adults there really isn't much to keep you from meeting your favorite celebrities or their likenesses in wax that is. So what are you waiting for, book your tickets online now & you're one step closer to the stars.

The discounted online tickets are only valid for admissions after 5pm and you need to book your tickets online at least 24 hours in advance. Tickets bought on the day of your visit will be charged at normal rates, which vary depending on what time you arrive.

**160.** What is implied about Madame Tussauds?

- (A) It has a long tradition.
- (B) It is dynamic.**
- (C) It can make you famous.
- (D) It is educational.

**161.** To obtain a discounted ticket, what must you do?

- (A) go at a certain time of day**
- (B) buy it on the internet the day you will go
- (C) buy it at the door
- (D) vary the time that you arrive

**Questions 162-163** refer to the following notice.

### **Do You Need Office Space?**

If you are looking to lease, rent or buy office space you've come to the right place! Since our start in 1995, the OfficeFinder™ team has personally assisted requests from over 140,000 businesses - of all sizes - looking for office space. If your goal is to find the right office space, make sure you get the best deal possible and to avoid costly mistakes, we can help with our network of local professionals in over 450 markets!

**162.** Who would be most interested in this notice?

- (A) someone who wants a job
- (B) someone starting a business**
- (C) someone with a local business
- (D) someone involved in marketing

**163.** What is implied about choosing the wrong office?

- (A) It could ruin your career.
- (B) It could be expensive.**
- (C) It is very easy to do.
- (D) It can disrupt the network.

**Questions 164-166** refer to the following timetable.

<b>Departure station</b>	CHX	CHX	CHX	CHX	CHX
<b>Train number</b>	V344	G56	G98	HJ89	G211
<b>Arrival station</b>	MCO	MCO	MCO	MCO	MCO
<b>Departs</b>	08:14	09:22	09:4	09:51	10:22
<b>Arrives</b>	13:39	14:05	14:3	14:39	15:05
<b>Duration</b>	5:25	4:43	4:52	4:48	4:43
<b>Changes</b>	2	2	2	3	2
<b>CHX</b> = London Charing Cross			<b>MCO</b> = Manchester Oxford Road		

**164.** Which train has the longest journey time?

- (A) G56
- (B) HJ89
- (C) V344**
- (D) G211

**165.** To be in Manchester by 2pm, which train should you take?

- (A) G983 or HJ89
- (B) G56
- (C) V344**
- (D) any of them

**166.** What is a disadvantage to taking train HJ89?

- (A) It has a longer journey time.
- (B) You must change trains more often.**
- (C) It arrives earlier than train G983.
- (D) It leaves earliest in the morning.

**Questions 167-169** refer to the following notice.

### Young Roots in Photos and Film

**Wednesday 17 Oct, 2 - 4.30pm**

Film house and the Heritage Lottery Fund are proud to present *Yong Roots in Photos and Film*. Over the last four years young people across Scotland have fun projects with money from the Heritage Lottery fund's Yong Roots grants scheme. This exhibition of photos and films showcases how young people have explored what remains important to them about their heritage in the context of our dynamic

modern world.

Cost: £500 per person. Call Beverly on 0131 623 8031 to book.

**167.** Where would this notice most likely be found?

- (A) in a restaurant
- (B) in a cinema
- (C) in a lottery shop
- (D) in an office

**168.** When could you see Young Roots in Photos and Film?

- (A) one day only
- (B) on certain days
- (C) throughout the month of October
- (D) over the last four years

**169.** What is the subject of the exhibition?

- (A) young Scottish people
- (B) the Heritage Lottery Fund
- (B) a four-year exploration of Scotland
- (D) how young people view heritage

**Questions 170-171 refer to the following card.**

*Cloud Nine* is now unveiling handsets better suited for use as multimedia players.

We predict that the market for such phones, which can be used to surf the web, play music and games, and even make calls, is set to grow by 50% to 120 million units this year.

Looking into the future, we will deliver great devices, combined with compelling experiences and services, to make it easy for people to unlock the potential of the Internet.

**170.** Who is this card aimed at?

- (A) someone who might buy a Cloud Nine phone
- (B) Cloud Nine employees
- (C) someone who might invest in Cloud Nine
- (D) someone who is learning about the internet

**171.** Why do they say the phone can "even make calls"?

- (A) It is a use of humor.
- (B) It is unusual for these phones.
- (C) This is the main use of the phone.
- (D) It shows they are advanced.

**Questions 172-174 refer to the following leaflet.**

## **KEW GARDENS LONDON**

### **NEW Tree Identification Tours**

11.30am every Saturday starting 6th October, 2011

Starting from the Plants + People Exhibition, Museum No.1 (the large Victorian building opposite the Palm House)

Tours last 1 ½ hours. Limited to 15 people.

£5 per person (This does not include entry to the gardens)

On this special weekly tour with one of Kew's Volunteer Guides, you will learn to identify common trees whatever the season.

You will need to wear suitable outdoor clothing and footwear because these tours will take place in all but the most inclement weather (at the Guide's discretion on the day).

#### **Pre-booking essential**

Tel: 0208332 5604 (weekdays only)

Email: [tours@kew.org](mailto:tours@kew.org)

**172.** How much should you expect to pay altogether if you are going on the tour?

- (A) less than £5
- (B) £5 exactly
- (C) more than £5**
- (D) no more than £15

**173.** What should you do if you want to take the tour?

- (A) sign up at the Plants + People Exhibition
- (B) book a place in advance**
- (C) go only on a sunny day
- (D) wait for the guide in the Palm House

**174.** If the weather is rainy, what will happen?

- (A) The tour will probably take place.**
- (B) The tour will probably not take place.
- (C) The tour will definitely be canceled.
- (D) The people who booked will decide.

**Questions 175-177 refer to the following email.**

**TO: All employees  
FROM: Management  
SUBJECT: Vacations**

This is to provide notice to all Comcast employees of our new company policy in

regards to vacations.

Notice of your intention to take a vacation must be given to the company no less than a month prior to your vacation. This will enable us to employ temporary help if necessary, and to schedule vacations in a manner that will not be disruptive to the company.

There is a form that you must fill out to provide notice, which you may pick up in the Personnel Office

Thank you for your co-operation.

Bill Chamber  
Personnel

**175.** What was the policy on vacations probably like before?

- (A) Vacations were not allowed.
- (B) More notice was required.
- (C) Less notice was required.**
- (D) Vacations were scheduled by the company.

**176.** What is a reason the company gives for making the changes?

- (A) to make the process fairer
- (B) to have time to hire extra workers**
- (C) to save the company money
- (D) to limit the choice of vacation times

**177.** How do you give notice of the vacation you wish to take?

- (A) tell Bill Chambers
- (B) post it on your office door
- (C) fill out a form**
- (D) tell your manager

**Questions 178-180 refer to the following news article.**

The US President is due to meet the Dalai Lama, despite strong objections from the Chinese government. It will be the first time a sitting president will have appeared in public with the 72-year-old Buddhist leader.

On Wednesday the president will attend a ceremony at the US Capitol where the Dalai Lama will receive a Congressional Gold Medal, the top US civilian award.

A Chinese spokesman said Beijing would like the US "to correct the mistakes and to cancel the arrangements". A White House spokeswoman said that the US President understood Beijing's concerns, but "we would hope that the Chinese leaders would get to know the Dalai Lama as the president sees him - as a spiritual leader and someone who wants peace", she said.

**178.** What is unique about the meeting?

- (A) A president has never appeared in public with the Dalai Lama before.
- (B) It is occurring in order to give the Dalai Lama a very prestigious award.
- (C) It is supporting the cause of peace.
- (D) It is the first time the Dalai Lama will be in the US capital.

**179.** What is true about the Dalai Lama?

- (A) He is an important spiritual leader in China.
- (B) He is in his seventies.
- (C) He was an enemy of the US in the past.
- (D) He is respected by everyone.

**180.** How does China feel about this event?

- (A) supportive
- (B) indifferent
- (C) puzzled
- (D) angry

Questions 181-185 refer to the following letter and coupon.

## BORDERS BOOKS

**23 Pine Avenue**

**Ventura, CA 94553**

**April 25**

A new store is opening near you! On Monday 4th August doors are opening on our new Pine Avenue Branch of Borders Books.

Our premises are spacious and light to make your shopping experience pleasant, and of course, we offer our signature Borders Cafe coffee shop on the second floor, so you can sit with a coffee or tea while looking over potential purchases.

And of course, as you've come to expect from Borders, we have the largest selection of books around.

Because you are a neighbor, we are enclosing a special coupon to encourage you to come and get to know us.

Regards,

The Borders Team

### Come and meet us at Borders Books!

This coupon is good for \_\_\_\_\_ one hot drink and one pastry  
\_\_\_\_\_ at the Pine Avenue Branch of Borders Bookshop.

*Valid until 25 May*

**181.** How can Borders Books best be described?

- (A) a local business
- (B) a chain of stores
- (C) a multinational corporation

(D) a new business venture

**182.** When was the letter sent?

- (A) 25th April
- (B) 4th August
- (C) 28th August
- (D) 25th May

**183.** Where does the person who received the letter probably live?

- (A) on or near Pine Avenue
- (B) anywhere in Ventura
- (C) anywhere in California
- (D) anywhere with a Borders branch

**184.** What is Borders known for?

- (A) the Borders Cafe coffee shops
- (B) the kind of books they have
- (C) the architecture of their shops
- (D) their generous promotional activities

**185.** What can you get with the coupon?

- (A) hot drinks for you and a friend
- (B) a meal on August 4th
- (C) a tea and a pastry
- (D) a coffee and a book

**Questions 186-190** refer to the following email and leaflet.

**To:** rogers@westways.com

**From:** la air@mariott.com

**Subject:** internet access

**Date:** 12 June

Dear Mr. Rogers,

Thanks for your enquiry about staying with us. We do have rooms available on the 24th and 25th.

Regarding your question about availability of the internet, we do have wireless internet access available in all public spaces in the hotel, for standard connection fees.

But let me recommend our Wired-for-Business Plan which offers you internet access in your room at great savings. I've attached a leaflet that gives you a bit more information about the plan.

If we can be of any further assistance, please do not hesitate to contact us.

Los Angeles Airport Marriott  
5855 West Century Boulevard  
Los Angeles, California 90045 USA  
Sales phone: 1-310-337-5331  
Sales fax: 1-310-337-8084

## WIRED FOR BUSINESS

Connecting you to the world!

For a set daily rate of 12.95 USD, you get, in your guest room:

1. High-speed Internet access
2. Unlimited local phone calls
3. Unlimited long-distance calls (within the US)

*This offer is good only in Business Suites.*

**186.** Why was this e-mail sent?

- (A) to offer a service
- (B) to answer an enquiry**
- (C) to recommend accommodation
- (D) to acknowledge a booking

**187.** When is Mr. Rogers thinking of staying at the hotel?

- (A) the 12th of June
- (B) the 12th to the 25th of June
- (C) the 24th of June
- (D) the 24th and 25th of June**

**188.** If Mr. Rogers does not use the Wired-For-Business plan, where can he use the internet?

- (A) in a public park
- (B) in the hotel lobby**
- (C) in his hotel room
- (D) he will have to go to an internet cafe

**189.** What is most likely true about Mr. Rogers?

- (A) He is going on holiday.
- (B) He is visiting LA. for business.**
- (C) He is from LA.**
- (D) He will arrive in LA. by train.

**190.** If you have purchased the Wired-For-Business Plan, what do you have to pay extra for?

- (A) wireless internet
- (B) internet in your own room
- (C) local phone calls
- (D) international phone calls**

Questions 191-195 refer to the following letter and electronic ticket.

Dear Mr. Atkinson

Thank you for giving Professional Travel Inc. the opportunity to make your travel arrangements for your forthcoming trip to Canada. Your electronic ticket for your flight is attached. Please print it out and take it with you to the airport.

We hope that you are pleased with the air travel and the hotel accommodation that we arranged for you. We encourage your comments, insofar as that is the

best means that we have for learning first hand if the representations of quality that are made to us are accurate.

We hope that you have a pleasant and successful trip, and that will afford us the opportunity to help you plan your next vacation or business trip.

Sincerely,  
Maria Constantine  
Professional Travel Inc

#### E- Ticket/Voucher

Booking Number: 7050543  
Invoice Number: 471016  
Invoice Date: 27-May-07

#### Zoom Airlines Inc

Suite 200 380 Hunt Club Road  
Ottawa, Ontario K1 C 1 V1  
Canada  
Tel: 613-235-9666  
Fax: 613-231-7340

#### Flight Information

Flight number	Departure Date	Departure Day	From	Departure Time	To	Arrival Time
ZA 523	20 June 07	Friday	London	15:05	Vancouver	16:00
ZA 722	29 June 07	Sunday	Vancouver	16:00	London	09:00

#### Seat Information: Business

Baggage allowance: 2 pieces total weight 20kg

*This ticket is not transferable/refundable to any other flight or person*

*This receipt may be required at check-in and must be presented to customs and immigration if requested.*

191. What is the number of the invoice for the ticket?

- (A) 471016
- (B) 7050543
- (C) 27-May-07
- (D) KIC1V1

192. Why does Professional Travel Inc. like receiving comments?

- (A) to get an idea of how helpful their employees are
- (B) because they enjoy positive feedback
- (C) so they know if the hotels they recommend are good
- (D) because this represents their quality

193. What does Mr. Atkinson need to do with the ticket?

- (A) print it out
- (B) put it in a safe place
- (C) transfer it to another person
- (D) pay for it

**194.** At what time will Mr. Atkinson arrive back in London?

- (A) 15:05
- (B) 16:10
- (C) 09:00**
- (D) 16:00

**195.** How much baggage can Mr. Atkinson take?

- (A) two 20kg bags
- (B) two bags each weighing 10kg**
- (C) four bags each weighing 5kg
- (D) one 25kg bag

Questions 196-200 refer to the following announcement and email.

## **Stepping Hill Hospital, Stockport**

### **Cardiologist job - 2 position vacant**

Two jobs are available for cardiologists at Stepping Hill Hospital, Stockport. Both jobs are Band 5 and offered on a temporary basis until the end of March 08.

Job number1 is full time, 73.5 hours      Job reference number 212/05/JTS

Job number 2 is part time, 18.25 hours      Job reference number 213/05/JTS

The closing date for both jobs is the 23<sup>rd</sup> September and interviews will be held on the 30<sup>th</sup> September. The jobline number is 0161 419 5426. To register an interest or for an informal discussion, please contact Liz Waddell, Acting Head Cardiologist, on 0161 419 5357.

**To:**i.benson@worldnet.com  
**From:**waddelliz@steppinghill.com

Ian Benson,

Thank you for your interest in the jobs at our hospital. I received the message you left on my answering machine, and as you were out when I returned your call, I have decided to respond to the e-mail address you left.

Regarding your first question, I think you would find the working conditions at Stepping Hill Hospital satisfactory. We are a small hospital, and the workload is less overwhelming than some city hospitals. Some of our equipment is not the newest, but we've secured funding to remedy that in the next year.

Regarding your second question, I see no reason why you couldn't apply for both positions.

Regards,  
Liz Waddell

**196.** What is different about the two jobs?

- (A) the qualifications of the person required
- (B) the place of work
- (C) the number of hours required**
- (D) the date of interviews

**197.** What reference number should you quote if you want to apply for a part time job?

- (A) 312/05/JTS
- (B) 213/05/JTS**
- (C) 0161 419 5462
- (D) 212/05/JTS

**198.** What kind of job does Liz Waddell do?

- (A) She is a doctor**
- (B) She is a manager of a hospital
- (C) She works in the Personnel Department.
- (D) She is a teacher

**199.** Why did Liz Waddell write to Ian Benson?

- (A) to encourage him to apply**
- (B) to answer an enquiry
- (C) to submit an application
- (D) to announce that she secured funding

**200.** What is most likely the first question Ian Benson asked?

- (A) Is Stepping Hill a city hospital?
- (B) How up to date is the equipment?
- (C) Can I apply for both jobs?
- (D) What are the working conditions like?**

## READING TEST 2

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 as 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 V

**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. An increasingly large number of people are purchasing office supplies \_\_\_\_\_ our online shopping mall.

- (A) throughout      (B) of      (C) through      (D) to

102. Researchers must submit a report in writing at least two days \_\_\_\_\_ the deadline.

- (A) when      (B) because      (C) before      (D) afterwards

103. Mr. Buono was finally elected as the president after he had \_\_\_\_\_ appealed to a diverse group of voters to support his candidacy.

- (A) frequency      (B) frequent      (C) frequency      (D) frequently

104. \_\_\_\_\_ who wish to apply for openings in the Accounting Division should submit a resume to Human Resources by July 5.

- (A) Which      (B) That      (C) Whose      (D) Those

105. Mr. Weiss, a manager of Accounting Department, has unlimited access to the performance \_\_\_\_\_ data.

- (A) evaluated      (B) to evaluate      (C) evaluating      (D) evaluation

106. \_\_\_\_\_ comply with company regulations, all workers must include their personal ID number in the document.

- (A) As to      (B) In order to      (C) According to      (D) Due to

107. The terms of the contract need to be thoroughly \_\_\_\_\_ to ensure that they conform to standard regulations.

- (A) reviewing      (B) to review      (C) review      (D) reviewed

108. All engineers agreed that this recently developed device is \_\_\_\_\_ than the others they have tested.

- (A) more reliant      (B) more reliable      (C) more reliably      (D) reliability

109. The new software program to protect computers against harmful viruses has been tested thoroughly and will be \_\_\_\_\_ at the end of this year.

- (A) held      (B) emerged      (C) examined      (D) released

110. \_\_\_\_\_ workers interested in monitoring their own sales figures are encouraged to access their own accounts on our website.

- (A) Every      (B) A lot      (C) Any      (D) Another

111. The sales department is considering \_\_\_\_\_ a new line of our products in selected areas next month.

- (A) introduce      (B) introduced      (C) introducing      (D) to introduce

112. Richard Tompson met with valuable customers to address \_\_\_\_\_ complaints about a recent delay of shipping service.

- (A) they      (B) themselves      (C) their      (D) them

113. Ms. Ashley will announce the company's \_\_\_\_\_ to build a new plant in France at the press conference tomorrow afternoon.

- (A) planning      (B) planner      (C) planned      (D) plan

114. \_\_\_\_\_ technical problems, our equipment which is being used to perform routine tasks will be replaced in the near future.

- (A) Since then      (B) In spite of      (C) Before      (D) As a result of

115. Please review the attached document to \_\_\_\_\_ that the seating number of the conference room in the Grand Hotel is correct

- (A) confirmation      (B) confirming      (C) confirms      (D) confirm

116. To ensure that your order \_\_\_\_\_ is efficient, please fill out the order form properly in the envelope provided.

- (A) principle      (B) preparation      (C) processing      (D) provision

117. Lloyd Magazine's revised edition for travelers has caused some apprehension \_\_\_\_\_ the readers because of some misleading information.

- (A) among      (B) after      (C) against      (D) besides

118. When working at a construction site, workers must wear protective gears \_\_\_\_\_ take the safety precautions.

- (A) and                    (B) so that                    (C) in order that                    (D) in case

119. Because the 15th Grand Prix Motor Show \_\_\_\_\_ this Saturday evening was canceled, we have to make alternative arrangements.

- (A) perform                    (B) performing                    (C) performs                    (D) performed

120. The vice president of Summit Dream informed customers that several branches will be \_\_\_\_\_ for renovations during the winter season.

- (A) close                    (B) closer                    (C) closed                    (D) closure

121. Competition in the local food market \_\_\_\_\_ when a rival company was established near the city.

- (A) rise                    (B) has risen                    (C) rose                    (D) rising

122. After the flood, the antiques in the historical exhibition were \_\_\_\_\_ to the original condition by the efforts of some volunteers.

- (A) replaced                    (B) restored                    (C) resolved                    (D) required

123. Kimpaso Food \_\_\_\_\_ increased its prices on beverages and desserts, reflecting inflation.

- (A) more recent                    (B) recentness                    (C) recent                    (D) recently

124. Rainbow Supply Ltd., known as a leading manufacturing company, hired qualified candidates, most of \_\_\_\_\_ majored in marketing or related fields.

- (A) which                    (B) that                    (C) them                    (D) whom

125. \_\_\_\_\_ the new highway to relieve the traffic congestion is under construction, the Benigno Street will be temporarily closed.

- (A) Owing                    (B) Since                    (C) In order                    (D) Due to

126. The manager of the lost-and-found department on the ground floor of the airport asked all passengers \_\_\_\_\_ is belongings they left in their own airplane.

- (A) founding                    (B) to find                    (C) to be found                    (D) finding

127. Eragon Hotel within walking distance from the airport is equipped with various facilities, \_\_\_\_\_ a gym, sauna, and a games room.

- (A) expanding                    (B) combining                    (C) including                    (D) servicing

128. \_\_\_\_\_ his successful career, Dylan Gerald deserves the promotion to leader of a newly established department.

- (A) Furthermore                    (B) Given                    (C) Since                    (D) As

129. After a few weeks of reviews, the publishing company will \_\_\_\_\_ launch a new book written by Mr. Heckel, who is known as a famous author.

- (A) completely                    (B) finally                    (C) closely                    (D) largely

130. The salary of the permanent positions will rise but \_\_\_\_\_ of the temporary positions will be reduced.

- (A) that                    (B) ones                    (C) it                    (D) those

131. The CEO of Pockledge Marketing Company was disappointed that the 3<sup>rd</sup> quarter earnings \_\_\_\_\_ declined in comparison with those of last quarter.

- (A) accordingly                    (B) agreeably                    (C) fortunately                    (D) dramatically

132. Excelsior Corporation has been criticized for recruiting journalists \_\_\_\_\_. articles contain controversial issues.

- (A) how                    (B) which                    (C) whose                    (D) that

133. Clients should renew their current subscription within a week \_\_\_\_\_. receive discounted subscription rates.

- (A) so that                    (B) toward                    (C) to                    (D) by

134. Ms. Hilton, the director who went to the local factory, was \_\_\_\_\_ to evaluate all employees' performance to increase their productivity.

- (A) instructed                    (B) demanded                    (C) intended                    (D) agreed

135. Due to the \_\_\_\_\_ of skilled workers, Gilmore Construction Co. encountered a financial difficulty although the economic growth rate increased.

- (A) average                    (B) coverage                    (C) brokerage                    (D) shortage

136. Trans Aviation Airlines predicts that the flight will arrive \_\_\_\_\_. schedule despite the inclement weather conditions.

- (A) on                    (B) behind                    (C) as of                    (D) still

137. Jacob Polosky is more reliable and efficient when working \_\_\_\_\_. than as a team member.

- (A) manually                    (B) jointly                    (C) independently                    (D) substantially

138. Attractions and foods in numerous cities around the world are \_\_\_\_\_ in the Korean Journal's latest issue to help visitors travel other countries.  
(A) possible      (B) capable      (C) able      (D) available

139. A company logo must be \_\_\_\_\_ placed on top of the bottle to draw more attention.  
(A) happily      (B) absolutely      (C) carefully      (D) clearly

140. One of the responsibilities of this position \_\_\_\_\_ managing employees and offering customers promotional products.  
(A) includes      (B) indicates      (C) possesses      (D) contains

## PART 6

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

Questions 141-143 refer to the following letter.

Almond Crest Center  
No. 8465, Ace Boulevard, Hovd City  
Telephone number: 047-784-9430

Attention: All employees

Individual consultation is available from Tuesday to Thursday by appointment in advance. Workshops \_\_\_\_\_ place on Sundays so that your employees can  
141. (A) take      (B) takes      (C) took      (D) have taken

consult without \_\_\_\_\_ to their routine work schedules.

142. (A) interruption      (B) reservation      (C) consolidation      (D) authorization

To obtain an application form or learn more about the service we \_\_\_\_\_ , drop by our Human Resources Department.

143. (A) providing      (B) provide  
(C) are provided      (D) will be provided

I have enclosed brochures, a workshop schedule, and business cards for your convenience.

If you have any questions, feel free to contact me.

Sincerely,  
**Jeffrey Moore**  
Director of Human Resources Department

**Questions 144-146 refer to the following e-mail.**

From: Tom Anderson ([Tom@centennial.com](mailto:Tom@centennial.com))

To: Evan Huntz ([Evan@thipeak.com](mailto:Evan@thipeak.com))

Dear Mr. Huntz,

A problem has been brought to my attention concerning the details used by our subsidiary, Heverey Corporation.

These documents translated into French \_\_\_\_\_ serious inaccuracies. About  
144. (A) modify      (B) retain      (C) contain      (D) summarize

four errors have been pointed out by the subsidiary's technicians on the fourth floor. Of course, there may be even more mistranslations in the manuals.

Heverey Corporation's contact representative, Mr. Andrew, is assured \_\_\_\_\_ all  
145. (A) that      (B) how      (C) why      (D) what

translations are conducted by the second translator, but it seems to me that some problems were missed. Naturally, we need another revision. We would like to suggest that an outside professional translator should look over these documents (identification number AL 72, GL 84, and JL 92) \_\_\_\_\_.

146. (A) still      (B) again      (C) first      (D) even

I welcome your thoughts.

**Tom Anderson**

**Questions 147-149 refer to the following advertisement.**

You've established the best type of business. And you need more workers. But you wouldn't like to \_\_\_\_\_ just anybody. Of course you want the best qualified person for the job.

147. (A) borrow      (B) recruit      (C) delegate      (D) dismiss

That's what we can help. At Paragon Agency, we can meet all of your employee requirements. The ones we \_\_\_\_\_ to your company are the most qualified and dedicated in their respective area. Whether you need a technician, laborer,  
148. (A) sending      (B) sent      (C) send      (D) have sent

director, or an assistant, we have the right people for you. You can trust Paragon Agency to send out qualified people. Drop by one of our local offices and let us help \_\_\_\_\_ company grow.

149. (A) your      (B) its      (C) our      (D) their

**Questions 150-152 refer to the following passage.**

As part of our arrangements for overseas expansion, we are establishing a \_\_\_\_\_ session on multicultural communication skills.

150. (A) trained      (B) train      (C) training      (D) trains

The session \_\_\_\_\_ at the Walter Company training center from September 3 to 5.

151. (A) will be held      (B) was held      (C) would hold      (D) held

The session is open to all workers, including Korean staff on the six-month exchange program \_\_\_\_\_. Some activities will be implemented in Australia, so candidates are required to have reasonable proficiency in English.

152. (A) Therefore      (B) Also      (C) Furthermore      (D) However

Further details and application forms can be acquired from the Human Resources Division.

**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 advertisement.**

An established restaurant company since 1948, Fleek Restaurants offers four beautiful restaurants on Pier 39. Each of our restaurants has its own unique feel and ambiance with separate dining rooms and spectacular views. The highest-quality food and beverages are offered in a full range of menu pricing to accommodate any budget. Friendly and attentive service is Fleek Restaurants' standard.

**153. Which is NOT a thing Fleek Restaurants is proud of?**

- (A) Characteristic environment                                 (B) Nice view  
(C) Highest-quality food   (D) Cheapest menu

**154. How many restaurants does Fleek Restaurants own?**

- (A) One   (B) Two  
(C) Three   (D) Four

**Questions 155-156 refer to the following advertisement.**

When you need a set of wheels, let Mobile Vehicle steer you in the right direction for car rental. You can search for a rental car quickly and easily - just type in your destination, pickup and drop-off dates and we'll find you the best money-saving deal. Whether you're looking for a family minivan, sexy convertible or sleek luxury vehicle, let Mobile Vehicle help you find your next rental car.

**155. What kind of business is Mobile Vehicle in?**

- (A) Car rental   (B) Car sale  
(C) Car repair   (D) Limousine service

**156. How can you find the suitable rental car which you want?**

- (A) By going to the shop   (B) By contacting the owner

(C) By calling the shop

(D) By using computer

**Questions 157-158 refer to the following advertisement.**

Whether your idea of a perfect getaway is a golf vacation in the Pacific Resort, or an all-inclusive vacation in Hawaii, or a Disney vacation package for the family, we will help you find the best vacations for your needs. Check your daily cheap vacation deals that can save your hundreds of dollars. With so many options and places to see, let us do the work and take care of the details!

**157. Which business is advertised in the article?**

- (A) Laundry   (B) Packaging   (C) Banking   (D) Tourism

**158. According to the passage, which place is mentioned as an exemplary place for a golf vacation?**

- (A) Pacific Resort   (B) Hawaii   (C) Disney   (D) Guam

**Questions 159-160 refer to the following passage.**

We flew out of New York and arrived in Minneapolis around 1:30 in the afternoon. We had much luggage so it took us a lot of time to pick it up. After collecting our bags, we caught the complimentary shuttle to our hotel. There was a large convention at the hotel while we were there but it didn't bother us much. The hotel was great and the beds were awesome. The hotel has a complimentary shuttle to the Mall of Apricot.

**159. Between which places does the hotel operate the free shuttle?**

- (A) The airport and the hotel                                     (B) The airport and home  
(C) The airport and New York                                     (D) The airport and downtown

**160. What is their reaction to the big meeting in the hotel?**

- (A) They were not troubled.   (B) They were Irritated.  
(C) They were astonished.   (D) They maintained their kindness.

**Questions 161-163 refer to the following advertisement.**

Set in the heart of downtown San Francisco's South of Market, Rio Hotel stands out with the offbeat yet sophisticated spirit of the city. It is near the SF Museum of Modern Art, a five-block walk from Union Square, and a block away from The Metreon. The lobby at the Rio Hotel is an octagonal, three-story space with tinted solar glass and flowing curtains. The hotel is also home to the Rio Cafe and Luck Restaurant, a bi-level eatery and wine bar serving French-inspired California cuisine. The hotel offers the use of cardiovascular fitness and weight rooms as well as an atrium pool, steam room and whirlpool. The modern Deluxe rooms feature framed black-and-white photos of San Francisco. All rooms come with cable TV, VCRs, pay-per-view movies, WebTV, CD players, and two phones.

**161. Where is the Rio Hotel located?**

- (A) In downtown San Francisco      (B) Near the river  
(C) In the middle of a market      (D) Near the city hall

**162. Which place is mentioned as a nearby place to the hotel?**

- (A) Union Square      (B) The Metreon  
(C) South of Market      (D) SF Museum of Modern Art

**163. Which is NOT offered in the hotel rooms?**

- (A) Cable TV      (B) Pay-per-view movies  
(C) CD players      (D) An atrium pool

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

After months of grappling with the financial crisis and government-ordered stressful tests of their health, banks are emerging from the chaos, determined to win new business. On the East Coast, TD Bank treated potential customers to pizzas and Citizens Bank is promising to kick in \$1,000 to families saving for college. Banks can't afford to jeopardize their health by offering deals too far out of line with the near-zero percent interest rate target set by the Federal Reserve. That helps explain why their perks often come with strings attached. Citizens Bank will kick in that \$1,000 for college savings only if you deposit at least \$25 a month for a child aged 6 or under until he or she is 18 — at a recent interest rate of just 3 to 5 percent. HSBC recently gave away Amazon Kindle 2 portable book readers, but

only to customers depositing \$50,000 in a new account or keeping a combined balance of \$100,000.

**164. Now in which state is it indicated that U.S. banks are?**

- (A) Recovery      (B) Bankruptcy      (C) Prosperity      (D) Worsening

**165. The phrase "with strings attached" in line 7 is closest in meaning to**

- (A) under some conditions      (B) without any payment  
(C) under no conditions      (D) additionally

**166. To whom did HSBC give Amazon Kindle 2 portable book readers as presents?**

- (A) Customers withdrawing \$10,000  
(B) Customers depositing \$50,000 in a new account  
(C) Customers depositing \$10,000  
(D) Customers transmitting \$50,000

**167. Which can be inferred from the passage?**

- (A) Banks are competing with each other to lure away customers from other banks.  
(B) Banks are training their staff to be kinder.  
(C) Banks are reviewing their customer accounts.  
(D) Banks are about to declare bankruptcy.

**Questions 168-170 refer to the following article.**

My business outlook for Latin America in 2013 is definitely optimistic. I expect a growth rate between 4 and 5 percent. Why? Even countries marked by state interventionist policies offer good business opportunities because of high export revenues for oil and other products. Latin America as a whole profits from high commodity prices as a result of rising demand, above all that in Asia. The economies show a steady performance even in countries with acute political tensions on the domestic front. This used to be quite different in the past when political instability very often brought about deep economic crisis. One could even say that today Latin America's economies are disconnected from internal political developments.

**168. What is the perspective of the writer toward Latin America like?**

- (A) Pessimistic      (B) Optimistic      (C) Gloomy      (D) Resolute

**169. Which played an important role in the past in Latin America?**

- (A) Export revenues
- (B) Oil price
- (C) Economic stability
- (D) Political instability**

**170. From which does Latin America as a whole benefit?**

- (A) Rising commodity prices**
- (B) Internal stability
- (C) Rising gas price
- (D) Increasing demand for human resources

Questions 171-173 refer to the following advertisement.

Tony Group, Inc., headquartered in Los Angeles, is one of the world's largest commercial real estate services firms in terms of 2015 revenue. With over 9,000 employees, the company serves real estate owners, investors and occupiers through more than 300 offices worldwide. Tony Group offers strategic advice and execution for property sales and leasing; corporate services; property, facilities and project management; mortgage banking; appraisal and valuation; development services; investment management and research and consulting. Please visit our website at [www.TonyGroup.com](http://www.TonyGroup.com). Tony Group is proud to be an equal-opportunity employer.

**171. Where is the main office of Tony Group?**

- (A) In New York
- (B) In L.A.**
- (C) In Houston
- (D) In Tokyo

**172. What kind of business is Tony Group involved in?**

- (A) Business M&A
- (B) Tourism**
- (C) Machinery
- (D) Real estate**

**173. Which is indicated as the thing Tony Group is proud of?**

- (A) It employs employees regardless of sex, age, race and color.**
- (B) It follows the rules of the supervisory organization.
- (C) It donates a lot of money to the poor.
- (D) It builds libraries for the community.

Questions 174-177 refer to the following article.

Obesity can be caused by lots of things including genetics, lack of exercise, and nutrition, but some researchers believe that the proximity of fast food restaurants to schools is a contributing factor. I may have eaten at Taco Bell

from time to time back in the day. Those spots were a hangout because it was cheap, fast to get food, and as they say, close to the school. But the rate of diabetes and heart disease among young people is growing, so this is serious. State and local governments in California have started to ban certain foods in schools including soda, junk food, trans fats, and even baked goods. Should they go ahead and ban the restaurants that serve this kind of stuff, too? Some CafeMoms feel parents are the ones who should teach their kids good eating habits so they would make the right choices.

**174. Which is pointed out as a main cause of obesity by the author?**

- (A) Lack of exercise
- (B) Genetics
- (C) Bad eating habits
- (D) Nearness to fast-food restaurants from schools**

**175. According to the passage, why is fast food popular?**

- (A) Due to its low price and easy access**
- (B) Due to its nutrition and easy access
- (C) Due to its low price and nutrition
- (D) Due to its advertisement and nutrition

**176. What is the purpose of banning certain foods in California?**

- (A) To prevent the increasing rate of diseases among young people**
- (B) To lower the price of food
- (C) To increase the nutritional ingredients in food
- (D) To stop the spread of infectious diseases

**177. Who do some CafeMoms feel should be in charge of the kids' health?**

- (A) Fast-food restaurants
- (B) Teachers**
- (C) Food manufacturers
- (D) Parents**

Questions 178-180 refer to the following article.

This program defines the means of ensuring this delicate balance that aligns Human Resources strategy with the overall business strategy. As human capital moves to assume a pivotal role in helping organizations achieve competitive advantage in the knowledge-based economy, the human resources function is increasingly being called upon to assume a more strategic orientation to drive success. This re-orientation of the HR function toward corporate and business

strategy has multiple impacts upon the role of every class of manager in the organization.

**178. Which is indicated as an important thing to gain advantage in the economy?**

- (A) Balance between management and union
- (B) Capital accumulation
- (C) Strategy
- (D) Human resources**

**179. The phrase “being called upon” in line 6 and line 7 is closest in meaning to**

- (A) being revealed
- (B) being sent
- (C) being persuaded
- (D) being requested**

**180. Who will be influenced by the reorientation of the HR function?**

- (A) Employees
- (B) Managers**
- (C) Owners
- (D) Debtors

Questions 181-185 refer to the following advertisement and application.

Senior Director, Product Marketing:

As the Sr. Director, Product Marketing, you will be responsible for developing and delivering a world-class product marketing strategy. You will work with Product Management, Marketing and Sales teams to manage a go-to-market plan and identify key marketing messages including product/technology positioning. Additionally, you will facilitate the development of sales and marketing tools including product presentations and programs. You will provide both strategic and tactical support to internal and field-facing teams to ensure a consistent product message.

**Responsibilities**

- \* Managing product launches
- \* Coordinating go-to-market activities with Sales and Marketing
- \* Planning the product marketing strategies for new and existing products
- \* Developing product strategies and pricing models

**Application for Senior Director**

Career Resume: Everette Craig

- 10+ years' product marketing/ management experience with enterprise software products
- Demonstrated skills in leading a product marketing team and launching new products
- Experience in the media industry, especially related to advertising solutions
- Strong verbal and communication skills
- Ability to manage multiple projects, set priorities and meet deadlines
- Demonstrated ability to deal with a diverse set of stakeholders

**181. Which ability is NOT indicated as a required ability of the potential candidate?**

- (A) Fluency in foreign languages**
- (B) Product launching
- (C) Marketing products
- (D) Cooperating with other teams

**182. How long has Mr. Craig engaged in the marketing and management?**

- (A) For less than 5 years
- (B) For more than 10 years**
- (C) For more than 12 years
- (D) For more than 15 years

**183. What kind of product did Mr. Craig deal with?**

- (A) Software**
- (B) Hardware
- (C) Computer
- (D) Machine

**184. In the application, the word “diverse” in paragraph 2, line 8 is closest in meaning to**

- (A) various**
- (B) abundant
- (C) curious
- (D) real

**185. Which one is NOT implied in the passage?**

- (A) Mr. Craig is well qualified for the position.
- (B) Mr. Craig is a computer software specialist.**

(C) Mr. Craig is well trained to deal with different kinds of people.

(D) Mr. Craig is likely to be considered for the position

Questions 186-190 refer to the following notice and inquiry letter.

#### SCHOLARSHIP FOUNDATION

If you are a talented social entrepreneur or working for an NGO in an emerging country, you would like a top international MBA to expand your horizons so that you can go back and make a difference.

#### What you must have:

A Bachelor's degree or equivalent from an accredited institution

Minimum three years' full-time work experience

Strong command of written and spoken English

#### Who can qualify:

Candidates who have a passion to make a contribution to society through socially responsible leadership

Currently working as a social entrepreneur or for an NGO in your home country or region 4-10 years' work experience

Having made a significant contribution to your local environment, country or society in general

Having leadership characteristics and the ability to have an impact on the class

Having such financial need that you could not otherwise afford to attend Harvard

Demonstrating a passion and commitment for socially responsible leadership

#### Criteria:

Complete the following tasks by September 1, 2013 to be considered for the Harvard MBA program starting in January 2015:

Answer the scholarship essay question if you had the opportunity, what would you ask the president, and why?

Submit your university transcripts

Send 2 letters of recommendation

\*\*\*\*\*

Hello,

I am strongly interested in your graduate program. I have been working for a consumer protection organization for the last 7 years. I graduated from a university in Japan in 1999. I would like to inquire whether I am eligible for the scholarship. What is the standard for the scholarship benefit? Could you send

me more specific information on the scholarship eligibility? I would be pleased to receive the information via my e-mail. My e-mail is isagawamorita@nippon.com. I look forward to getting the information as soon as possible. Thank you.

186. What kind of people is the above- mentioned Harvard MBA designed for?

(A) People who work for society and environment

(B) Business executives

(C) Students fresh from college

(D) People from developed countries

187. Which is NOT required of the candidates?

(A) A Bachelor's degree (B) Work experience

(C) Language fluency

(D) Financial independence

188. What is implied according to the passage?

(A) Isagawa Morita has enough work experience.

(B) Isagawa Morita is not able to speak English.

(C) Isagawa Morita is not interested in the program.

(D) Isagawa Morita works for an NGO.

189. When does the MBA program start?

(A) In September 2013 (B) In January 2015

(C) In September 2015 (D) In January 2013

190. Which are you NOT required to do to get into the program?

(A) Answer an essay question (B) Submit your transcripts

(C) Send letters of recommendation (D) Call the graduate school

Questions 191-195 refer to the following weather forecast and the next week's weather information.

#### Radio Weather Forecast for Next Week

A slow-moving cold front will track through New England on Friday, bringing unsettled weather to the region. The front, which will extend over the northeast and into the Ohio River Valley, could produce large hail, damaging winds and periods of heavy rain. Meanwhile, blistering temperatures are expected to rack the Central Region. The Northern Plains will approach highs near 90, and the South will see another day in the 100s. Heat advisories will remain in effect through Friday evening across the Mississippi River Valley. On Friday, scattered showers and thunderstorms will extend over the Southern Rockies, while

showers will drizzle over parts of the Central Rockies. The West Coast will be warm and dry, with scattered clouds in the Pacific Northwest and mostly sunny skies in California. Temperatures in the lower 48 states on Thursday will range from 36 degrees at Yellowstone, Wyo., to 107 degrees at New Braunfels, Texas.

\*\*\*\*\*

### Next Week's Weather Information

New England Central Region Southern Rockies

Mon. 8, June	dry	hot	hot	dry
Tue. 9, June	fine	hot	rain	warm
Wed. 10, June	wet	hot	rain	dry
Thu. 11, June	rain	shower	hot	warm
Fri. 12, June	heavy rain	hot	—	warm

191. In the lower 48 states, which place is the hottest?

- (A) Yellowstone                                  (B) New Braunfels  
(C) Mississippi River Valley                      (D) California

192. According to the next week's weather forecast, where will it rain most?

- (A) In New England                                  (B) In Central Region  
(C) In Southern Rockies                              (D) In West Coast

193. Where will heat advisories be in effect?

- (A) In Mississippi River Valley                      (B) In New England  
(C) In California                                        (D) In Northern Plains

194. In the weather forecast, the word "track" in line 1 is closest in meaning to

- (A) take     (B) disappear                                        (C) leave    (D) move

195. Which fills the blank best in the weather forecast table?

- (A) dry     (B) cold    (C) hot    (D) shower

Questions 196 - 200 refer to the following TV schedule and meeting appointment.

### Sunday TV Schedule

#### 09:00 A.M. - 10:00 A.M. Wild West Tech: Execution Tech

Examine the horrors of human design that brought terror to the Old West. Sheriffs and judges, desperate to stop the growing onslaught of outlaws, needed grisly technologies to punish and deter murderers, rapists, and rustlers.

#### 10:00 A.M. - 11:00 A.M. Airplanes: Human Dreams

Ever since the military started using sophisticated airplanes, they have sought ways to build an aircraft that can fly undetected, maneuver like a helicopter and fly like a jet. The Nazis were the first to pursue the idea of building a discshaped aircraft.

#### 11:00 A.M. - 12:00 P.M. Battles BC: Hannibal:

The Annihilator Hannibal's merciless attacks on Roman soil dealt a near-fatal blow to the soon-to-be Empire. Sworn by his father to a blood oath against the Romans, Hannibal of Carthage did the unthinkable. He marched 40 war elephants and a massive army over the Alps to gain an element of surprise.

#### 12:00 P.M.—01:00 P.M. Seven Signs of the Apocalypse

The Seven Signs are dear: We will be struck by deadly plagues, famines and earthquakes. The sky will turn dark and oceans will turn to blood. And the Antichrist will emerge to fight the final battle between good and evil. Could it all be true? Experts decode this powerful prophecy and come to an startling conclusion: there is now scientific evidence that many of these catastrophes could, in fact, be occurring.

\*\*\*\*\*

Interest	Meeting Appointment
Chris	religion
Jane	military history
Fallon	airplane
Donovan	religion
	9 A.M. Sunday - 10 A.M. Sunday
	10 A.M. Sunday - 11 A.M. Sunday
	5 P.M. Sunday - 6 P.M. Sunday
	12 P.M. Sunday - 1 P.M. Sunday

**196. Which program will Jane be interested to watch?**

- (A) Wild West Tech: Execution Tech
- (B) Airplanes: Human Dreams
- (C) Battles BC: Hannibal: The Annihilator**
- (D) Seven Signs of the Apocalypse

**197. Who is most likely to watch “Seven Signs of the Apocalypse”?**

- (A) Chris**
- (B) Jan
- (C) Fallon
- (D) Donovan

**198. According to the meeting appointment, who can watch all of the four TV programs?**

- (A) Jane and Fallon
- (B) Donovan and Chris**
- (C) Chris and Mary
- (D) Fallon and Mary**

**199. Which program deals with the criminal and law enforcement official?**

- (A) Wild West Tech: Execution Tech**
- (B) Airplanes: Human Dreams
- (C) Battles BC: Hannibal: The Annihilator
- (D) Seven Signs of the Apocalypse

**200. Which animal was used when Hannibal attacked Rome?**

- (A) Tiger
- (B) Lion
- (C) Elephant**
- (D) Chicken

## 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 V

**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. Register early if you would like to attend next Tuesday's \_\_\_\_\_ on project management.

- (A) seminar
- (B) reason
- (C) policy
- (D) scene

102. Paul Brown resigned last Monday from his position as \_\_\_\_\_ executive of the company.

- (A) fine
- (B) chief
- (C) front
- (D) large

103. The financial audit of Soft Peach Software \_\_\_\_\_ completed on Wednesday by a certified accounting firm.

- (A) to be
- (B) having been
- (C) was
- (D) were

104. The organizers of the trip reminded participants to \_\_\_\_\_ at the steps of the city hall at 2:00 P.M.

- (A) see
- (B) combine
- (C) meet
- (D) go

105. \_\_\_\_\_ is no better season than winter to begin training at Silver's Fitness Center.

- (A) When
- (B) It
- (C) There
- (D) As it

106. The recent worldwide increase in oil prices has led to a \_\_\_\_\_ demand for electric vehicles.

- (A) greater
- (B) greatest
- (C) greatly
- (D) greatness

107. Maria Vásquez has a wide range of experience, \_\_\_\_\_ worked in technical, production, and marketing positions.

- (A) having
- (B) has
- (C) having had
- (D) had

108. Tickets will not be redeemable for cash or credit at any time, \_\_\_\_\_ will they be replaced if lost or stolen.

- (A) but
- (B) though
- (C) only
- (D) nor

109. Statistics show that the younger generation of professionals insists on balancing time and money, more than their \_\_\_\_\_.

- (A) parents
- (B) older
- (C) previous
- (D) the older

110. The employees \_\_\_\_\_ by the CEO's announcement last week that she would take a personal pay cut to preserve administrative jobs.

- (A) get inspired
- (B) inspired
- (C) are inspiring
- (D) were inspired

111. You are required to attend the Thursday staff meeting \_\_\_\_\_ you are sick or have an emergency.

- (A) unless

- (B) because
- (C) until
- (D) but

112. Emily \_\_\_\_ late every night, but now that she is more familiar with the new software, she leaves at 5:30 every day.

- (A) is working
- (B) has to work
- (C) works
- (D) used to work

113. If I were starting over on this project, I \_\_\_\_\_ begin with the content and let the format follow.

- (A) can
- (B) would
- (C) may
- (D) should

114. Exercising \_\_\_\_\_ is a healthy, productive, and free way to manage stress.

- (A) regularly
- (B) regular
- (C) regularness
- (D) more regular

115. Ms. Sing \_\_\_\_\_ her new client right now; let's not disturb her.

- (A) calls
- (B) called
- (C) is calling
- (D) to call

116. We called the factory this morning because we are worried \_\_\_\_\_ the order won't arrive in time.

- (A) when
- (B) that
- (C) if
- (D) how

117. The August report details how the company can focus more energy on \_\_\_\_\_ a quality product, and less on soliciting new clients.

- (A) providing
- (B) provider
- (C) to provide
- (D) provision

118. Due to new environmental \_\_\_\_\_, we will have to update our waste management system by 2018.

- (A) regulations
- (B) services
- (C) balances
- (D) portfolios

119. The projections about how the product \_\_\_\_\_ in the Chinese market are based on surveys and test groups.

- (A) performs
- (B) performed
- (C) is performing
- (D) will perform

120. \_\_\_\_\_ the e-mail yet to confirm the hotel reservations for the regional conference?

- (A) You have sent
- (B) Have you sent
- (C) Sended you
- (D) You have to send

121. Qi Ling Wong has made many significant \_\_\_\_\_ in the field of neuroscience and will receive an award from the Institute of Neuroscience of the University of Oregon.

- (A) distinctions
- (B) medals
- (C) contributions
- (D) research

122. Legal fees are considered \_\_\_\_\_ business expenditures, and, therefore, may be written off for tax purposes.

- (A) legitimate
- (B) preposterous
- (C) unscrupulous
- (D) profound

123. The director is planning to hire a candidate who \_\_\_\_\_ experience with marketing and web design.

- (A) to have
- (B) having
- (C) has
- (D) have

124. Of the three budgets presented for the new year, only \_\_\_\_\_ increases spending on advertising.

- (A) a
- (B) an
- (C) these
- (D) one

125. Scientists disagree as to \_\_\_\_\_ or not the dangers of chemical pesticides outweigh their benefits.

- (A) whether
- (B) when
- (C) if
- (D) why

126. The \_\_\_\_\_ of the city council's vote on the proposed change in zoning will figure heavily into our decision about relocating our business.

- (A) quality
- (B) procedure
- (C) order
- (D) outcome

127. Tomorrow, the board of directors \_\_\_\_\_ to approve the new budget.

- (A) met
- (B) meeting
- (C) will meet
- (D) are met

128. The new accounting software made preparing the annual report easier \_\_\_\_\_ ever before.

- (A) as
- (B) than
- (C) of
- (D) more

129. Some argue that the driving test for a California license is too easy, while others find it \_\_\_\_\_.

- (A) obstacle
- (B) challenging
- (C) private
- (D) fascinating

130. Ms. Sousa \_\_\_\_\_ this many employees before.

- (A) has never managed
- (B) hasn't never managed
- (C) is never managing
- (D) wasn't never managing

131. As \_\_\_\_\_ as I am offered the job, I'm going to apply for my visa

- (A) soon
- (B) often
- (C) usually
- (D) early

132. Evelyn Nguyen \_\_\_\_\_ a promotion last week that she had to refuse for medical reasons.

- (A) having been offered
- (B) offered
- (C) was offered
- (D) being offered

133. Our sales team hasn't exceeded its annual goal \_\_\_\_ 1999.

- (A) before
- (B) since
- (C) until
- (D) after

134. We've \_\_\_\_ Dr. Francis Banks to speak about business ethics at the workshop.

- (A) to invite
- (B) inviting
- (C) invite
- (D) invited

135. In the interview, the director asked me several questions about my \_\_\_\_.

- (A) designations
- (B) resume
- (C) entrepreneur
- (D) recognition

136. The documentation for the accountant's financial audit was \_\_\_\_.

- (A) absolute
- (B) incomplete
- (C) unreserved
- (D) nervous

137. Tatiana and I \_\_\_\_ to see the new documentary film about the effects of industrialization on Chinese agriculture next Friday.

- (A) am going
- (B) will going
- (C) are going
- (D) have been going

138. While the consultant's advice helped cut unnecessary spending from the budget, it \_\_\_\_ cut some valuable and necessary items, and should be carefully reviewed

- (A) further
- (B) neither
- (C) similarly
- (D) also

139. \_\_\_\_\_ never seems to be a shortage of bright and qualified applicants for entry level positions with our company; it is always hard to choose just one.

- (A) **There**
- (B) It
- (C) They
- (D) Because

140. The company's \_\_\_\_\_ for increasing the number of repeat customers has backfired, as many customers are put off by the aggressive marketing.

- (A) market
- (B) revenue
- (C) purchase
- (D) **strategy**

## PART VI

**Directions:** Read the following texts. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-144 refer to the following notice.

### GLOBAL AIRLINES POLICY STATEMENT

#### Baggage

Each passenger may carry two items onto the plane: one small suitcase and one personal item. The personal item may be a purse, lap top computer, or briefcase.

The items should fit under the seat in front of you or in the overhead bin. These bins fill quickly, so in case of overload, the flight attendant may place your suitcase in the back of the plane.

In addition \_\_\_\_\_ the two carry-on items, each passenger may check two suitcases to be transported in the airplane's luggage compartment.

141. (A) of (B) **to** (C) with (D) from

These suitcases must meet the airline's size limits. \_\_\_\_\_ baggage charges apply to oversized and additional pieces. These charges must be paid at the time of check-in.

142. (A) **Excess** (B) Excelled (C) Excepted (D) Executive

Please \_\_\_\_\_ a customer service representative if you have questions about this policy.

143. (A) **contact** (B) contacts (C) to contact (D) can contact

**Questions 144-146** refer to the following letter.

Office Works  
544 Hudson Street  
Boston, MA 34602

Tel: (617) 555-7664 Fax: (617) 555-7670  
May 10, 20\_\_\_\_

Mary Briddock  
Banqueting Director  
Wynd's Garden Hotel  
219 Center Circle  
Boston, MA 03299

Dear Ms. Briddock:

Our company, Office Works, is seeking a place to host a banquet. We will honor our top employees at this event, which will include dinner followed by speeches and the presentation of awards.

At the same time we plan to celebrate an \_\_\_\_\_ to our company. We recently purchased the Office Supply Store, and we are now the region's largest seller of office supplies.

144. (A) addition (B) additive (C) addend (D) addendum

We expect approximately 100 guests. We would like to have our event on Saturday, August 15th. If no room is available for that date, we could consider \_\_\_\_\_ it on the following Saturday, August 22nd.

145. (A) have (B) to have (C) having (D) will have

Could you please mail me your latest price list, descriptive brochure, and menus? I am interested in learning more about \_\_\_\_\_ facilities and services.

146. (A) my (B) our (C) your (D) their

Thank you.

Lynn Ishii  
Events Coordinator

**Questions 147 – 149** refer to the following movie text.

An important \_\_\_\_\_ in understanding the supply and demand theory is elasticity. In this context,

147. (A) concept (B) conscript  
(C) contract (D) contempt

it refers to how supply and demand change in response to various stimuli. One way of defining

elasticity is the percentage change in one variable divided by the percentage change in another variable (known as arch elasticity because it calculates the elasticity over a range of values, in contrast \_\_\_\_\_ point elasticity that uses differential calculus to determine the elasticity

148. (A) by      (B) of  
(C) **with**      (D) from

at a specific point). Thus it is a measure of relative changes.

Often, it is useful to know how the quantity supplied or demanded will change when the price changes. This is known as the price elasticity of demand and the price elasticity of supply. If a monopolist decides to increase the price of their product, how will this affect their sales revenue? Will the increased unit price offset \_\_\_\_\_ the decrease in sales volume?

149. (A) probably    (B) possibly  
(C) **likely**      (D) perhaps

**Questions 150 – 152 refer to the following text.**

Although human migration has existed throughout human history, immigration in the modern \_\_\_\_\_ refers to movement of people from one nation-state to another.

150. (A) term      (B) sign  
(C) **sense**      (D) trend

Immigration implies long-term permanent residence (and often, eventual citizenship) by the immigrants: tourists and short-term visitors are not considered immigrants.

However, seasonal labor migration (typically for periods of less than a year) is often \_\_\_\_\_ as a form of immigration. The global volume of immigration is high in absolute terms, but low in relative

151. (A) **treated**    (B) referred  
(C) alluded    (D) dealt

terms. The UN estimated 190 million international migrants in 2005, about 3% of global population. The other 97% still live in the state in which they were born, or its successor state.

The modern idea of immigration is related to the development of nation-states and nationality law. Citizenship of a nation-state confers an inalienable right of residence in that state, but residence of immigrants is subject to conditions set by immigration law. The nation-state made immigration a political issue: \_\_\_\_\_ definition it is the homeland of nation defined by shared ethnicity and/or

152. (A) according (B) regarding (C) as for (D) by

culture, and in most cases immigrants have a different ethnicity and culture. This has led to social tensions, xenophobia, and conflicts about national identity, in many developed countries.

## PART VII

**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 letter.

Dear Residents,

Due to the Fitness First cycling event on Sunday 14th March, this street will be closed to traffic from 6am until 7pm on this date. Please ensure that your car is not parked on the street at this time, otherwise it will be clamped and/or towed away. Thank you for your co-operation in this matter.

Keith Watchet  
Berrington Council

153 Who is the letter to?

- (A) People who are attending the cycling event
- (B) Car owners living on one street
- (C) Homeowners who ride bicycles
- (D) Colleagues at Berrington Council

154 What must residents do?

- (A) Tow their cars away
- (B) Park in a different street
- (C) Use their cars between 6am and 7pm
- (D) Co-operate with the cyclists at the event

**Questions 155 – 157** refer to the following text.

Are you setting up a small business? Worried about the costs of renting office space and employing the right people?

**Rebus Virtual Office World** can help you. With our **Basic Office Deal**, we can set up a virtual office for you practically overnight.

We will give your business a professional image and our polite, friendly staff will handle your calls and present your business in the best possible way. We can provide you with: a professional business address, a local phone number and we will also handle mail.

For a more personal approach, with the option of forwarding mail and messages to your home address, don't hesitate to ask us about our **Premier Office Deals**.

155 Where is the text from?

- (A) A message from a business to a current client
- (B) An advertisement for a new business service
- (C) An email from one business worker to another
- (D) A newspaper article about a new business's success

156 What does the service provide?

- (A) Off-site staff to perform general office duties
- (B) A site where several businesses can locate their offices
- (C) Advice on how to make your business more professional
- (D) Temporary staff for local businesses

157 Which of the following is not included in the Basic Office deal?

- (A) A polite receptionist
- (B) A mail-forwarding service
- (C) A professional address
- (D) A telephone-answering service

**Questions 158 – 161 refer to the following message.**

Dear Helen,

I would like to congratulate you on organising such an excellent and informative workshop. I know a lot of people learnt a great deal from it. Can you pass on my thanks to Doctor Friedman for his fascinating talk on Staff Motivation? I realise how lucky we were that he was able to find the time for us. The feedback from the staff was very positive. Let's hope we actually see an improvement in staff motivation as a result!

By the way, I'm missing my list of addresses of the delegates who attended. Did I happen to leave it in your office? It's just that I haven't seen it since our meeting on Friday.

Thanks again for a great day,

Anne

158 What is the main objective of the message?

- (A) to inform
- (B) to accuse
- (C) to make a request
- (D) to praise

159 What can be implied about the workshop?

- (A) All the delegates were staff from the same office.
- (B) It included several talks.
- (C) It lasted one day.
- (D) Motivation was the only topic discussed.

160 What can be implied about Dr Friedman?

- (A) He works in the same office as Anne.
- (B) **He has a very busy schedule.**
- (C) He is a leading expert on staff motivation.
- (D) Anne knows him better than Helen does.

161 What has happened to the address list?

- (A) **Anne has lost it.**
- (B) Anne has found it.
- (C) Anne has sent it to Helen.
- (D) Anne has completed it.

**Questions 162 to 166** relate to the following text:

### **Games and Activities - Toxic Waste**

This is a popular, engaging small group activity which provides a rich teamwork challenge. The challenge is to move the "toxic waste" contents of a bucket to the "neutralization" container using minimal equipment and maintaining a safe distance within a time limit. It is moderately difficult and works best for groups that have already dealt with basic teamwork issues. Avoid using this activity with groups who are still in the early stages of group development.

#### **Set-Up**

Use the rope to create a circle at least 8 feet in diameter on the ground to represent the toxic waste radiation zone. The larger the zone, the more difficult the activity. Place the small bucket in the center of the radiation zone and fill it with water or balls to represent the toxic waste. Place the large neutralization bucket approximately 30 to 50 feet away. The greater the distance, the more difficult the activity. Put all other equipment (i.e., bungee, cords) in a pile near the rope circle.

#### **Directions**

The challenge is for the group to work out how to transfer the toxic waste from the small bucket into the large bucket, using only the equipment provided within a time frame. The waste will blow up and destroy the world after 20 minutes if it is not neutralized. Anyone who ventures into the radiation zone will suffer injury and possibly even death, and spillage will create death and destruction. Therefore, the group should aim to save the world and do so without injury to any group members.

#### **Facilitator Notes**

Toxic Waste is not an easy exercise and most groups will benefit from some coaching along the way. The solution involves attaching the cords to the bungee loop, then guiding the bungee with the strings to sit around and grab the toxic waste bucket. Then with everyone pulling on their cord and with good coordination and care, the toxic waste bucket can be lifted, moved and tipped into the empty neutralizing bucket.

**162.** Who is this text written for?

- (A) an office worker
- (B) a teacher

- (C) a manager
- (D) a health and safety officer

**163.** Where would this text most likely be found?

- (A) posted in a staff canteen
- (B) in a financial magazine
- (C) in a book on team building
- (D) on the front page of a newspaper

**164.** Which of the following does the game NOT involve?

- (A) using minimal equipment
- (B) working with a group
- (C) working to a time limit
- (D) working individually

**165.** What can you do to make the exercise more difficult?

- (A) decrease the radiation zone
- (B) increase the distance to the neutralization bucket
- (C) use balls instead of water
- (D) offer coaching

**166.** What group would benefit most from this exercise?

- (A) one that can't work together
- (B) any team at all
- (C) an experienced team
- (D) a brand new team

**Questions 167 – 170** refer to the following article.

I received my Ph.D. from MIT in 1966. I have heard this time described as the "golden years", because of the many famous graduates. We were all good friends and there was considerable economic discussion amongst us. I believe that there was a rather smug notion that the major economic problems had been solved, especially in macroeconomics, and maybe also in microeconomics.

Macroeconomics was by the neoclassical synthesis, which explained the existence of unemployment by money wages that were slow to change in response to excess demand for labor. Thus wages might be above market clearing, so that some labor would be unemployed. That left the following question unanswered: what were the causes of economic growth? Two seminal papers in this field had been written by Robert Solow. Both of them showed that the previous view, that capital was a leading cause of economic growth, was likely to be false.

First, diminishing returns to capital would eventually limit the contribution of capital deepening to growth. Second, if capital and labor received their respective marginal products, then, empirically, there was a significant "residual" in the explanation of growth: capital could explain only a small fraction of increases in U.S. productivity.

**167.** What is the smug notion mentioned?

- (A) The graduates had solved all major economic problems.
- (B) The graduates considered themselves famous for solving major problems.
- (C) **The graduates did not have to solve major economic problems.**
- (D) The graduates were too good of friends to deal with the major problems together.

**168.** What is the macroeconomic explanation of unemployment?

- (A) **Payments to employees couldn't keep up with the need for workers.**
- (B) The lack of demand for labor slowed down wage payment.
- (C) Employees were let off due to the demand for high wages.
- (D) The market clearing elevated wages excessively.

**169.** What do Robert Solow's papers address?

- (A) the microeconomic reasons for economic growth
- (B) why capital was a leading cause of economic growth
- (C) the falsity that the U.S. is achieving economic growth
- (D) **that a previously established view could be incorrect**

**170.** What is NOT something explained by Solow?

- (A) Capital has a small role in economic growth.
- (B) **Capital is actually deepening economic growth.**
- (C) Capital would ultimately be restricted by something else.
- (D) Earlier beliefs are probably not true

**Questions 171 – 175** refer to the following text passage.

Do you feel stressed? Chances are, you do. Levels of stress in our society are increasing more and more these days, and this is true for both workers and students. There are a number of ways you can relieve stress, but there are also several ways in which you can avoid stress in the first place, and this article will focus on these. Here are four things you should avoid like the plague if you want to develop a more peaceful lifestyle.

What's the first thing you do when you get home after a stressful day at work or college? Many of us collapse on the couch and reach for the TV remote. Don't do it! Not only does the TV fill your living room with the stressful lives of on-screen characters, think about commercials. The aim of advertising is to make people feel that their lives are inadequate and unfulfilled. They often bring out negative emotions in viewers.

And while we are on the subject of television, have you noticed how much of the news we watch is bad news? Research states that over 90% of the news we watch, read or hear on the radio is bad news. In order to sell stories, the media bombard us with negative story after negative story. What is more, the stories which are reported are often ones which you have no control over, and this leads to a sense of powerlessness. Why not buy a local paper instead? The news is often far more optimistic, and you may be inspired to take action in a way that can have a positive effect on your own neighbourhood.

Avoiding television may also help you avoid another sort of stress – arguments. How often do you and your family row about what to watch on the television? Arguments will never help you feel better, and no-one ever wins an argument. When you feel that an argument is brewing, go for a walk or find a quiet place where you calm down, or you will only prolong the tension.

The last thing to avoid is caffeine. Anything which contains caffeine, and that includes coffee,

tea, chocolate and even a nice soothing cup of cocoa, is a stimulant, and is more likely to keep you tense than relax you. Sugary drinks are also going to keep you buzzing. Have a cup of herbal tea and eat foods which are natural rather than processed.

171 What is the text about?

- (A) Ways to relieve stress
- (B) How to prevent stress
- (C) Reasons why stress levels are increasing
- (D) The consequences of a stressful lifestyle

172. Why does the writer consider commercials stressful?

- (A) They often depict characters in stressful situations
- (B) They make people worry about money
- (C) They make you feel your life is not good enough
- (D) They contain flashing and fat-moving images

173. Why, according to the writer, do news stories often depress us?

- (A) The stories highlight problems in the local neighbourhood
- (B) The stories address problems that the reader cannot control
- (C) The stories describe people who are powerless
- (D) The stories force readers to take action

174. What does the writer suggest you do if you feel angry with someone?

- (A) Have a big argument
- (B) Have some quiet time alone
- (C) Turn the television on
- (D) brew a cup of tea

175. Which drink does the writer recommend when you feel stressed?

- (A) herbal tea
- (B) cocoa
- (C) a sugary drink
- (D) coffee

**Questions 176 – 180** refer to the following text passage.

The country's GDP increased by 0.9 per cent in the third quarter of 2009; significantly higher than the rate of 0.4 percent seen in the previous quarter.

No one sector can be held responsible for the increase, as there was growth across the board in each of services, construction and production.

Services output rose to 1.0 percent, and the largest contribution to this was the Business and Finance sector, which rose by 1.3 percent. Communications, Government services and Hospitality also rose, but there was a decline in Transport and Distribution.

Construction output rose 3.4 per cent in this quarter, a considerable improvement from the second quarter, in which output decreased by 1.6 per cent.

Total production output grew in the third quarter at a rate of 1.0 per cent, the same rate as in the previous quarter. Electricity, gas and water supply output contributed most to growth in the production sector, as output rose from 0.8 to 1.5 percent. Manufacturing, mining and agriculture all decreased during this period.

176. Which of the following is true about the country's GDP?

- (A) It increased in both the second and third quarters
- (B) It decreased in the second quarter, and increased in the third quarter
- (C) It increased in the second quarter and decreased in the third quarter
- (D) It decreased in both the second and third quarters

177. Which of the following is NOT a Service?

- (A) Communications
- (B) Distribution
- (C) Electricity Gas and Water Supply
- (D) Hospitality

178. Which of the following figures decreased in the second quarter and rose in the third quarter?

- (A) Transport output
- (B) Construction output
- (C) Total production
- (D) Agricultural output

179. Which of the following had the highest rate of output in the third quarter?

- (A) Electricity Gas and Water Supply
- (B) Business and Finance
- (C) Government Services
- (D) Manufacturing

180 What was the Total production output in the second quarter?

- (A) a growth of 1.0 percent
- (B) a decrease of 1.0 percent
- (C) An increase of 0.8 percent
- (D) An increase of 0.9 percent

**Questions 181-185 refer to the following meeting agenda and e-mail message.**

**Optimum Software Company  
meeting with  
Advantage Power Systems, Inc.  
November 2**

*Advantage Power Systems attendees:*  
Katharine Morandi  
Chom Tai

*Optimum Software attendees:*  
Ujjwal Ahmed  
Yusra Singh  
Peter Bodell

<b>AGENDA</b>	
Ujjwal Ahmed	Introductions Review objectives
Katharine Morandi	Advantage Power Systems: project overview and development schedule
Yusra Singh	Optimum product overview <ul style="list-style-type: none"> <li>• Core software functions</li> <li>• Software platform requirements</li> </ul>
Peter Bodell	Optimum training and consulting
Yusra Singh	Technology questions and answers
Ujjwal Ahmed	Next steps

To: Katharine Morandi  
 From: Ujjwal Ahmed, Optimum Software Company  
 Subject: Yesterday's meeting

Dear Katharine,

Thank you for taking the time to get together with us yesterday. Everyone on our team felt that it was a productive meeting. We have a better understanding of your project's needs now, and we've started looking at ways to adapt our software to meet your requirements.

While the basic function of the software is well suited to the project overall, as discussed, we will explore ways to adapt it to the needs of the different departments at Advantage that will be using it. This will incur some additional cost, as we indicated—we'll provide details about that at our next meeting, once our engineers have assessed the changes that will need to be made.

I've asked Peter Bodell to prepare a document for you that indicates when the Training and Consulting Department could start providing services to you. He'll send this information to you directly—since you've worked with him in the past, it seems the most efficient way to go.

As agreed, let's set up a meeting for the week of November 26 by which time our engineers will be able to outline their approaches to your departmental needs, and we'll have the information we need to put together a contract.

In the meantime, please feel free to contact me if you have any questions.

Regards,  
 Ujjwal

181. Why was the meeting held?
- (A) To talk about hiring costs  
 (B) To train software users  
 (C) To discuss work on a project  
 (D) To review a contract

182. Who would probably be the best person at Optimum to answer technology questions?
- (A) Ujjwal Ahmed  
(B) Chom Tai  
**(C) Yusra Singh**  
(D) Katharine Morandi

183. What is the main purpose of Mr. Ahmed's e-mail to Ms. Morandi?
- (A) To request a meeting with the engineering department  
(B) To introduce Peter Bodell  
**(C) To follow up on a meeting with Advantage**  
(D) To explain how Optimum has adapted its software

184. What service will Peter Bodell's department provide?
- (A) Training and consulting**  
(B) Legal advice  
(C) Publicity  
(D) Changes to the software

185. What will happen in the week of November 26?
- (A) Peter Bodell will make a presentation.  
**(B) Optimum and Advantage will meet again.**  
(C) A contract will be signed.  
(D) Training in the new software will occur.

**Questions 186-190 refer to the following complaint and response.**

To: Customer Response [customer.care@hanley.co]  
From: zelda22rahi pmail.com  
Subject: Faulty goods  
Date: May 19, 2006

I found this address on the side of the packet of one of your products, so I hope this is the correct address for complaints. If not, would you please forward this to the correct address? I am emailing you because of a problem that I experienced with a Hanley Electronics product. I have been using Hanley products for many years, and this was the first time that I have had any trouble. I recently purchased the Hanley Magic Straight/Wave Hair tongs from the online shopping mall on your website.

I had seen them advertised on television and in various fashion magazines. The problem is that even after waiting the recommended 5 minutes, the tongs did not really seem to heat up. I waited a further 5 minutes, but they still didn't get any hotter. I tried using them to straighten my hair, but nothing happened, and it was a waste of time. I would, therefore, like to receive a refund. Could you tell me how I should go about this?

Thank you for your time.

Zelda Whitfield

To: zelda22@hipmail.com  
From: Alison O'Brian (aobrian@hanley.co)  
Subject: Re: Faulty goods  
Date: May 20, 2006

Dear Ms. Whitfield,

Thank you for your email alerting us to the problem you have had with one of our products. I am sorry to hear that this has inconvenienced you. This is the first complaint of this kind regarding this particular product, and I can only imagine that a wire has become disconnected. We would be happy to refund your money in full, including postage and packing. To obtain a refund we ask you to send the product (in its original packaging if possible), together with your name and address and order reference number to the following address:

Returns  
Hanley Electronics  
Byways Industrial Estate  
Sacramento, CA 90786

Again, I apologize for any inconvenience and hope you will continue to use our products,  
Sincerely,

Alison O'Brian

186. Why did Zelda Whitfield send an email?

- (A) To place an order
- (B) To ask for her money back**
- (C) To ask for an exchange
- (D) To demand an apology

187. Which of the following statements best describes Zelda Whitfield?

- (A) She is a new customer.
- (B) She doesn't often make electronics purchases.
- (C) She frequently makes complaints.
- (D) She is a loyal customer of Hanley Electronics.**

188. How long did Zelda Whitfield wait for the tongs to heat up?

- (A) 5 minutes
- (B) A total of 10 minutes**
- (C) 15 minutes
- (D) Many years

189. How many other complaints has the company received?

- (A) None for this particular product**
- (B) A dozen
- (C) Several
- (D) Hundreds

190. What information should Zelda Whitfield send?

- (A) Phone number
- (B) Credit card number**

(C) Name, address, and reference number

(D) Name and email address

**Questions 191 – 195** refer to the following overview and memo.

To date, Lasernet community volunteers have provided Redfox user support that has met, and often exceeded, the needs of the tech and the early adopter users of Redfox. As Redfox's market share grows beyond early adopters, our user support needs also to evolve. The Redfox Support Working Group has spent the last month doing research and community outreach on how Lasernet should evolve user support through a community-based approach.

Please check out the overview and give us your feedback so that this can be successful.

We look forward to hearing from you.

JT

## OVERVIEW

### What need to be addressed:

- Simplify navigation to relevant and enhanced content
- Expand the volunteer support community
- Make international support and scaling easier
- Improve metrics and feedback loops for a better product

### How we think should address this:

- Develop an integrated community-based support platform on lasernet.com (that includes “Redfox Help”). Redfox Support Work Flow – Knowledge base and good search tools are the backbone of system.
- KB content is main hub of “how to” and “troubleshooting” content and is first point of reference for users seeking help.
- Support forums and live chat are communications channels for more complex questions not answered in knowledge base.

191. How long has Lasernet community service provided Redfox user support?

(A) since a recent date

**(B) since their inception**

(C) they are incorporating it for the first time now

(D) since a month ago

192. Why is Lasernet looking to change?

(A) to combat growth

(B) to initiate company growth

(C) to compete with others' growth

(D) to keep up with growth

193. What is JT seeking from the readers?

- (A) thoughts and opinions
- (B) for them to be volunteers
- (C) encouragement
- (D) user support

194. What is NOT listed as a need?

- (A) modifying navigation so it's fitting to content
- (B) making getting support from other countries less complicated
- (C) improving the quality of the volunteers
- (D) enhancing the general product

195. What is NOT mentioned as a way to address needs?

- (A) making knowledge base a central point of reference
- (B) allowing customers to communicate about the complicated issues
- (C) creating better opportunities for customers to get support
- (D) developing a new website to address support issues

**Questions 196 – 200** refer to the following article and memo.

Sarah,

This may be just what you have been looking for both you and Jimmy. I can help you find more details if you are interested.

Jenn

The Technical Assistance Alliance for Parent Centers is an innovative project that supports a unified technical assistance system for the purpose of developing, assisting and coordinating Parent Training and Information Projects and Community Parent Resource Centers under the Individuals with Disabilities Education Act (IDEA). This project is funded by the U.S. Department of Education, Office of Special Education Programs and consists of 1 national center and 6 regional centers. The project is funded to strengthen the connections to the larger technical assistance network and fortify partnerships between parent centers and state education systems at regional and national levels.

Parent Training and Information Centers (PTIs) and Community Parent Resource Centers (CPRCs) in each state provide training and information to parents of infants, toddlers, children, and youth with disabilities and to professionals who work with children. This assistance helps parents to participate more effectively with professionals in meeting the educational needs of children and youth with disabilities. The Parent Centers work to improve educational outcomes for children and youth with all disabilities (emotional, learning, mental, and physical).

The Alliance offers a variety of resources to further strengthen the Parent Centers' abilities to effectively serve the families in their communities whose children have disabilities. There are approximately 100 parent centers in the United States. Staff members in these centers, as well as at the Alliance office, are likely to be parents of children with disabilities or have disabilities themselves. The common experience with the families they serve results in uncommon commitment to improving outcomes and results for children with disabilities.

196. Who is paying for this project?

- (A) the U.S. Department of Education
- (B) Technical Assistance Alliance for Parent Centers
- (C) Parent Training and Information Centers
- (D) Individuals with Disabilities Education Act

197. What two entities are officially allied through this project?

- (A) regional and national governments
- (B) PTIs and CPRCs
- (C) parents and their children
- (D) parent centers and education systems

198. How will disabled children benefit from this project?

- (A) Their parents will have improved the education system.
- (B) Their parents will be better able to help in their education.
- (C) Their disabilities will be minimized.
- (D) The centers will make the education system more suitable

199. What might most of the staff of the Alliance be able to do?

- (A) research the common experiences of parents
- (B) relate the teacher perspective to parents
- (C) create new, more effective resources
- (D) empathize with the parents

200. For what reason might this information be passed on to Sarah?

- (A) She works at a parent center.
- (B) She works in education.
- (C) Her son has a disability.
- (D) Jenn needs her help.

## 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.

### PART V

**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 click the letter (A), (B), (C), or (D).

101. After you dial the number you will hear a message that \_\_\_\_\_ you where the meeting will be held.

- (A) told
- (B) **tells**
- (C) tell
- (D) was telling

102. The new department will come up with ways\_\_\_\_\_ communication between the various agencies.

- (A) was improved
- (B) is improving
- (C) having improved
- (D) **to improve**

103. We will be giving advice to everyone who\_\_\_\_\_ registered for the seminar on how to prepare a better resume.

- (A) **has**
- (B) will
- (C) have
- (D) were

104. \_\_\_\_\_ you can do to speed the production of the new software will be much appreciated.

- (A) Nothing
- (B) Whichever
- (C) Unless
- (D) **Whatever**

105. Two of the new inventions were introduced last month and \_\_\_\_\_ available for inclusion in the new catalog, too.

- (A) is being
- (B) has been
- (C) **were**
- (D) was

106. Most volunteers \_\_\_\_\_ found that it is a good idea to read through all the manuals that tell the history of the institution prior to starting.

- (A) was
- (B) have
- (C) were
- (D) been

107. When you meet Tory Staton, be sure to ask her about why she has not responded to the \_\_\_\_\_ memo that management sent.

- (A) simple
- (B) medium
- (C) typical
- (D) last

108. A large international company \_\_\_\_\_ a study into the possibility of creating new technology to build medical equipment.

- (A) have instituted
- (B) has instituted
- (C) was instituted
- (D) to institute

109. When the new rules regarding office dress \_\_\_\_\_, few people realized the full extent of them.

- (A) was adopted
- (B) adopting
- (C) will be adopted
- (D) were adopted

110. We are very proud of our new \_\_\_\_\_, which will allow two employees to share one full-time position.

- (A) theory
- (B) note
- (C) policy
- (D) production

111. Whenever you \_\_\_\_\_ the new sales promotion plan, please send it to me as soon as you can so we can critique it.

- (A) have finished
- (B) having finished
- (C) will finishing
- (D) finishing

112. The number of products that our company is able \_\_\_\_\_ is based strictly on the number of hours that we spend working.

- (A) was manufactured
- (B) is manufactured
- (C) to manufacture
- (D) manufacturing

113. \_\_\_\_\_ the new regulations regarding internal communications have been adopted, they have not yet been put fully into place.

- (A) Consequently,
- (B) For example,
- (C) Although
- (D) However,

114. Generally, the best way to identify faulty logic is to look for errors in reasoning and then \_\_\_\_\_ them.

- (A) highlights
- (B) highlighted
- (C) is highlighting
- (D) highlight

115. It is extremely important to dress in a professional manner when you \_\_\_\_\_ going on an interview for a new position.

- (A) were
- (B) are
- (C) is
- (D) was

116. The winner of the sales competition will receive an expense-free trip to Florida, where the \_\_\_\_\_ will be held in January.

- (A) probability
- (B) scene
- (C) convenience
- (D) convention

117. We \_\_\_\_\_ a new website to make it much more user-friendly so we can boost the number of people who visit it.

- (A) developing
- (B) is developing
- (C) are developing
- (D) to develop

118. When it is time to buy a new smartphone, you should definitely research all the information that is available about them in order to get the \_\_\_\_\_ one possible.

- (A) better
- (B) best

- (C) good
- (D) goodest

119. Offices that \_\_\_\_\_ well designed and pleasant to be in report less absenteeism than those that are uncomfortable and poorly designed.

- (A) are
- (B) is
- (C) has
- (D) have

120. If you \_\_\_\_\_ questions about our vacation policy, you can check the company handbook under Additional Information.

- (A) is having
- (B) having
- (C) have
- (D) was have

121. After you prepare a budget for your project, run it by your supervisor to make sure it is \_\_\_\_\_ with our guidelines.

- (A) efficient
- (B) capacity
- (C) consistent
- (D) careful

122. Please be \_\_\_\_\_ that the company will close for the entire week during the first week of July in order to cut down on the use of energy.

- (A) advised
- (B) advises
- (C) is advised
- (D) advising

123. SUMA Operation \_\_\_\_\_ forces with its affiliate company, LESD, to come up with an entirely new product line.

- (A) has joining
- (B) had joining
- (C) is joining
- (D) are joining

124. \_\_\_\_\_ is ample time for you to report your expenses for your last business trip to our New York City branch.

- (A) When
- (B) How
- (C) There
- (D) Which

125. The Oliver Institute has hired a new facilitator to help train employees so they will be up-to-date on all recent studies that \_\_\_\_\_ done.

- (A) will being
- (B) is being
- (C) has been
- (D) **have been**

126. \_\_\_\_\_ the company party will begin after the last speaker has completed her assessment of last quarter's revenues.

- (A) Remember
- (B) Remembering
- (C) **Remembered**
- (D) Is remembered

127. The Rochet Organization \_\_\_\_\_ on expanding its scope of operations into the international market.

- (A) are planned
- (B) **is planning**
- (C) will planning
- (D) to plan

128. The program is not in complete compliance with our standards, \_\_\_\_ there is no reason for concern about that aspect.

- (A) **but**
- (B) until
- (C) in spite of
- (D) neither

129. A full list of products that \_\_\_\_\_ developed can be found at our website, so there is no need to include that information in your presentation.

- (A) will been
- (B) was
- (C) are been
- (D) **are being**

130. If anyone needs a ride to the upcoming training seminar, they should notify the customer service office since they \_\_\_\_\_ it.

- (A) was organizing
- (B) **are organizing**
- (C) were organized
- (D) have organizing

131. We offer instructional films to new employees \_\_\_\_\_ them in understanding our overall

goals for the coming year.

- (A) assisted
- (B) was assisting
- (C) is assisting
- (D) to assist**

132. The new company gym is now open to all employees and management \_\_\_\_ everyone to make use of it.

- (A) urge
- (B) is urging**
- (C) urged
- (D) are urged

133. \_\_\_\_ of the people who prefer to travel by train will not be able to arrive in time for the opening lecture.

- (A) More
- (B) One
- (C) Best
- (D) Most**

134. We have two very capable candidates who \_\_\_\_\_ for the position of Sales Manager and they are about to undergo the final interview process next week.

- (A) are applying**
- (B) is applying
- (C) are applied
- (D) was applying

135. Any employees who \_\_\_\_\_ not attended the seminar on sensitivity in the workplace should do so before the end of the month.

- (A) has
- (B) have**
- (C) are having
- (D) having

136. Our international branch is not in sync with the trends that exist in the United States, but that problem can be easily \_\_\_\_\_.

- (A) resolved**
- (B) resolving
- (C) having resolved
- (D) to resolve

137. Ever since September, employees \_\_\_\_\_ to log in and out at our company's website so we could keep track of the hours that they were working.

- (A) requiring

- (B) will be required
- (C) have been required
- (D) was required

138. The company talent competition will continue every Friday \_\_\_\_\_ the 27th of February.

- (A) such as
- (B) yet
- (C) and
- (D) until

139. Our department's duties include, but are not limited to, \_\_\_\_\_ information about possible duplication of materials.

- (A) to research
- (B) researching
- (C) researches
- (D) are researching

140. Last winter, we \_\_\_\_\_ interviews on an hourly basis in order to give each prospective employee the time to complete an exam as well as the interview.

- (A) were scheduling
- (B) was scheduling
- (C) is scheduled
- (D) will be scheduled

## PART VI

**Directions:** Read the following texts. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then click the letter (A), (B), (C), or (D).

Questions 141-143 refer to the following letter.

Chandi Akella  
Rapid Technology, Inc.  
450 Cherry Circle  
Detroit, MI 40355

Dear Ms. Akella:

I was interested to read about your company in the online issue of "Technology Today." Perhaps your company's technology can help us

I own a candy company in Tennessee. We \_\_\_\_\_ a variety of kinds of candy which are

141. (A) consume  
(B) manufacture  
(C) purchase  
(D) desire

sold all over the USA and in other countries as well. As part of their work, my employees use heavy equipment and move large boxes every day. Sometimes they fall or hurt their backs. As a result, they \_\_\_\_\_ days of work. Everyone suffers from this situation

142. (A) avoid  
(B) gain  
(C) miss  
(D) save

These accidents cost my company a lot of money, and my employees suffer from health problems.

Rapid Technology's "cobots" may help. I understand that a "cobot" is like a robot. However, it is a robot that collaborates-or works with-people. So, you call it a "cobot." Is that correct? I understand that people are \_\_\_\_\_ when they work with cobots. However, the article I read

143. (A) safer  
(B) more safely  
(C) safety  
(D) more safety

only discussed cobots at car companies. Could they also be used at a candy company?

We are very interested in cobots, but we are not sure if they would work here. What do you think?  
Please reply via mail. Thank you.

Best wishes,

*Priscilla Parton*  
President, Prissy's Candies

**Questions 144-146** refer to the following information:

You have no job security, even if you think you do. Consultants, even good consultants, are often considered a necessary evil by customers who use them, and it's \_\_\_\_\_ easy to stop using one. It doesn't require firing or confrontation, just "we don't need you any more" or even just not calling.

- 144.** (A) excepting (B) an exception (C) exceptional (D) exceptionally

This has happened to me several times: a sure thing, with many years of history, stopped on a dime when a customer's customer canceled a project, or when another customer was bought by a bigger enterprise.

This is not personal to your customer; it's just business but when your gravy train \_\_\_\_\_ without notice, it's very personal. And terrifying.

- 145.** (A) explodes (B) evaporates (C) precipitates (D) appears

The best way to approach this is to diversify. If you have only one ongoing project, you can find yourself out of work with no more notice than the time it takes the phone to ring. \_\_\_\_\_ being aggressive about finding more than one customer, and even making it a point to value a backlog of work, you have a fighting chance at dodging the vaporizing customer bullet.

- 146.** (A) But (B) Therefore (C) Either (D) By

**Questions 147-149** refer to the following article.

Is dentistry the career for you? Today's dentists have many more opportunities than they used to. In the past, a dentist's life was predictable. Most were men who would leave home for a few years to study at a dental school, then return to their hometown, open up an office, and work there their whole life. Most dentists looked forward to this or something similar. Today, dentists are more mobile. Men and women can \_\_\_\_\_ dental school in different places. Some still return to their hometown to work.

Others move on to new cities.

- 147.** (A) will attend (B) attending  
(C) to attend (D) attend

Dentists today may specialize in one or more areas. Two common ones are oral surgery and dental public health. Oral surgery focuses \_\_\_\_\_ treating diseases and problems through operations. Dental public health

- 148.** (A) in (B) at (C) on (D) to

concentrates on improving the dental health of a community. For example, these dentists \_\_\_\_\_ to schools to teach children how to brush their teeth.

- 149.** (A) go (B) went (C) had gone (D) would go

Some dentists work only in their specialty areas while others do both general and specialty work

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

**To:** frontofficel  
**From:** geraldinebennett  
**Re:** Doing our part

Dear Mr. Cobalt:

I'm writing to you to express my concern about Pascal's reputation as a wasteful company. I'm sure you read the recent letter to the editor in the Sydney Daily News regarding our non-recyclable plastic bottles and caps. Since the letter was printed, \_\_\_\_\_ have received complaints from

- 150.** (A) we (B) he and I (C) they (D) your

hundreds of customers who are threatening to boycott our company if we don't change our practices. We have also received flyers from \_\_\_\_\_ manufacturing companies offering to help us become a more environmentally friendly company. I have looked briefly into some of these options on my own time but would like to ask your permission to do more.

- 151.** (A) varies (B) variety (C) various (D) variable

I would like \_\_\_\_\_ 20 hours of my upcoming workweek to this cause in hopes of coming up with a viable plan for Pascal's future as a company that cares about recycling. I hope you will agree with me that our environment is worth us making an effort. Please respond as soon as possible.

- 152.** (A) devote (B) devoting (C) to devote (D) devotion

Sincerely,

*Geraldine Bennett*, Administrative Assistant

Pascal's Pharmaceuticals

## PART VII

**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 click the letter (A), (B), (C), or (D).

**Questions 153 through 156 refer to the following advertisement.**

### Race for Food

The annual Race for Food fundraiser will take place next Saturday at 8 A.M. at Greenfield Park. This four-mile race raises money for the Samara Food Pantry, where the number of needy has risen significantly in the past few months. Those interested in participating are asked to call 815-9097 before Wednesday to reserve a spot. Runners will need to be sponsored by individuals or businesses. Organizers are suggesting that sponsors pledge \$10 per mile, but any donation is welcomed.

153. What is the purpose of the news brief?

- (A) to explain what a food pantry does
- (B) to discuss why fundraisers are important
- (C) to encourage people to join the Race for Food
- (D) to get people to watch the fundraiser in Greenfield Park

154. Why does the brief include a telephone number?

- (A) so sponsors can contact the race organizers
- (B) so runners can sign up for the race
- (C) so the food pantry can contact the sponsors
- (D) so the racers can find sponsors

155. Why do runners need to be sponsored?

- (A) to raise money for the food pantry
- (B) to ensure they show up for the race
- (C) to pay for the T-shirts runners will wear
- (D) to buy insurance needed for the run

156. The word “significantly” in line 2 of the news brief is closest in meaning to

- (A) a little
- (B) narrowly
- (C) somewhat
- (D) a great deal

**Questions 157 through 160 refer to the following advertisement.**

Veronica's Pet Spa Annual Sale  
All Pet Grooming 15% off—  
All Pet Grooming Tools 25% off

Offer Good through End of Month  
Have Two Pets?  
“Special Saturdays Offer”  
Buy one grooming and get the other free!  
Make an appointment today for your furry friend.  
A groomed pet is a happy pet  
2188 Castle Street  
310-2920

157. What is the purpose of this advertisement?

- (A) to announce a sale and boost business
- (B) to list the various pet grooming tools that are for sale
- (C) to tell where the business is located
- (D) to explain how long it takes to groom a pet

158. The word “spa” as used in the advertisement is closest in meaning to:

- (A) shelter
- (B) house
- (C) salon
- (D) hospital

159. What is the Special Saturdays Offer?

- (A) Two pets can get 15 % off the cost of grooming.
- (B) Two pets can be groomed for the cost of one.
- (C) Two pets can only be groomed on Saturdays.
- (D) Two pets need to be groomed on the same day.

160. What happens at the end of the month?

- (A) The Special Saturdays Offer will end.
- (B) The sale on the price of grooming and tools is over.
- (C) The spa will close for vacation.
- (D) Prices for grooming two pets will go up.

*Questions 161 through 164 refer to the following article.*

Being fit has become an obsession for many people in modern society. Some individuals will go to great lengths to become and stay in good condition. While the idea of being in good shape spans back to the ancient Greeks and earlier, it has reached a high point in today's society with the large number of ways to become fit.

Jogging became popular in the 1970s at the same time that aerobic workouts made their debut. Yoga and Pilates are choices for those people who want to build inner core strength. In addition, yoga provides a way into meditation and regulated breathing. Others prefer to use exercise machines that exist thanks to newer technology, such as treadmills, exercise bikes,

chest and shoulder presses, leg extension machines, and butterfly machines, to name a few. Some people go to the gym to exercise and others have gyms in their homes.

Whatever the choice—circuit machines, bicycling, or swimming—exercise plays an important part in a person's emotional life as well. Besides helping you keep fit by toning the body, exercise can also be mentally uplifting, say the experts.

Working out makes you feel better, gives you more energy, and may prevent illness and extend your life, according to its advocates. It may also cause injury to various joints, although that doesn't stop all those who have fallen in love with exercise.

161. What is the article mainly about?

- (A) how most people prefer to exercise
- (B) the various kinds of exercise machines
- (C) **the fact that so many people are into exercising**
- (D) how working out may hurt you

162. What do people gain from practicing Pilates?

- (A) **stronger body core**
- (B) stronger joints
- (C) healthier heart
- (D) better breathing techniques

163. The word “advocates” in paragraph 4, line 2, is closest in meaning to:

- (A) providers
- (B) inventors
- (C) customers
- (D) **supporters**

164. According to the article, what do the experts say about exercising?

- (A) Yoga can improve posture.
- (B) **Exercise also benefits your mood.**
- (C) Exercise should be done on a daily basis.
- (D) Bicycling is safer for your body than running.

**Questions 165 – 169 refer to the following passage.**

A new ruling which came into effect last week requires some homeowners to purchase new smoke alarms. The ordinance states that there should be a fire alarm installed in every bedroom of the house, and these alarms must comply with certain safety standards. Some local residents are displeased at these new regulations. Gwen Ellis of McKinley says that to meet with the new regulations, she has to buy five new alarms to replace the ones she installed just six months ago. With fire alarms costing up to \$20 apiece, this is an unwelcome ruling for many people. Fortunately, the McKinley Fire Department is offering grants for homeowners and will provide and install new fire alarms free of charge. If you have small children or are older than 65 years of age,

you may be eligible for these. The McKinley Fire Department has 5,000 smoke alarms to give away. To inquire about obtaining a free alarm, or to find out whether you qualify, call 692-569-0372.

165 Which of the following is true about the new rule?

- (A) Every house should have five fire alarms.
- (B) All fire alarms must be of a certain quality.
- (C) All fire alarms need to first be approved by the Fire Department.
- (D) All fire alarms must be less than six months old.

166 How much do five fire alarms cost?

- (A) \$20
- (B) \$100
- (C) \$120
- (D) \$4

167 Which of the following people may be able to receive a free fire alarm?

- (A) an elderly couple
- (B) a family of two adults and two teenagers
- (C) a woman living alone
- (D) a man who owns his own home

168 What does the number 5,000 refer to?

- (A) the number of people who are eligible for free smoke alarms
- (B) the number of smoke alarms which need to be replaced in the town of McKinley
- (C) the number of smoke alarms which have already been installed by the Fire Department
- (D) the number of smoke alarms which are available free to certain people

169 Why did Gwen Ellis have to buy new smoke alarms?

- (A) her old alarms stopped working
- (B) she now has a young family
- (C) her previous alarms didn't meet the safety regulations
- (D) she has just moved into a new house

**Questions 170 – 173 refer to the following recipe.**

Here's a mouth-watering cookie recipe for you to try at home. You will need two cups each of margarine, white sugar and brown sugar; four eggs, four cups of flour, 1 teaspoon of baking powder, a pinch of salt and a cup of milk chocolate chips. First of all, pre-heat the oven to 350 degrees Fahrenheit. Take a large bowl and cream together the margarine and sugar until they are smooth. Then add the eggs, one by one. Sift the flour and baking powder into the mixture and add the salt. Finally add the chocolate chips. Drop spoonfuls of the mixture onto ungreased cookie sheets and bake for eight to ten minutes until the edges are golden brown. Cool for one hour before eating.

170 Which of the following is NOT an ingredient in the recipe?

- (A) cream
- (B) flour
- (C) eggs
- (D) margarine

171 What must the cook do first?

- (A) Put the margarine and sugar in a bowl
- (B) Turn on the oven
- (C) Sift the flour
- (D) Break the eggs

172 Which of the following items is needed to make this recipe?

- (A) a microwave
- (B) a sieve
- (C) a saucepan
- (D) a knife

173 Which of the following ingredients is added last?

- (A) salt
- (B) baking powder
- (C) chocolate chips
- (D) eggs

**Questions 174 through 176 refer to the following form.**

### **Darnley's Dairy**

We would like to thank all our loyal customers for choosing Darnley's Dairy for all their dairy needs. In order to streamline our delivery service, and to ensure you continue to receive our products in tip-top condition, we are asking all customers to fill out the order form below. Your details will be entered into our new customer database, and we will use this information to serve you better. As always, there will be no charge for home delivery.

Thank you.

**Name:** \_\_\_\_\_

**Street Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

<b>Order</b>	<b>Quantity</b>	<b>How often</b>	<b>Day</b>
Fat-free milk	1 carton	3 times a week	Mon, Wed & Fri
Low-fat milk	_____	_____	_____
Whole milk	_____	_____	_____
Organic milk	_____	_____	_____
Flavored milk:			
Chocolate	_____	_____	_____
Strawberry	1 carton	2 times a week	Sat and Sun

Payment method:

Cash XX  
Credit card \_\_\_\_\_

Please return this to your Darnley's Dairy milk deliverer

174. What is the purpose of this form?
- (A) To catch customers who haven't paid their bills
  - (B) To improve their delivery service**
  - (C) To thank customers
  - (D) To reduce delivery times

175. How much does Darnley's charge for home delivery?
- (A) \$1 per item
  - (B) It doesn't say.
  - (C) Nothing**
  - (D) It depends on the item

176. How many varieties of milk can be ordered using this form?
- (A) Six**
  - (B) Five
  - (C) Four
  - (D) Three

**Questions 177 through 180** refer to the following memorandum.

**MEMORANDUM**

To: All Employees

From: Sidney Flanders, Office Manager

Date: September 4

Re: Vacation Days

Since it is never too early to be prepared, I am requesting that all employees promptly submit to their departmental managers any requests for vacation days for the remainder of the year. As you know, the end of the year is our busiest time, and there is always the problem of having to schedule vacations and personal time off around the end-of-year holidays. This is the most popular time for vacations, apart from the summer months, and it takes a lot of time to coordinate. I will work with all departmental managers to see that all vacation requests are honored where possible, except in cases where it is anticipated that the temporary staff will not be able to cover the projected workload. Unfortunately, we will have to request that some employees (generally employees with little seniority) postpone their vacation plans until a more convenient time. Those of you who do not get your first choice of vacation this time round will be given priority next time. However, please note that this is still not a flat guarantee that you will get your choice, even then. I would like to ask that all requests be made to the appropriate offices before the end of the week. Thank you for your cooperation in this matter. Rest assured that I will do my very best to accommodate all wishes.

177. Who will be receiving vacation requests?

- (A) The personnel secretary
- (B)** The office manager
- (C) All employees
- (D) Temporary employees

178. What is true for employees with more seniority?

- (A) They will not need to make vacation requests.
- (B) They may be asked to postpone their vacations.
- (C)** They will probably have their vacation requests honored.
- (D) They will not receive this memorandum.

179. According to the memo, when should requests for vacation time be made?

- (A) By the end of the day
- (B)** By the end of the week
- (C) By the end of the month
- (D) By the end of the year

180. According to the memo, what problem often occurs?

- (A) Employees do not schedule enough vacation time.

- (B) Vacation time is used too early in the year.
- (C) Departmental managers often reject requests for time off.
- (D)** There is difficulty scheduling vacations at year's end.

**Questions 181 – 185** refer to the following complaint and response.

2009 Bear Circle,  
Daviston, KS 23334  
May 5th

Dear Sirs,

I recently purchased a new car battery at the Daviston branch of Advance Autoparts.

The mechanics installed this battery for me, and I drove home. Once I arrived home, I read the receipt which I had been given. I noticed that there seemed to be some additional charges. I was charged for the following:

- |                          |                            |
|--------------------------|----------------------------|
| 1. 1 car battery         | 5. Reconnection of cables  |
| 2. Battery installation  | 6. Disposal of old battery |
| 3. Cable corrosion check | 7. Mechanic's service fee  |
| 4. Cable cleaning        | 8. Tax                     |

I feel that it is rather excessive to charge a separate fee for items 2 and 5.

Connecting the cables is merely part of the installation process. I also feel that it is inappropriate to have charged an additional mechanic's fee—surely I am already paying the mechanic in item 2 for the installation.

Finally, I would have appreciated knowing in advance that I would be charged for disposal of the old battery. Had I known this, I would have liked to have taken it for disposal myself, since the public garbage disposal site does NOT charge a fee.

Perhaps Advance Autoparts would like to consider giving customers a breakdown of costs before carrying out repairs. I, for one, would probably not have used your services had I known exactly what I would be charged for.

Yours faithfully,  
Ted Varani

Advance Autoparts  
Byron Way  
May 10<sup>th</sup>

Mr. Varani  
2009 Bear Circle  
Daviston, KS 23334

Dear Mr. Varani,

I am writing in response to your letter of May 5th. I am sorry to hear that you feel our mechanics overcharged you. In fact, these are standard charges at all branches of Advance Autoparts. I think that you will also find that other car parts merchants and mechanics have similar charges.

I am sorry not to be able to offer any assistance in this matter, but I trust that you have been satisfied with the quality of the battery you purchased, and I am confident you will be happy with the quality of our mechanic's work.

Sincerely,  
Kevin Heath,  
Chief Mechanic, Advance Autoparts

**181.** Why did Mr. Varani write to Advance Autoparts?

- (A) He wanted to thank them.
- (B) He believed they had charged too much.
- (C) He wanted to order a new battery.
- (D) He wanted to find out their store location.

**182.** What does Mr. Varani think Advance Autoparts should give customers?

- (A) A list of costs before doing repairs
- (B) A free battery
- (C) An itemized bill
- (D) Free car wash and waxing

**183.** What would Mr. Varani have liked to have done for himself?

- (A) Dispose of the old battery
- (B) Install the new battery
- (C) Reconnect the cables
- (D) Check the cables

**184.** What will Kevin Heath do in response to Mr. Varani's letter?

- (A) Send a refund
- (B) Offer a free oil change
- (C) Nothing
- (D) Ask the mechanic to apologize

**185.** How does Kevin Heath feel about the quality of his company's service?

- (A) It could be better.
- (B) It is very good.
- (C) He expresses no opinion.
- (D) He is reluctant to say.

**Questions 186 – 190 refer to the following chart and report.**

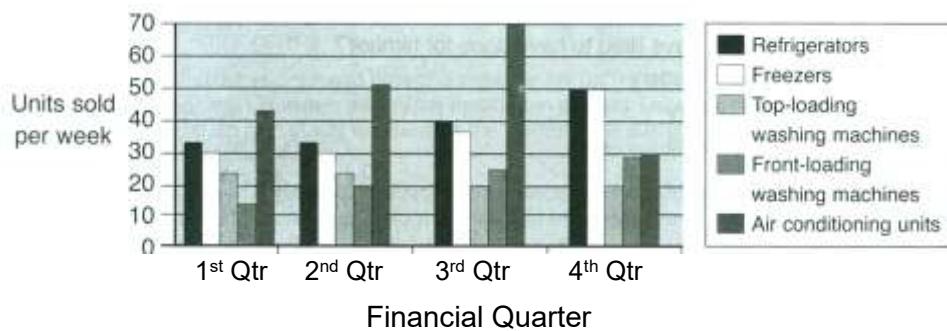
Dear Executives,

Please take a look at the following chart. Attached for your consideration is a brief analysis of these figures compiled from results of all our stores. Please feel free to send us your feedback and comments.

With regards,

Happy Homes Financial Supervisory Committee

**Stores in Downtown Locations, Annual Figures**



The final figures for the financial year are out, and here is a brief analysis of what we have found. First, as you can see, we have charted the results for the following common household appliances: refrigerators, freezers, washing machines, and air conditioning units. As indicated in this chart, refrigerators remained a steady seller throughout the year. There was a rise in the fourth quarter of the year to an average weekly sale of 50 units. This can be explained by typical seasonal needs. With the advent of the Christmas and New Year period, many homeowners experience a lack of storage space for all the food they have in stock to serve guests and visiting relatives. We would like to suggest a bigger advertising campaign for the holiday season this coming year. Freezer sales show a similar rise in sales to refrigerators.

The third item in the chart is washing machines. Sales of washing machines were divided into two categories: top-loading and front-loading. This is where we noticed an interesting change. Traditionally, householders have favored larger top-loading machines. However, it can be seen on the chart above that the smaller front-loading machines are gaining in popularity, while sales of top-loaders are in fact decreasing. We are not exactly sure what has prompted this change, so we would like to propose a study to find out more about what people nowadays want out of a washing machine. Armed with the results of some market research, we will be better able to target customers with our advertising, and we will be able to put the right kind of machines in our stores.

Finally-air conditioning units. Sales have been steady with the usual seasonal fluctuations. Recent hot summers have tended to cause a larger number of sales in the third quarter, and this year was no exception. One change which is not visible on the chart: customers are tending to choose energy efficient models due to rising energy costs.

**186.** What information is contained in this chart and report?

- (A) Sales results
- (B) Profits
- (C) Number of customer complaints
- (D) Sales projections for the coming year

**187.** How many air conditioning units were sold in the first quarter?

- (A) About 40
- (B) About 50
- (C) Less than 40
- (D) More than 50

**188.** What causes an increase in refrigerator and freezer sales in the 4th quarter?

- (A) Bargain sales are held in all locations.
- (B) People give refrigerators as Christmas gifts.
- (C) People need more space to store food for holiday guests.
- (D) New models are produced for Christmas.

**189.** For which product is market research suggested?

- (A) Refrigerators
- (B) Freezers
- (C) Air conditioners
- (D) Washing machines

**190.** Which of the following is probably NOT sold at Happy Homes?

- (A) Television sets
- (B) Groceries
- (C) Microwave ovens
- (D) Toasters

**Questions 191 – 195** refer to the following agenda and minutes.

**Agenda for the INSCAN 5th Annual Public Board Meeting**

**Meeting date and time:** June 22, 2005 2:25 p.m.

**Location:** Room 43

- Presentation of minutes from the last meeting

**Reports**

- Report from the President and CEO
- Report from the Chair of the Systems Advisory Committee
- Finance Committee's report

**New Business**

- Budget changes
- Election of new Chair of Finance Committee

**Announcements**

**Adjournment of the meeting**

John,

Here is a copy of the minutes from the meeting on June 22nd. Take a look and let me know what you think before I make copies to send to everyone. I lost the notes which I made at the meeting, so tell me if you remember things being the way that I have described.

*Minutes*

*The meeting opened with a reading of the minutes of the last meeting by secretary Jenny Schmidt. These were approved by Anthony Woodward, meeting chair, and seconded by Francisco Alton, CEO.*

*The President and CEO read a report of the company's developments over the past year. This was followed by a report from the Systems Advisory Committee. The committee was pleased to report that all new systems implemented since the previous meeting have been successfully adopted throughout the company in all branches nationwide. Chair of the committee, Tina Alvarez, noted that the Chain of Command system has been particularly effective in improving interdepartmental communications. This has lead to a reduction in errors in data-inputting and a reduction in the number of employees complaining that they have not been informed of changes. This report was followed by the Finance Committee report which was also read by Tina Alvarez. According to the report, profits are up 3% from last year.*

*Budget changes for the coming fiscal year were explained, and a full account of these will be produced by the Finance Committee in due course. Elections for a new Finance Committee chair were held, with Max Hampstead winning.*

*Finally, CEO Francisco Alton announced plans to move the company headquarters to a new location in 2007, and the meeting was adjourned.*

Thanks for taking a look. Talk to you later.

Jenny

**191.** How often does INSCAN hold public board meetings?

- (A) Five times
- (B) Once a year
- (C) Every month
- (D) Twice a year

**192.** Who is Tina Alvarez?

- (A) The CEO of INSCAN
- (B) The meeting chair
- (C) Chair of the Systems Advisory Committee
- (D) Chair of the Finance Committee

**193.** What has been the result of the Chain of Command system?

- (A) Better communications and fewer errors
- (B) Nothing of great value
- (C) Less employees being fired
- (D) A new chair being elected for the Finance Committee

**194.** What can be inferred from the letter?

- (A) Neither John nor Jenny attended the meeting.
- (B) Jenny, but not John, attended the meeting.
- (C) John, but not Jenny, attended the meeting.
- (D) Both John and Jenny attended the meeting.

**195.** Why did Jenny send a copy of the minutes to John?

- (A) She is sending a copy to everyone.
- (B) She wants him to check the accuracy of the minutes.
- (C) He asked her to.
- (D) It is John's duty to file the minutes of every meeting.

**Questions 196 – 200** refer to the following advertisement and memo.

To: Marie Hampstead, Joan Green, and Mark Southford  
From: Helen Sorrell  
Re: Advertisement  
Date: March 1st

I am sending you all the first draft of the new advertisement for the summer cruises promotion campaign that we will be running in major newspapers and magazines throughout April and May. Please check through the copy and give me your feedback, which I will send to the advertising team responsible for this particular campaign. When you read through the advertisement, there are several things that I would like you to consider. It would be most helpful if you could refer to all of these in your feedback comments:

- Use of images: How do you think our target clients will respond to these? Will they appeal to the 20-30 age group that we hope to attract?
- Proportion of text to images: Is the advert too text-heavy, or have we achieved a good balance of words to pictures?
- Text content: Is it easy for people to extract the information they need quickly? Is the vocabulary we have chosen appealing to this age group? Will they identify with the message, or do we need to use more colloquial expressions and slang? Or have we used too much slang, and will it seem that we are in fact aiming at a younger teenaged audience?

Let me have your thoughts by March 4th. I'll arrange a meeting as soon as I have read everyone's feedback. Many thanks.

Think a cruise is just for grandpa and grandma? Think again! Cruizin Cruises now has cruises just for people like you.

No one is over 30, and there is no shuffleboard or bingo. You'll be parasailing, swimming with dolphins, and partying all night. We welcome both couples and single passengers - singles can sign up for our on-board speed dating service.

No boring museums and walking tours: enjoy all night beach raves in the party capital of the world, Ibiza, and dance to top international DJs.

Call 091-993-4453 for more information or check out our website at [www.cruiznfun.com](http://www.cruiznfun.com).

**196.** What is the purpose of this memo?

- (A) To advertise a cruise company
- (B)** To elicit feedback on an advertisement
- (C) To give feedback on an advertisement
- (D) To advertise a job on a cruise ship

**197.** Who do Cruizin Cruises hope to attract?

- (A) Elderly people
- (B) Teenagers
- (C)** People in their twenties
- (D) Young families

**198.** When will the campaign be run?

- (A) Next year
- (B) In the summer
- (C)** In April and May
- (D) March 4<sup>th</sup>

**199.** What may happen if the company uses too much slang in the advertisement?

- (A)** People might feel the company wants to attract only very young customers.
- (B) People will think the company has poor writing skills.
- (C) The text will be difficult to read.
- (D) No one will be interested in the advertisement.

**200.** Who among the following would be interested in this cruise?

- (A) Someone interested in museums and art galleries
- (B)** Someone who enjoys nightclubs and parties
- (C) Someone who enjoys sightseeing tours
- (D) Someone who wants a quiet getaway

## 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 V

**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. Our office security door is scheduled to \_\_\_\_\_ this week so all staff members are required to return their security cards to the front desk.

- (A) replace
- (B) replaced
- (C) being replaced
- (D) **be replaced**

102. The post office will be closed at 5p.m. on Thursday \_\_\_\_\_ holiday weekend.

- (A) since
- (B) **due to**
- (C) while
- (D) as if

103. As we were running short of time, we forced Mr. Owens, the chief technician in charge, to stay and work late by \_\_\_\_\_.

- (A) he
- (B) him
- (C) his
- (D) **himself**

104. If Tom Green officially resigns, Jeff Salas, the president and CEO of the company, is expected to appoint Adam Lopez to \_\_\_\_\_ Tom Green.

- (A) deposit
- (B) predict
- (C) operate
- (D) **succeed**

105. The company's share price has \_\_\_\_\_ doubled since June.

- (A) ever
- (B) much more
- (C) **more than**
- (D) even more

106. The company spokesperson said that the company has reported a drop in net income for five \_\_\_\_\_ quarters.

- (A) constant
- (B) following

- (C) consecutive  
(D) immediate

107. LCG Corp. is involved in the manufacture, sale, and \_\_\_\_\_ of its own home appliances items.

- (A) repetition  
(B) exception  
(C) distribution  
(D) solution

108. Follow \_\_\_\_\_ steps listed on the first page of the manual and your username does not have to be the same as your website address.

- (A) most of  
(B) all  
(C) much  
(D) almost

109. To stay with local people and gain practical experience, Volunteer helpers work an average of 4 hours per day \_\_\_\_\_ food and accommodation.

- (A) in exchange for  
(B) exchanging of  
(C) with exchange  
(D) exchanges

110. Due to the students with nut allergies, when bringing shared food to school, please \_\_\_\_\_ from bringing food that contains nuts of any kind.

- (A) result  
(B) benefit  
(C) refrain  
(D) succeed

111. The discounted \_\_\_\_\_ for the Auto Show are valid for admission on weekdays from February 2 to 10.

- (A) tickets  
(B) ticketing  
(C) ticketed  
(D) ticket

112. We, at HTL are \_\_\_\_\_ that the new project of the company will succeed.

- (A) convincing  
(B) convinces  
(C) convinced  
(D) convincement

113. The new video game “Super Junior” will be released \_\_\_\_\_ three weeks.

- (A) by  
(B) with  
(C) from  
(D) in

114. The following companies have indicated that they will be \_\_\_\_\_ new products at their booth for this year’s event.

- (A) introduce
- (B) introducing
- (C) introduced
- (D) introduces

115. The supervisor \_\_\_\_\_ advised his staff to attend the monthly staff development seminar.

- (A) he
- (B) him
- (C) his
- (D) himself

116. If you pay on a cash basis, you can take advantage \_\_\_\_\_ a 5 percent discount.

- (A) on
- (B) with
- (C) from
- (D) of

117. Every effort is \_\_\_\_\_ to solve the problems we are experiencing at the moment.

- (A) make
- (B) making
- (C) being made
- (D) makes

118. International Cooperative Nursery School will be closed for the \_\_\_\_\_ of the week.

- (A) remaining
- (B) remainder
- (C) remained
- (D) remain

119. The school's educational philosophy is based on the premise that children learn \_\_\_\_\_ hands-on involvement with activities which they are motivated to learn.

- (A) through
- (B) by
- (C) for
- (D) since

120. The study is subject to a thorough review by specialists in the field \_\_\_\_\_ the publication.

- (A) in fact
- (B) former
- (C) prior to
- (D) wherever

121. \_\_\_\_\_ of the people in this interview wanted to disclose their name so I could not tape the interview or take pictures for this reason.

- (A) None
- (B) Anyone
- (C) Whoever
- (D) Something

122. Children will only be admitted into the concert stadium \_\_\_\_\_ accompanied by an adult.

- (A) unless

- (B) now that
- (C) since
- (D) if

123. Those attending the seminar next week need to contact Ms. Simpson to \_\_\_\_\_ flight arrangements.

- (A) discuss about
- (B) talk
- (C) talk to
- (D) talk about

124. Governor Carcieri Asked who was in \_\_\_\_\_ during the snowstorm in his absence.

- (A) appreciation
- (B) charge
- (C) description
- (D) apologies

125. In August 2007 the Post Office began an \_\_\_\_\_ program selling the plus Zip Code extension to businesses.

- (A) experiment
- (B) experimental
- (C) experiments
- (D) experimented

126. Absenteeism is the habit of \_\_\_\_\_ being away from work or school, usually without a good reason.

- (A) frequent
- (B) frequently
- (C) frequency
- (D) frequented

127. NeonHorizon is a small web design company based in Milton Keynes, which specializes in clear and to the \_\_\_\_\_ websites for small businesses.

- (A) grade
- (B) feet
- (C) point
- (D) spot

128. By the time the technicians discovered the computer problems, most of the important files \_\_\_\_\_.

- (A) had been disappeared
- (B) will have disappeared
- (C) disappear
- (D) had disappeared

129. 90 percent of the respondents said they would undertake the research and development projects as \_\_\_\_\_ in order to strengthen productivity.

- (A) plan
- (B) planning
- (C) planned
- (D) plans

130. The company has launched an internal inquiry into the disappearance of a computer disk thought to contain highly \_\_\_\_\_ client information.

- (A) sensitive
- (B) courteous
- (C) affordable
- (D) competitive

131. The on- campus stationery is entirely run by students under the \_\_\_\_\_ of a few faculty members.

- (A) attendance
- (B) sight
- (C) provision
- (D) supervision

132. \_\_\_\_\_ a low-price policy, we will offer competitive prices and quality services to the customers.

- (A) According to
- (B) Further
- (C) Instead
- (D) However

133. Our agency has been \_\_\_\_\_ with the responsibility of gathering all pertinent information.

- (A) appointed
- (B) hired
- (C) obligated
- (D) charged

134. The audience thanked her with six standing ovations, which was \_\_\_\_\_ remarkable considering that the concert was nearly canceled.

- (A) most of
- (B) all the more
- (C) many more
- (D) too much

135. The company always sends invoices \_\_\_\_\_ from the book orders unless requested otherwise by the buyer.

- (A) jointly
- (B) separately
- (C) diversely
- (D) partially

136. CHJ's affiliates this year dropped to 64 from 97 as it \_\_\_\_\_ sold or merged some operations.

- (A) both
- (B) either
- (C) and
- (D) or

137. Recent economic indicators suggest \_\_\_\_\_ private spending, slowly recovering from a two-year slump, is gaining momentum.

- (A) for
- (B) that

- (C) what  
(D) how

138. \_\_\_\_\_ we had done for the last six months was a great achievement and an important step for SAT Committee members.

- (A) that  
(B) **what**  
(C) when  
(D) where

139. Google said it planned to notify users \_\_\_\_\_ access had been restricted on certain search terms.

- (A) **when**  
(B) what  
(C) which  
(D) where

140. The negotiations have been delayed due to differences on \_\_\_\_\_ to publicize the negotiations.

- (A) that  
(B) **whether** or not  
(C) because  
(D) if

#### PART VI

**Directions:** Read the texts that follow. A word or phrase is missing in some of the sentences. Four answer choices are given below each of the sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C) or (D) on the Answer Sheet.

**Questions 141-143 refer to the following letter.**

Dear Sirs

Translation Brochure

I should be grateful if you would send \_\_\_\_\_ your brochure and price list about your translation services.

141. (A) we  
(B) ours  
(C) **us**  
(D) ourselves

We are \_\_\_\_\_ developing our web sites and are interested in translating these into five

142. (A) instantly  
(B) **currently**  
(C) eagerly  
(D) quickly

languages \_\_\_\_\_ from English.

143. (A) apart  
(B) among  
(C) against  
(D) benefit

I look forward to hearing from you.

Yours faithfully  
Andrea Philips  
Marketing Manager

**Questions 144-146 refer to the following welcome letter.**

Dear Adrienne,

Welcome to our Team!

It is a pleasure to welcome you to the staff of KC Electronics. We are excited to have you join our team, and we hope that you will enjoy working with our company.

On the first Monday of each month we \_\_\_\_\_ a special staff lunch to welcome any new employees.

144. (A) will hold  
(B) hold  
(C) holding  
(D) held

Please be sure to come next week to meet all of our senior staff and any other new staff members who have joined us this month. Alice Peters will e-mail you with further \_\_\_\_\_.

145. (A) details  
(B) detail  
(C) detailing  
(D) detailed

If you have any questions during your training period, please \_\_\_\_\_ hesitate to contact me. You can reach me at my email address or on my office line at 340-2222.

146. (A) not  
(B) do not  
(C) no  
(D) none

Warm regards,  
Jackie  
Jackie Morris, Sales Manager

**Questions 147-149 refer to the following e-mail.**

Dear Mrs. Waters,

I am writing to provide formal notice of my resignation from Fielders Pharmacy. My last day will be February 14th, 2009.

I trust that two weeks is sufficient notice for you to find a \_\_\_\_\_ for my position.

147. (A) complaint  
(B) receipt  
(C) replacement  
(D) promotion

I would be \_\_\_\_\_ to help train the individual you choose to take my place.

148. (A) please  
(B) pleased  
(C) pleasing  
(D) pleases

Thank you for employing me for the past three years. My experience as clerk, supervisor, and floor manager has been very \_\_\_\_\_ and I'm confident that I will use many of the skills I have learned at Fielders in the future.

149. (A) notable  
(B) positive  
(C) cautious  
(D) prevalent

If you have any concerns, please contact me at my personal email address.  
All the best,

Annie Wright

**Questions 150-152 refer to the following letter.**

Dear Valued Customer:

Our records show that you have been a customer of PJ Party Inc. \_\_\_\_\_ our grand opening last year. We would like to thank you for your business by inviting you to our preferred customer Spring Extravaganza this Saturday.

150. (A) whether  
(B) despite  
(C) since  
(D) although

Saturday's sales event is by invitation \_\_\_\_\_. All of our stock, including pajamas and bedding will be marked down from 50-80% off. Doors open at 9:00 AM sharp. Complimentary coffee and donuts will be served. Public admission will commence at noon.

151. (A) **only**  
(B) just  
(C) through  
(D) still

In addition, please accept the enclosed \$10 gift certificate to use with your purchase of \$75 or more.

We look forward to seeing you at PJ's on Saturday. Please bring this invitation with you and \_\_\_\_\_ it at the door.

152. (A) permit  
(B) represent  
(C) **present**  
(D) express

Sincerely,  
Linda Lane  
Store Manager

**PART VII**

**Directions:** Read the texts. You will notice that each text is followed by several questions. For each question, decide which of the four answer choices: (A), (B), (C), or (D), best answers the question. Then mark your answer on the Answer Sheet.

**Questions 153 – 154** refer to the following card.

In case of an emergency, if oxygen levels in the cabin become too low, an oxygen mask will be automatically released from the area above your head. Pull the mask gently towards you to begin the flow of oxygen. The bag will not fully inflate. Always put on your own mask before attempting to help others.

153. Where would this card most likely be found?

- (A) on a train  
(B) in an office  
(C) **on** an airplane  
(D) in a hotel room

154. Which of the following actions are correct?

- (A) call for assistance if the bag does not inflate  
(B) remove the mask from a compartment above you  
(C) put on your child's mask and then your own  
(D) **carefully** pull the mask downward

**Questions 155-157** refer to the following advertisement.

## **RESERVATIONS**

To ensure a table at SkyCity, at the top of Seattle's Space Needle, reservations are recommended.

To make a reservation call: 206-905-2100 or 800-937-9582.

Groups are welcome but must be scheduled in advance and are limited to no more than 21 guests.

Parties of 10 or more cannot be accommodated May 31 through September 3.

Your elevator ride and Observation Deck visit are complimentary with your reservation at SkyCity.

*Reservations are available for seating during the following hours:*

<b>Lunch</b>	Monday - Friday:	11:00am - 3:00pm
<b>Brunch</b>	Saturday & Sunday:	10:00am - 3:00pm
<b>Dinner</b>	Sunday - Thursday:	5:00pm - 9:00pm
	Friday & Saturday:	5:00pm - 10:00pm

155. What kind of a place is SkyCity?

- (A) a **restaurant**
- (B) a ship
- (C) a museum
- (D) a theme park

156. When could you go with a party of 12 people?

- (A) February 2nd, without needing a reservation
- (B) June 24th, with a reservation
- (C) **May** 3rd, with a reservation
- (D) You cannot go with a group of 12 people.

157. **What** time on Friday can you NOT reserve a table?

- (A) **10am**
- (B) 2pm
- (C) 9pm
- (D) 10pm

**Questions 158-159** refer to the following notice.

## **Agincourt District Library**

155 Bonis Ave.  
Toronto, Ontario  
M1T 3W6  
Tel: 416 396 8943

### **OPENING TIMES**

Mon:	12:30 pm -	8:30 pm
Tues:	9:00 am -	8:30 pm
Wed:	9:00 am -	8:30 pm
Thu:	9:00 am -	8:30 pm

Fri:	9:00 am -	8:30 pm
	9:00 am -	6:00 pm (July and August)
Sat:	9:00 am	5:00 pm
Sun:	1:30 am -	5:00 pm (Sep to Jun only)

158. In which of the following ways are you NOT able to contact the library if you have a question?

- (A) by telephone
- (B) **bye**-mail
- (C) by letter
- (D) by dropping in

159. What time does the library close on Fridays in June?

- (A) 5:00 p.m.
- (B) 6:00 p.m.
- (C) 8:**30** p.m.
- (D) 9:00 p.m.

**Questions 160 – 162 refer to the following leaflet.**

## **Sydney Opera House High Tea**

Australia's celebrated Chef, Guillaume Brahimi, Michelin-trained with Two Chef Hats, has created a sophisticated High Tea in quintessential Sydney style.

You will be welcomed with a glass of fine Australian sparkling wine, then presented with an assortment of beautiful teas, exquisite savories, pastries and petit fours.

The crescendo of this perfect Sydney afternoon is an intimate and private performance by an acclaimed opera singer that will leave you entranced.

**High Teas are from 2pm - 4pm on the  
following dates :**

Wed, 10 October 2008  
 Wed, 24 October 2008  
 Wed, 7 November 2008  
 Wed, 21 November 2008  
 Wed, 5 December 2008  
 Wed, 2 January 2009  
 Wed, 9 January 2009  
 Wed, 16 January 2009  
 Wed, 23 January 2009

**Cost: \$145 per person**

Wed, 30 January 2009	Bookings are essential. <b>Call:</b> + 61 2 9250 7250 <b>Email:</b> <a href="mailto:tourism@sydneyoperahouse.com">tourism@sydneyoperahouse.com</a>
Wed, 6 February 2009	
Wed, 13 February 2009	
Wed, 20 February 2009	
Wed, 27 February 2009	

160. What is the purpose of this leaflet?

- (A) to **attract** customers
- (B) to spread information
- (C) to give a warning
- (D) to recruit employees

161. What is NOT included in the event?

- (A) **coffee**
- (B) live music
- (C) food
- (D) alcohol

162. Which of the following statements is most accurate?
- (A) You can't book in advance.
  - (B) You don't have to book in advance.
  - (C) You should book in advance.
  - (D) You must book in advance

Questions 163 – 164 refer to the following schedule.

## BC FERRIES

### Tsawwassen - Swartz Bay Schedule

**Crossing time:** 1 hour 35 minutes

**Distance:** 24 nautical miles

Current schedule in effect September 10, 2007 to October 9, 2007 Sailing time

#### Leave Tsawwassen:

- 6:00 am - Oct 9 only
- 7:00 am - Daily
- 8:00 am - Oct 5, 6 & 8 only
- 9:00 am - Daily
- 10:00am - Sep 21-22, 24, 27-29,  
Oct 1, 5, 6, 8 & 9 only
- 1:00 pm - Daily
- 3:00 pm - Daily
- 5:00 pm - Daily
- 6:00 pm - Fri, Sun & Oct 4 & 8 only
- 7:00 pm - Daily
- 9:00 pm - Daily

#### Leave Swartz Bay

- 7:00 am - Daily
- 8:00 am - Sep 21-22, 24, 27-29,  
Oct 1, 5, 6, 8 & 9 only
- 9:00 am - Daily
- 10:00am - Oct 5, 6 & 8 only
- 1:00 pm - Daily
- 3:00 pm - Daily
- 5:00 pm - Daily
- 6:00 pm - Fri, Sun & Oct 8 only
- 7:00 pm - Daily
- 9:00 pm - Daily

163. How long does the journey take?

- (A) almost a day and a half
- (B) about an hour and a half
- (C) almost two hours
- (D) just over half an hour

164. How long does the journey take?

- (A) almost a day and a half
- (B) about an hour and a half
- (C) almost two hours
- (D) just over half an hour

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

**To:** All Employees  
**From:** Jason Byrne  
**CC:** Brian Weston  
**Subject:** Software Training Session

I'm sending out this reminder that we are holding Software Training Sessions this Friday in the Computer Lab. There will be a morning session and an afternoon session, so be sure to sign up for your preference in the IT office if you haven't already. Each session should take about four hours.

I'm sure you realize the importance of these sessions, as there has been considerable discussion of our company's decision to change from Windows to Linux running systems, and concern about making a smooth transition. I want to say again that we are not expecting any difficulties. *Utrans* is a very user-friendly program. Dr. Brian Weston will be doing the training, and you will be in good hands.

**Jason Byrne, Manager, IT Department**

165. What is the e-mail's purpose?

- (A) an announcement
- (B) a **reminder**
- (C) a warning
- (D) a guide

166. How do employees know which session to go to?

- (A) They just turn up when they can.
- (B) They ask at the IT office.
- (C) They are informed in the e-mail,
- (D) They **choose** themselves

167. Approximately how much of the workday do the training sessions fill?

- (A) all day
- (B) **half a day**
- (C) a couple of hours
- (D) approximately four minutes

**Questions 168-170 refer to the following notice.**

**FIRE PROCEDURE**

If you detect FIRE or SMOKE, do this at once:

1. STAY CALM and use common sense
2. Close the door to CONFINE the fire and smoke
3. ACTIVATE THE FIRE ALARM - a small red box located on the wall near each exit. Follow the instructions on the alarm.
4. REPORT THE FIRE. Call UAB Police at 911 or use HELP PHONE, identify yourself and tell the dispatcher the exact location of the fire or smoke and what is burning.
5. EVACUATE. All building occupants should proceed to the nearest exit, move away from the building and assemble in a location predetermined by your supervisor. This will provide a quick and easy way to account for all personnel. It is also important that the fire department has clear and unobstructed access to the building.

168. During a fire, why should you close doors?
- (A) to demonstrate that you are calm
  - (B) to help facilitate evacuation
  - (C) to give the fire department clear access
  - (D) to stop the fire from spreading
169. What is NOT mentioned as something that you should tell the dispatcher after dialling 911?
- (A) who you are
  - (B) where the fire is
  - (C) what is on fire
  - (D) how the fire started
170. What should you plan before a fire happens?
- (A) where to go after evacuating
  - (B) who is responsible for calling the fire service
  - (C) how to work the fire alarm
  - (D) what to take with you

**Questions 171-172 refer to the following letter.**

Jasmine Wilson  
12 B 44th Street Apt. 14  
New York, NY

Dear Ms. Wilson,

Thank you for your application expressing interest in working with us at the Central Hospital. Unfortunately, we have a full staff of nursing professionals at this time, and there is not an opening available for someone with your skills and qualifications. However, we have put your resume on file, as positions regularly come up.

Thank you again for your interest, and good luck.

Sincerely,

Katherine Jones,  
Hiring and Personnel

171. What did Jasmine Wilson do?
- (A) ask for a job
  - (B) turn down a job
  - (C) accept a job
  - (D) offer a job
172. How often does the Hospital have job openings?
- (A) never
  - (B) very rarely
  - (C) quite often
  - (D) always

**Questions 173-174 refer to the following memo.**

## **MEMORANDUM**

**TO: Marketing Department  
FROM: Jo Worthing  
ATTENTION: URGENT**

There has been a change of specifications for our product, following responses from Wednesday's presentation. Please come to my office and collect a copy of the document outlining the changes that are being made, and see that all of the marketing and PR outputs that you are involved with are updated and correct. If you have any questions after reading the document, don't hesitate to contact me.

Jo Worthing  
Product Development

173. How do the recipients find out what changes have been made?

- (A) by **reading** a document
- (B) by going to a presentation
- (C) by asking Jo Worthing
- (D) by checking marketing outputs

174. What does Jo Worthing's job involve?

- (A) secretarial duties
- (B) selling products
- (C) **developing** products
- (D) marketing products

**Questions 175-176 refer to the following receipt**

**09 December 2009**

**8:26 p.m.**

**Your server is Anna**

1 large spring water .....	\$1.50
1 coke .....	\$1.00
2 chef's salads .....	2x\$4.00 \$8.00
1 jacket potato with cheese .....	\$4.50
1 lasagna .....	\$8.99
1 chocolate ice cream .....	\$3.50
Subtotal .....	\$27.49
Tax (7.75%) .....	\$ 2.13
Total .....	\$29.62
Paid cash .....	\$30.00
Change .....	\$ 0.38

**Thank you for your business!**

175. Which meal of the day was this receipt for?

- (A) breakfast
- (B) lunch
- (C) afternoon snack
- (D) dinner

176. How many desserts were ordered?

- (A) none
- (B) one
- (C) two
- (D) three

**Questions 177-178 refer to the following schedule.**

FLIGHT INFORMATION				
ARRIVALS				
FLIGHT	SCHEDULED	ARRIVING FROM	STATUS	
SK2549	17:50	Stockholm	Arrived	17:48
LX380	18:10	Zurich	Expected	18:00
CF005	18:50	Gothenburg	Arrived	17:51
SK8677	18:50	Gothenburg	Expected	17:55
TCX20L	18:20	Paphos	Expected	18:35
3W709	18:25	Isle Of Man	Expected	18:20
SK541	18:25	Copenhagen	Expected	18:30
BD38	18:30	Copenhagen	Expected	18:30
LH4886	18:30	Dusseldorf	Expected	18:30
LH4872	18:40	Guernsey	Expected	18:25

177. Where is the last plane expected to arrive coming from?

- (A) Gothenburg
- (B) Guernsey
- (C) Copenhagen
- (D) Paphos

178. What time is it now?

- (A) 17: 50
- (B) 17: 53
- (C) 17:55
- (D) 18:52

**Questions 179-180 refer to the following notice.**

## PROGRAM OVERVIEW

Metra's Bikes on Trains program is designed to enable cyclists to bring their standard-form bicycles on board trains during weekday off-peak hours and on weekends. Three bicycles are allowed in the priority seating area in each accessible diesel rail-car; two in each electric railcar. There is no additional charge to your Metra fare to take a bicycle on board the train

179. How many bicycles are allowed?

- (A) three in each train
- (B) three in each electric railcar
- (C) two in each electric railcar
- (D) two in each diesel railcar

180. How much do you pay to travel with a bicycle?

- (A) your usual fare
- (B) your fare and a charge
- (C) you travel free with the bike
- (D) you get a discount

**Questions 181 - 185 refer to the following letter and leaflet**

**Victoria Conference Centre  
Share ideas, be inspired**

In the heart of downtown Victoria, British Columbia, by the spectacular Inner Harbour is the Victoria Conference Centre; a bright, modern and technically advanced meeting place that is most inviting.

The average size of the conferences we host is 450-1,000 delegates. However, we have hosted groups as large as 2,500 delegates. Since conferences have distinct design and function space requirements, defining a "maximum" size is truly dependent on the event. We work to make the space fit your conference program. We are creative thinkers and enjoy working closely with clients to fashion the perfect venue.

May 18

Mary Ann Fisher  
34 Victoria Street  
Bristol, UK

Dear Ms. Fisher,

Thank you for your enquiry about our company, Tourism Victoria. I am delighted to hear you have chosen our city to host your conference. Let me tell you a little about what our company can offer you.

We can plan special events, entertainment and excursions such as eco-adventures, symphony concerts and tours, for your delegates. We'll be happy to provide you with information on how to arrange pre- and post-event activities to suit your needs.

Tourism Victoria can also assist in promoting your organization's conference to stimulate delegate attendance with brochures and lure pieces. We'll act as liaison between our 900-plus member businesses and your planning committee.

I have enclosed an information leaflet on the Victoria Conference Center, which I highly recommend as a venue for your conference.

Please contact me if you have any questions.

Sincerely,

Bob Whitehall  
Marketing  
Tourism Victoria, Canada

181. What is the purpose of the leaflet?  
(A) to educate people  
(B) to promote something  
(C) it is an invitation  
(D) it is a coupon
182. What is true of the letter?  
(A) It was unsolicited.  
(B) It answers an enquiry.  
(C) It follows a purchase.  
(D) It requests a service.
183. What has been decided for sure by Ms Fisher?  
(A) She will work with Tourism Victoria.  
(B) She will have a conference in the city of Victoria.  
(C) She will hold the conference at the Victoria Conference Center.  
(D) She will arrange an eco-adventure
184. Where is the Victoria Conference Center located?  
(A) in the downtown area  
(B) near the downtown area  
(C) by the sea, outside town  
(D) 900 meters from the town
185. Where is Ms. Fisher from?  
(A) England  
(B) Canada  
(C) United States  
(D) Australia

Questions 186-190 refer to the following letter and insert.

**Resident**  
24 Ravencroft Lane  
Portland, OR 34227

Dear Sir or Madam,

We are contacting you to inform you that due to work on the electricity grid, your area will be without electricity for approximately 4 hours in the morning of September 12<sup>th</sup>. We hope that you understand that this maintenance is necessary and we suggest that you read the insert on how to survive a power cut in order to minimize your inconvenience.

Sincerely,  
William Tyler,  
Municipal Electricity

\*\*\*\*\*

## **SURVIVING A POWER CUT**

**How you should prepare:**

- Have a battery-powered radio tuned into a news station to receive updates.
- Keep a supply of candles, but don't leave candles or heaters unattended. Place them where you won't knock them over. A flash-light may be a safer alternative and keep the batteries renewed.

**If power is interrupted:**

- Switch off and unplug sensitive electronic appliances such as personal computers, video players, satellite receivers, answering machines etc.
- Don't open freezers and fridges more than absolutely necessary.
- Leave a light on so you know when the power has been restored.
- Check to see if your neighbors are okay.
- Keep a flask of hot drink near you.
- Wrap up warm.
- Keep one room warm and stay in it.

186. What is the purpose of the letter?

- (A) to sell a product
- (B) to make an apology
- (C) to give a warning
- (D) to make a request

187. What is true about the power cut?

- (A) it is due to an accident
- (B) it is unknown how long it will last
- (C) it was planned in advance
- (D) it involves the whole city

188. What may not be completely safe?

- (A) a battery-powered radio
- (B) leaving a light on
- (C) a torch
- (D) candles

189. What should NOT be turned on during a power cut?

- (A) electric lights
- (B) computers
- (C) heaters
- (D) the telephone

190. What is NOT recommended that you do during a power cut?

- (A) help your neighbors
- (B) defrost your fridge
- (C) keep warm
- (D) listen for updates

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

**To:** Richard Brown  
**From:** Tara Larson  
**CC:** -  
**Subject:** restaurant booking?

Hi Richard,

I've found a promising-looking restaurant for our company lunch; it's *Bell's Diner*. I went yesterday with my cousin and her husband, and the food was really something. It's not the typical diner you might think of! It has an informal, friendly atmosphere, sophisticated yet rustic decor; equally sophisticated modern European menu and rather elegant clientele. It is housed in a Victorian building split into two rooms, and I think one is available for group reservations, so that would be ideal.

Shall I go ahead and make a reservation? Lunch goes on rather late in the afternoon, as you can see from the information I've attached, so there shouldn't be any problem if the design meetings run a little over time.

Tara Larson  
Reception

<b>Cuisine:</b>	Modern European
<b>Times:</b>	Lunch Tues - Sat Midday - 3pm. Diner Mon - Sat 7pm - 10.30pm. Closed Sundays
<b>Dress code:</b>	None
<b>Payment:</b>	All methods of payment accepted except Diners
<b>Av. price:</b>	£24 and Under

191. How does Tara Larson know the restaurant is good?

- (A) **She** knew from experience.
- (B) A friend recommended it.
- (C) She saw an advertisement.
- (D) She was told by Mr. Brown.

192. What did Tara Larson think of the food?

- (A) She absolutely hated it.
- (B) She didn't have an opinion about it.
- (C) She thought it was okay.
- (D) **She** liked it very much.

193. The people eating in the restaurant are described as

- (A) Victorian
- (B) **well** dressed
- (C) informally dressed
- (D) typical diner customers

194. What is Tara Larson's job?

- (A) waitress
- (B) promoter
- (C) **secretary**

(D) designer

195. What is the earliest they could go for lunch?

- (A) 11:00
- (B) 12:00
- (C) 1:00
- (D) 3:00

Questions 196-200 refer to the following notice and letter.

### *ONLINE BANKING COURSE*

*How can you find the best online banking for you? Within the last decade, online banking has exploded in popularity, and revolutionized the industry, but some banks offer better services than others. In this course we look at some things you should consider when you choose an online bank, including account access, security, online bill paying, account aggregation and fees.*

*Learn how to use online banking to your advantage.*

\*\*\*\*\*

**Mr. George Woodhouse  
74 Meadow Lane  
San Diego, CA 44613**

Dear Mr. Woodhouse,

Thank you for your interest in our course. Yes, there are still places available. You have two options; we have an intensive weekend course which runs for two weekends in the beginning of September, both Saturday and Sunday mornings, for 8 hours each day, and we also have evening courses that meet from 7-9pm on Tuesdays or Thursdays for three months. Both courses cost 900 dollars. The courses are held at the Community College, and you would need to go there to register

I would recommend you register as soon as possible as the courses are filling up quickly!

If you have further questions, you can call me at 376 334 4524 between 8am and 4pm.

Karen Miller  
Admissions

196. What does the course teach?

- (A) how to start an online bank
- (B) **how** to use online banking
- (C) how to use the internet
- (D) how to succeed as a banker

197. Why did Mr. Woodhouse contact Karen Miller?

- (A) **to ask for information**
- (B) to answer a question
- (C) to register for a course
- (D) to set up a bank account

198. When could Mr. Woodhouse take the course?

- (A) Saturday evenings
- (B) all day Tuesday
- (C) Thursday evenings
- (D) Tuesday mornings

199. What is true of the weekend courses?

- (A) They are cheaper than the evening courses.
- (B) They are full.
- (C) They last for two hours per day.
- (D) They last for 4 days.

200. What time can Karen Miller be contacted?

- (A) 9 p.m.
- (B) 3 a.m.
- (C) 5 p.m.
- (D) 10 a.m.

## **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 V**

**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's the world's biggest selling record. Sixty million people \_\_\_\_\_ it.

- (A) buy
- (B) bought
- (C) are buying
- (D) **have** bought

102. I \_\_\_\_\_ study tonight. I have an exam tomorrow.

- (A) will
- (B) am
- (C) **am** going to
- (D) want

103. Can you talk \_\_\_\_\_, please? The baby is asleep.

- (A) **quietly**
- (B) with quiet
- (C) more quiet
- (D) quiet

104. Sam is very \_\_\_\_\_. He rarely makes mistakes.

- (A) carefully
- (B) **careful**
- (C) careless
- (D) care

105. Email has changed the way in which we \_\_\_\_\_.

- (A) communicating
- (B) **communicate**
- (C) communication
- (D) communicative

106. Dr. Wilkinson claimed to \_\_\_\_\_ me before at a previous conference, but I had no recollection of this myself

- (A) meet
- (B) meeting
- (C) have met
- (D) be meeting

107. We can schedule the repairs for Tuesday or Wednesday next week; \_\_\_\_\_ days suit me

- (A) both
- (B) each
- (C) either
- (D) every

108. Workers at the plant approved \_\_\_\_\_ the union's decision to campaign for flexible working hours

- (A) to
- (B) of
- (C) with
- (D) at

109. Please could you confirm whether it is your \_\_\_\_\_ to return to work after the birth of your child.

- (A) rationale
- (B) meaning
- (C) intention
- (D) purpose

110. The board failed by a single vote to \_\_\_\_\_ the President's veto of the proposal for expansion into overseas markets.

- (A) overrate
- (B) overreach
- (C) override
- (D) overrun

111. The server upgrade is now complete and our website seems to be \_\_\_\_\_ normally again.

- (A) work
- (B) working
- (C) worked
- (D) works

112. It looks as \_\_\_\_\_ garden furniture retailers will be hit by poor sales this month due to the unexpected bad weather.

- (A) like
- (B) that
- (C) though

(D) why

113. How much meat do you eat? - \_\_\_\_\_ I'm a vegetarian.

(A) None

(B) No

(C) Not

(D) A lot

114. Since my mother died, my closest \_\_\_\_\_ is my cousin.

(A) relation

(B) relationship

(C) related

(D) relative

115. \_\_\_\_\_ is a complete mystery how they ever go there in that car.

(A) This

(B) It

(C) There

(D) That

116. It's very busy in \_\_\_\_\_ morning when they come into \_\_\_\_\_ city center.

(A) a/ a

(B) a/ the

(C) the/ a

(D) the/ the

117. \_\_\_\_\_ do you go to the gym or play sport every week?

(A) How much times

(B) How many times

(C) How often

(D) How far

118. Did you get my message \_\_\_\_\_ the meeting \_\_\_\_\_ Monday?

(A) in/ on

(B) on/ about

(C) about/ on

(D) on/ in

119. Simon's quite \_\_\_\_\_. He doesn't often laugh or make jokes.

(A) popular

(B) difficult

(C) serious

(D) generous

120. My sister works in an office. She's a \_\_\_\_\_.

- (A) builder
- (B) musician
- (C) receptionist
- (D) cook

121. In spite of all their efforts and repeated negotiations, the opposing parties have yet to reach a \_\_\_\_\_.

- (A) benefit
- (B) proposal
- (C) fondness
- (D) settlement

122. Effective managers use the Internet and read economic journals to keep themselves \_\_\_\_\_ about current trends in overseas trade.

- (A) inform
- (B) informative
- (B) informing
- (D) informed

123. According to the latest news report, the government has decided to raise income tax rates for \_\_\_\_\_ with high incomes.

- (A) that
- (B) this
- (C) those
- (D) these

124. The new marketing \_\_\_\_\_ that was adopted by the firm has proved very effective.

- (A) has approached
- (B) approach
- (C) to approach
- (D) approaches

125. This banquet room is the place where the company \_\_\_\_\_ most of its seminars and meetings.

- (A) holds
- (B) decides
- (C) occurs
- (D) identifies

126. We ask that you watch road signs and walk on the left so that cyclists can pass at a \_\_\_\_\_ speed.

- (A) reducing
- (B) reduces
- (C) reduction
- (D) reduced

127. Even though the grand opening of the new Italian restaurant was \_\_\_\_\_ than expected, many people were happy with the food quality it served.

- (A) late
- (B) more lately
- (C) lateness
- (D) later

128. It was just last month that Mr. Oretga retired after 20 years of service \_\_\_\_\_ the company.

- (A) forward
- (B) during
- (C) among
- (D) to

129. He can't come to the phone. He's \_\_\_\_\_ a shower.

- (A) having
- (B) making
- (C) getting
- (D) going

130. We didn't \_\_\_\_\_ the fan since the room was not very hot.

- (A) put on
- (B) put off
- (C) turn on
- (D) turn off

131. Most experts agree that genetically \_\_\_\_\_ foods should be allowed on the market after health officials confirm they are safe.

- (A) modify
- (B) modifying
- (C) to modify
- (D) modified

132. All applicants for the position are required to complete the \_\_\_\_\_ at the front desk and submit them.

- (A) form
- (B) formation
- (C) formed
- (D) forms

133. The automated electric gates at the main entrance to the factory can be opened by \_\_\_\_\_ of a swipe card reader.

- (A) mean
- (B) meaning
- (C) meanly
- (D) means

134. The management consultant we brought in has put \_\_\_\_\_ some very interesting suggestions for improving our company's performance.

- (A) about
- (B) on
- (C) forward
- (D) toward

135. Dr. Ueyama, our vice president, thinks we should reject the offer of a merger with JVW Engineering, and I am \_\_\_\_\_ to agree.

- (A) inclined
- (B) included
- (C) incensed
- (D) incited

136. The I.T. technician showed us how to reboot the server so that, \_\_\_\_\_ the problem occurs again, we will be able to fix it ourselves.

- (A) if
- (B) when
- (C) will
- (D) should

137. During Karl Marshall's four-year \_\_\_\_\_ as governor, unemployment in the state fell by more than 20 percent.

- (A) tenancy
- (B) tendency
- (C) tenor
- (D) tenure

138. Older people usually pay a lot \_\_\_\_\_ for auto insurance because they are less likely to have accidents than other drivers.

- (A) less
- (B) lesser
- (C) least
- (D) fewer

139. Humanitarian experts consider education \_\_\_\_\_ the driving force in the economic and social transformation of developing countries .

- (A) be
- (B) being
- (C) to be
- (D) to being

140. Jack and Simon have known \_\_\_\_\_ for many years as they were at college together.

- (A) each
- (B) each other
- (C) theirs
- (D) themselves

#### PART VI

**Directions:** Read the following texts. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

**Questions 141 through 144 refer to the following memo.**

This semester, be prepared for your exams. Follow these handy hints from the Student Advice Center.

Don't \_\_\_\_\_ until the night before an exam. The best students revise and learn early and

- 141. (A) be wait
- (B) waiting
- (C) wait
- (D) had waited

regularly throughout the semester. Revise each night what you learned in class that day.

Reread class notes, assignments, handouts or previous tests and textbooks \_\_\_\_\_ key words and points with a colored pen or pencil. It is very helpful to write summaries of the notes

- 142. (A) Hightlight
- (B) Notice
- (C) Spotlight
- (D) View

you take in class. If that sounds like too much effort, then you\_\_\_\_\_ start studying at least two weeks before your exams. Make a study schedule and stick to it, but be realistic about

- 143. (A) had to
- (B) should
- (C) would
- (D) shouldn't

your goals. Don't try to do too much in one day. Resting is as \_\_\_\_\_ as studying.

144. (A) **important**

(B) importance

(C) duty

(D) must

**Questions 145 through 148** refer to the following letter.

Hi Mom,

You were \_\_\_\_\_. when I left, so I'm leaving this note for you to read. I am going to

145. (A) off

(B) **out**

(C) over

(D) in

spend the night at Anna's, so don't wait up for me. I have also taken the spare keys from the hook in the kitchen, so don't be \_\_\_\_\_ to find them missing. I can't find my keys – don't

146. (A) surprising

(B) **surprised**

(C) surprise

(D) to surprise

worry, because I know they are in the house somewhere. I used them to let myself in earlier today. My room is just\_\_\_\_\_ mess that I can't find them in there. I'll be sure to tidy up

147. (A) **such** a

(B) such

(C) so

(D) too

when I get back tomorrow evening . I know that you hate my room being so messy. Anyway, I'll see you tomorrow. Hope you managed \_\_\_\_\_ the coat you wanted.

. 148. (A) buy

(B) buying

(C) bought

(D) to **buy**

**Questions 149 through 152 refer to the following e-mail.**

To: All Employees:

From: Janet Toulons, President, KHG Shoe Corporation: "We Love Shoes—Do You?"

Re: Fall Fashion Show

We are preparing for our (149) \_\_\_\_\_ in the upcoming Fall Fashion Show and I wanted to

149. (A) defeat  
(B) compensation  
(C) devotion  
(D) participation

update you all on our progress. We have been fortunate enough to come up with a new line of (150) \_\_\_\_\_ shoes that will appeal to older clients as well as younger ones. Thanks to our

150. (A) funny  
(B) awkward  
(C) fabulous  
(D) fragile

inventive designers, these shoes are both classic and comfortable. They will be the main feature of the fashion show and I am confident that they will be a huge success. The best (151) \_\_\_\_\_ is that they are all manufactured and ready to go and they look terrific! As you know,

151. (A) ideas  
(B) awards  
(C) news  
(D) offerings

not all of you will be attending the show, but I want to extend my heartfelt thanks for the hard work you have done this past year. Our revenues show us that we have achieved the (152) \_\_\_\_\_ we set earlier in the year. As a result, you will each be receiving a bonus, based on your salary. I am sure this is good news for all. Again, I am very happy with our progress. We are definitely a leader in this field.

152. (A) goals  
(B) beliefs  
(C) testimony  
(D) credit

## PART VII

**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 through 155** refer to the following advertisement.

Ever dream of owning your own satellite TV system? Now's your chance! Dudley's Dishes is pleased to offer a free satellite dish, free receiver, and free professional installation for new customers on the satellite network.

Just sign up for any program costing \$21.99 or above a month and commit to a one-year contract, and we'll have your system installed in two days. This deal is too good to miss. We offer programming in many different languages, such as English, Spanish, Chinese, and Italian. Call us today for programming packages and details.

**153.** What kind of equipment does the sale include?

- (A) TVs
- (B) Computers
- (C) Satellite dishes
- (D) Sound systems

**154.** How long a commitment must a customer make?

- (A) Two years
- (B) One year
- (C) Two days
- (D) Four months

**155.** Which of the following is NOT free?

- (A) Chinese program package
- (B) Installation
- (C) Satellite dish
- (D) Television receiver

**Questions 156 through 159** refer to the following letter.

Dear Mr. and Mrs. Lavigne,

E-France's commitment to quality men's and women's fashions has been our goal since our opening in the spring of 2002. From that time, you have been loyal customers of E-France's online shopping service. We would like to thank you. At seven locations through France this coming June, we will be holding the E-France Charity Dinner and Auction. These events are only available for our best online customers, which includes yourselves. Here, you will be treated to dinner and drinks followed by the auction, hosted by one of E-France's seven regional managers. There is no obligation to purchase any of the products being sold during this event. However, all of the money raised will be donated to the Children's Wish Association, a fantastic

charity headquartered here in Paris. Please take a look at the event location choices on the attachment below, and let us know if any of them are suitable for you. I hope you can be with us.

Yours truly,  
Francis Levec  
Public Relations Manager  
E-France

**156.** What does E-France want to offer the couple?

- (A)A product
- (B)An **invitation**
- (C)A membership
- (D)A receipt

**157.** Who will supervise the auction?

- (A)The year's top customers
- (B)The Children's Foundation
- (C)The Parisian office
- (D)**The area managers.**

**158.** What does the writer say about the auction?

- (A)Fashion will be included.
- (B)A certain amount of money has to be made.
- (C)**There** is no pressure to buy.
- (D)It takes place at 8.00

**159.** What will the couple do next?

- (A)Contact the PR manager
- (B)Make a donation
- (C)Review their online account
- (D)**Examine** the attachment

**Questions 160 through 163 refer to the following notice.**

#### **Notice to All Employees**

As part of our “Good Health” policy, we wish to inform our employees of the new no-smoking policy in the office. In order to create a clean working environment, smoking is no longer allowed in the office break-room or in the restrooms. All offices, of course, remain no smoking areas. The only area in which smoking will be allowed is the new smoking lobby near the parking area. Although this is outdoors, it is a covered area. Therefore it is possible to use it in all weather conditions. Also, we are not allowing smoke breaks longer than five minutes for every one hour period. This means that smokers may take a five-minute break each hour of work or a ten-minute break every two hours of work. We will not be monitoring workers, but we do expect you to stick to this timing. For a cooperative office atmosphere, we need workers to feel that everyone is working equal hours. As this is the official policy for the company, no exception will be allowed. From next month, we will be introducing a bonus system for all

employees who give up smoking for more than three months. More information will be given at a later date. If you feel that this policy is somehow unfair or that you are being discriminated against, we encourage you to contact your department's supervisor.

**160.** According to this notice, smoking is not allowed in which of the following?

- (A)the break room
- (B)Restrooms
- (C)The parking area
- (D)A **and** B

**161.** What is the allowed length of time for smoke breaks?

- (A) **Five** minutes from each hour of work
- (B)Five minutes for every two hours work
- (C)Ten minutes for each hour of work
- (D)It is not stated in the notice

**162.** If workers feel that the smoking policy is unfair, whom should they contact?

- (A)A co-worker
- (B)The company owner
- (C)The fire department
- (D)**A** department supervisor

**163.** What will happen next month?

- (A) All smokers will be monitored
- (B)**Bonuses** will be given to people who stop smoking
- (C)People will be discriminated against
- (D)Department supervisors will contact all workers

Questions 164 through 167 refer to the following article.

### Saving Time When Computing

Here is the second installment in our monthly "Computing for Business Users" guides. A common complaint among computer users is the amount of time they spend waiting for their laptop to start up and perform its tasks. Here are some handy tips on how to eliminate some of that waiting time.

- + Don't shut your laptop all the way off between meetings; just put it in the low-battery consumption "Standby" mode. Shutting it down and waiting for it to reboot at the next meeting wastes valuable time. This way you are ready to start as soon as you arrive.
- + Having too many programs in your computer's Start Up folder really slows things down. The solution? Eliminate all unnecessary programs.
- + Stop too many programs from running at the same time when you start up the computer. Don't know how? It's easy if you follow these instructions: click the Start menu, choose Run, then type "msconfig" to launch the System Configuration Utility. Next, on the "General" tab, click "Selective Startup". Then go to the "Startup" tab and uncheck any startup items that aren't necessary.

These are small but simple changes that you can make for yourself to save precious time.  
Next issue we'll be looking at extending your battery life.

164. Who is this article intended for?

- (A) Computer programmers
- (B) **Business** people
- (C) Program designers
- (D) Professional computer game players

165. What does this article explain?

- (A) How to start up your computer
- (B) **How** to improve the speed of a computer
- (C) How to change a battery
- (D) Where to buy the best computer

166. How often are these computer articles published?

- (A) Every day
- (B) Every week
- (C) **Once** a month
- (D) Twice a year

167. What is the topic of the next article?

- (A) Buying a new computer
- (B) **Making** your battery last longer
- (C) Computer accessories
- (D) Security

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

#### **CLEVELAND GENERAL HOSPITAL Visitation Guidelines**

- All visitors must report to the Reception desk in the main lobby on arrival, where they will be issued with a visitor's sticker that must be visible at all times while on hospital premises.
- We welcome visitors to patients on the adult and maternity wards between 11 A.M. and 8 P.M. daily. Parents, legal guardians, and designated caretakers may visit the pediatric and neonatal wards, and the Intensive Care Unit, 24 hours a day, seven days a week, subject to prior agreement by the medical staff. Beds can be made available for these visitors.
- We regret that minors under 18 years of age will not be admitted to wards unless accompanied by a responsible adult, must be supervised at all times, and must leave if requested to do so by a nurse. No child under 16 years of age may visit the Transplant or Intensive Care units. Parents of visiting children younger than 6 must complete a questionnaire to help us assess the child's risk of spreading infection. The staff at the Reception desk will give you the form and answer any questions you may have.

- Visitors to some areas of the hospital may be asked to wear special gowns, gloves, or masks and follow particular hand-washing procedures. Nurses will explain these procedures, if applicable.
- A maximum of two guests may visit a patient at one time. Visitors may not consume food or drink at the bedside. Flowers and plants are not allowed on the Intensive Care and children's wards.
- The use of cell phones is prohibited in patient care areas. They may be used in the lobby, in public waiting rooms, and in the cafeteria. Photography is only permitted with the express consent of the patient, the patient's parent or guardian, or the hospital (for staff members)

168. Which part of the hospital has restricted visiting hours?

- (A) The Intensive Care Unit
- (B) The **maternity** ward
- (C) The neonatal ward
- (D) The children's wards

169. What are all visitors to the hospital obliged to do?

- (A) Wear protective clothing
- (B) Wash their hands
- (C) Fill in a questionnaire
- (D) **Display an 10 badge**

170. Who is NOT permitted to visit any hospital ward?

- (A) **Unaccompanied children**
- (B) Children under 6 years of age
- (C) People not related to the patient
- (D) Visitors with dirty hands

171. What are visitors allowed to do on children's wards?

- (A) Make a phone call
- (B) Eat their own food
- (C) **Take photographs**
- (D) Bring fresh flowers

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

**Mandalatis Global Investment**  
**Our best-selling funds**

**Mandalatis Premier All-Cap**

Offering investors equity exposure to developed and emerging economies across the globe, this fund contains no domestic stocks and so is likely to be more volatile than a US fund. It should appeal to long-term investors who want to add an international dimension to an existing portfolio

Minimum investment: \$3,000

### **Mandalatis Federation Growth**

Now in its eighteenth year, this popular fund invests in domestic stocks that managers feel are currently undervalued but that have the potential to grow substantially and return a healthy profit. Since this approach can be subject to significant short-term instability, investors should have a very long-term horizon. A useful diversification option in a portfolio too heavily biased toward foreign stocks.

Minimum investment: \$3,000

### **Mandalatis Rapid Growth**

This fund focuses on companies in emerging economies in Asia and Latin America that have high growth potential. The fund's managers employ an aggressive approach that seeks to take advantage of global economic expansion by investing in medium and small-sized companies undergoing rapid earnings growth. Investors should note that volatility is a feature of this fund.

Minimum investment: \$3,000

### **Mandalatis 350 Index**

The Mandalatis 350 Index fund tracks an index of medium-sized domestic companies. As a result, ongoing management costs are lower than for a managed fund. Investors should be aware that volatility for such companies tends to be greater than that of larger companies. This fund will suit passive investors who are seeking to add diversification to an existing portfolio.

Minimum investment: \$10,000

### **Mandalatis Blue Chip 50**

The Mandalatis Blue Chip 50 fund invests in a broad range of domestic blue-chip stocks to give diversification across a broad range of industry sectors. This fund is recommended for more cautious investors and for those close to retirement age who may value dividend income over capital growth.

Minimum investment: \$10,000

172. Who is the intended audience for this information?

- (A) Individual investors
- (B) Company directors
- (C) Pension fund managers
- (D) Stock Exchange employees

173. Which fund provides the broadest geographical spread?

- (A) Mandalatis Premier All-Cap
- (B) Mandalatis Federation Growth
- (C) Mandalatis Rapid Growth
- (D) Mandalatis 350 Index

174. What is indicated about the Mandalatis 350 Index fund?

- (A) It is most suitable for short-term investments.
- (B) It is aimed primarily at inexperienced investors.
- (C) It has lower administrative charges than other funds.
- (D) It should appeal to those prepared to own high-risk stocks.

175. Who should probably NOT invest in the Mandalatis Federation Growth fund?

- (A) Savers wanting to avoid foreign companies
- (B) Young people investing for their retirement
- (C) Those wanting to realize profits in 3-4 years
- (D) Investors seeking significant capital growth

**Questions 176-180 refer to the following magazine article.**

***Has time run out for  
WRISTWATCHES?***

Once they were a common gift for graduations, birthdays, and other "rites of passage," but these days you could be forgiven for thinking that the once-ubiquitous wristwatch is being abandoned by American teens and young adults in growing numbers. Indeed, in a recent survey, 30 percent of 15- to 24-year-olds in the US said they had no need for a watch, preferring instead to check the time on their cell phone, tablet computer, MP3 player, or any number of other more versatile, multifunctional portable electronic devices. Is this, then, the end for the humble wristwatch?

While it is true that sales of wristwatches in North America and Europe have declined (by over 5 percent in the last three years), elsewhere we find a different story. In Asia and the Middle East sales are increasing steadily, and in South America, wristwatch sales are positively booming. What's more, a closer examination of the supposedly *lackluster* European and North American markets shows an interesting phenomenon. It is sales of cheaper, mass-produced watches that are on the decline. Mechanically complex and designer-label watches, which carry a much higher price tag, are bucking the trend with sales holding up well.

The fact is, an elegant, expensive timepiece epitomizes a successful career, status, wealth, and sophistication in a way no electronic device, however trendy, can quite manage. What's more, watch manufacturers are not resting on their laurels. They see a direct parallel between the wristwatch market today and the fountain pen market of the 1970s. Back then it was believed that the fountain pen would become obsolete thanks to the invention of the cheap ballpoint pen ... yet, these days, sales of fountain pens are buoyant, with the traditional pen being valued by enthusiasts, collectors, and those favoring design, elegance, classical style, and luxury, who regard their pen as making a personal statement about themselves and their values.

It is this belief that underpins the current fight-back by forward-thinking watch manufacturers, who are now producing watches that are more fashionable, are better-designed, and do far more than simply tell time. Travelers can buy watches that show multiple time zones; watches aimed at joggers and other athletes measure speed, distance, and heart rate; sun worshippers can track UV radiation; and adventurers can have watches that give the temperature of the surrounding air or water or record altitude. Who knows what features watches might eventually have-streaming the latest news from the internet or downloading a

street map, maybe? One thing is for sure: there's life in the humble wristwatch yet!

176. What is the main purpose of this article?

- (A) To compare the wristwatch and fountain pen markets
- (B) To **promote** sales of designer-label wristwatches
- (C) To report on the status of the wristwatch market
- (D) To review the various functions of wristwatches

177. According to the article, why do some people choose to buy a wristwatch these days?

- (A) As a graduation gift
- (B) As a birthday present
- (C) As a **status** symbol
- (D) As a cheap timepiece

178. What can be inferred from the article about the wristwatch market in North America?

- (A) The majority of purchasers are wealthy people.
- (B) Sales are declining among older generations.
- (C) High-**end** watches are continuing to sell well.
- (D) Almost all watches sold have digital displays.

179. According to the article, what are some watches capable of these days?

- (A) Displaying street directions
- (B) Measuring humidity levels
- (C) Connecting to the internet
- (D) **Calculating** distance traveled

180. The word "lackluster" in paragraph 2, line 4, is closest in meaning to

- (A) advanced
- (B) lamentable
- (C) refined
- (D) **unimpressive**

Questions 181 through 185 refer to the following advertisement and an email.

SEE CHICAGO!

I have two orchestra-side tickets for Saturday, July 30 for the musical Chicago but have to leave town for business. The show is at the Ambassador Theatre on 49th Street in Manhattan. Tickets are \$175, originally \$230, but willing to negotiate.  
Please call Phil at (917) 690-9879

From: Amelia Deco [amelia@baleaco.com]12  
To: Geneva Herrera [genevah@hotmail.com]  
Subject: Saturday

Geneva,

How have you been? Sorry I had to cancel our dinner on Friday. I've been so busy with work I haven't had time to do anything.

Anyway, I'd like to make it up to you. I just bought tickets for Chicago this Saturday. It starts at 8 p.m. and the seats are great. We could have an early dinner before we go. It'll be my treat.

Please let me know if you're interested as soon as possible so I can make reservations somewhere. I'd love to catch up and see how you're doing. You can reach me at my office.

I look forward to seeing you!

Amelia

**181.** What is being advertised?

- (A) An air ticket
- (B) Ballet tickets
- (C) Musical tickets
- (D) Baseball tickets

**182.** How much did Phil probably pay?

- (A) \$49
- (B) \$175
- (C) \$230
- (D) \$300

**183.** What does Ms. Deco want to do on Saturday at 8 p.m?

- (A) See Chicago
- (B) Have dinner
- (C) Pick up Ms. Deco
- (D) Make reservation

**184.** What is implied from the e-mail?

- (A) Ms. Herrera has been working a lot.
- (B) Ms. Herrera enjoys performance art
- (C) The women were supposed to meet on Saturday
- (D) The women have not seen each other in a while

**185.** Where can Ms. Deco be reached?

- (A) At her home
- (B) At her office
- (C) At the theater
- (D) On her mobile phone

**Questions 186 through 190** refer to the following announcement and fax.

**Job announcement**

Orbitron Technologies is now in the process of hiring thirty new systems engineers. This expanding company, located in Golden Oaks, California, will pay each new employee a minimum of \$45,000 a year (up to \$75,000, depending on qualifications) and offers two weeks of vacation time per year. Applicants must hold a degree in systems engineering from an accredited university and have a minimum of two-three years of experience in the field. Please send a current resume by email or FAX to Dr. John Poplack by December 15<sup>th</sup>.

**FAX**

To: Dr. John Poplack  
From: Alex Fenwood  
Fax #: 02-992-2006  
Date: December 5<sup>th</sup>

Dear Dr. Poplack,

I am very interested in the position of systems engineer advertised in this week's Golden Oaks Times. I have been working as an engineer for the past four years. I graduated from the University of California, Davis with an honors degree in systems engineering. I am sending you a copy of my resume and the names and telephone numbers of three references. My current employer says he would be very happy to recommend me and is available for discussion of my work.

Thank you for your time.

Sincerely,  
Alex Fenwood.

186. How much experience should preferred candidates have?

- (A) Less than two years.
- (B) More than three years
- (C) Two or more years
- (D) At least three years

187. Where must qualified candidates have a degree from?

- (A) An American university
- (B) An accredited university
- (C) A technical college
- (D) Any engineering school

188. What is the maximum salary possible?

- (A) \$30,000.
- (B) \$45,000
- (C) \$75,000
- (D) \$80,000

189. How often is the Golden Times published?

- (A)Daily
- (B)Once a week
- (C)Once a month
- (D)Annually

190. Which of the following is NOT true?

- (A)Mr. Fenwood has four years experience
- (B)Mr. Fenwood's employer knows he is looking for a new job
- (C)Mr. Fenwood has a bad relationship with his current employer.
- (D)Mr. Fenwood attended a university in California.

Questions 191-195 refer to the following web page and letter.

### The Reading Room

#### About us

##### Graham Burnett

Graham is the son of Sheila Burnett, who founded the agency over 30 years ago. He is our legal specialist and handles foreign and translation rights

##### Zoe Charlton

Zoe is responsible for nonfiction, including travel, food and cookery, gardening, self-help, popular psychology, and spirituality. Before joining the Reading Room four years ago, Zoe had a distinguished career as publishing director at Hogan Howarth

##### Michelle Grant

Michelle deals with authors of historical fiction and biography As a successful published author herself, she knows exactly what publishers are looking for.

##### Luigi Russo

Luigi specializes in fiction titles and is credited with discovering Miranda McNeill. He's now looking for the next big blockbuster. He manages our sci-fi, horror, crime, romance, and contemporary fiction lists.

We do not handle children's literature, poetry, or screenplays.

#### Our authors include:

Simone Delors	James Garnett	
Vanessa Long	Miranda McNeill	Lee Young

#### Submissions

Send in the first instance a preliminary letter, an outline (no more than 750 words), your resume, and either the first three chapters (for fiction) or chapter headings, plus the introductory and one other chapter (for nonfiction). Include a stamped, self-addressed envelope. Our workload means that you should not expect to hear from us for at least three months

75 Morello Crescent  
Manchester M35 2LY.

May 17

The Reading Room  
5 Churchill Square  
London E5 6WS

Dear Sirs:

I read with interest details of your activities on your website and was impressed by the depth and range of your author list. I am looking for a reputable literary agent to take on a book I have written and consider worthy of publication. It is a novel set in tsarist Russia at the end of the nineteenth century and recounts events in the life of a wealthy landowner and his family. It is entitled *The Dukhanov Clan*.

I am a lecturer in Russian literature at The University of East Manchester and have a good knowledge of this period. My first novel, *Solace in the Steppe*, was published by a small local publishing house, the Cranford Press. I enclose a copy for your information.

As requested, I am sending you the first three chapters of my work, plus a brief synopsis. I also enclose my resume, which lists the articles I have had published in academic journals. I can supply copies of these articles if you wish.

I very much look forward to hearing from you in due course.

Sincerely,

Oliver Rosberg

191. What is the purpose of Oliver Rosberg's letter?

- (A) To seek representation
- (B) To offer a service
- (C) To make a compliment
- (D) To request information

192. What can be inferred about The Reading Room?

- (A) Its staff are all published authors.
- (B) It welcomes inquiries sent bye-mail.
- (C) It specializes in works of nonfiction.
- (D) It has been in business for several decades.

193. Who is Miranda McNeill?

- (A) A renowned publishing agent
- (B) A client of The Reading Room
- (C) A successful children's book author
- (D) A character in a best-selling novel

194. To whom will Mr. Rosberg's letter most likely be passed?

- (A) Graham Burnett
- (B) Zoe Charlton

- (C) Michelle Grant  
(D) Luigi Russo

195. What does Mr. Rosberg send with his letter that is not specifically requested?

- (A) A complete novel  
(B) A journal article  
(C) A book outline  
(D) A career summary

**Questions 196-200 refer to the following letters.**

**DENHOLM Property Services**

*120 Woods Avenue, Lincoln, NE 68501*

June 7

Ref: VY/018523/RT

Ms. F. Larssen

75 Mohawk Street

Lincoln, NE 68514

Dear Ms. Larssen:

As requested:

To furnish and install 150 linear feet of 6-ft-tall white cedar landscape panels and 14-ft swing gate at entrance to driveway. Posts to be set in concrete.

For the sum of: \$2,850.00

- Normal ground conditions are assumed.
- All prices are subject to local sales taxes.
- Payment is due on receipt of invoice after satisfactory completion of work.
- All materials and work are guaranteed for two years.

We thank you for allowing us to bid on the above work and look forward to hearing from you.

We should be able to start within a week of your approval. The above price is valid for two weeks from the date shown above.

Regards,

Jan Schmidt

Contract Manager

June 12

Mr. Jan Schmidt

Denholm Property Services

120 Woods Avenue

Lincoln, NE 68501

Your Ref: VY /018523/RT

Dear Mr. Schmidt:

Thank you for your letter dated June 7. There are a few issues I would like to clarify with you, if I may.

Although I know that we discussed the use of white cedar and, indeed, you recommended it, I did finally settle on red cedar. Since you said that red cedar was cheaper than white, I

assume that the cost for the work will be less than that you specified. Also, before I confirm, I need to check your availability over the next few weeks and the likely time frame of the work. I am planning to put my home on the market in mid-July and definitely need the work done by then, so that the property is **spruced up** and ready for when visitors come to view it. Also, what is the rate of sales tax payable?

I will make my final decision when I receive your answer to the above queries, together with the necessary amendments.

Kind regards,  
Frieda Larssen

196. What type of document is Mr. Schmidt's letter?

- (A) An invoice
- (B) A **quotation**
- (C) An order form
- (D) A delivery note

197. What is the nature of the work being described?

- (A) Gardening
- (B) Bricklaying
- (C) Decorating
- (D) **Fencing**

198. What can be inferred about Ms. Larssen?

- (A) She is planning to take a short vacation.
- (B) **She expects the price to be reduced.**
- (C) She is worried about finding employment.
- (D) She will move away from the area soon.

199. What information that Ms. Larssen requests is already given in Mr. Schmidt's letter?

- (A) **When the work will** be carried out
- (B) How long the work will take
- (C) How much the sales tax will be
- (D) What type of materials to use

200. In the second letter, the phrase "spruced up" in paragraph 2, line 6, is closest in meaning to

- (A) completed
- (B) exchanged
- (C) renovated
- (D) **smartened**

## Đọc đè 43

### 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 V

**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 \_\_\_\_\_ month of the year is called December.

- (A) twelve
- (B) twelveth
- (C) twelth
- (D) twelfth**

102. manager didn't offer her job because of her untidy.

- (A) sight
- (B) view
- (C) presence
- (D) appearance**

103. My sister usually asks me to \_\_\_\_\_ her cat when she goes away for the weekend.

- (A) look for
- (B) look at
- (C) look after**
- (D) look out

104. Please ask that boy to come here \_\_\_\_\_. He has just broken my window.

- (A) at present
- (B) at hand
- (C) at once**
- (D) at one

105. Orange juice and fruit juice are my favourite \_\_\_\_\_.

- (A) vegetables
- (B) fruit
- (C) meat
- (D) drinks**

106. Market researchers have presented \_\_\_\_\_ that companies with small market shares will suffer a great deal throughout the course of the year.

- (A) evidence**
- (B) evident

- (C) evidential
- (D) evidently

107. An arbitrator must listen \_\_\_\_\_ to both parties in a dispute and not allow personal prejudice or opinion to affect his or her decision.

- (A) objection
- (B) objective
- (C) objects
- (D) objectively

108. All the plants inside and outside the office need to be watered \_\_\_\_\_.

- (A) period
- (B) periodical
- (C) periodic
- (D) periodically

109. In fact, within two years, it is not unusual for a management trainee to receive multiple promotions and increase his or her income \_\_\_\_\_.

- (A) substantiation
- (B) substantial
- (C) substantiate
- (D) substantially

110. Please fasten your seat belt \_\_\_\_\_ and bring back the rest of your seat to its vertical position.

- (A) security
- (B) secure
- (C) secured
- (D) securely

111. \_\_\_\_\_ I have exchanged email and memos with the Regional Vice President, I have never met him in person.

- (A) Except
- (B) Although
- (C) Unlike
- (D) However

112. The rebuilt plane will be ready for use next week \_\_\_\_\_ we can get the local and federal approvals for the repairs.

- (A) otherwise
- (B) if
- (C) whether
- (D) instead

113. Contest entry forms will be discarded \_\_\_\_\_ accompanied by a proof of purchase of one of the company's products.

- (A) nevertheless
- (B) as long as

(C) therefore

(D) unless

114. Would you like \_\_\_\_\_ to my party?

(A) come

(B) to come

(C) coming

(D) came

115. We have heard \_\_\_\_\_ about you.

(A) so many news

(B) so much news

(C) a lot news

(D) few news

116. "What did you do last night?" "I watched TV, practiced the violin, and \_\_\_\_\_ my homework."

(A) made

(B) do

(C) done

(D) did

117. My sister likes \_\_\_\_\_ and \_\_\_\_\_.

(A) dance/sing

(B) to dance/sings

(C) dancing/singing

(D) dancing/to sing

118. He looked at me\_\_\_\_\_.

(A) angry

(B) angrily

(C) anger

(D) angryly.

119. The green skis and black boots belong to my sister and the gray skis and boots are \_\_\_\_\_.

(A) I

(B) mine

(C) myself

(D) my

120. When the golf cart broke down, Mr. Lucas and the other golfers in his group made it worse when they tried to repair it by \_\_\_\_\_ instead of calling for help.

(A) they

(B) their

(C) them

(D) themselves

121. With \_\_\_\_\_ to your recent letter to the sales department, please find enclosed Benson Office Supplies Ltd.'s current price list.

(A) reference

- (B) a reference
- (C) the reference
- (D) references

122. Any employee who is interested \_\_\_\_\_ taking part in the company's annual charity Fun Run should contact Vanessa Lee, the Social Responsibility Manager.

- (A) at
- (B) in
- (C) on
- (D) for

123. Negative comments by disgruntled customers on internet hotel and restaurant review sites can easily destroy a company's \_\_\_\_\_

- (A) reparation
- (B) repetition
- (C) reputation
- (D) replication

124. If either party rejects the compensation sum offered by the insurance company, the case will have to \_\_\_\_\_ through the courts.

- (A) pursue
- (B) be pursued
- (C) have pursued
- (D) have been pursued

125. Some hormones can be administered orally, \_\_\_\_\_ others, including insulin, must be injected directly into the bloodstream.

- (A) whereas
- (B) likewise
- (C) namely
- (D) further

126. That man can tell us where \_\_\_\_\_.

- (A) does John live
- (B) is John living
- (C) John lives
- (D) John living

127. He looks \_\_\_\_\_ today than yesterday.

- (A) good
- (B) well
- (C) better
- (D) goodly

128. He drives very \_\_\_\_\_ and has got two accidents this year.

- (A) careless
- (B) carefully
- (C) carelessly
- (D) careful

129. Are you looking for my sister? - She isn't at home now. She \_\_\_\_\_ to the library.

- (A) went
- (B) goes
- (C) 's gone
- (D) 's been

130. While I was swimming yesterday afternoon, someone else \_\_\_\_\_ my clothes.

- (A) stealed
- (B) was stealing
- (C) was stolen
- (D) stole

131. The small print of contracts and license agreements is rarely read, let \_\_\_\_\_ understood, by most small business owners.

- (A) nor
- (B) not
- (C) alone
- (D) only

132. It was years since the city's hockey team \_\_\_\_\_. the final round of the tournament.

- (A) has reached
- (B) had reached
- (C) is reaching
- (D) was reaching

133. Keeping tires properly inflated will improve fuel \_\_\_\_\_ by up to 3 percent.

- (A) economy
- (B) economics
- (C) economize
- (D) economical

134. The community garden project receives no government funding, so the general public's support is \_\_\_\_\_ essential to sustain its work.

- (A) exclusively
- (B) conclusively
- (C) likely
- (D) absolutely

135. Mr. Martinez, training manager at Stormont Electrical, was disappointed when two young recruits gave \_\_\_\_\_ their apprenticeships after just a few months.

- (A) away
- (B) in
- (C) out
- (D) up

136. Although the digital scanners proved difficult to use at first, doctors and staff soon got \_\_\_\_\_ to the new technology and diagnosis rates improved considerably.

- (A) use
- (B) used
- (C) uses
- (D) using

137. Such was the level of interest in the football coach's resignation that there were not \_\_\_\_\_ enough chairs at the press conference for the number of journalists present.

- (A) only
- (B) very
- (C) almost
- (D) nearly

138. Antitrust laws can be \_\_\_\_\_ through a civil or criminal action brought by an attorney, or through a lawsuit brought by a private individual.

- (A) inflicted
- (B) enforced
- (C) compelled
- (D) obliged

139. Patrons at the theater couldn't help \_\_\_\_\_ when the protagonist accidentally fell while walking onto the stage at the beginning of the second act.

- (A) laugh
- (B) to laugh
- (C) laughing
- (D) laughter

140. Any government \_\_\_\_\_ to bring in radical welfare reforms would need to secure a mandate from the electorate.

- (A) propose
- (B) to propose
- (C) proposed
- (D) proposing

## PART VI

**Directions:** Read the following texts. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

**Questions 141-144 refer to the following memo**

### MEMO

To: All Employees  
From: Board of Directors  
Re: Loss of Hanro Medical Contract

The sudden loss of a major contract can often lead to \_\_\_\_\_ about the future.

141. (A) speculate  
(B) speculative  
(C) speculation  
(D) speculators

Hanro Medical's decision not to renew our healthcare management contract for Providence General Hospital, I know, has caused some nervousness and, inevitably, some rumors about what is going to happen within the company.

I want to \_\_\_\_\_ you that business will continue as usual. \_\_\_\_\_ the disappointing

- 142. (A) alarm
- (B) caution
- (C) reassurance**
- (D) warn

- 143. (A) Although
- (B) Despite**
- (C) Regardless
- (D) Whereas

news, and the tough economic conditions, the board still expects to achieve the targets set last year. Moreover, several other major proposals \_\_\_\_\_ in due course,

- 144. (A) will submit
- (B) have been submitted
- (C) are submitted
- (D) will be submitted**

and we are hopeful of a positive outcome in at least one case and hopefully more. In the meantime, if you have any questions or concerns, please speak to any board member.

**Questions 145 through 148 refer to the following letter.**

Dear Mrs. Whitman,

I regret to inform you that your application for a government subsidized housing \_\_\_\_\_ has

- 145. A. permission
- B. loan**
- C. affirmation
- D. agree

been rejected. While we understand that you recently became unemployed, as a home owner who has more than \$10,000 dollars currently \_\_\_\_\_ in a bank account, you simply do not fit any of the

- 146. A. withdrawn
- B. transfer
- C. deposited**
- D. mortgage

basic criteria for a subsidized housing loan. However, as a single parent, if you are receiving no financial support from the father of your children, you may qualify for child care assistance. I suggest that you contact our office to make an appointment to discuss this further. The number to call for \_\_\_\_\_ appointments is 023-445-4460. The phone line is operational between the

- 147. A. denomination
- B. consultation**
- C. remittance
- D. talking

hours of 9:00 a.m. and 6:00 p.m. Please have your social security number on hand when you call. This \_\_\_\_\_ speed up the process.

- 148. A. is helping
- B. helped
- C. will help
- D. used to help

Sincerely,  
Clarence Dewitt

**Questions 149 through 152 refer to the following memo.**

To: Fiona Kim  
From: Baljit Singh  
Subject: Urgent Business

Ms. Kim,

I wish you to present yourself at my office at 9:00 a.m. tomorrow. It has been ----- to my attention

- 149. A. made
- B. presented
- C. brought
- D. held

by various members of staff that you have not been acting in a very cooperative manner of late, and I feel we need to meet to discuss the -----. I was very surprised to hear this, and although I

- 150. A. circumstance
- B. situation
- C. development
- D. event

have been ignoring it, hoping that this was a temporary matter, it has been going on long enough that I think we need to talk.

I will not go into ----- in this memo, but needless to say we will be discussing three major

- 151. A. details
- B. information
- C. carefully
- D. in detail

incidents which have caused us to lose important contracts. I have not yet decided what will happen to your position at this company; it depends rather on the outcome of our meeting tomorrow and the outcome of a second meeting that I will have with both of your ----- tomorrow afternoon.

- 152. A. watchers
- B. foreman
- C. leaders
- D. supervisors

**PART VII**

**Directions:** Read the following texts. A word or phrase is missing in some of the sentences.

Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following notice.

**Lake County  
Curbside Recycling Collection**

**Electrical Items**

Please remove all batteries and place small electrical items in this bag, or in any regular-sized plastic shopping bag clearly labeled "electrical items." Put batteries in a separate, clear plastic bag. Leave all bags with your other waste on your regular trash collection day.

Yes, please ✓	No, thank you ✗
<ul style="list-style-type: none"><li>• small household electrical appliances</li><li>• clocks and watches</li><li>• calculators</li><li>• flashlights</li><li>• cameras</li><li>• cell phones</li><li>• power tools</li><li>• small electronic toys</li></ul>	<ul style="list-style-type: none"><li>• nonelectrical items</li><li>• fluorescent light bulbs and tubes</li><li>• electronics containing refrigerants (e.g., air conditioners)</li><li>• heavy or bulky items (e.g., ranges or microwave ovens)</li><li>• disassembled TVs and monitors</li></ul>

Batteries can also be taken to any recycling center listed on the county hazardous materials and waste disposal website at [www.lakecountyrecycles.org](http://www.lakecountyrecycles.org).

153. Who is this notice intended for?

- (A) Recycling managers  
(B) Public sector employees  
**(C) Residents of Lake County**  
(D) Garbage truck drivers

154. According to the notice, what items are NOT suitable for recycling in this way?

- (A) Alarm clocks  
(B) Hair dryers  
(C) Camcorders  
**(D) Dishwashers**

**Questions 155-156 refer to the following letter.**

1141 Juniper Drive  
Silver Springs, FL 34488  
March 18  
Mr. Nigel Mackintosh  
Head of Customer Service  
Westline Airways  
Tampa International Airport

4100 George J Bean Outbound Parkway  
Tampa, FL 33607

Dear Mr. Mackintosh:

My two teenage children and I flew with your airline last Sunday evening, March 15, on flight WX682. My 14-year-old daughter suffers from anxiety and had a panic attack during the flight. I would like to express my gratitude to one of the cabin staff, who was extremely professional and supportive throughout this unfortunate episode. It was a very stressful, upsetting incident for me and my family, but Jill was so kind and caring.

Jill is a credit to your company and I would appreciate it if you would pass on our thanks to her.  
Sincerely,

Amy Ho

155. What is the purpose of this letter?

- (A) To make a recommendation
- (B) To praise a company employee**
- (C) To ask for extra credit
- (D) To confirm travel arrangements

156. Who most likely is Jill?

- (A) Amy Ho's daughter
- (B) Mr. Mackintosh's secretary
- (C) A flight attendant**
- (D) A pediatric nurse

**Questions 157-159** refer to the following document.

**Invoice**

Shipment date: August 14

From: Andrews Automotives, 1225 Johnson Street, Santa Fe, NM 87503

Ref: Joseph Tang, Purchasing Department

Ship to: Metallido Inc., Avenida de Colombia, Buenos Aires, Argentina

Phone: 011-54-11-5555-0163

Description of goods	No. units	Unit weight	Total weight	Unit value (US\$)	Value (US\$)
Defective motor vehicle parts	5	12kg (26lb)	60kg (132lb)	1,100	5,500

Country of origin of shipment: USA      Total value: \$5,500      Waybill No. 88755900/04

NOTE: No commercial value - goods not for resale. Value declared for customs purposes only.  
Contents of this shipment are being returned to the manufacturer. Nonhazardous goods.

I certify that the information on this declaration is true and correct to the best of my knowledge.

Name: Joseph Tang      Signature: J. Tang

157. Where were the goods listed on the form manufactured?

- (A) Argentina
- (B) Colombia
- (C) Mexico
- (D) USA

158. Who does Joseph Tang work for?

- (A) A shipping company
- (B) US Customs and Border Protection
- (C) Andrews Automotives
- (D) Metallido Inc.

159. What can be inferred about the goods?

- (A) They violate import regulations.
- (B) They have been poorly manufactured.
- (C) Their resale value is very low.
- (D) They pose a risk to the environment.

**Questions 160-162 refer to the following information.**

Fungumin® lotion contains an active ingredient that is clinically proven to penetrate the skin between the toes and kill the fungus right where it started. It provides effective relief from itching, redness, and irritation. Improvement should be visible within 1-2 weeks.

Apply a thin coat to clean and dry affected areas twice a day with clean fingers. Use as directed. Do not swallow, and do not touch the eyes after applying the lotion. If you are currently taking any medication, please inform your physician that you are using Fungurnin®

Fungurnin® is not suitable for:

- new and expectant mothers
- children under 12
- anyone with a milk allergy

160. For which part of the body is Fungumin designed?

- (A) Eyes
- (B) Feet
- (C) Hands
- (D) Mouth

161. How is the medication administered?

- (A) It is inhaled through the nostrils.
- (B) It is injected into the affected area.
- (C) It is drunk in liquid form.
- (D) It is applied directly onto the skin.

162. Who should avoid using this medication?

- (A) Teenagers who are intolerant to gluten
- (B) People who are allergic to nuts
- (C) Pregnant women
- (D) Anyone taking other medication

**Questions 163-165 refer to the following table of contents**

	Page
Introduction.....	3
Our customer service philosophy .....	5
Expectations.....	8
Key performance indicators.....	10
Who are our customers?.....	12
First impressions .....	13
Customer service skills.....	15
Customer service skills on the phone .....	18
Solving customers' problems .....	20
Dealing with difficult customers .....	22
Follow-up .....	24
Troubleshooting.....	26
Resources.....	30
Sign-off form.....	32

163. Who is this book intended for?

- (A) Business students
- (B) College professors
- (C) Telephone operators
- (D) Company employees**

164. Advice on which topic would most likely NOT appear in this book?

- (A) Customer retention
- (B) Courteous behavior
- (C) Customer base erosion**
- (D) Measuring customer service

165. On which page can advice on greeting customers most likely be found?

- (A) 8
- (B) 13**
- (C) 24
- (D) 30

**Questions 166 – 159 refer to the following advertisement.**

### **Blueberry Harvest 2011**

#### **Got the summertime blues ... ?**

Blueberry season 2011 continues with huge and plentiful fruit. Do not miss the best of the season's crop. Join us for live entertainment while you pick Tuesday and Thursday evenings throughout the Blueberry harvest season.

Events include bands, magicians, community meals, and pie eating contests.

After dark on Fridays, come and enjoy the fireworks display.

Picking begins at 5 PM. Evening entertainment begins around 6:30 PM and ends about 8:15 PM

The starting of events is subject to weather and field. If in doubt, call 802-555-3387 for an update before leaving home.

We are open Tuesday and Thursday evenings from 5 pm until dark, Wednesday from 10 am until dark, Saturday and Sundays from 9 am until 4 pm. Closed Mondays and

Fridays.

**166.** What CAN happen at 4 pm on a specific weekday?

- (A) live band performance
- (B) blueberry picking**
- (C) an early dance
- (D) a magic performance

**167.** When is there live entertainment while picking blueberries?

- (A) every day
- (B) only during the weekend
- (C) on Tuesdays and Thursdays**
- (D) only on Sundays

**168.** What is implied by the advertisement?

- (A) Blueberries are the community's favorite fruit.
- (B) They experience a lot of bad weather.
- (C) The event lasts multiple weeks.**
- (D) This is a biannual event.

**169.** Picking blueberries is suggested for those who

- (A) want to fight their gloomy disposition.**
- (B) enjoy working indoors.
- (C) don't mind working in the rain.
- (D) see themselves as prospective musicians.

**Questions 170-173 refer to the following letter.**

17 May

Gaja Communications  
15-23 Stanley Road  
Wanchai  
Hong Kong

Dear Mr. Anders,

Following up our conversation earlier today, I am writing to confirm that I will no longer be leaving the company at the end of my period of notice.

As you know, I resigned because I was offered a job by GKT Investments as Head of Security. Having spent four years with your company, I felt that it was time to move on and take up a more challenging role. However, in our discussion earlier today, you convinced me that this company is about to go through a period of exciting growth of which I can play a vital part.

I look forward to the planned expansion of my department and the increased responsibilities that will be reflected in my new salary.

I would like to thank you for helping me come to this decision and hope that my work here can be even more fulfilling and productive than before.

Sincerely,  
*Hiroshi Tanaka*  
Head of Security

**170.** Why does Mr. Tanaka write to Mr. Anders?

- (A) To resign from a job
- (B) To ask for a promotion
- (C) To withdraw an application
- (D) To accept an offer**

**171.** Who most likely is Mr. Anders?

- (A) A security guard
- (B) A company president**
- (C) An executive assistant
- (D) A financial analyst

**172.** What is NOT indicated about Mr. Tanaka?

- (A) He works at Gaja Communications.
- (B) He has been offered a pay raise.
- (C) He recently spoke with Mr. Anders.
- (D) He would prefer a part-time job.**

**Questions 173 – 176 refer to the following advertisement.**

### Choose a Mac

Your toaster doesn't crash. Your kitchen sink doesn't crash. Why should your computer? Think of the countless hours you would save if your PC worked on your time – not the other way around. Then think about Mac.

Just ask the millions of people who use and love a Mac, why it's become such an *integral* part of their lives, and most will tell you the same thing: It just works. Letting them do what they want to do. When they want to do it. All the time.

That's because a Mac offers absolutely flawless integration of hardware and software. Only with a Mac do you get a system built by the same people who make the OS, the applications, and the computer itself.

**173.** Why is a toaster mentioned?

- (A) to compare computers to other appliances**
- (B) to give an example of the quintessential appliance
- (C) to show how much more important computers are
- (D) to exemplify appliances that crash

**174.** How do most people describe the Mac?

- (A) functional**
- (B) defective
- (C) conservative
- (D) average

**175.** What does the word "*integral*" mean?

- (A) important**
- (B) futile
- (C) successful
- (D) lucrative

**176.** What is definitely special about a Mac?

- (A) the flawless people who build them
- (B) few people love these computers
- (C) the quality of the hardware and software**
- (D) the buildings and the applications

**Questions 177 – 180 refer to the following e-mail news report.**

### **KBD Day 2008 A Huge Success!**

Thanks to everyone who participated in the 12th Annual Kick Butts Day on March 28. Youth across America stood out, spoke up and seized control in the fight against smoking and tobacco.

This year's Kick Butts Day focused on raising awareness about the more than 4,000 chemicals in cigarette smoke, including at least 69 that cause cancer and many more that are hazardous to health. You can find out more about the dangerous chemicals in cigarettes and what you can do to support effective action to regulate tobacco products at [www.whatareyousmoking.org](http://www.whatareyousmoking.org).

KBD events sent a powerful message to elected officials at all levels to step up the fight to reduce tobacco use.

Kick Butts Day may be over, but the fight against tobacco goes on every day across America. The Kick Butts Day Guide includes great ideas for events that can be held throughout the year to support action to reduce tobacco use. We hope you'll find the guide to be helpful.

**177. What happened on March 28?**

- (A) Young people alienated themselves.
- (B) Youth attended a conference.
- (C) Young people voiced their opinions.**
- (D) The fight against tobacco was launched.

**178. How many chemicals in cigarette smoke are cancerous?**

- (A) slightly less than 69
- (B) only 69
- (C) definitely more than 69
- (D) possibly more than 69**

**179. What effect did the day's events have on public officials?**

- (A) It challenged them to act.**
- (B) It put them to shame.
- (C) It caused them to make changes.
- (D) It angered them.

**180. What does the guide do?**

- (A) suggest ways to plan for the next Kick Butts Day
- (B) discuss the details of tobacco problem across America
- (C) recommend ways to continually support the cause**
- (D) overview the events of the day

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

### HOMES FOR HORSES

#### Animal Refuge

One day last winter, Bess, was brought to us by the county sheriff. Neglected by her owner and malnourished, Bess was close to death. We were able to provide her with around-the-clock nursing care and, we are glad to say, she made a total recovery.

Homes for Horses is a non-profit equine welfare center, dedicated to helping starved, neglected and abused horses. Without Homes for Horses, there would be no hope for Bess and many like

her. We care for these lovely creatures and find them new homes through our adoption program.

Operating costs are running at \$120,000 per year and to meet this we depend entirely on public donations and corporate sponsors. We have a store which sells branded products, and our many loyal friends hold rummage sales, special events and fundraisers. Some supporters also leave bequests in their wills.

Every year we organize a sponsored fun run-an event that everyone enjoys. This year the 5 kilometer course is around Green Lane Park on Sunday, December 4. All proceeds will go to Homes for Horses and around 200 people are expected to get sponsorship from friends and colleagues and take part. You don't need any previous experience, but you do need to be enthusiastic. Run or walk the route- you decide! Come dressed up in a costume to guarantee an entertaining day out, Help us meet our target as we aim to raise \$10,000!

From: [g.mccarthy@elephantlogistics.co.us](mailto:g.mccarthy@elephantlogistics.co.us)

To: All employees

Subject: Fun run sponsorship

As you know, I'm always eager for the company to be identified with good causes, because it's a great way to raise the profile of the business as we get a mention in the local newspapers for free. So, I intend to take part in a fun run organized by a local charity (see attachment) on Sunday, December 4. I will be dressing as a pink elephant with our company logo on my costume.

It would be great to have the support of my colleagues, so my secretary Debbie will be bringing around a form for you to sign to commit to sponsoring me. Whatever I raise will go towards our New Year's office party.

You will all be very welcome at the park on Sunday to cheer me on. Debbie can supply pink elephant outfits for supporters.

Thanks,  
George McCarthy  
Director, Elephant Logistics, Inc .

**181.** What is indicated about Homes for Horses?

- (A) It is run by volunteers.
- (B) It is an animal sanctuary.**
- (C) It is in danger of closing.
- (D) It is a national organization.

**182.** Which of these methods of raising money is NOT mentioned in the advertisement?

- (A) Collecting door-to-door**
- (B) Donating in a will
- (C) Selling second-hand goods
- (D) Holding sponsored sports events

**183.** What is the purpose of the e-mail?

- (A) To recruit more fun runners
- (B) To ask for money**
- (C) To help a member of staff
- (D) To get fundraising ideas

**184.** What reason does Mr. McCarthy give for joining the event?

- (A) To get fit and lose weight

- (B) To support his coworkers
- (C) To raise money for a charity
- (D) To promote his company**

**185.** What does Mr. McCarthy NOT understand about the fun run?

- (A) Who can participate in the event
- (B) Where the money raised should go**
- (C) What runners are allowed to wear
- (D) Where the event will take place

**Questions 186 – 190** refer to the following e-mail messages.

**To:** Gertrude Gerlak  
**From:** Ping Lai  
**Subject:** Retirement party

Hi Gertrude,  
Don't forget that Samir's party is tomorrow night at the Lotus Chinese restaurant at 7:00. I'm giving Rae a ride. Let me know today if you want to ride with us. We plan to leave here at 6:15 so we can get to the restaurant on time to put up some decorations before everyone else arrives. I hope you don't mind helping with that. In fact, we would really appreciate your help since you have such an artistic eye. Rae has a card for Samir already, and she is collecting money for a gift. Let her know if you have any ideas for the gift. Thanks.  
Ping

**To:** Ping Lai  
**From:** Gertrude Gerlak  
**Subject:** Re: Retirement party

Hi Ping,  
Yes, I need a ride. Thanks for the offer. I went to the Lotus restaurant last month for my birthday. It's a great place. I don't mind leaving here early, and I'm happy to help with the decorations. Alex needs a ride, too, if you have enough room in your car for all of us. Do you need me to buy any decorations? Why don't we leave thirty minutes earlier than you said? That way we're sure to have enough time to do some really nice decorating. I'll be in a meeting tomorrow afternoon, but it should be over well before we have to leave. I think a digital camera would be a great gift. Tell Rae I'll pick one up tomorrow during my lunch hour. I know where I can get a great price on one. She can give me the money later.  
Gertrude

**186.** Why are Ping and Gertrude going to a restaurant tomorrow?

- (A) For a birthday party
- (B) For a work meeting
- (C) For a retirement party**
- (D) For a monthly get-together

**187.** How many people want to ride with Ping?

- (A) One
- (B) Two
- (C) Three**

(D) Four

188. What time does Gertrude want to leave for the party?

- (A) 5:45
- (B) 6:15
- (C) 6:30
- (D) 7:00

189. Who will receive a digital camera?

- (A) Rae
- (B) Ping
- (C) Alex
- (D) Samir

190. Why will Rae give money to Gertrude?

- (A) To pay for dinner
- (B) To pay for the gift
- (C) To pay for decorations
- (D) To pay for a ride

Questions 191-195 refer to the following advertisement and letter.

## FOUR CORNERS

### ***The Cultural and History Tour Specialists***

3650 O Street NW  
Washington, DC 20057

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

### **Spotlight Chicago, April 23-25**

This new "Spotlight" tour represents a departure from our usual weeklong tours and travel experiences. This inaugural two-night tour offers an extraordinary palette of color and creativity from all eras and from all traditions. Not only will we be visiting the world-famous Art Institute of Chicago, but during the weekend we will also visit the Museum of Contemporary Art Chicago and the National Museum of Mexican Art. The tour is led by Dr. June Rubenstein, currently senior lecturer in art history at the Chicago Institute of the Creative Arts. The weekend begins with a lecture, accompanied by slides, given by Dr. Rubenstein, and she will then escort us around the museums with her expert commentary.

Price: \$240 per person. (Based on two people sharing. Single supplement: \$60.)

#### **Included in price**

Accommodations: 2 nights with continental breakfast at the Heppleton Hotel on Michigan Avenue ("The Magnificent Mile").

Services of Dr. June Rubenstein.

#### **Optional (not included)**

Shuttle bus from O'Hare International Airport to the hotel on Friday evening. Please state when booking whether you require this service.

Please reserve your place by visiting our website ([www.fourcornerstours.com](http://www.fourcornerstours.com)). Alternatively, call

our team of travel advisors at 202-555-0190. If you prefer, you can book by letter, enclosing a check for the full amount or your credit card information. Please include the tour reference number, CH175T.

Please note that this tour is moderately strenuous. Participants should be physically fit and able to stand and/or walk for up to 90 minutes at a time.

March 2

Four Corners  
3650 0 Street NW  
Washington, DC 20057

To Whom It May Concern:

Please reserve a single room on your two-night Chicago weekend next month, ref. CHI75T. I enclose a check for \$240, as requested. Please note that I am fit and healthy, and have no special requirements. I will not need to take advantage of the shuttle bus service from the airport. I will be reporting on the Athletic Trials taking place at the University of Chicago for my paper all that week, and will be staying in another hotel downtown, so will not have far to come.

Sincerely,  
Lisa Gonzales

191. Who would most likely be interested in the tour?

- (A) Historians
- (B) Sports fans
- (C) Art lovers**
- (D) Senior citizens

192. What is stated about the tour?

- (A) All meals are included in the price.
- (B) Some lectures are optional.
- (C) Most participants are from Chicago.
- (D) It may not be suitable for some people.**

193. What can be inferred about the company, Four Corners?

- (A) It has never offered a two-night tour before.**
- (B) This is the first time it has arranged a trip to Chicago.
- (C) It only recently engaged the services of Dr. Rubenstein.
- (D) It organizes cultural tours and vacations in many countries.

194. What most likely is Ms. Gonzales' profession?

- (A) Athlete
- (B) Artist
- (C) Journalist**
- (D) Professor

195. What mistake did Ms. Gonzales make?

- (A) She did not give her credit card number.

- (B) She paid the wrong amount.
- (C) She did not telephone in advance.
- (D) She forgot to reserve the shuttle bus service.

**Questions 196-200** refer to the following contractor proposal and request for references.

Dear Lane Company, Inc.,

Installer Bob's hereby proposes to furnish all materials and perform all labor necessary for the completion of davit installation. This work is to be performed on Lot B, Blk 47 in accordance with the drawings and specifications submitted for the above work. The total cost including state tax is \$5,769.

Payments are to be made as follows: the sum of \$1,000 to be paid upon the approval of this contract, and the balance of \$4,769 to be paid upon the completion of the work.

Any alteration or deviation from the above specifications involving extra cost of material or labor will be executed only upon written orders for same and will become an extra charge over the sum mentioned in this contract. All agreements must be made in writing.

Workmen's Compensation and Public Liability Insurance on the above work shall be provided by the Contractor.

This Contract shall be deemed null and void if not signed within thirty days.

Respectfully submitted,

Bob Fredrickson, Owner/Operator

Installer Bob's

Dear Mr. Fredrickson,

In order to help us assess your firm's ability to meet our requirements, we are asking that you provide us with a list of firms where you have completed installation.

In addition to the name of the user company, would you please identify the plant and location where the product is in service and the quantity of products furnished? If there is someone in particular we should contact, that information would be helpful.

Thank you for your cooperation in this matter.

Sincerely,

Jeff Lane

CEO, Lane Company, Inc.

**196.** What type of work is the first letter proposing to complete?

- (A) Davit installation
- (B) Landscaping
- (C) Concrete installation
- (D) HVAC installation

**197.** What is the name of the company making the proposal?

- (A) Lane Company, Inc.
- (B) Installer Bob's
- (C) Lot B Inc.
- (D) Lane County Construction, Inc.

**198.** What is the amount the contractor asks for upon approval of proposal?

- (A) \$5,769

- (B) \$1,000
- (C) \$4,769
- (D) \$1,500

**199.** What is the purpose of the second letter?

- (A) To turn down the proposal
- (B) To accept the proposal
- (C) To request additional information from the contractor
- (D) To request an amendment to the proposal

**200.** Which of the following items is NOT requested by Lane Company, Inc.?

- (A) List of firms where Installer Bob's has completed installation
- (B) Locations where Installer Bob's product is in service
- (C) Name of a contact person
- (D) Name of installer

## **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 the 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.

#### **Example Sample Answer**



Sample Answer

(A) (B) (C) (D)

Statement (C), "He is writing in a notebook", is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.



2.



3.



4.



5.



6.



7.



8.



9.



10.



## **Part 2**

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

### **Example**

You will hear:                   When did the shipment arrive?

You will also hear:                   (A) Yes, It's still alive.  
   (B) This morning.  
   (C) By ship.

The best response to the question "When did the shipment arrive?" is choice (B), "This morning." So (B) is the correct answer. You should mark answer (B) on your answer sheet.

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

### Part 3

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

**41.** What does the man want to do?

- (A) Plan a summer vacation
- (B) Buy a new home appliance
- (C) Renovate his living room
- (D) Go to the movies

**42.** What is the woman doing?

- (A) Showing items to a customer
- (B) Shopping for a new TV
- (C) Trying to catch up on her favorite sports
- (D) Finding more affordable models

**43.** What does the man say about the HD- 300X model?

- (A) It has a flat screen.
- (B) It has super stereo speakers.
- (C) It is too expensive.
- (D) It is quite large.

**44.** What did the man want to do?

- (A) Complete the report
- (B) Wish the woman the best of luck
- (C) Reserve a hotel room
- (D) Visit his parents in New York

**45.** Why does the man say he was busy last week?

- (A) He was finding a conference venue.
- (B) He was looking for a solid travel agency.
- (C) He was reserving a room online.
- (D) He was working on a financial report.

**46.** What does the woman offer to do?

- (A) Share information
- (B) Complete the budget report
- (C) Give him directions to the convention center
- (D) Fly to New York with him

**47.** Who is the woman probably talking to?

- (A) A buyer
- (B) A computer technician
- (C) A sales clerk
- (D) A customer service person

**48.** What is the main purpose of the woman's call?

- (A) The car does not start up.
- (B) The hard disk drive is missing.
- (C) The computer store shut down lately.
- (D) The computer does not work properly.

**49.** What will the woman do next?

- (A) Go to the customer service desk to see Jerry
- (B) Find information online
- (C) Purchase a new laptop computer
- (D) Call the service center

**50.** When is the party?

- (A) On Monday
- (B) On Wednesday
- (C) On Thursday
- (D) On Friday

**51.** What made the man hesitate to attend the upcoming event?

- (A) He is busy with his work.
- (B) He is scheduled to make a presentation tomorrow.
- (C) He has to meet a client.
- (D) He attended it last year.

**52.** What will the woman do?

- (A) Talk about her past experience
- (B) Prepare an opening speech for the banquet
- (C) Give the man a ride to the party
- (D) Help the man put together the presentation

**53.** Where do the speakers probably work?

- (A) At a travel agency
- (B) At an airline
- (C) At the post office
- (D) At an internet shopping mall

**54.** What does the man say his boss will do?

- (A) He will go overseas for a holiday.
- (B) He will start to sell products on the internet.
- (C) He will cut down the price of some packages.
- (D) He will work overtime today.

**55.** What will the woman probably do next?

- (A) Meet with clients
- (B) Make a speech in a staff meeting
- (C) Visit the Web site
- (D) Talk with her boss

**56.** What was the main topic of the convention?

- (A) How to apply for a large company
- (B) How to make a small business prosper
- (C) How to teach a class in college
- (D) How to manage time

**57.** What does the woman say about Mr. Baker?  
(A) He has been a professor.  
(B) He used to run a large company.  
(C) He was born in London.  
(D) He has worked with Dave for 20 years.

**58.** How does the man describe the convention?  
(A) It was boring.  
(B) It was helpful.  
(C) It was fun.  
(D) It was not well organized.

**59.** What is the woman doing?  
(A) Answering questions  
(B) Organizing a sporting event  
(C) Preparing for the Olympic games  
(D) Interviewing someone

**60.** What is the man's current occupation?  
(A) An athlete  
(B) A reporter  
(C) An umpire  
(D) A trainer

**61.** What did the man do last year?  
(A) He applied for the Seattle Daily.  
(B) He won a gold medal in the Olympic games.  
(C) He stopped working as an athlete.  
(D) He retired from the national team.

**62.** What are the speakers talking about?  
(A) The quality of instruments  
(B) The location of the seats  
(C) The preparation for a performance  
(D) The traffic status

**63.** Why does the man think Mr. Dale is late?  
(A) He is looking for his mobile phone.  
(B) He is busy setting up the stage.  
(C) He is stuck in traffic.  
(D) He needs to stop by an instrument store on the way.

**64.** What does the man give the woman?  
(A) A digital camera  
(B) A cell phone  
(C) A business card  
(D) A temporary pass

**65.** Where is the conversation most likely taking place?  
(A) On the road  
(B) At the construction site  
(C) In a clinic  
(D) In a corridor

**66.** What most likely is the man?  
(A) An architect  
(B) A designer  
(C) A client  
(D) A personnel manager

**67.** Why does the man want to see Ms. Roberts?  
(A) To talk about the contract  
(B) To hire him  
(C) To renovate his house  
(D) To take over her position

**68.** What does Mr. Tomlin need?  
(A) Building permits  
(B) The blueprints  
(C) The budget report  
(D) A deadline extension

**69.** Who is Jack?  
(A) A mayor  
(B) An accountant  
(C) A building designer  
(D) A governor

**70.** What does Mr. Vince say?  
(A) The blueprints should be revised as soon as possible.  
(B) Financial issues should be considered very carefully.  
(C) The senior architect should have been replaced.  
(D) A new warehouse should be completed next month.

**Part 4**

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

- 71.** What time most likely is the announcement being made?  
(A) 1:30 p.m.  
(B) 3 p.m.  
(C) 8:30 p.m.  
(D) 9 p.m.

- 72.** What can shoppers do at Counter number 1?  
(A) Pick up membership applications  
(B) Get an extra discount  
(C) Take advantage of faster service  
(D) Take a free coupon

- 73.** What will take place next Monday?  
(A) A special offer will be provided.  
(B) The grocery store will be closed for maintenance.  
(C) Express delivery service will be available.  
(D) A new membership card will be introduced.

- 74.** Where does this talk probably happen?  
(A) At a job interview  
(B) At an award banquet  
(C) At a sales meeting  
(D) At a language course

- 75.** How long has the speaker worked at Nestle group?  
(A) One year  
(B) Five years  
(C) Ten years  
(D) Twelve years

- 76.** Which qualification is mentioned by the speaker?  
(A) He worked in London for 10 years.  
(B) He earned a master's degree from New York State University.  
(C) He is good at several foreign languages.  
(D) He served as a personnel manager in Detroit

- 77.** What is being advertised?  
(A) A restaurant  
(B) A travel agency  
(C) A hotel  
(D) A car rental agency

- 78.** What is said about the business?  
(A) It has been in business for more than 40 years.  
(B) It opens 7 days a week.  
(C) It is certified by the government.  
(D) It is owned by the Ministry of Tourism.

- 79.** What time does the business open on Saturdays?  
(A) At 7 a.m.  
(B) At 8 a.m.  
(C) At 9 a.m.  
(D) At 1 p.m.

- 80.** How was the weather yesterday?  
(A) Sunny  
(B) Warm  
(C) Rainy  
(D) Stormy

- 81.** What does the announcer recommend listeners do?  
(A) Make an outing  
(B) Stay indoors with family  
(C) Bring an umbrella  
(D) Use public transportation

- 82.** What will listeners hear next?  
(A) Weekly weather report  
(B) Message from the mayor  
(C) Traffic report  
(D) Advertisement

- 83.** What is the purpose of the talk?  
(A) To introduce a new search engine  
(B) To welcome a new vice-president  
(C) To talk about final candidates  
(D) To explain interview procedures

- 84.** What does the speaker say about Mr. Simmons?  
(A) He is a financial expert.  
(B) He has won an award.  
(C) He is vice-president of Bigbell Telecom.  
(D) He has been in business for more than 30 years.

**85.** When will the final selection be made?  
(A) Tomorrow  
(B) Next week  
(C) In two weeks  
(D) In 10 days

**86.** What does Richard want to do?  
(A) Book a computer room  
(B) Purchase a projector  
(C) Make copies of handouts  
(D) Use a wireless microphone

**87.** What does Bill need?  
(A) An instruction manual  
(B) Presentation equipment  
(C) An internet connection  
(D) A language course

**88.** What does Mr. Hudson ask Gloria to do?  
(A) To return his call  
(B) To arrange a laptop computer  
(C) To restore internet access  
(D) To call Bill right now

**89.** Where is the talk most likely being made?  
(A) In a castle  
(B) On a bus  
(C) At a government building  
(D) In a museum

**90.** What is stated about "Emerald Castle"?  
(A) It was built in 1998.  
(B) It is closed to the public.  
(C) It was restored by the local government.  
(D) It is popular with travelers.

**91.** What are listeners asked to do?  
(A) Return to the bus on time  
(B) Stop by the gift shop at the end of the tour  
(C) Take a guided tour in the park  
(D) Support local businesses and charities

**92.** What is the main purpose of the talk?  
(A) To announce the opening of a new museum  
(B) To promote a new painting album  
(C) To announce the speaker's early retirement  
(D) To introduce a famous artist

**93.** What does the speaker say about Mr. Miller?  
(A) His paintings will be displayed in the Bath Museum.  
(B) He will retire at the end of the year.

(C) He currently lives in New York.  
(D) He has published a number of books.

**94.** Where was Mr. Miller born?  
(A) In Paris  
(B) In Bath  
(C) In Hong Kong  
(D) In New York

**95.** What is the report mainly about?  
(A) A medical facility  
(B) Computer specialists  
(C) Patients with heart disease  
(D) A traffic accident

**96.** According to Samuel Terry, why was the expansion plan made?  
(A) The cardiovascular center is very old.  
(B) The hospital will be relocated to the countryside.  
(C) The current facility is small.  
(D) He hired too many specialists this year.

**97.** What is a benefit of the project?  
(A) Traffic jam will be reduced.  
(B) Better service will be provided.  
(C) Treatments will be less expensive.  
(D) The center will be easily accessible from downtown.

**98.** What does the speaker say about this year's sales?  
(A) The domestic sales decreased due to high production costs.  
(B) The international sales increased thanks to the president's outstanding leadership.  
(C) The national sales rose because of everyone's effort.  
(D) The new Web site was designed by Mr. Yamamoto.

**99.** What is said about Mark Crown?  
(A) He is a well-known cook.  
(B) He is responsible for organizing the party.  
(C) He worked on the company Web site.  
(D) He is working in the sales department.

**100.** What will take place next?  
(A) Mr. Yamamoto will make a short speech.  
(B) Everyone will have a meal.  
(C) The audience will applaud.  
(D) A web designer will be introduced.

## READING

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.** To fulfill our customers' needs and to increase ----- product quality we've bought a new cutting device.

- (A) our
- (B) ours
- (C) us
- (D) ourselves

**102.** The CBC has new guidelines that require each employee to get a supervisor's ----- before ordering any office supplies.

- (A) admission
- (B) permission
- (C) commission
- (D) intermission

**103.** As the largest dealer in the state, Auto Fair maintains an ----- inventory of new vehicles for immediate delivery.

- (A) impress
- (B) impressive
- (C) impressively
- (D) impressed

**104.** Ami Natasha not only remained but received a ---- just two weeks after the company reduced its staff by 10 percent.

- (A) promotion
- (B) promotes
- (C) promoted
- (D) promoting

**105.** The boarding pass is available from -----the check-in counter or the selfservice machines.

- (A) either
- (B) neither
- (C) both
- (D) not only

**106.** In addition, the branch offices in Washington and Atlanta ----- new interns last week.

- (A) welcome
- (B) welcomed
- (C) will welcome
- (D) has welcomed

**107.** Unilever Inc. has announced a new strategy that places ----- emphasis on customer satisfaction and product quality.

- (A) greater
- (B) greatly
- (C) more greatly
- (D) as great as

**108.** Be sure to read and follow all the ----- contained in the manual and keep it in a safe place for future reference.

- (A) circumstances
- (B) instructions
- (C) evidence
- (D) confirmation

**109.** From winning an Olympic gold medal in 2000 to becoming an NBA champion in 2008, Kevin Garnett has shown ----- to be one of the most talented players.

- (A) he
- (B) him
- (C) himself
- (D) his

**110.** Mr. Ken, your customer service representative was very helpful in getting the best price for shipping my packages ----- Europe.

- (A) like
- (B) with
- (C) than
- (D) to

**111.** After 50 years in business, Quick Star Shipping ----- tries to provide on-time delivery service, which its customers can rely on.

- (A) soon
- (B) still
- (C) later
- (D) once

**112.** ----- the holiday shopping season approaches, police ask shoppers to avoid leaving valuable items in vehicles.

- (A) So that

- (B) As  
(C) Besides  
(D) Due to

113. DSC believes that we have a ----- to our customers, to the communities where we work and where we do business.

- (A) responsibly  
(B) responsible  
(C) responsibility  
(D) responsibilities

114. The new turbines of GE Energy are scheduled to be ----- and commissioned between April and December next year.

- (A) set up  
(B) taken to  
(C) given out  
(D) put down

115. This section of the handbook explains ----- you should do if there is an emergency with your water, gas or electricity supply.

- (A) which  
(B) where  
(C) how  
(D) what

116. To be considered for the position of marketing director, applicants must be creative and dynamic with a university degree in marketing or a ----- field.

- (A) probable  
(B) mutual  
(C) related  
(D) frequent

117. Samsun Electronics has plans to launch 10 mobile phones in 2010, ----- its plans to expand in the European market more aggressively.

- (A) confirm  
(B) confirmed  
(C) confirming  
(D) confirmation

118. The coffee mugs given as gifts for those who donated \$180 or more to the Winter Fundraising Drive will be shipped early next week or perhaps-----.

- (A) sooner  
(B) often  
(C) still  
(D) greater

119. This booklet introduces you to a compact digital SLR camera, which is ideal for beginning ----- and amateurs.

- (A) photographs  
(B) photography

- (C) photographic  
(D) photographers

120. The Bridge Cinema De Lux has ushers who will ----- patrons to their seats if necessary.

- (A) book  
(B) visit  
(C) escort  
(D) reserve

121. Efforts to sell government-owned corporations have been ----- successful so far, and the privatization effort is moving ahead.

- (A) moderate  
(B) moderator  
(C) moderating  
(D) moderately

122. There are many small Indian companies, with potential, which are----- to form partnerships with U.S. firms to jointly develop advanced technologies.

- (A) constructive  
(B) eager  
(C) relative  
(D) delicious

123. It is ----- that each department work closely with the MIS department, which coordinates all corporate data.

- (A) prone  
(B) vital  
(C) poised  
(D) ready

124. The FDA reviews the preclinical research data and then makes a decision ----- whether to allow the clinical trials to proceed.

- (A) out of  
(B) because of  
(C) as to  
(D) up to

125. The Silo House Restaurant will also be open this weekend, but anyone wanting to eat there should make----- to ensure a seat.

- (A) reserving  
(B) reservations  
(C) reserve  
(D) reserved

126. Residents of the city have ----- to the nearby mountains, creeks and beaches, as well as a wide range of educational and cultural facilities.

- (A) availability  
(B) exercise  
(C) donation  
(D) access

**127.** If, for any reason, you are not going to make your ----- travel plans, please call us at 800-347-5633.

- (A) scheduling
- (B) scheduler
- (C) scheduled**
- (D) schedule

**128.** Wherever possible, avoid taking sleeping pills, which must only be used in ----- stressful situations or in connection with psychological or physical illnesses.

- (A) readily
- (B) accurately
- (C) eagerly**
- (D) particularly**

**129.** Because of his outstanding work, Mr. Tianfu Yang has been highly----- for the position of marketing director by the board of directors.

- (A) recommendation
- (B) recommended**
- (C) recommend
- (D) recommending

**130.** Mr. Lim, the head of the union, ----- a letter last week that stated his contract with the company was terminated.

- (A) was sending
- (B) would send
- (C) will be sent
- (D) was sent**

**131.** Because of the impending storm, the second meeting of the Christopher Dawson Society will be ----- until next Tuesday.

- (A) directed
- (B) presented
- (C) belated
- (D) postponed**

**132.** The area surrounding the Lachine Canal in Montreal has the highest ----- of industrial buildings in the country.

- (A) relation
- (B) preparation
- (C) transformation
- (D) concentration**

**133.** ----- the Pinquip Company was founded, many political changes were taking place in the Philippines.

- (A) In addition to
- (B) On the other hand
- (C) At the time**
- (D) Despite

**134.** We ordered the new office equipment on Tuesday, but it was not delivered until the ----- Saturday.

- (A) upcoming
- (B) available
- (C) frequent
- (D) following**

**135.** If you would like to see ----- our products are made, we are happy to show you around our factory.

- (A) during
- (B) about
- (C) how**
- (D) whom

**136.** ----- other equipment manufacturers, Orange Line provides unparalleled service and support through our teams who provide quick response services and repairs.

- (A) Despite
- (B) Aside
- (C) Unlike**
- (D) Except

**137.** After all entries have been submitted, a panel of independent judges -----the winning slogan based on originality.

- (A) will choose**
- (B) was choosing
- (C) choose
- (D) has chosen

**138.** The seminar was especially -----for newly-appointed managers since it provided a number of essential guidelines and strategies.

- (A) useful**
- (B) cooperative
- (C) exact
- (D) capable

**139.** Mr. Sasaki in the personnel department has advised employees to become more familiar with company ----- regulations.

- (A) safely
- (B) safe
- (C) safeties
- (D) safety**

**140.** The system is currently under redevelopment and will be unavailable ----- the next few weeks.

- (A) as
- (B) greatly
- (C) for**
- (D) when

**Part 6**

**Directions:** Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

**Questions 141-143 refer to the following letter.**

Dear Mr. Hernreich,

If you are in need of a highly-motivated book keeper who can handle the day-to-day details necessary to continue a smooth operation, I would appreciate your consideration of my enclosed resume.

Over the past nine years, I -----divee experience in accounting, administration and

- 141.** (A) gains  
(B) have gained  
(C) will gain  
(D) was gained

customer service within the manufacturing, retail, and automotive services industries. I have sound knowledge ----- credit policies and collection procedures to control accounts

- 142.** (A) of  
(B) among  
(C) across  
(D) toward

receivable and loss reduction, while retaining good customer relations and business. I am interested in the opportunities available at your company and hope to hear from you to arrange an interview. I can be ----- by phone at (808) 959-5438.

- 143.** (A) contracted  
(B) consolidated  
(C) supported  
(D) reached

Sincerely,  
Libby Grobmyer

**Questions 144-146 refer to the following notice.**

**Parking Peak Periods - Advice to Travelers**

With current record-setting volumes in air travel, vehicle parking at Calgary International Airport's terminal parkade can reach its maximum ----- during peak periods. The busiest periods are generally Wednesday

- 144.** (A) contamination  
(B) elimination  
(C) temperature  
(D) capacity

and Thursday during the week and over long-weekends. When the terminal parkade is crowded, alternate surface parking facilities are made available. -----of the alternate facilities will result in some additional time or inconvenience

- 145.** (A) Using  
(B) Used  
(C) Use  
(D) Useful

walking to or from the terminal building. Travelers are encouraged to allow additional time during peak periods. ----- you wish to check on parkade status prior to coming to the airport, please call 403-735-1372.

- 146.** (A) Now that  
(B) Unless  
(C) Should  
(D) Would

**Questions 147-149** refer to the following notice.

**Your gift can change the future!**

The Edmonton Public Library believes in the power of people. The strength of the Library lies in people working together, people like you who want to ensure that the Library will ----- a rich community resource for generations to come.

**147. (A) remain**

- (B) appear
- (C) exist
- (D) occur

You can play an important part in meeting many challenges the Library----- by making a gift to the Edmonton Public Library today.

**148. (A) face**

- (B) faces**
- (C) facing
- (D) faced with

**Make a Donation:** • By phone: To make a donation by phone, please call the Fund Development Office at (780)496-1856. • By Mail or Fax: Please print the donation from now. This form will provide instructions for your donation. \*You can also make a donation at any branch of the Edmonton Public Library.

**Planned Giving**

A planned gift to the Edmonton Public Library allows you to create a legacy for your community ----- meeting your own financial and personal objectives.

**149. (A) because**

- (B) while**
- (C) during
- (D) at

Depending on your circumstances, you may be able to: - Reduce income and estate taxes - Reduce or eliminate capital gains taxes.

For more information on planned giving, please contact Adam Zawadiuk at (780) 496-7060 or by email at [azawadiuk@epl.ca](mailto:azawadiuk@epl.ca). For more information, please contact the Fund Development Office. Email:

[fundmanager@epl.ca](mailto:fundmanager@epl.ca) - Phone: (780) 496-1856 -Fax: (780) 496-1982.Mailing Address: Fund Development Office. Edmonton Public Library 7 - Sir Winston Churchill Square Edmonton, AB T5J 2V4

**Questions 150-152** refer to the following advertisement.

Custom House is the largest independent foreign exchange(FX) company in North America and one of the most ----- companies in the world.

**150. (A) rely**

- (B) reliant
- (C) relying
- (D) reliable**

The company's award-winning on-line technology and international network of trading offices enables clients, who are both individuals and *Fortune 500* companies, to easily and securely ----- foreign invoices and also

**151. (A) pays**

- (B) pay**
- (C) paying
- (D) be paid

exchange foreign receivables. Custom House handles more than US\$15 billion in FX transactions annually for over 50,000 clients in Australia, Canada, Italy, New Zealand, Singapore, the United Kingdom and the United States. The company recently ----- its 83rd international branch in Singapore.

**152. (A) open**

- (B) opening
- (C) opened**
- (D) have opened

Custom House offers foreign exchange currency drafts, international wires, forward contracts, a rate watch service and market updates. Custom House has been a winner of Canada's 50 Best Managed Companies Award for 2000, 2001, 2002, 2003, 2004 and 2005. Visit us at [www.customhouse.com](http://www.customhouse.com).

**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 advertisement.

**Northwest Lawn Care, Inc.**  
**Specializing in landscaping and property maintenance for over 20 years.**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Lawn mowing                    | <input type="checkbox"/> Leaf collecting | <input type="checkbox"/> Hedge trimming |
| <input type="checkbox"/> Tree trimming/removal          | <input type="checkbox"/> Planting        | <input type="checkbox"/> Fertilizing    |
| <input type="checkbox"/> Liming to correct pH imbalance | <input type="checkbox"/> Seeding         |   |

Northwest Lawn Care, Inc. is a full service company providing lawn care and property maintenance service. We stand ready to help you with all your lawn care and property maintenance needs.

Given the large number of competing services available that can mow your lawn, why would you want to pick Northwest? You might ask, what makes Northwest different? Why do we have such a phenomenal retention rate with our customers?

Maybe it is our well-trained technicians who are proud of their work, who really care about how your lawn looks and are eager to help you when you have special requests.

With more than 40 teams serving the greater North Carolina area, we guarantee a service call will be made within two days! This year we will also be expanding our services to include laying new turf and cleaning out gutters.

It's time for you to contact us for your free estimate.

Northwest Lawn Care, Inc.

Phone: 336-246-3434

Fax: 336-246-2974

Office Hours

Monday - Friday: 9 a.m. till 9 p.m.

Saturday - Sunday: 9 a.m. till 3 p.m.

**153.** What does the company guarantee in the ad?

- (A) Accuracy in billing
- (B) Speedy service**
- (C) 24-hour availability
- (D) Cheap prices

**154.** What new service is this company going to be providing?

- (A) Weed control
- (B) Harvesting
- (C) Deck installation
- (D) Gutter cleaning**

**Questions 155-157** refer to the following form.

### APPLICATION FORM

Announcing a special service for readers of the *Chicago Daily!*

We offer a service that delivers private, non-commercial messages for you every Tuesday in the *Chicago Daily*. Messages appear under the following classifications.

Please check the one that applies to your message:

- Giveaways  
 Personal

- Wanted  
 Shared Accommodation

1. Your message is allowed a maximum of 30 words. Be sure to include your telephone number. If there is a possibility that someone other than yourself may answer the phone, include your name with your number. Type or write your responses neatly in order to make your application legible.

- Full name : \_\_\_\_\_  
• Full address : \_\_\_\_\_  
• Telephone numbers  
    Home : \_\_\_\_\_  
    Work : \_\_\_\_\_  
    Mobile phone : \_\_\_\_\_

2. Mail or fax this form to:

Message Placement Section  
*Chicago Daily*  
211 Main Street  
Chicago, IL 73234  
Fax: 415-692-7711

**155.** Where can this form be found?

- (A) In a magazine  
**(B) In a newspaper**  
(C) On a bulletin board  
(D) In a memo
- (C) You have to send the form by e-mail.  
**(D) Your message will be carried on Tuesday.**

**156.** What is mentioned in the form?

- (A) You can use a free commercial ad service.  
(B) You have to write more than 30 words.

**157.** What information is NOT required on the form?

- (A) Business telephone number  
(B) Residential address  
**(C) Fax number**  
(D) Subscriber's name

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

Dear Valued Customer,

Thank you very much for your recent request for our special coupons that can be used in any FOOD Factory store in North America.

We have enclosed three special coupons for you to use in our stores. Please be reminded that these coupons are valid only for one week from September 8 - September 15. Please show both your membership card and coupons to the cashier before payment.

Once again, I appreciate your interest in our special coupons and we hope you will enjoy shopping at FOOD Factory. We hope to continue to satisfy you with the best service possible.

Sincerely,

Robert Moore

FOOD Factory

SAVE \$1.00 Save \$1.00 on two packs of mixed nuts	SAVE \$1.50 Save \$1.50 on two Martha's cheese crust pizzas	SAVE \$2.00 Save \$2.00 on three boxes of Market S crackers
---	--	--

**158.** What is the purpose of the letter?

- (A) To offer special discounts  
(B) To announce the opening of a new shop  
(C) To inform the customer of a service change  
(D) To answer questions asked by customers

**159.** What should customers show to the cashier?

- (A) A membership card  
(B) Coupons

- (C) Coupons and a receipt  
(D) Their membership card and coupons

**160.** How much is saved with the coupons for three packs of mixed nuts and a box of Market S crackers?

- (A) \$1.00  
(B) \$1.50  
(C) \$2.00  
(D) \$3.00

**Questions 161-162** refer to the following advertisement.

**Get \$200 off your trip to Las Vegas!**

Priceline.com introduced today a limited-time offer where leisure travelers can book any Priceline Vacation package to Las Vegas and get \$200 off their flight and a three-night hotel package.

Look at some examples of our excellent rates!

Hotel	Hotel Only (per night)	With Promotion (flight from London +3 nights with \$200 off)
Villa Premiere Hotel and Spa	from \$292	from \$1,016
Plaza Inn	from \$219	from \$950
Royal Cabo	from \$303	from \$1,130

**Notes:**

To qualify for the special promotional offers, travelers must purchase their vacations by August 1, 2009, and begin their trip by October 31, 2009. Prices are per-person based on double occupancy including round-trip airfare. Taxes are not included.

Purchases must be made with a valid Versa credit card. Enter promo code LAVC01001 . Promotion is valid for flights and hotel bookings for two or more people. Rates and rooms are subject to availability. For full details on the limited-time offer, visit [www.priceline.com/vacations](http://www.priceline.com/vacations).

Thank you.

- 161.** Under what condition would the promotion NOT be valid?
- (A) The customer departs from London.
  - (B) The customer travels alone.**
  - (C) The customer pays with a Versa credit card.
  - (D) The customer books on July 31.

- 162.** What can be assumed about the prices listed in the ad?
- (A) They can be lowered by additional promotion coupons.
  - (B) They will increase when taxes are added.**
  - (C) They are guaranteed until the end of October.
  - (D) They are lower than competitors' prices

**Questions 163-165** refer to the following minutes from a meeting.

Cornerstone Festival Planning Committee

Board Meeting Minutes: Sunday, July 10 at 1:00 p.m., Hogg Park Office

Present: Jenny Freeman, Erica Miller, Leo Jones, Alison Raban

Absent: Jake Bowers

Finance Committee Report provided by Chair. Erica Miller

- Miller reviewed balance sheet with committee members. She explained that several items, including plastic bags and aluminum cans, had risen in price, requiring higher spending.
- Jones provided a list of vendors that sell recyclable plates, cups, forks and spoons. The committee reviewed all prices and agreed to purchase from Amy's Event Supplies.

Development Committee Report provided by Chair. Alison Raban

- Raban provided the schedule for Friday and Saturday events and activities, which include the performance by Anberlin Band, the seminar with speaker Gabriel Salguero, and the Breakaway program for youth. MOTION to accept schedule was seconded and passed.
- Raban asked for suggestions for activities schedule for Sunday, the final day of the festival. MOTION to bring ideas to next board meeting (July 15) was seconded and passed.

- \* Meeting adjourned at 2:50 p.m.
- \* Minutes submitted by Alison Raban on July 10 at 3:10 p.m.

**163.** Which committee member handles financial issues?

- (A) Jenny Freeman
- (B) Erica Miller**
- (C) Leo Jones
- (D) Alison Raban

**164.** What has NOT yet been decided?

- (A) The vendor for cups and plates
- (B) The music band that will perform

- (C) The events on the final day of the festival**
- (D) The person who will address the audience in the seminar

**165.** When will the group get together again after this meeting?

- (A) The following Sunday
- (B) In five days**
- (C) Tomorrow
- (D) After the festival

**Questions 166-169** refer to the following magazine article.

### Space Hotel is Not a Dream Any More

Believe it or not, booking a hotel in space may become a reality sooner rather than later, and if things go as planned, the Galactic Suite will actually be inviting guests to travel around the world in one and a half hours.

The Boston-based construction company says that the space hotel will be the most expensive accommodation in the galaxy, costing \$3 million for a three-day stay. During their stay at the luxurious hotel, guests will be able to see the sunrise 15 times a day and use Velcro suits to crawl around their rooms by sticking themselves to the walls.

There are a number of inconveniences in the weightless environment. "It is the restroom in zero gravity that is the biggest challenge", the president of the firm, John Shannon says. But they may have solved the issue of how to take a shower in weightlessness. The guests will enter a compartment in which bubbles of water will float around. In addition, they can eat "space food," which includes Mexican tacos and Japanese noodles.

Everything sounds exciting, right? But, who can afford such a luxurious trip? Surprisingly, several millionaires have already made reservations for accommodations at the hotel in space. An Indian entrepreneur was ahead of everyone else.

An American research company predicts that the space hotel industry will be quite popular in the near future. Increasing demand for space-tourism will make expenses cheaper. It is said that space tourism will be available to the general public within 20 years.

**166.** How much does it cost to stay at the space hotel?

- (A) \$2 million per day
- (B) \$3 million for 3 days**
- (C) \$4 million for one week
- (D) \$12 million for 3 days

**167.** Which activity is NOT mentioned in the article?

- (A) Training programs**
- (B) Seeing the sunrise
- (C) Eating space food
- (D) Taking a shower

**168.** According to the article, what will happen in 20 years?

- (A) The number of space hotels will double.
- (B) People's fear associated with going into space will be lowered.
- (C) Only millionaires will make reservations.
- (D) Space tourism will be affordable to the average person.**

**169.** Who will be the first guest of the space hotel?

- (A) An entrepreneur from Mexico
- (B) A company president from America
- (C) A business owner from India**
- (D) A private investor from Japan

**Questions 170-173 refer to the following memo.**

From : Jack Wells, Executive Vice President

To : All Employees

Date : July 1

Re : Corporate Volunteer Project - Days of Caring

Days of Caring is an exciting opportunity for corporations in Morris County to get acquainted with local health and human services agencies. Our company has participated in the project for ten years now, and I'd like to encourage you to share this valuable experience with other volunteers.

This year's Days of Caring will be held from September 12 to September 18. During this period, industry employees will provide three or more hours of service to nonprofit institutions in their communities. Days of Caring projects include simple repairs, landscaping, spring-cleaning, painting, and interaction with children and the elderly.

Last year, approximately 3,000 workers from two different brewing companies, including ourselves, took part in nearly 200 service projects, contributing over 11,000 volunteer hours to the communities where the businesses were located.

The company will offer paid time off to participating employees. We invite you to get involved by completing the attached registration form and submitting it to Glenn Casamassa in the Social Responsibility Department by the end of this month.

**170. Why was the memo written?**

- (A) To organize a new team of volunteers
- (B) To announce a change in an event
- (C) To inform employees of a new policy
- (D) To persuade employees to take part in an event**

**171. Where does Mr. Wells work?**

- (A) At a brewing firm**
- (B) At a nonprofit organization
- (C) At a community center
- (D) At a consulting agency

**172. What is NOT mentioned about the upcoming event?**

- (A) It will last for a week.
- (B) Staff who attend the event will get a paid vacation.
- (C) It is not a nation-wide event.
- (D) About 3,000 people will participate.**

**173. According to the memo, by when must registration forms be submitted?**

- (A) July 1
- (B) July 31**
- (C) September 12
- (D) September 18

**Questions 174-176 refer to the following course schedule.**

**BEREA HIGH SCHOOL PUBLIC SEMINARS  
WINTER SCHEDULE  
Culinary Arts**

**Cooking 101**

This class has been created with considerable thought and care based on the requests of our local residents, who want to build basic skills that will help them become confident beginning cooks.

These skill and knowledge classes will teach students how to read and follow recipes, and explain culinary terminology. If you're tired of living on fast food, then this class is for you.

- When: Wednesday evenings, 6-8 p.m., beginning August 27
- How Much: \$49 for 4 sessions, 8 instructional hours
- Where: Berea High School Room E-99

**Quick and Easy Meals**

Do you struggle to make healthy meals for you and your family because you simply can't find the time? Would you like to eat healthier, but you don't really know that many quick and easy meal options? Do you or your family have the impression that healthy meals are going to be bland and tasteless? If you answered "yes" to any of these questions, you're definitely going to want to be in this class.

The class will include easy and delicious recipes for the whole family, kid-friendly dishes

and low-fat recipes. Basic nutrition info will be included in all sessions.

- When: Wednesday evenings, 6-8pm, beginning October 2
- How Much: \$ 49 for 4 sessions, 8 instructional hours
- Where: Berea High School, Room E-99

**174.** Who are these classes designed for?

- (A) High school students
- (B) New restaurant employees
- (C) Average people who don't cook**
- (D) Immigrants

**175.** What is the purpose of the Cooking 101 course?

- (A) Teach basic cooking skills**
- (B) Teach budget-friendly recipes

- (C) Teach kitchen-tool maintenance
- (D) Teach special recipes for kids

**176.** What is NOT covered in the Quick and Easy Meals course?

- (A) Nutrition tips
- (B) Low-fat dishes
- (C) Dessert preparation**
- (D) Easy recipes for the family

**Questions 177-180** refer to the following letter.

Dear Laura,

I was so sorry to hear that your shop recently closed down. Perhaps there just isn't a large enough market for custom-made shoes in a town of this size. As you know, I have three pairs of shoes that you made for me, and I love them.

While there are not enough customers to use such a specialty shop, the boutique that Lela Roberts and I run downtown could make use of your skills. We both know the quality that you produce, and we do not see one business failure as a reflection on your abilities. Even though we cannot offer you the same experience as running your own business, we are willing to make space in our store for your workshop if you would be willing to share the rent with us. We can discuss any possible cut of the profits at a later date, but I assure you that the majority will be yours.

Please let me know what you think. I think this could be a really good opportunity for both of us. Feel free to call me at any time, either at the store (468-1589), or at home (435-9963). I look forward to hearing from you.

Yours sincerely,  
**Eva Enrique**

**177.** What is the main purpose of this letter?

- (A) To announce the closing of a store
- (B) To offer financial aid to a store
- (C) To propose a business partnership**
- (D) To inquire about shoemaking skills

**179.** Who is Eva Enrique?

- (A) A real estate agent
- (B) A shoe designer
- (C) A shop owner**
- (D) Laura's former colleague

**178.** Why did Laura's business go out of business, according to Eva?

- (A) A lack of suitable customers**
- (B) Her store's poor location downtown
- (C) Laura's failure to create awareness of her store
- (D) Laura's lack of experience in business

**180.** What is NOT mentioned in the letter?

- (A) Eva's suggestion will attract more tourists to the town.**
- (B) Eva has a store downtown.
- (C) Eva has got products from Laura's store.
- (D) Laura doesn't run her own business now.

**Questions 181-185** refer to the following letter and brochure.

Dear Ms. Blamires,

Bestest Fitness has been providing our members the best environment for more than **15** years. Now, we have approximately **60,000** members all over Australia and we are very proud to say that our program is perfectly designed to fulfill our members' needs on a daily basis.

Our experienced and qualified instructors can give you advice on the best fitness program by having a counseling session. And if you want to lose weight in a healthy manner, we are willing to help you find the best way to work out and slim down. We have also arranged excellent and safe exercise programs for kids and the disabled.

For more details, please see the enclosed brochure. If you have any questions, leave us an e-mail message at [information@bestest.com](mailto:information@bestest.com) at any time, or you can contact us toll-free call **(1-800-551-7790)** during our business hours.

Sincerely,  
Richards Grant  
Manager  
Bestest Fitness

### BESTEST FITNESS

Facilities available:

Swimming pool, sauna, gym, yoga studio, table tennis, pool table, open member's lounge

	Adult	Junior (under 16 years)
Swimming pool	\$3.00	\$2.50
Sauna	\$2.50	\$1.50
Gym	\$2.00	\$1.00
Personal trainer	\$10.50	\$8.5
Yoga	\$3.00	\$3.00
Aerobics lesson	\$5.00	\$3.50
Table tennis	Free	Free
Pool table	Free	Free

(per hour)

Hours

Monday - Friday 6:00 a.m. - 10:00 p.m.

Saturday and Sunday 7:00 a.m. - 6:00 p.m.

**181.** What can be inferred about Ms. Blamires?

- (A) She requested some information.
- (B) She is a member of Bestest Fitness.
- (C) She works at Bestest Fitness.
- (D) She sent a letter of complaint.

**182.** In the letter, the word "arranged" in paragraph 2, line 4, is closest in meaning to

- (A) settled
- (B) run
- (C) installed
- (D) inaugurated

**183.** What did Ms. Blamires receive with the letter?

- (A) A coupon
- (B) A pamphlet
- (C) A membership card
- (D) A counseling sheet

**184.** Which of the following is NOT mentioned about Bestest Fitness?

- (A) There are qualified and experienced instructors.
- (B) It costs **2** dollars for an adult to use the gym for an hour.
- (C) They help each member select the best program.
- (D) They have a large number of members worldwide.

**185.** When is a suitable time for Ms. Blamires to call Bestest Fitness?

- (A) Monday 5:00 A.M.
- (B) Tuesday 7:00 P.M.
- (C) Saturday 6:30 A.M.
- (D) Sunday 7:30 P.M.

**Questions 186-190** refer to the following two e-mails.

To: Petrishia Deaze<petrishia9@financialconsult.com>  
From: Steven Hernandez<merrysteven@atcmulti.com>  
Re: Phone conversation  
Date: Monday, October 26

Dear Ms. Deaze,

I am writing to you to apologize for the inconvenience we had on the telephone just before. As you noticed, the conference call switch on my phone was acting up and several outside conversations interrupted us. I'm afraid that we may have lost or miscommunicated some important information at the end of conversation.

I know that you were talking about the value of the WebWide and IntelCom stocks we inquired about three days ago. However, I could not hear any more than that.

Our phones are still acting strange, so if it is possible, would you please fax me the information today? I would very much appreciate it.

Sincerely,  
Steven Hernandez

To: Steven Hernandez<merrysteven@atcmulti.com>  
From: Petrishia Deaze<petrishia9@financialconsult.com>  
Date: October 26  
Re: Phone conversation and correction

Dear Mr. Hernandez,

Thank you for your e-mail. It is true our communication did not go as smoothly as I had hoped during our call, but please do not worry about it. I understand that office equipment does break down at inconvenient times.

I called to inform you that two of the stock prices I faxed you last Friday were inaccurate. WebWide should be 1150.5 not 1155.5 and IntelCom should be 930.25 not 935.25.

I should have faxed the corrected data, but, unfortunately, our fax machine broke down yesterday morning and the replacement ordered hasn't arrived yet. We both happened to have technical problems in our offices.

If you have any questions, please contact me anytime at the above e-mail address or by fax after Wednesday, the 28th. Once again, thank you for your concern.

Sincerely yours,  
Petrisha Deaze

**186.** What is the purpose of Mr. Hernandez's e-mail?

- (A) To set up a conference call
- (B) To explain why his fax didn't arrive
- (C) To apologize for an inconvenience**
- (D) To ask Ms. Deaze to buy some stocks

**187.** What has disturbed their conversation?

- (A) Failure of the phone
- (B) Some equipment going out**
- (C) The power outage
- (D) The street noise

**188.** Why didn't Ms. Deaze fax the information?

- (A) Her fax machine was out of order.**
- (B) She didn't have the correct fax number.

- (C) She was too busy.
- (D) She forgot to send it.

**189.** In the second e-mail, the word "concern" in paragraph 4, line 2, is closest in meaning to

- (A) worry
- (B) insecurity
- (C) interest**
- (D) anxiety

**190.** When did Ms. Deaze fax Mr. Hernandez the wrong information?

- (A) October 23**
- (B) October 26
- (C) October 27
- (D) October 28

**Questions 191-195** refer to the following advertisement and letter.

**Your website is the face of your business online!**

Let Websitework design your company website now, and see your profits skyrocket. A website is a great way to make customers aware of your business, especially in the age of online communication.

Our specialty is in creating profitable websites for small and mid-sized companies. If you arrange a consultation with Websitework, you'll receive help in clearly determining your target market. By predicting the number of visitors to your site, our marketing team will review your online marketing strategy and search for ways to market the site itself. We'll provide affordable packages to suit your company's budget and we'll even update your site on a monthly basis.

In addition, you can post all the latest company news and press releases, and set up a secure transaction system. You can even add attractive features such as a calendar, currency converter, and shipment tracking system.

Over 95% of our customers have reported an average 20% jump in sales since they used our service. Visit our website and check out our gallery and testimonials at [www.websitework.net](http://www.websitework.net) to see the testimonials for yourself.

Dear Design Department,

I have checked your gallery and testimonials carefully and would like to have you design the website for my small shipping business.

But I have a few questions. First, can I select additional features like an electronic shopping cart, credit card processing, and identity theft protection? Second, can you provide translations of web pages to Spanish? And last, how easily can I take control of and administer the content of my website?

Please contact me as soon as possible with the answers, as I hope to complete my site by early next month. Thanks for your cooperation in advance.

Sincerely,  
Amos Badeah  
President  
Amos' Shipping and Transportation

**191.** What is the main benefit of having a company website?

- (A) To inform people of a business
- (B) To encourage customers to buy its products
- (C) To find new customers
- (D) To communicate with designers

- (C) Yielding high profits
- (D) Manufacturing lucrative websites

**192.** Which of the following will Websitework NOT help companies with?

- (A) Designing a marketing plan
- (B) Estimating net profits from the website
- (C) Promoting the website
- (D) Maintaining the website regularly

**194.** What addition to the website is NOT mentioned?

- (A) A calendar
- (B) A tracking function
- (C) Company news
- (D) An electronic shopping cart

**193.** What is this company best known for?

- (A) Increasing sales by 20%
- (B) Designing quality websites

**195.** What does Amos Badeah plan to do on his website?

- (A) Start refurbishing his delivery business site
- (B) Provide information in Spanish
- (C) Administer the design department
- (D) Advise clients on website design

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

To : Fred Stanford [fstanford@century22.com](mailto:fstanford@century22.com)  
From : Sean Price <[sprice@lawoffices.com](mailto:sprice@lawoffices.com)>  
Re : Office Space for Rent

Dear Fred,

After visiting the Century 22 Realty website I learned that you have office space for rent in New Jersey. Beginning in January, I will be relocating my law practice to the Roland Heights district of the city and need to rent some property. I would prefer a location that includes parking spaces for my clients. I would be interested in hearing about what potential properties you have for rent in the area. Would you please contact my assistant, Maureen at 788-877-6556 with information regarding the property at your earliest convenience?

I will be traveling to New Jersey next week and I would like to set up a meeting so that I can visit the office space. You can fax me the appropriate details at 1-898-776-8788.

Warm Regards,  
Sean Price

### Grand Opening

#### OFFICE SPACE AVAILABLE

Century 22 Realty welcomes business professionals to consider renting office space at four separate locations in the Roland Heights District in New Jersey.

#### WINCHESTER PROPERTY

Fully-furnished office property. Conveniently located within a 5-minute walk from the King Street Subway Station. Prices for offices from \$550 per month.

#### MARYLAND PROPERTY

Spacious office available. Hardwood floors and high ceilings. Access to parking lot adjacent to office building. Prices for offices from \$650 per month.

#### ROCKEFELLER PROPERTY

Recently-restored industrial property. Newly-designed lofts are perfect for business professionals looking for modern office space. Prices for offices from \$900 per month.

#### DIAMOND PROPERTY

Brand-new offices. Internet access provided. Located within walking distance of Trinity Towers Subway Station. Prices for offices from \$1,250 per month.

See something you like? Call Century 22 today at 1-800-221-1332 or visit our website at [www.century22.com](http://www.century22.com) for more information. You may also fax us at 1-800-221-1333 or stop by the office at 22 Shelbourne Street, Hoboken, New Jersey.

**196.** What is Mr. Price most concerned about?

- (A) The size of the office space
- (B) The parking arrangements**
- (C) The proximity to the subway
- (D) The price of the office

**197.** Who is Mr. Price?

- (A) A realty dealer
- (B) An employee at a law office**
- (C) A secretary
- (D) Fred's co-worker

**198.** What office space will Mr. Price likely be interested in?

- (A) Winchester Property
- (B) Maryland Property**
- (C) Rockefeller Property
- (D) Diamond Property

**199.** What is indicated about the Rockefeller Property?

- (A) It has just been renovated.**
- (B) It is in a residential area of the city.
- (C) It is in a quiet area.
- (D) It is near a subway station.

**200.** What is NOT mentioned as a method of contacting Century 22 Realty?

- (A) E-mail**
- (B) In person**
- (C) Telephone
- (D) Fax

## **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 the test book.

### **PART 1**

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

*Sample Answer*

Ⓐ Ⓑ Ⓒ Ⓓ

#### **Example**



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

1.



2.



3.



4.



5.



6.



7.



8.



9.



10.



## 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.

*Sample Answer*

(A)  (B)  (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.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
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32. Mark your answer on your answer sheet.
33. Mark your answer on your answer sheet.
34. Mark your answer on your answer sheet.
35. Mark your answer on your answer sheet.
36. Mark your answer on your answer sheet.
37. Mark your answer on your answer sheet.
38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

**PART 3**

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

41. Where do the speakers probably work?

- (A) In a post office
- (B) In a school
- (C) In a department store
- (D) In an office

42. How does the man probably feel about the woman's news?

- (A) Excited
- (B) Happy
- (C) Angry
- (D) Surprised

43. Why does the woman plan to change her job?

- (A) She wants to teach younger children.
- (B) Her contract is almost finished.
- (C) She wants to live in a different city.
- (D) Her friend told her about a sales position.

44. Where does the man probably work?

- (A) In a post office
- (B) In a restaurant
- (C) In a hotel
- (D) In a school

45. What does the caller do?

- (A) Ask to speak to someone
- (B) Leave a message
- (C) Request a telephone number
- (D) Make a reservation

46. What is the problem?

- (A) Susan Lam is not in her room.
- (B) The office is closed.
- (C) The caller gave the wrong name.
- (D) The man has lost his list.

47. What type of business does the man have?

- (A) Automobile sales
- (B) Driveway construction
- (C) Garbage removal
- (D) Delivery service

48. What does the man tell the woman to do?

- (A) Park her car on the street
- (B) Drive to another location
- (C) Call another company
- (D) Obtain a permit for the work

49. When did the woman expect the work to be started?

- (A) Tomorrow
- (B) Later this week
- (C) Next week
- (D) Next month

50. What are the speakers mainly discussing?

- (A) Plans to attend a conference
- (B) A visit to their families
- (C) The cost of hotel rooms
- (D) Reservations for a vacation

51. What does the woman suggest the man do?

- (A) Make his reservations soon
- (B) Cancel his flight
- (C) Call another hotel
- (D) Attend a different conference

52. Where will the man probably stay?

- (A) Near the library
- (B) With a relative
- (C) At the conference center
- (D) At a friend's apartment

53. What are the speakers discussing?

- (A) The arrival of some guests
- (B) The delivery of some food
- (C) The location of a party
- (D) The cost of meal

54. What will the man do on Tuesday morning?

- (A) Attend a party
- (B) Meet with clients
- (C) Place an order
- (D) Pick up a friend

55. What does the woman offer to do for the man?

- (A) Give him a discount
- (B) Introduce him to a customer
- (C) Take him to a restaurant
- (D) Deliver an order to his office

56. What are the speakers discussing?

- (A) Attendance at a conference
- (B) Arrangements for a visit
- (C) A tour of Manchester
- (D) Plans for a company party

57. What does the man ask Carol to do?

- (A) Contact the Manchester office
- (B) Read some information
- (C) Reserve a meeting room
- (D) Talk to a group of employees

58. What does Carol offer to do?

- (A) Make travel arrangements
- (B) Meet with some visitors
- (C) Order food for a meeting
- (D) Remind employees of a policy

59. What happened to the man?

- (A) His flight was delayed.
- (B) He forgot his plane ticket.
- (C) He boarded the wrong airplane.
- (D) His luggage was lost.

60. What did the airline do?

- (A) Conduct a survey
- (B) Cancel the man's flight
- (C) Pay for the man's luggage
- (D) Replace the plane's pilot

61. What did one passenger complain to the airline about?

- (A) The bad quality of the meal service
- (B) An overbooked flight
- (C) Poor scheduling of pilots
- (D) Faulty baggage handling

62. What does the woman say about the volleyball team?

- (A) It participates in professional tournaments.
- (B) It has a championship game on Saturday.
- (C) It will play its first game this weekend.
- (D) It is a relaxed and noncompetitive team.

63. Why does the man not want to play?

- (A) He has an injury.
- (B) He is busy on Saturday.
- (C) He does not think he is a good player.
- (D) He does not enjoy playing volleyball.

64. What does the man decide to do?

- (A) Get into better shape.
- (B) Participate in the game
- (C) Play a different sport
- (D) Go and watch the woman play

65. What is the purpose of the woman's call?

- (A) She wants to upgrade her heating system.
- (B) She wants to find out a price.
- (C) She wants to sell a product.
- (D) She wants to have a filter repaired.

66. What will be different for the next 90 days?

- (A) The cost of repair jobs
- (B) The cost of some filters
- (C) The time required for repairs
- (D) The time required for delivering parts

67. What does the man say he will do?

- (A) Provide an estimate of cost
- (B) Read some information about filters
- (C) Have another worker help the woman
- (D) Speak with the maintenance staff

68. What are the speakers doing?

- (A) Revising a report
- (B) Discussing an advertisement
- (C) Reviewing writing samples
- (D) Writing a news article

69. What problem does the woman mention?

- (A) A lack of clerical support
- (B) The need for better reporting
- (C) Fewer customers
- (D) Poor coverage of business news

70. How does the man feel?

- (A) Nervous
- (B) Bored
- (C) Hopeful
- (D) Pessimistic

#### PART 4

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

71. What is the main purpose of the talk?

- (A) To announce a merger
- (B) To publicize a new product
- (C) To thank staff
- (D) To introduce new sales representatives

72. How has the service that the company provides changed?

- (A) It is faster.
- (B) It is less expensive.
- (C) It will be offered to fewer people.
- (D) It covers a larger area.

73. What will happen on Saturday?

- (A) There will be a picnic.
- (B) A new network will be installed.
- (C) There will be a staff meeting.
- (D) A new company president will be named.

74. What is Ms. Parson's current position?

- (A) Company president
- (B) Consultant
- (C) News announcer
- (D) Employment counselor

75. When will Ms. Parsons leave her current job?

- (A) Today
- (B) Tomorrow.
- (C) Next Tuesday
- (D) Next year

76. What activity has already started?

- (A) The search for experienced consultants
- (B) The merging of two companies
- (C) The search for a new company head
- (D) The remodeling of the Star Company building

77. Who is the intended audience for this talk?
- (A) Athletes  
(B) Film stars  
(C) Journalists  
(D) Politicians
78. What are the audience members asked to do?
- (A) Speak quietly in the interview area  
(B) Dress nicely for interviews  
(C) Use microphones when asking questions  
(D) Leave telephones outside the media center
79. What will happen next?
- (A) The audience will watch a film clip.  
(B) A tennis player will answer questions.  
(C) The audience will leave the meeting.  
(D) A player will sign autographs.
80. Who is the intended audience for this announcement?
- (A) Supermarket customers  
(B) Office employees  
(C) International tourists  
(D) University students
81. When will the change take place?
- (A) Today  
(B) Next week  
(C) Next month  
(D) Next year
82. Where will information be posted?
- (A) On the company Web site  
(B) Next to the vending machines  
(C) On the front door of the building  
(D) Near the entrance to the cafeteria
83. What is the main topic of the talk?
- (A) Driving in heavy traffic  
(B) Purchasing a car  
(C) Driving safety  
(D) Traffic conditions
84. What does the speaker suggest that drivers do?
- (A) Take frequent breaks  
(B) Avoid drinks with caffeine  
(C) Open a window  
(D) Change cars
85. What will tomorrow's talk be about?
- (A) Saving money  
(B) Reducing stress  
(C) Getting a good night's sleep  
(D) Family vacations
86. What is the purpose of the announcement?
- (A) To notify customers of a store closing  
(B) To inform staff of a merger with another company  
(C) To announce pay increases for employees  
(D) To announce a new location for a store
87. What will happen at the end of the year?
- (A) The bookstore's lease will expire.  
(B) The shopping center will be demolished.  
(C) A new university will be opened.  
(D) The rent on downtown stores will increase.
88. Where is Barker's Books currently located?
- (A) In the new shopping center  
(B) Near the university  
(C) Next to the shoe store  
(D) Near the train station

89. Who is the speaker probably addressing?

- (A) A group of technical trainers
- (B) A group of new employees
- (C) Guests at a special dinner
- (D) Historians at a convention

90. What will Karen Maitland do?

- (A) Answer questions about policies
- (B) Talk about company products
- (C) Lead a tour of the company
- (D) Meet with the trainers

91. When will a video be shown?

- (A) This morning
- (B) This afternoon
- (C) Tomorrow morning
- (D) Tomorrow afternoon

92. Who is the speaker?

- (A) An architect
- (B) The museum president
- (C) A construction worker
- (D) A tour guide

93. Why have Brown and Sons been contacted?

- (A) To organize the museum's collections
- (B) To teach an art history class
- (C) To check the condition of the building
- (D) To help find a new museum president

94. What will the speaker do next?

- (A) Describe the landscaping around the menu
- (B) Lead a tour of the museum's collections
- (C) Show photographs of historic buildings
- (D) Explain how the museum can be restored

95. What is the talk mainly about?

- (A) The population of Canada
- (B) The design of the city of Toronto
- (C) The size of the shopping centers
- (D) The province of Ontario

96. What does the speaker say about the weather in Toronto?

- (A) It is milder than in the rest of Ontario.
- (B) It attracts many visitors.
- (C) Its temperatures vary greatly.
- (D) It is difficult to forecast accurately.

97. How is Toronto different from other cities?

- (A) Construction costs are lower in the city center area.
- (B) More tourists have come to visit recently.
- (C) Businesses have remained in the city center.
- (D) More people live within the city limits than in the suburbs.

98. What example of multitasking does the speaker give?

- (A) Eating breakfast while driving to work
- (B) Commuting while getting exercise
- (C) Thinking while cycling
- (D) Drinking coffee while working

99. What is the purpose of the event that the speaker announces?

- (A) To encourage employees to cycle to work
- (B) To teach employees time-management techniques
- (C) To help employees cope with stress
- (D) To invite employees to join an aerobics class

100. Which employees will get a free breakfast on July 16?

- (A) Those who get to work before 8:00 A.M.
- (B) Those who have paid for parking
- (C) Those who work in the Collins Building
- (D) Those who ride a bicycle to work

## 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. Please contact Robert Chen for ----- in purchasing office equipment.

- (A) store
- (B) type
- (C) help**
- (D) furniture

102. The awards ceremony will be ----- on the third floor of the Park Station Hotel.

- (A) held**
- (B) raised
- (C) taken
- (D) granted

103. After Massey Corporation acquired Brawley, Ltd., the ----- of its stock rose twenty percent.

- (A) valuable
- (B) valuate
- (C) valued
- (D) value**

104. In March, the Grand Symphony Orchestra will present an ----- opera by talented newcomer Maria Cruz.

- (A) oxcite
- (B) excites
- (C) excited
- (D) exciting**

105. We hope to send ----- tax documents to you by the end of the week.

- (A) you
- (B) your**
- (C) yours
- (D) yourself

106. All materials ----- for the upcoming seminar need to be copied at least two days in advance.

- (A) called
- (B) required**
- (C) questioned
- (D) invited

107. After the switch malfunction, electrical service on the main building was ----- restored at 8 P.M.

- (A) **finally**
- (B) constantly
- (C) consecutively
- (D) usually

108. Traveling by train to Tokyo takes approximately one hour less ----- traveling by car.

- (A) for
- (B) with
- (C) as
- (D) **than**

109. Because Hong Kong is home to people from all over the world, a ----- of fashion styles can be seen in the city on any given day.

- (A) **variety**
- (B) kind
- (C) separateness
- (D) distance

110. Midtown Hospital compares ----- with other hospitals and provides services at lower rates.

- (A) favor
- (B) favored
- (C) favorable
- (D) **favorably**

111.----- there had not been slight delays in the bus service to the airport, Ms. Suzuki would have caught her scheduled flight to Brussels.

- (A) **If**
- (B) Whereas
- (C) Unless
- (D) Even

112. Magnum Plus cameras ----- very popular right now because they are so easy to use.

- (A) became
- (B) **are becoming**
- (C) to become
- (D) becomes

113. The most ----- memo from the personnel department announced five new job openings.

- (A) constant
- (B) **recent**
- (C) occupied
- (D) modern

114. The board of trustees will revised proposal at its meeting later this month. ----- Vote on the

- (A) define
- (B) definite
- (C) definitive
- (D) **definitely**

115. Because of ----- extremely focused customer bases, small business owners can often respond quickly to new economic trends.

- (A) they
- (B) **their**
- (C) theirs
- (D) them

116. Payment is ---- at the time you check out of the conference center.

- (A) expect
- (B) expecting
- (C) **expected**
- (D) expectation

117. Officials attribute the ----- in service to a software upgrade that makes the system run faster.

- (A) **improvement**
- (B) exchange
- (C) relief
- (D) lift

118. Mark Jarvela, a junior employee, proposed an innovative project that has been funded by one of the organization's biggest -----.

- (A) sponsor
- (B) **sponsors**
- (C) sponsored
- (D) sponsoring

119. Fargo Electronics has----- halted production of its newest line of video games until retailers have sold off the existing surplus.

- (A) consecutively
- (B) energetically
- (C) vacantly
- (D) **temporarily**

120. Please note that this brochure is intended as information only and does not replace or ----- - the product warranty.

- (A) **supplement**
- (B) supplements
- (C) supplemented
- (D) supplementing

121. The cost of round-trip air transportation is included---- the nine-day cruise package.

- (A) by
- (B) **in**
- (C) at
- (D) to

122. Dr. Sato has indicated that there may soon be an ----- for an apprentice technician in the chemical-production laboratory.

- (A) open
- (B) opened
- (C) openly
- (D) **opening**

123. Mr. Hernández is not available at the time the work crew is scheduled to arrive, and ----- is Ms. Hakkonen.

- (A) so
- (B) also
- (C) **neither**
- (D) yet

124. The meteorological agency recommended that tourists to the region be---- dressed for frigid conditions.

- (A) suitable
- (B) **suitably**
- (C) suitability
- (D) suitableness

125. Please ----- the bottom portion for your records.

- (A) **retain**
- (B) retaining
- (C) retains
- (D) retained

126. Repairing the old copy machine would have ----- half as much as buying a new one.

- (A) lasted
- (B) **cost**
- (C) spent
- (D) paid

127. The market-research department conducted a ----- on how often people listen to the radio while driving their cars.

- (A) design
- (B) response
- (C) **survey**
- (D) broadcast.

128. Because the sales representatives were late leaving the office, there was very ----- time for us to talk before the client meeting.

- (A) **little**
- (B) small
- (C) short
- (D) brief

129. Editors of the Financial Gazette reserve the right to review advertisements and correct ----- errors in spelling or format.

- (A) well
- (B) them
- (C) much
- (D) **any**

130. The National University plays an important - ----- in preparing leaders for the country's educational system.

- (A) work
- (B) piece
- (C) **role**
- (D) task

131. Research suggests the health benefits of whole grains come from the ----- of all the nutrients, not just the amount of fiber.

- (A) combination
- (B) proximity
- (C) working
- (D) settlement

132. Intercity Bus Company will be providing ----- bus service for holiday travelers next weekend.

- (A) frequent
- (B) often
- (C) numerous
- (D) really

133. Although Dr. Obetz is qualified in several areas, nutritional health is one of her -----.

- (A) specials
- (B) specializes
- (C) specialties
- (D) specialists

134. The president of Corvatech announced that this year's annual report is ready to be ----- to the company stockholders.

- (A) published
- (B) distributed
- (C) transacted
- (D) disposed

135. The institution's ability to meet its ----- growth levels will depend on the commitment of all staff.

- (A) objected
- (B) aimed
- (C) targeted
- (D) figured

136. Some officials still need ----- of the importance of separate playing fields for young football and baseball players.

- (A) convince
- (B) to be convinced
- (C) be convincing
- (D) have convinced

137. ----- all the candidates applying for the job, Mr. Wang appears to be the most promising.

- (A) On
- (B) Between
- (C) Through
- (D) Of

138. In order to make room for new inventory, stores that ----- would not offer promotional discounts might advertise a limited-time

- (A) solely
- (B) further
- (C) otherwise
- (D) fully

139. The manufacturer guarantees that its cosmetic products are good for three years or until the expiration date on the package, ----- is sooner.

- (A) what
- (B) when
- (C) that
- (D) whichever

140. The analyst's commentary in the progress report was sharply ----- of the leadership team.

- (A) critical
- (B) critic
- (C) critically
- (D) criticism

**PART 6**

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

**Questions 141-143 refer to the following article.**

Most consumers are familiar with bar codes. Those black-and-white stripes appear on almost every product purchased. Often the codes are scanned at the checkout counter, causing the item name and its price to appear on ----- the cash-register screen and the receipt. This gives a record to

141. (A) so  
(B) either  
(C) each  
(D) **both**

the consumer and helps the store managers to monitor inventory.

Now, an interesting use for the bar code has been developed by a scientist who works with bees. The scientist attached bar codes to the backs of individual bees in order to ----- them and to follow their

142. (A) **identify**  
(B) mention  
(C) contradict  
(D) transport

movements. Laser scanners at the entrance of the hive read the bar codes to monitor how long each bee had been gone from the hive. By keeping ----- of individual bees, scientists hope to learn more

143. (A) tracking  
(B) to track  
(C) tracked  
(D) **track**

about honey production. Knowing how far bees travel to gather pollen and how many trips they make back to the hive could eventually help beekeepers predict honey yields.

**Questions 144-146 refer to the following excerpt from a magazine story.**

The "Real" Piryanka Sundarajan  
By Ranjit Singh, Staff Reporter

While much has been written about famous media mogul Piryanka Sundarajan, little is known about many aspects of her private life.

Ms. Sundarajan is married and has two sons. She ----- her childhood in Indonesia where her father

144. (A) spends  
(B) was spending  
(C) was spent  
(D) **spent**

was posted with the National Bank of India. Ms. Sundarajan retains fond memories of the country.  
“ I was ----- by everything about Indonesia, especially the architecture.”

145. (A) **fascinated**  
(B) appealed  
(C) enjoyed  
(D) appreciated

At United Media Corporation, which Ms. Sundarajan founded as a young college graduate, she is recognized as a lough negotiator. However, she Is even better known for her ability to ----- quality

146. (A) obtain  
(B) **keep**  
(C) hire  
(D) stay

employees satisfied. Hardly one person from the company's senior staff-be it director, general manager, or deputy general manager-has left the organization in the last fifteen years. Employees attribute this to Ms. Sundarajan's outstanding leadership qualities.

**Questions 147-149 refer to the following advertisement.**

### **SALES STAFF WANTED**

At Keller Travel, we believe our unrivaled reputation for offering efficient and friendly service to our customers can be ----- entirely to the commitment, quality, and enthusiasm of our staff.

147. (A) adapted  
(B) acknowledged  
(C) acclaimed  
(D) **attributed**

We are looking for well-traveled, energetic people to join our exceptional team. We work long hours, ----- weekends, in a very busy sales environment. On the other hand, there are marvelous travel

148. (A) includes  
(B) inclusive  
(C) **including**  
(D) included

----- In addition, we offer one of the travel industry's best salary packages.

149. (A) **opportunities**  
(B) descriptions  
(C) destinations  
(D) climates

To apply, please send your résumé with a letter detailing your qualifications to:  
Deirdre Andersen  
Keller Travel  
210 Elliot Street  
Boston, MA 02201

**Questions 150-152 refer to the following memo.**

Date: October 25

To: Julie Lin, Purchasing

From: Peter Melaney, Information Technology

Re: New Computer Software

As you know, our business ----- on keeping our computers and electronic documents safe from

150. (A) depend  
(B) depends  
(C) depending  
(D) depondable

viruses. With that in mind, I've recently looked into two new software options. The license for our current computer-protection software will expire at the end of the year, so this is a good time to consider other possibilities.

The first program is called Compu Cleaner, and it comes from a Taiwanese company. Compu Cleaner has been around for many years and is ----- used in the industry. However, it is quite expensive.

151. (A) desirably  
(B) conclusivoly  
(C) perfectly  
(D) widely

The second possibility is a program made in Canada called Viraways. This program is relatively new and has not yet been reviewed. -----, its low price makes it a product that we should consider.

- 152.(A) Nevertheless  
(B) Whereas  
(C) Therefore  
(D) Because

Please let me know your thoughts on this matter.

#### **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.

[Go to the next page](#)

Questions 153-154 refer to the following invitation.

You are invited to attend  
The 7th Annual  
**European Household Appliances Exhibition**  
Lucien Pernet Hall, Geneva, Switzerland  
October 19-23  
**"New Solutions in Home Equipment"**

A wide range of products, from kitchen appliances to air conditioning equipment, will be displayed throughout the five days of the exhibition. This year's focus will be on cleaning systems, with laundry appliances representing over half of the exhibits.

53. When does the event start?

- (A) On October 5
- (B) On October 7
- (C) **On October 19**
- (D) On October 23

154. What type of products will be emphasized?

- (A) Refrigerators
- (B) Cooking ranges
- (C) Air conditioners
- (D) **Washing machines**

Questions 155-156 refer to the following advertisement.

Imagine sharing a new, special picture every day of the year with friends and loved ones! Gold Coast Imagination, Inc., will use images that you provide to create a personalized daily calendar using images of special people, memorable places, or important events.

Just go through your photo album and select the pictures you want to include. We will use your digital images or traditional print photographs to create a personalized gift. Birthdays, anniversaries, and the dates of special events can be indicated for no additional fee!

One of our consultants will help you choose from dozens of formats and styles. For more information, give us a call at (07) 7010 2390 or visit us online at [www.gci.co.au](http://www.gci.co.au).

**Gold Coast Imagination, Inc**

155. What is being advertised?

- (A) Travel postcards
- (B) Photograph albums
- (C) Birthday cards
- (D) **Personalized calendars**

156. According to the advertisement, what will the consultant do?

- (A) Provide free price estimates
- (B) **Give advice about design options**
- (C) Photograph family members
- (D) Create an online gallery of photographs

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

From: aviera@e-last.com hmiyakawa@e-last.com  
Subject: Repair crews  
Date: May 10

Dear Mr. Miyakawa,

The executive committee met this morning to discuss some complaints from our residential Internet subscribers. More and more of them are being asked to wait a week or longer for service from a repair crew. It seems that our customer base has expanded more quickly than projected, and technical support requests have increased by about 30 percent. This means that the number of technicians available to assist customers is now insufficient.

The committee feels an expansion of the repair team is necessary to restore customer satisfaction. We are expecting even more customers to have our equipment installed in their homes, and with the present number of technical crews, we may not be able to handle their service needs. The committee has authorized you to recruit five more people who have the appropriate training.

Best regards,

Adelina Viera, Personnel Director E-last Internet, Inc.

157. For whom is this message probably intended?

- (A) A repair technician
- (B) **A hiring supervisor**
- (C) An Internet subscriber
- (D) A customer service representative

158. What problem have customers been reporting?

- (A) Frequent disconnections
- (B) A high subscription charge
- (C) Low speeds on the Internet
- (D) A long wait for repairs**

159. What did the executive committee approve?

- (A) Offering better equipment to customers
- (B) Improving training for technical crews
- (C) Employing more repair workers**
- (D) Reducing service fees

**Questions 160-162 refer to the following memo.**

From: Liam Perry, marketing director

To: All marketing staff

Date: August 5

Re: New line of juice products

Last week was the end of the free-sample program for our new line of fruit juices. Potential customers received complimentary bottles of the drinks and 15% discount coupons for future purchases. They were then asked to complete feedback questionnaires. The program ran from July 15 to July 31, and the discount, which applies to our full range of products, will be good until October 1.

The following briefly summarizes information gathered through the program:

- Three varieties were measured, listed here in descending order of customer popularity: Mango Mountain, Great Guava, and Yum Cocoplum
- Analysis of the feedback questionnaires showed that customers felt Yum Cocoplum contained too much sugar. (This is a surprising finding because none of the brands are artificially flavored and they all preserve the natural taste of the fruit they are based on.)
- Many customers rated the flavor combinations in Mango Mountain and Great Guava as "superb,"

I would like to hold a meeting with you next week to discuss these points in more detail. Jess Bronsky is putting together the agenda for the meeting and will notify you soon of the time and place.

160. What is the purpose of the memo?

- (A) To report the results of a study
- (B) To request a deadline extension
- (C) To recommend new product names
- (D) To propose a new discount

161. What did potential customers NOT receive?

- (A) A discount certificate
- (B) A list of ingredients
- (C) A free sample of juice
- (D) A feedback form

162. What concern was reported by potential customers?

- (A) Artificial ingredients were used.
- (B) The discount procedure was confusing.
- (C) The juice portions were too small.
- (D) One of the juices was too sweet.

**Questions 163-165 refer to the following instructions.**

**Aquapedra Water Filters**

The Aquapedra A5 water filter improves the taste and quality of drinking water. Once it is installed on a tap with cold running water, it is ready for frequent use with minimum maintenance. Periodic replacement of the filtering cartridge is all that is necessary. On average, after four months of use, the cartridge will lose effectiveness and should be replaced (there are three spare cartridges in the package). In most cases, little visible deposit accumulates in the cartridge for up to two months.

To extend the lifetime of a cartridge, the filter is equipped with a switch that changes the mode from "filtered" to "unfiltered." When the water dispensed from the tap is to be used for purposes other than drinking, this switch allows the water to bypass the filter.

163. What do the instructions explain?

- (A) How to use a filter cartridge effectively
- (B) How to choose the appropriate water filter
- (C) How to order necessary repairs on the filter
- (D) How to analyze the quality of running water

164. How often should the cartridges be replaced?

- (A) Every two months
- (B) Every three months
- (C) Every four months
- (D) Every five months

165. What is the purpose of the switch?

- (A) To release the filter for removal
- (B) To clean the cartridge
- (C) To adjust the water temperature
- (D) To select the filtering mode

**Questions 166-170 refer to the following letter.**

Olsenburg Business Association 110 Cornell Rd

Olsenburg City, WI 530030

January 17

Mr. Kenneth Damian

Olsenburg City Mayor City Hall

Olsenburg City, WI 23090

Dear Mr. Mayor:

I am writing on behalf of the Olsenburg Business Association to urge you to support legislation modifying the ban on overnight parking of large vehicles in our area. The number of tourists who travel in campers, motor homes, and other recreational vehicles (RVs) has increased significantly nationwide. While the proportion of visitors who arrive by RV is still small compared to more traditional tourists, I am sure you will agree that forcing RV tourists to leave every evening only compromises our efforts to promote tourism, which is connected to a substantial amount of income for our city. We are confident that making Olsenburg "RV friendly" will benefit the local tourism industry and its employees.

Three nearby cities that have lifted similar bans have reported positive results. Tocasta Town, Gamma Village, and Arcoda City are evidence that welcoming RV tourists can promote tourism, generating more revenue for restaurants and local shops. Next month, Arcoda City will even begin adding special RV parking areas in its parks.

As you know, the tourism and food service industries employ over 25 percent of our workforce. Currently, however, many of our visitors are here only during the daytime, so we are losing business to neighboring cities. RV tourism would not compete with hotel tourism. In fact, it would only increase the total number of visitors to our city.

I look forward to seeing you at the meeting next Thursday, where the city council will address this important issue.

Respectfully yours,

Linda Delfrey

Senior Vice President of Governmental Affairs  
Olsenburg  
Business Association

166. What is the purpose of the letter?

- (A) To inquire about local tourism
- (B) To advertise a new organization
- (C) To recommend a change in the city law**
- (D) To support cooperation with neighboring cities

167. The word "compromises" in paragraph 1, line 7, is closest in meaning to

- (A) weakens**
- (B) adjusts
- (C) matches
- (D) determines

168. What is suggested about Arcoda City?

- (A) It is building a new hotel.
- (B) It has more parks than Tocasta Town.
- (C) It is far away from Olsenburg City.
- (D) It expects to attract more visitors.**

169. What is indicated about tourism in Olsenburg City?

- (A) The number of tourists decreased last year.
- (B) Local hotels are frequently overbooked.
- (C) Most tourists arrive in recreational vehicles.
- (D) Local restaurants rely on business from tourists.**

170. What will be discussed during next week's meeting?

- (A) Increase advertising rates
- (B) Permitting overnight parking**
- (C) Establishing a tourism committee
- (D) Attracting workers to the area

**Questions 171-174 refer to the following memo.**

From: James Bell  
To: Renaissance Table executive chefs Date: March 20  
Re: Our twentieth anniversary

To commemorate the twentieth anniversary of the Renaissance Table restaurant chain, we are assembling a cookbook containing recipes for some of our customers' favorite dishes. In addition to a selection of recipes for our traditional French dishes and desserts, we would also like to include recipes invented by our chefs especially for the cookbook. The best submissions for original recipes will be included in a special chapter entitled "Kitchen Table Renaissance."

Bear in mind the following points as you prepare submissions for "Kitchen Table Renaissance."

- The final book will include a serving guide of dishes that go well together. If your recipe is for a dessert, soup, or other item recommended as a side course, please make sure your submission includes suggestions for main dishes that it would complement.
- We are looking for recipes characterized by unique flavors but also commonly available ingredients and methods of preparation familiar to the average amateur cooking enthusiast.
- The cost of ingredients and nutritional variety are important, but dishes in this section need to be, above all, easily made by the average person at home in a minimum of time.
- Selected dishes will be photographed later by a professional, so there is no need to include pictures with your submissions.

All submissions should be sent by e-mail to [cookbook@renaissancetable.com](mailto:cookbook@renaissancetable.com) by the end of April. We expect the selection process to take a little over a month, and the authors of the winning recipes will be notified in June. In addition to inclusion in the final cookbook, winning submissions will also be rewarded with a small cash bonus. We expect to have the manuscript prepared by the end of July so that we can publish the collection in time for the restaurant's anniversary in November.

171. What does the memo announce?

- (A) The revision of nutritional guidelines
- (B) Changes to a restaurant menu
- (C) New sources of ingredients
- (D) The publication of a new book**

172. What is most important about the recipes in the special chapter?

- (A) They contain unique ingredients.
- (B) They require little time to prepare.**
- (C) They are popular with customers.
- (D) They are not expensive to make.

173. According to the memo, what should be included with submissions?

- (A) Serving suggestions**
- (B) Estimated preparation time
- (C) Color photographs
- (D) Nutritional data

174. When will selections be announced?

- (A) In April
- (B) In June**
- (C) In July
- (D) In November

**Questions 175-176 refer to the following article.**

Due to rising fuel costs, many airlines have recently reduced the allowable weight limits on checked luggage. Here are some things you can do before you fly to avoid any unexpected surprises at the airport.

1. Find out what your airline charges for overweight bags before you arrive at the airport. You can find this information on your airline's Web site.
2. When shopping for luggage, choose a product made of lightweight materials. Some bags are heavier than others, even when empty.
3. Bring travel-sized containers of shampoo and other toiletry items instead of full-sized containers. Also, avoid packing more clothing than necessary.

175. For whom is this article most likely intended?

- (A) Airport employees
- (B) Airline travelers**
- (C) Travel industry experts
- (D) Luggage manufacturers

176. What is NOT mentioned as a way to reduce the weight of luggage?

- (A) Choosing bags recommended on airline Web sites**
- (B) Packing smaller bottles of shampoo
- (C) Limiting the amount of clothing that is packed
- (D) Purchasing lightweight pieces of luggage

**Questions 177-180 refer to the following information.**

**Tylart Electronics  
Service & Support**

Tylart Warranty Service is provided for all Tylart computers purchased directly from a Tylart store or from an official Tylart retailer. Warranty service does not extend to computers repurchased from another seller or from a third party.

To report a defect, call our national service hotline 24 hours a day at (310) 555-9807 or send an e-mail to [warranty@tylart.co.ca](mailto:warranty@tylart.co.ca). If the problem cannot be solved over the phone or by e-mail, you will be given a case number and referred to technicians at an authorized service center in your area.

If a Tylart computer develops a defect within three (3) years of the purchase date, the customer is entitled to free repair at Tylart service centers. For a fee, customers can also have repairs done on site at their homes or offices. This requires making special arrangements with a local service center. Service centers require a case number for all repairs.

Computers in the first two (2) years of the warranty period are eligible for the Tylart Quality Exchange (TQE) program. TQE replacements can only be authorized by the national service hotline and are not provided at local service centers. Under the TQE program, a replacement will be shipped free of charge to the customer if Tylart determines that a replacement is necessary. Once the replacement unit has been received by the customer, the defective computer should be returned to Tylart. It is the customer's responsibility to obtain an exchange authorization letter from Tylart and to arrange for proper shipping. Failure to return the defective item within five (5) business days of receiving the replacement will result in a charge for the full price of the item.

177. Who issues a case number?

- (A) The Tylart Quality Exchange
- (B) An authorized service center
- (C) The national hotline**
- (D) An official Tylart retailer

179. What is indicated about local service centers?

- (A) They perform on-site repairs.**
- (B) They charge for repairs at the center.
- (C) They provide telephone support.
- (D) They are open 24 hours a day.

178. How long is the warranty period?

- (A) Two years
- (B) Three years**
- (C) Four years
- (D) Five years

180. Under the TOE program, what are customers required to do?

- (A) Contact the authorized service center in their area
- (B) Return the defective item before receiving the replacement
- (C) Get authorization from the national service hotline**
- (D) Pay for the shipping of the replacement

**Questions 181-185 refer to the following survey and report.**

**ALSBERG International Airport**

**Dear Traveler,**

**Please take a moment to answer two questions about your experience at the Alsberg International Airport.**

1. What about our airport would you most like to see changed? (Please select only one option.)  
A. Distance between gates      B. Selection of food  
C. Number of shops      D. Information signs  
E. Other \_\_\_\_\_

(Please use the reverse side if you would like to add any comments.)

2. In the past five years, how often have you used Alsberg International Airport?  
A. Less than once a year    B. Once a year  
C. Once a month    D. More than once a month

**Thank you for your time and suggestions. Please leave your questionnaire in any of the boxes located in the Main Terminal.**

Space below this line to be left blank.

Alsberg IA.....  
Ref. DD2.....

**REPORT ON FINDINGS**

Thursday, August 10, Alsberg

This is to present the results of a study conducted to learn more about and better attend to the needs of the passengers at the Alsberg airport. The survey was carried out this week from Monday to Wednesday (typically the busiest days of the week at the airport). Survey sheets were picked up from the collection boxes yesterday evening. A total of 623 individuals completed the survey.

In question #1, as expected, the first option was marked by most respondents (450 altogether). Option C was indicated 156 times. Options B and D were chosen by only 10 and 7 respondents, respectively, and they were marked by those frequent travelers who marked options C and D in question #2.

This pilot study included only two questions. An additional survey with more questions is planned so that we can be better informed about changes we may need to make to service at Alsberg. The new, more extensive questionnaires have already been prepared and will be distributed next week.

181. Where are respondents told to write any additional comments?

- (A) On the back of the page
- (B) On the suggestion board
- (C) On another sheet of paper
- (D) At the bottom of the survey

182. Who was surveyed?

- (A) Airplane pilots
- (B) Airline passengers
- (C) Airport employees
- (D) Flight attendants

183. When were the surveys collected?

- (A) On Monday
- (B) On Tuesday
- (C) On Wednesday
- (D) On Thursday

184. What did most survey respondents indicate about the airport?

- (A) The gates are too far apart.
- (B) There are not enough varieties of food.
- (C) There are not enough shops.
- (D) The signs are confusing.

185. What is indicated about the next survey?

- (A) More individuals will be asked to participate.
- (B) The questionnaires will be translated into more languages.
- (C) The sheets will be distributed on board planes.
- (D) A greater number of questions will be included.

**Questions 186-190 refer to the following e-mails.**

From: mskolski@vierramotors.com  
Date: June 20  
Subject: Re: Vierra Motors story

To: amgarcia@mail.evertontimes.com

Dear Mr. Skolski,

Your assistant Betsy Kim gave me your e-mail address when I spoke with her on the phone earlier today. She suggested that this would be the best way to contact you, as you are checking e-mail regularly.

The reason I am writing is that we are planning to run a story about automakers in the inaugural issue of the Sunday magazine supplement of the *Everton Times*. We would like to accompany this article with an interview focusing on your experience as executive manager of design at Vierra Motors. Would you be willing to talk to Dave Clarkson about your work in the car manufacturing industry? The conversation would be published in the second week of August.

Mr. Clarkson would like to interview you in person but could certainly arrange a discussion by telephone or videoconference. In fact, we have already scheduled with your assistant a tentative meeting for July 30. We are hoping to include photos of you at your office, so please let us know if we can hold this date for a photo session or whether your office has suitable photos available that we could use if we do an interview by distance instead. Of course, we are happy to leave logistics regarding the meeting and photo session to your discretion.

Please let me know if you need more information concerning the interview. I look forward to hearing from you.

Ana Malta Garcia  
Assistant International Section Editor *Everton Times*

From: mskolski@vierramotors.com  
To: amgarcia@mail.evertontimes.com  
Date: June 20  
Subject: Re: Vierra Motors story

Dear Ms. Garcia,

It is a pleasure—and an honor—to be considered for this. I'm currently away on extended business, and I don't think it's likely that I'll be back in the country before the first week in August. Perhaps Dave and I could arrange to speak on the phone sometime this week or next? If so, I'm sure you can get the photos you'll need from Betsy.

With best regards,  
Martin Skolski

186. Why did Ms. Garcia write her e-mail?

- (A) To thank Mr. Skolski for reviewing an article
- (B) To request photographs of cars
- (C) To ask Mr. Skolski to meet with a reporter**
- (D) To advertise a job opportunity

187. Who is Mr. Skolski?

- (A) A company executive**
- (B) A newspaper editor
- (C) A photographer
- (D) A journalist

189. In the first e-mail, the word "discretion" in paragraph 3, line 7, is closest in meaning to

- (A) separation
- (B) judgement**
- (C) feature
- (D) tact

189. What is suggested about Mr. Skolski?

- (A) He will be unable to attend a meeting.**
- (B) He wants to change the design of a car.
- (C) He will shorten a business trip.
- (D) He will talk to Mr. Clarkson after August 1.

190. What is indicated in Mr. Skolski's e-mail?

- (A) He has received a copy of the magazine.
- (B) He has not received an invitation.
- (C) He is currently out of the country.**
- (D) He refuses to give interviews.

**Questions 191-195 refer to the following e-mail and order log.**

To: jettinger@mmail.net  
From: JLOnline @jl.co.ie  
Date: November 23  
Subject: Order confirmation

Dear Mr. Ettinger,

Thank you for ordering from the J&L Online Store. This is to confirm that payment for your order has been received. While your order is being prepared for dispatch, we need further information about your preferred method of delivery. One item is currently out of stock (marked "WD" on the online shipment-status log) and is not due for delivery to our warehouse until tomorrow. The items marked "AO" ("in stock") can be mailed out immediately along with "PP" and "TN" ("preferred order" and "regular order") items. Do you want your order delivered in two separate shipments, or should they be dispatched together when all items become available?

*Note:* In the unlikely event that you are not satisfied with your delivery, returns can be made within fifteen days of purchase, except for special offer items (available at less than which cannot be returned). All items on your order list qualify for return. The cost of a return shipment for defective or damaged items not exceeding \$30 is reimbursed by the J&L Online Store.

Sincerely,  
Maria Delgado  
Shipping Department

## J&L

Online Store

### ORDER TRACKING LOG

Customer: Ettinger      Customer ID: 21352      Order number: 909322

Order placed: Nov 23, 04:24      Last updated: Nov 23, 16:24

Title / Item Description	Quantity	Item Status
1. Enjoy Cooking Series (DVD)	1	AO
2. April Piano Concerto (ED)	1	TN
3. Ecuador—Live (travel guidebook)	1	PP
4. Sleight of Hand (novel by J. Ochoa)	2	WD
5. Kegworth Flight (video game)	1	AO

*Important: You may want to check this log again later, as status updates are posted online in regular four-hour intervals.*

191. What is Mr. Ettinger asked to do?
- (A) Make a payment
  - (B) Choose a shipping option**
  - (C) Order a special offer item
  - (D) Confirm the quantities of items ordered

192. In the e-mail, the word "due" in paragraph 1, line 4, is closest in meaning to
- (A) owed
  - (B) proper
  - (C) delayed
  - (D) expected**

193. What is suggested about the items ordered by Mr. Ettinger?
- (A) They each cost over €8.**
  - (B) They need to be returned.
  - (C) They will be shipped for free.
  - (D) They were not found to be defective.

194. What item is NOT yet available for delivery?
- (A) April Piano Concerto
  - (B) Ecuador-Live
  - (C) Sleight of Hand**
  - (D) Kegworth Flight

195. What is NOT indicated on the order log?
- (A) The customer's name
  - (B) When the items were ordered
  - (C) How frequently the log is updated
  - (D) When the order will be delivered**

**Questions 196-200 refer to following e-mails.**

From: jtobin@wosmag.com  
To: dgerard@wosmag.com  
Date: May 12  
Subject: Cumulative edition of World of Science  
Dear Mr. Gerard,

We have received quite a few requests from our readers to release an archive of *World of Science* magazine on CD. Both Andrew Stevenson and I have experience with designing computer interfaces that allow users to browse articles on a CD. Using articles from the last three years, we have put together a small-scale sample presentation of what a *World of Science* archive could look like. If the idea is approved, we would be happy to create a comprehensive graphic interface for a large-scale version that includes all issues, starting from the first one put out nine years ago.

Janet Tobin Graphic  
Division

From: dgerard@wosmag.com  
To: itobin@wosmag.com  
Date: May 13  
Subject: Re: Cumulative edition of World of Science

Dear Ms. Tobin,

This sounds like a good idea that is definitely worth implementing. You will be happy to learn that our editor in chief had been suggesting exactly the same thing and would be interested to see what you and Andrew have designed. I suggest we all meet tomorrow at 10:00 A.M. in room 12 so you can show us how it would work.

In the meantime, do you think another year of *World of Science* would fit on the one CD? Next year, on January 12, we'll be celebrating ten years of our existence, and that would be an excellent opportunity to offer a larger archive to our subscribers.

Warm regards,  
Dennis Gerard  
Assistant to Editor in Chief

196. Why did Ms. Tobin write to Mr. Gerard?

- (A) To suggest changing a magazine's content
- (B) To recommend publishing a reader's letter
- (C) To propose a new product**
- (D) To order a sample CD

197. For how long has the magazine been published?

- (A) One year
- (B) Three years
- (C) Nine years**
- (D) Ten years

198. What has the editor in chief suggested?

- (A) Releasing an archive of a magazine**
- (B) Offering an extended subscription
- (C) Designing a new magazine cover
- (D) Writing a review of a CD

199. What is Ms. Tobin asked to do?

- (A) Find an old article in the archive
- (B) Write a story for the next issue
- (C) Call the editor's office
- (D) Give a demonstration**

200. What will happen on January 12?

- (A) The magazine will celebrate its anniversary.**
- (B) The editorial board will meet with readers.
- (C) The editor in chief will retire.
- (D) The best magazine photographs will be exhibited.