



TOEIC®

출제기관 독점제공

토익® 정기시험 예상문제집

실전 5세트

ALL NEW
최신개발



무료어플



공식카페

ETS, the ETS logo, TOEIC and 토익 are registered trademarks of ETS and used under license by YBM.

YBM



TOEIC®

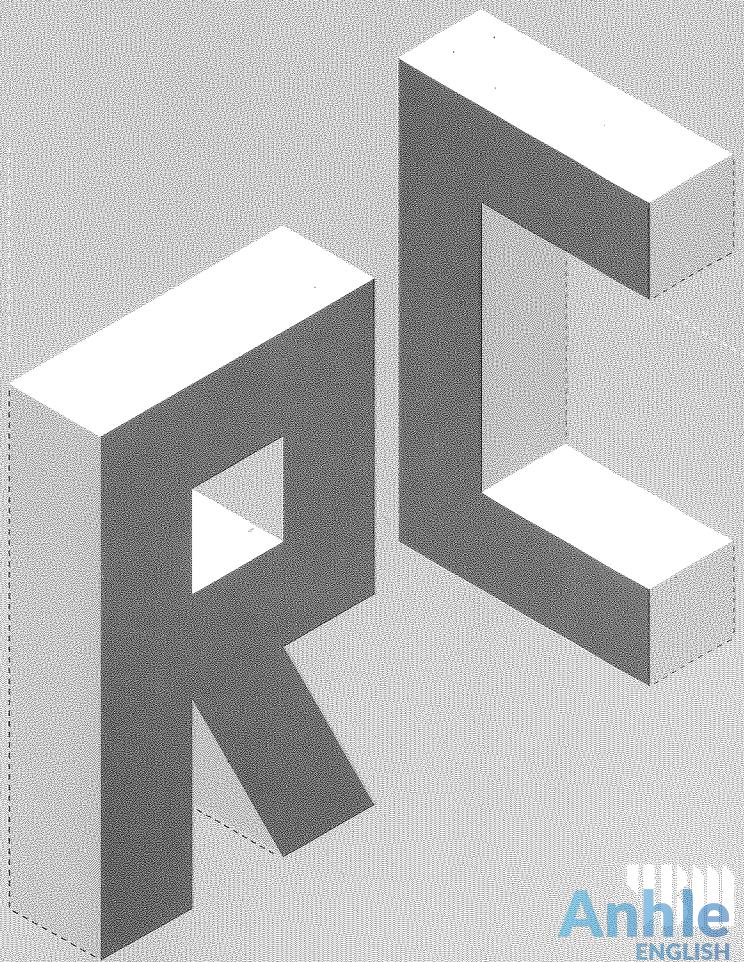
출제기관 독점제공

이정기시작

심전 5서트

ALL NEW

최신개발



卷之三

APPENDIX
Anhle
ENGLISH



안드로이드



ios

“무료 동영상, MP3 제공”

구글플레이, 앱스토어에서
ETS TOEIC Books by YBM 다운로드

ETS 토익 모바일 학습 플랫폼!

ETS TOEIC® Books by YBM

ETS® TOEIC 공식수험서 스마트 무료 학습

입문부터 실전까지 수준별 학습을
통해 최단기 목표점수 달성!

교재 학습 지원

ETS 토익 및 토익스피킹 교재의
무료 동영상 강의와 LC 음원 MP3 제공

토익 학습

토익 LC, RC, VOCA 부가 학습 자료

토익/토스 시험

시험 접수 및 고사장 찾기, 성적 확인



“온라인 학습
멘토링 서비스”

etstoeicbook.co.kr

ETS TOEIC 공식카페

ETS 토익 학습 전용 온라인 커뮤니티!

ETS TOEIC® Book **공식카페**

강사진의 학습 지원

토익 대표강사들의 학습 지원과 멘토링

교재 학습관 운영

교재별 학습게시판을 통해 무료 동영상
강의와 LC 음원 MP3 등 학습 지원

학습 콘텐츠 제공

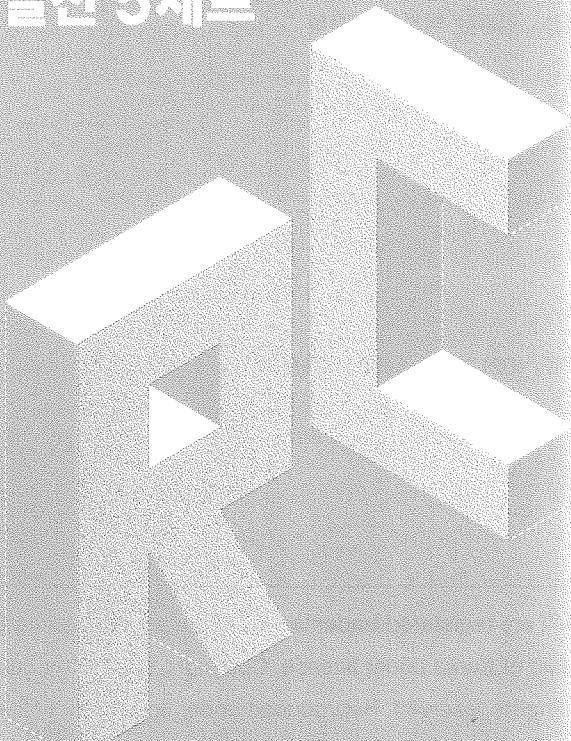
토익 학습 자료와 정기시험 예비특강

www.ybmbooks.com에서도 무료 MP3를 다운로드 받을 수 있습니다.



토익 정기시험 예상문제집

실전 5세트



PREFACE

Dear test taker,

Welcome to the new ETS® TOEIC® 정기시험 예상문제집. Now more than ever, English proficiency is a key to success in our increasingly globalized world. Whether you want to clearly communicate with friends and work colleagues, efficiently interpret business documents, or easily navigate international travel, this test preparation book has been designed to help you meet your English-language goals through the TOEIC test.

The ETS® TOEIC® 정기시험 예상문제집 is unique among test preparation materials. It is written by the same team of English-language experts at ETS who develop the TOEIC test. The practice test questions and forms even go through the same rigorous review process as the ones you will encounter on test day. There is no better resource to use as you prepare to take the TOEIC test.

The ETS® TOEIC® 정기시험 예상문제집 includes the following key features:

- Five complete practice test forms
- New TOEIC questions of the same quality and difficulty level as those in actual TOEIC® test forms
- Specific explanations for learners

By using this test preparation book, you can be confident that you will be studying authentic materials that will help you to build both your English skills and your familiarity with the test structure and question types. It is one of the best resources available to help you maximize your TOEIC test score and demonstrate to the world what you can do.

Thank you for choosing to use the ETS® TOEIC® 정기시험 예상문제집 for your test-preparation needs. We wish you all the best in your language-learning journey.



● 최신 예상문제 전격 공개!

- **‘출제기관이 독점 제공한’ 예상문제가 담긴 유일한 교재!**

이 책에는 정기시험 예상문제 5세트가 수록되어 있다.

최신 예상문제로 실전 감각을 키워 시험에 확실하게 대비하자!

- **예상 포인트를 뛰뚫는 명쾌한 해설!**

최신 출제 경향을 가장 정확하게 알 수 있는 예상문제를 풀고

출제포인트가 보이는 명쾌한 해설로 토익을 정복해 보자!

- **‘ETS가 제공하는’ 표준 점수 환산표!**

출제기관 ETS가 독점 제공하는 표준 점수 환산표를 수록했다.

채점 후 환산표를 통해 자신의 실력이 어느 정도인지 가늠해 보자!

TOEIC 소개

■ TOEIC

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

■ 시험 구성

구성	PART	유형	문항 수	시간	배점
Listening	Part 1	사진 묘사	6		
	Part 2	질의응답	25		
	Part 3	짧은 대화	39	45분	495점
	Part 4	짧은 담화	30		
Reading	Part 5	단문 빙칸 채우기	30		
	Part 6	장문 빙칸 채우기	16		
		단일 지문	29	75분	495점
	Part 7	독해	10		
		이중 지문			
		삼중 지문	15		
Total	7 Parts		200문항	120분	990점

■ 평가 항목

LC	RC
단문을 듣고 이해하는 능력	읽은 글을 통해 추론해 생각할 수 있는 능력
짧은 대화체 문장을 듣고 이해하는 능력	장문에서 특정한 정보를 찾을 수 있는 능력
비교적 긴 대화체에서 주고받은 내용을 파악할 수 있는 능력	글의 목적, 주제, 의도 등을 파악하는 능력
장문에서 핵심이 되는 정보를 파악할 수 있는 능력	뜻이 유사한 단어들의 정확한 용례를 파악하는 능력
구나 문장에서 화자의 목적이나 함축된 의미를 이해하는 능력	문장 구조를 제대로 파악하는지, 문장에서 필요한 품사, 어구 등을 찾는 능력

* 성적표에는 전체 수험자의 평균과 해당 수험자가 받은 성적이 백분율로 표기되어 있다.

수험 정보

■ 시험 접수 방법

한국 토익 위원회 사이트(www.toeic.co.kr)에서 시험일 약 2개월 전부터
온라인으로 접수 가능

■ 시험장 준비물

신분증	규정 신분증만 가능 (주민등록증, 운전면허증, 기간 만료 전의 여권, 공무원증)
필기구	연필, 지우개 (볼펜이나 사인펜은 사용 금지)

■ 시험 진행 시간

09:20	입실 (9:50 이후 입실 불가)
09:30 ~ 09:45	답안지 작성에 관한 오리엔테이션
09:45 ~ 09:50	휴식
09:50 ~ 10:05	신분증 확인
10:05 ~ 10:10	문제지 배부 및 파본 확인
10:10 ~ 10:55	듣기 평가 (LISTENING TEST)
10:55 ~ 12:10	독해 평가 (READING TEST)

■ TOEIC 성적 확인

시험일로부터 약 12일 후,
오전 6시부터 인터넷과 ARS(060-800-0515)로 성적을 확인 가능
성적표는 우편이나 온라인으로 발급 받을 수 있다. 우편으로 발급 받을 경우 성적 발표 후 대략
일주일이 소요되며, 온라인 발급을 선택하면 유효기간 내에 홈페이지에서 본인이
직접 1회에 한해 무료 출력할 수 있다. TOEIC 성적은 시험일로부터 2년간 유효하다.

■ 토익 점수

TOEIC점수는 듣기 영역(LC)과 읽기 영역(RC)을 합계한 점수로 5점 단위로 구성되며 총점은 990점이다. TOEIC 성적은 각 문제 유형의 난이도에 따른 점수 환산표에 의해 결정된다.

토익 경향 분석

■ PART 1 사진묘사 Photograph

총 6문제

1인 등장 사진

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

2인 이상 등장 사진

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

사물/배경 사진

주어는 A car, Some chairs 등이며 주로 뒷부분에 나온다.

사람 또는 사물 중심 사진

주어가 일부는 사람, 일부는 사물이며 주로 뒷부분에 나온다.

사람 또는 사물 중심 사진

33%

1인 등장 사진

33%

PART 1 최신 출제 경향

사물/ 배경 사진

17%

2인 이상 등장 사진

17%

기타

10%

단순 현재 수동태

25%

정답의 시제와 태

현재 진행 능동태

65%

현재 진행 능동태

〈is/are + 현재분사〉 형태이며 주로 사람이 주어이다.

단순 현재 수동태

〈is/are + 과거분사〉 형태이며 주로 사물이 주어이다.

기타

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

■ PART 2 질의 응답 Question-Response

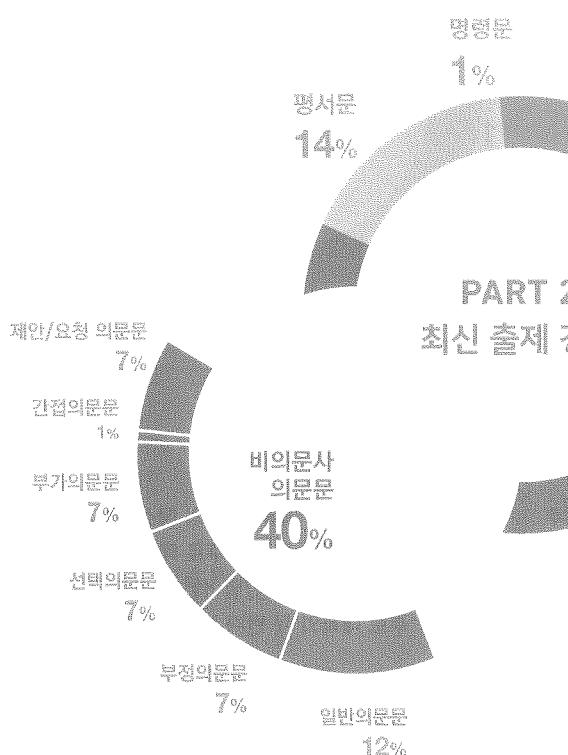
총 25문제

평서문

질문이 아니라 객관적인 사실이나 화자의 의견 등을 나타내는 문장이다.

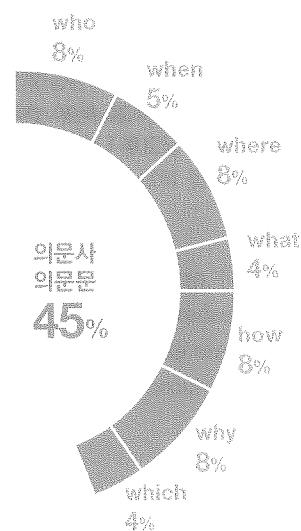
명령문

동사원형이나 Please 등으로 시작한다.



의문사 의문문

각 의문사마다 1~2개씩 나온다. 의문사가 단독으로 나오기도 하지만 What time ~?, How long ~?, Which room ~? 등에서처럼 다른 명사나 형용사와 같이 나오기도 한다.



비의문사 의문문

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

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

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

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

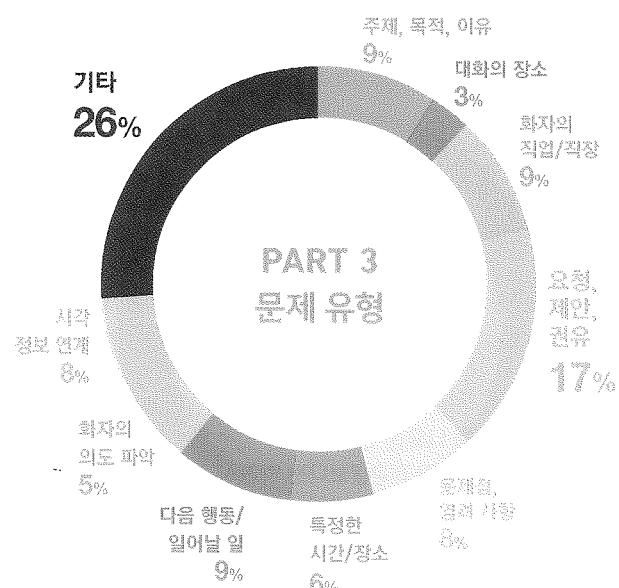
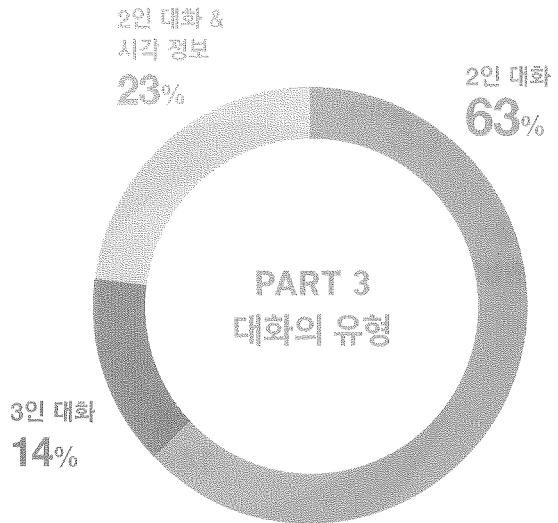
간접의문문 의문사가 문장 처음 부분이 아니라 문장 중간에 들어 있다.

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

PART 3 짧은 대화 Short Conversations

총 13대화문 39문제 (자문당 3문제)

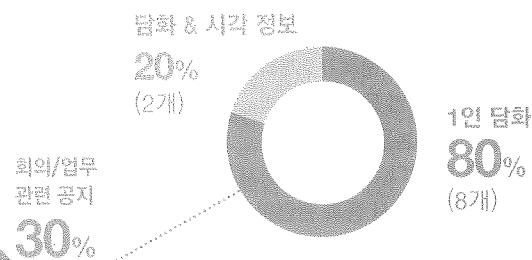
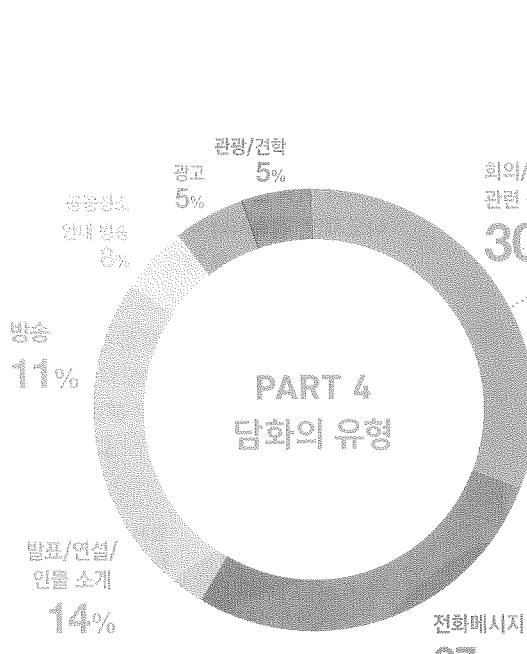
- 3인 대화의 경우 남자 화자 두 명과 여자 화자 한 명 또는 남자 화자 한 명과 여자 화자 두 명이 나온다. 따라서 문제에서는 2인 대화에서와 달리 the man이나 the woman이 아니라 the men이나 the women 또는 특정한 이름이 언급될 수 있다.
- 대화 & 시각 정보는 항상 파트의 뒷부분에 나온다.
- 시각 정보의 유형으로 chart, map, floor plan, schedule, table, weather forecast, directory, list, invoice, receipt, sign, packing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



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

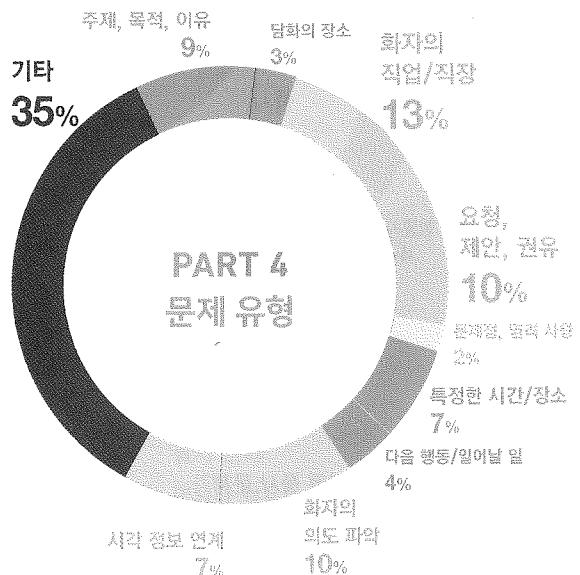
■ PART 4 짧은 담화 Short Talks

총 10 담화문 30문제 (지문당 3문제)



- * telephone message와 excerpt from a meeting이 거의 항상 나오는 편이며 많은 경우 합해서 전체의 50~60%에 이르기도 한다.
- * 담화 & 시각 정보는 항상 파트의 뒷부분에 나온다.
- * 시각 정보의 유형으로 chart, map, floor plan, schedule, table, weather forecast, graph, survey, order form, expense report, advertisement, coupon, brochure 등 다양한 자료가 골고루 나온다.

- * 문제 유형은 기본적으로 Part 3과 거의 비슷하다.
- * 주제, 목적, 이유, 담화의 장소, 화자의 직업/직장 등과 관련된 문제는 주로 담화의 첫 번째 문제로 나오며 다음 행동/일어날 일 등과 관련된 문제는 주로 담화의 세 번째 문제로 나온다.
- * Part 4 안에서 화자의 의도 파악 문제는 3개가 나오고 시각 정보 연계 문제는 2개가 나온다.



■ PART 5 단문 빙칸 채우기 Incomplete Sentences

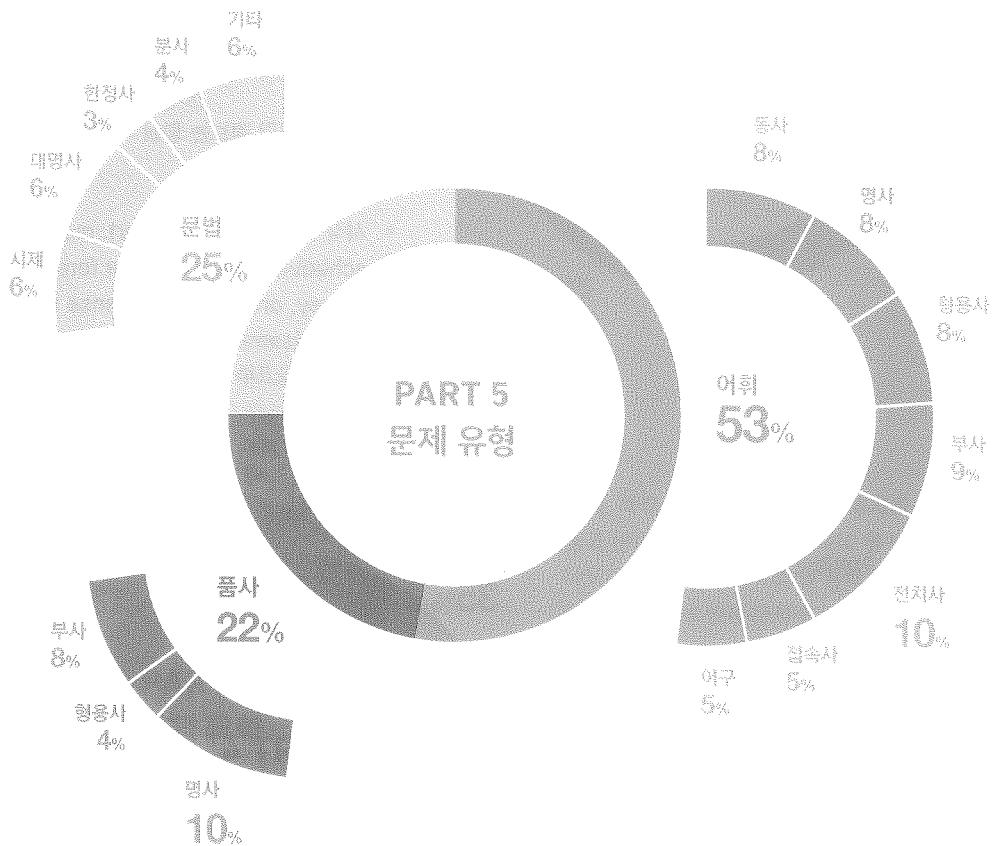
총 30문제

문제 유형

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

어휘 문제

동사, 명사, 형용사, 부사와 관련된 어휘
문제가 각각 2~3개씩 골고루 나온다.
전치사 어휘 문제는 3개씩 꾸준히
나오지만, 접속사나 어구와 관련된 어휘
문제는 나오지 않을 때도 있고 3개가
나올 때도 있다.



품사 문제

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

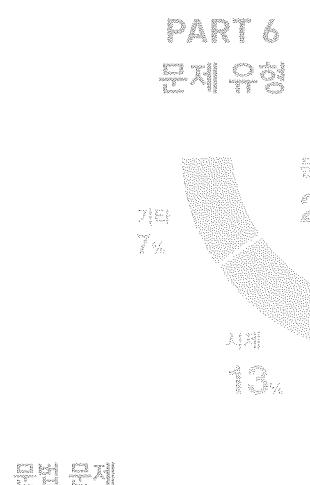
PART 6 장문 빙간 채우기 Text Completion

총 4지문 16문제 (지문당 4문제)

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

문맥에 맞는 문장 고르기

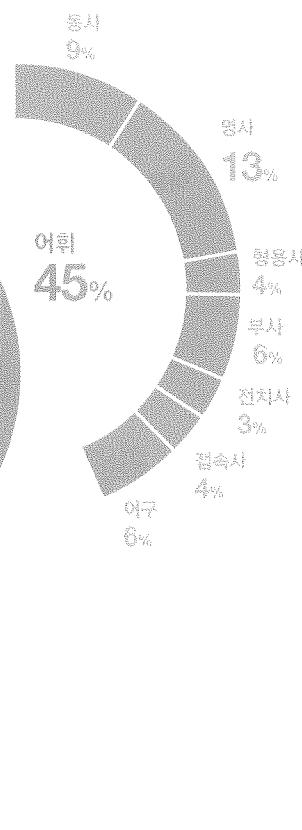
문맥에 맞는 문장 고르기 문제는 지문당 한 문제씩 나오는데, 나오는 위치의 확률은 4문제 중 두 번째 문제, 세 번째 문제, 네 번째 문제, 첫 번째 문제 순으로 높다.



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

어휘 문제

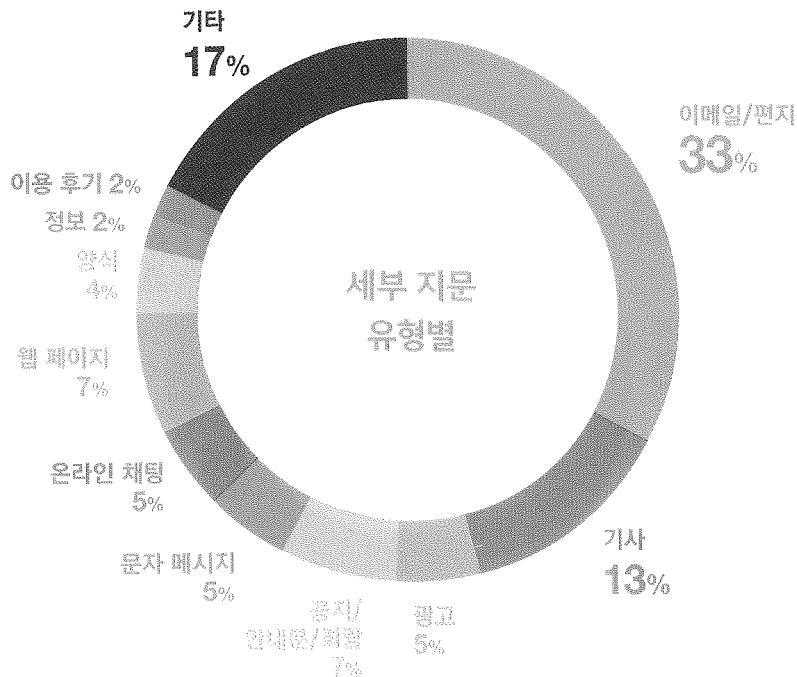
동사, 명사, 부사, 어구와 관련된 어휘 문제는 매번 1~2개씩 나온다. 부사 어휘 문제의 경우 therefore(그러므로)나 however(하지만)처럼 문맥의 흐름을 자연스럽게 연결해 주는 부사가 자주 나온다.



품사 문제
명사나 형용사 문제가 부사 문제보다 좀 더 자주 나온다.

PART 7 독해 Reading Comprehension

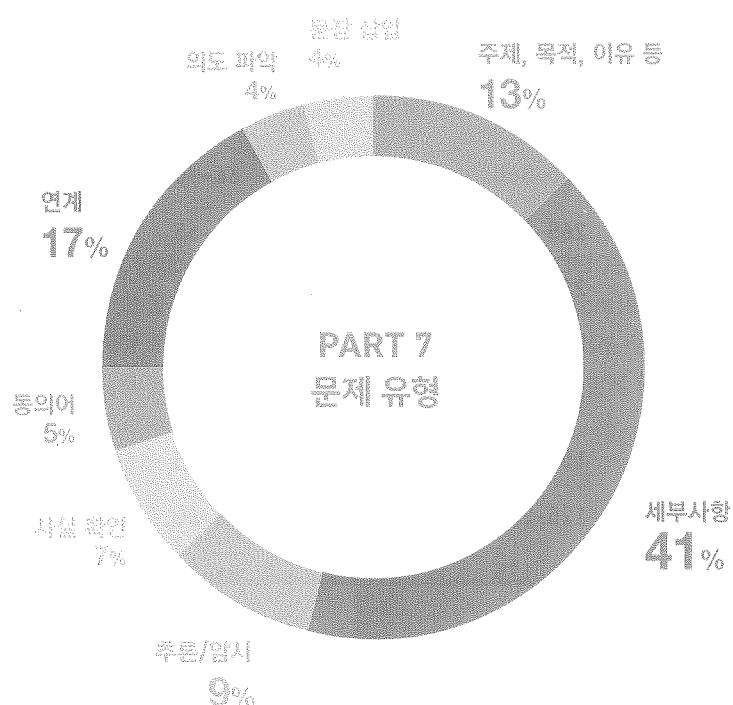
지문 유형	지문당 문제 수	지문 개수	비중 %
단일 지문	2문항	4개	약 15%
	3문항	3개	약 16%
	4문항	3개	약 22%
이중 지문	5문항	2개	약 19%
삼중 지문	5문항	3개	약 28%



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

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

총 15지문 54문제 (지문당 2~5문제)



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

점수 환산표 및 산출법

■ 점수 환산표 이 책에 수록된 각 Test를 풀고 난 후, 맞은 개수를 세어 점수를 환산해 보세요.

LISTENING Raw Score (맞은 개수)	LISTENING Scaled Score (환산 점수)	READING Raw Score (맞은 개수)	READING Scaled Score (환산 점수)
96–100	475–495	96–100	460–495
91–95	435–495	91–95	425–490
86–90	405–475	86–90	395–465
81–85	370–450	81–85	370–440
76–80	345–420	76–80	335–415
71–75	320–390	71–75	310–390
66–70	290–360	66–70	280–365
61–65	265–335	61–65	250–335
56–60	235–310	56–60	220–305
51–55	210–280	51–55	195–270
46–50	180–255	46–50	165–240
41–45	155–230	41–45	140–215
36–40	125–205	36–40	115–180
31–35	105–175	31–35	95–145
26–30	85–145	26–30	75–120
21–25	60–115	21–25	60–95
16–20	30–90	16–20	45–75
11–15	5–70	11–15	30–55
6–10	5–60	6–10	10–40
1–5	5–50	1–5	5–30
0	5–35	0	5–15

- 점수 산출 방법 아래의 방식으로 점수를 산출할 수 있다.

STEP1

자신의 답안을 수록된 정답과 대조하여 채점한다. 각 Section의 맞은 개수가 본인의 Section별 '실제 점수 (통계 처리하기 전의 점수, raw score)'이다. Listening Test와 Reading Test의 정답 수를 세어, 자신의 실제 점수를 아래의 해당란에 기록한다.

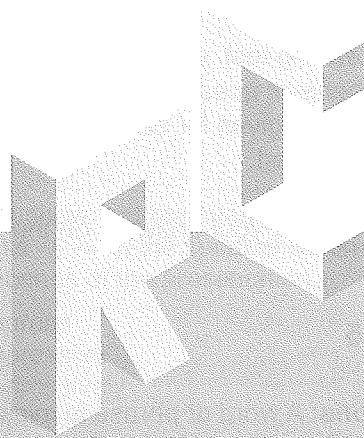
	맞은 개수	환산 점수대
LISTENING		
READING		
	총점	

Section별 실제 점수가 그대로 Section별 TOEIC 점수가 되는 것은 아니다. TOEIC은 시행할 때마다 별도로 특정한 통계 처리 방법을 사용하며 이러한 실제 점수를 환산 점수(converted[scaled] score)로 전환하게 된다. 이렇게 전환함으로써, 매번 시행될 때마다 문제는 달라지지만 그 점수가 갖는 의미는 같아지게 된다. 예를 들어 어느 한 시험에서 총점 550점의 성적으로 받는 실력이라면 다른 시험에서도 거의 550점대의 성적을 받게 되는 것이다.

STEP2

실제 점수를 위 표에 기록한 후 왼쪽 페이지의 점수 환산표를 보도록 한다. TOEIC이 시행될 때마다 대개 이와 비슷한 형태의 표가 작성되는데, 여기 제시된 환산표는 본 교재에 수록된 Test용으로 개발된 것이다. 이 표를 사용하여 자신의 실제 점수를 환산 점수로 전환하도록 한다. 즉, 예를 들어 Listening Test의 실제 정답 수가 61~65개이면 환산 점수는 265점에서 335점 사이가 된다. 여기서 실제 정답 수가 61개이면 환산 점수가 265점이고, 65개이면 환산 점수가 335점임을 의미하는 것은 아니다. 본 책의 Test를 위해 작성된 이 점수 환산표가 자신의 영어 실력이 어느 정도인지 대략적으로 파악하는 데 도움이 되긴 하지만, 이 표가 실제 TOEIC 성적 산출에 그대로 사용된 적은 없다는 사실을 밝혀둔다.

토익® 정기시험 예상문제집



실전 TEST

01

READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 5

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

101. Mr. Sokolov ----- a positive review of his stay at the Olana Hotel.
(A) write
(B) wrote
(C) writing
(D) was written
102. The manager often leads new employees through the safety procedures -----.
(A) her
(B) herself
(C) hers
(D) she
103. The corporate fitness center is equipped ----- fourteen stationary bicycles.
(A) at
(B) on
(C) with
(D) about
104. Professor Phuong will go over the use of the laboratory ----- with the interns next week.
(A) instruments
(B) instrumental
(C) instrumentally
(D) instrumented
105. Arnby Cable ----- £25.00 to all Internet subscribers after the weeklong service interruption.
(A) refunded
(B) accepted
(C) divided
(D) deposited
106. The board of directors will meet next Monday to examine the current hiring -----.
(A) purpose
(B) intent
(C) assembly
(D) policy
107. Passengers should not leave their seats ----- a flight attendant gives them permission to do so.
(A) unless
(B) rather
(C) instead
(D) otherwise
108. The goal of the committee was to evaluate the company's bylaws and offer ----- for improvement.
(A) renewals
(B) registrations
(C) recommendations
(D) reimbursements

109. The building's new ventilation system circulates heat much ----- than before.
- (A) even
(B) most even
(C) evenly
(D) more evenly
110. Glowood Appliances promises customers their money back ----- they are not satisfied with their purchase.
- (A) while
(B) and
(C) if
(D) then
111. The theater doors will close and the show will start at precisely 8:00 p.m., so guests are reminded to be -----.
- (A) rapid
(B) sudden
(C) punctual
(D) instant
112. All vacation requests must be made to your supervisor ----- the requested date.
- (A) prior to
(B) except for
(C) previously
(D) because
113. Most banks now offer clients the option of receiving their statements electronically or ----- mail.
- (A) from
(B) of
(C) in
(D) by
114. Construction at Langhall Plaza is going so well that shops might open before the expected ----- date.
- (A) completion
(B) selection
(C) decision
(D) option
115. Kohmek, Inc., is seeking a suitable site ----- the construction of its electronics factory.
- (A) for
(B) so
(C) to
(D) more
116. Studies show that the average audience forms its ----- of the speaker within the first few seconds of the presentation.
- (A) impress
(B) impressive
(C) impressively
(D) impression
117. Mr. Cutler has been asked to ----- domestic sales of low-calorie beverages.
- (A) oversee
(B) possess
(C) succeed
(D) persist
118. Cranford Culinary Academy offers 35 different classes for ----- chefs.
- (A) aspires
(B) aspirations
(C) aspiring
(D) to aspire
119. -----, items sold at the Scottville Craft Fair are unique and of very high quality.
- (A) Fairly
(B) Typically
(C) Simply
(D) Entirely
120. Mamton Home Furnishings ----- customized furniture in Pennsylvania for more than a century.
- (A) manufactures
(B) is manufacturing
(C) has manufactured
(D) manufacture

121. Please hold any phone calls for Ms. Tanaka ----- she will be in meetings all day.
- (A) as
(B) but
(C) despite
(D) similarly
122. Dolores Gutierrez excels as an estate planning attorney who helps clients manage their assets -----.
- (A) effect
(B) effectively
(C) effects
(D) effective
123. Mr. Singh was ----- about sales of the fragrance after the first round of customer focus groups.
- (A) extensive
(B) distinct
(C) optimistic
(D) superior
124. Data from the finance department was used to ----- predict the company's future expenses.
- (A) either
(B) ever
(C) yet
(D) better
125. Immediately after the decrease in production was announced, everyone began discussing how ----- would impact work schedules.
- (A) us
(B) it
(C) theirs
(D) yours
126. Every year Arrow Mill, Inc., processes a ----- amount of grain.
- (A) durable
(B) direct
(C) resolute
(D) substantial
127. Tomorrow morning, both escalators in the store will be turned off periodically in order to perform ----- maintenance.
- (A) required
(B) require
(C) requiring
(D) requires
128. Those who wish to volunteer at the annual Sebastian Park flower-planting event this Saturday ----- to arrive early.
- (A) asks
(B) are asked
(C) has been asking
(D) to ask
129. Although Mr. Yanamura's theory is ----- controversial, it does help explain the latest changes in the market.
- (A) neatly
(B) urgently
(C) gracefully
(D) certainly
130. A recent ----- found that property values in the Agate Valley region had increased by 3 percent between January and June.
- (A) assessment
(B) assessed
(C) assessable
(D) to assess

PART 6

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

Questions 131-134 refer to the following information.

The Design Present Conference is an annual event held in Melbourne for graphic-design professionals. The conference is steadily growing in popularity. Last year, it ----- more than 3,000 **131.** attendees from Australia and around the world. The next Design Present Conference, which will be held from 20 to 23 March, will offer more than 100 workshops, plus keynote speeches and plenary sessions. This year, several opportunities for professional networking will be added. Attendees will have the chance to market ----- to firms in several different industries. Periods for **132.** networking will be included in the ----- each day. Whether you are a design enthusiast, student, **133.** freelance designer, or business owner, Design Present has something for you. **134.**

- 131.** (A) attracted
(B) entered
(C) awarded
(D) promoted

- 132.** (A) they
(B) them
(C) themselves
(D) theirs

- 133.** (A) location
(B) situation
(C) machine
(D) schedule

- 134.** (A) Registration begins on 3 February and continues through 18 March.
(B) This speaker is well-known throughout the industry.
(C) The conference was held in New Zealand in previous years.
(D) We'd like to get your feedback on last year's conference.

Questions 135-138 refer to the following advertisement.

Housing Specialist Needed

Wallace & Prence Realty is currently seeking a housing specialist to work with our international clients. We specialize in securing appropriate short-term housing for individuals ----- will be 135. working in the Toronto area for only a short time. As part of our client-relations department, the housing specialist ----- guidance to clients preparing for temporary relocation. ----- . The 137. successful candidate must have knowledge of real estate and rental agencies in the Toronto area. Also required are a minimum of two years of customer-service experience. Individuals with the necessary ----- are encouraged to contact us at recruitment@wallaceprence.ca. 138.

135. (A) who
(B) accordingly
(C) recently
(D) where

138. (A) questions
(B) documents
(C) references
(D) qualifications

136. (A) provided
(B) will provide
(C) will have provided
(D) is providing

137. (A) Your travel expenses are covered by Wallace & Prence.
(B) We place clients in apartments throughout the world.
(C) Duties also include supporting clients after their arrival.
(D) Incomplete applications will not be considered.

Questions 139-142 refer to the following newspaper article.

LOWELL (March 3)—Just one year after opening, Viggo's Sweet Shop on Park Street has become the place to go for residents wishing to satisfy their sugary cravings. Says owner Viggo Magnusson, "Returning customers bring friends and relatives with them, so the shop is always -----." Mr. Magnusson credits the success of his business to the recipes he inherited .. **139.** from his grandmother about a decade ago. ----- **140.**

But the popularity of the pastry shop ----- Mr. Magnusson with an unanticipated problem: lack of **141.** store space. So when the shoe store next door went out of business recently, he purchased the property to allow for the ----- of his shop. Renovations will start in April. **142.**

- 139.** (A) doubted
(B) estimated
(C) crowded
(D) organized

- 140.** (A) She usually serves them warm.
(B) She created them when she started the restaurant.
(C) His family members prefer eating healthy meals.
(D) His social media campaign has also boosted sales.

- 141.** (A) leave
(B) left
(C) is leaving
(D) have left

- 142.** (A) expansion
(B) supervision
(C) submission
(D) division

GO ON TO THE NEXT PAGE

Questions 143-146 refer to the following memo.

To: All Employees
From: Jennifer Prasad
Subject: Updated Password Policy
Date: Tuesday, February 8

Dear Employees,

As an enhanced security measure, you will now be required to change the password you use to access the company network on the first workday of each month. -----, your log-in ID will **143.** remain the same.

Each password must be at least twelve characters long and include one capital letter, one lowercase letter, one number, and one special character.

An e-mail ----- on the last workday of each month reminding you to set a new password on the **144.** next workday. ----- to do so will result in your being locked out of your account, and you will **145.** have to contact our platform provider, Securities Services, for assistance.

We are doing our best to ensure that our employees and our clients have the highest possible level of security. ----- **146.**

Jennifer Prasad, CEO

- 143.** (A) However
(B) Therefore
(C) In addition
(D) For example

- 146.** (A) I will see you at the meeting.
(B) Write down your new log-in ID.
(C) Let me know when this is done.
(D) Thank you for your cooperation.

- 144.** (A) sent
(B) will be sent
(C) will have sent
(D) had been sent

- 145.** (A) Support
(B) Absence
(C) Failure
(D) Approval

PART 7

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

Questions 147-148 refer to the following notice.

Asherton Garden Fair

The City of Asherton proudly presents a Garden Fair
on the grounds of Asherton Manor

Saturday, June 10
11:00 A.M. to 5:00 P.M.

Free admission includes

Children's games, crafts, and local bands
Shuttle buses from nearby Asherton Train and Bus Station

Plants and seeds for sale
Refreshments for purchase—hot and cold beverages, cakes, sandwiches, and more!

Tours of Asherton Manor available for a small fee
Parking available at the manor for \$10 per vehicle

For more information:
416-555-0187

147. What is indicated about Asherton Manor?

- (A) It is available for private parties.
- (B) It is open daily from 11:00 A.M.
to 5:00 P.M.
- (C) It always offers guided tours.
- (D) It is near a train station.

148. What will NOT be free at the fair?

- (A) Games
- (B) Music
- (C) Shuttle rides
- (D) On-site parking

Questions 149-150 refer to the following advertisement.

Eleanor's Catering

Make Your Next Event Unforgettable

Looking for a caterer for your special occasion? Search no longer! Eleanor's Catering can be of help for every type of social gathering—from small, intimate gatherings to large, formal events. Eleanor's offers high-quality, delicious food for all occasions. Our full-service catering service includes beverages and rentals of tables, linens, dishes, and cutlery. Our staff will do everything to make your special event a success—we will deliver everything you need, set it up, and then remove it afterward.

To get a cost estimate, please complete a Catering Request Form on our Web site at www.eleanorscatering.com. Tasting of menu items is available upon request.

149. What is the purpose of the advertisement?

- (A) To offer a discount to new clients
- (B) To announce new menu items
- (C) To describe the services of a business
- (D) To explain delivery requirements

150. According to the advertisement, what is available by special request?

- (A) Food sampling
- (B) Vegetarian meals
- (C) Itemized bills
- (D) Decorations

Questions 151-152 refer to the following e-mail.

E-mail

To:	rwest@lupinecityhall.com
From:	dbryant@arcospartners.com
Date:	April 12
Subject:	Site Survey
Attachment:	Survey

Dear Mr. Wiest,

I e-mailed you the site survey document on Monday, so it's strange that you didn't see it. Perhaps because I sent it from my personal e-mail rather than my work e-mail, your server didn't recognize it and routed it to your junk-mail folder instead. In any case, I will reattach the document here.

If the site is approved by next week, my team will expedite the completion of the final blueprints. The property owner hopes to have the full building project approved before the end of the month so that the construction team can start laying the foundation in June.

Sincerely,

Daniela Bryant

- 151.** According to Ms. Bryant, why might Mr. Wiest not have seen the original document?

- (A) She forgot to attach it to her e-mail.
- (B) She sent it to a different person.
- (C) It may have gone to the wrong e-mail folder.
- (D) The file in it may have been too large.

- 152.** Who most likely is Ms. Bryant?

- (A) An architect
- (B) An apartment-building manager
- (C) A banker
- (D) A property owner

GO ON TO THE NEXT PAGE

Questions 153-154 refer to the following online chat discussion.

Mandi Garafelli (3:32 P.M.): Hello. Thanks for contacting Picturos Camera customer service. How can I help you today?

Theo Ubari (3:33 P.M.): Hi. I recently bought the Picturos 3000. I'm having trouble downloading photos from the camera to my computer.

Mandi Garafelli (3:35 P.M.): OK. Have you done these steps? 1. Check the connection between the camera and the computer. 2. Turn the camera off and on again. 3. Reboot the computer with the camera connected.

Theo Ubari (3:38 P.M.): I tried steps 1 and 2. Nothing improved.

Mandi Garafelli (3:41 P.M.): Before you try step 3, go into your "applications" folder and look for an icon that says "Picturos 3000." Do you see it?

Theo Ubari (3:42 P.M.): Yes, it's there.

Mandi Garafelli (3:43 P.M.): Double click it. Your pictures should automatically appear.

Theo Ubari (3:44 P.M.): That worked! Thanks for your help!

Mandi Garafelli (3:45 P.M.): Sure thing.

153. What has Mr. Ubari NOT done?

- (A) Purchased a new camera
- (B) Connected the camera to the computer
- (C) Restarted the camera
- (D) Restarted the computer

154. At 3:42 P.M., what does Mr. Ubari most likely mean when he writes, "Yes, it's there"?

- (A) He found an icon.
- (B) He moved the camera.
- (C) He uploaded the pictures.
- (D) He sees the instructions.

Questions 155–157 refer to the following memo.

MEMO

To: All Staff
From: Damian Perez
Date: September 3
Re: Safety inspection

Tomorrow, September 4, we will have a safety inspection here in the factory. The inspector, Ms. Hannah Langan, is expected to arrive at 8:30 A.M. and depart by 3:30 P.M. Note that there will be preliminary meetings prior to the inspection itself. The schedule is below.

Time	Activity	Required Attendees	Location
9:00 A.M.	Opening meeting	All staff	Cafeteria
10:00 A.M.	Inspector meets with General Manager	Damian Perez	Meeting Room C
11:30 A.M.	Lunch	Damian Perez	Cafeteria
12:30 P.M.	Operations inspection	All staff	Factory floor

With the exception of the opening meeting, factory floor workers should be at their regular stations throughout the day. During the operations inspection, the inspector may visit workstations and ask about machines. Please respond directly and honestly, and then continue working as soon as the inspector moves on.

155. Who most likely is Mr. Perez?

- (A) A factory floor worker
- (B) A food service worker
- (C) The safety inspector
- (D) The general manager

156. When will the inspection begin?

- (A) At 8:30 A.M.
- (B) At 10:00 A.M.
- (C) At 12:30 P.M.
- (D) At 3:30 P.M.

157. What does the memo suggest about factory floor workers?

- (A) They must prepare written reports.
- (B) They will be able to leave work early.
- (C) Their afternoon work might be interrupted.
- (D) Their workstations might be unavailable.

GO ON TO THE NEXT PAGE

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

From:	Healthhome <healthhome-noreply@healthhome.net.uk>
To:	Steve Mayer <smayer@rmail.co.uk>
Date:	Friday, 3 July
Subject:	Our new Web site

Hello,

We are grateful that you have been a committed subscriber to our Web site. We encourage you to visit healthhome.net.uk again as soon as possible! You will discover a new look, as we have created a fresh, appealing, and easy-to-navigate Web site. Our team of Web developers, writers, and designers has worked for months to make our Web site exactly what you need it to be.

The new design includes social media buttons at the top of the page for improved access. The site's content is much easier to view on tablets and mobile phones than it used to be. Also, the online store is significantly easier to navigate. Finally, we enhanced the site's Education Centre by adding a quiz feature designed to facilitate a greater understanding of health and nutrition.

We hope you find the new Web site much more intuitive and pleasant to navigate.

Healthhome

- 158.** Who most likely is Mr. Mayer?
- (A) A health professional
 - (B) A Healthhome Web-site user
 - (C) A Web-site designer
 - (D) A Healthhome article contributor
- 159.** The word "look" in paragraph 1, line 2, is closest in meaning to
- (A) search
 - (B) appearance
 - (C) photograph
 - (D) glance

- 160.** What does the e-mail suggest about the previous Web site?
- (A) It did not have an online store.
 - (B) Some people visited it on a daily basis.
 - (C) Viewing it on some devices was difficult.
 - (D) It featured interactive nutrition quizzes.

Questions 161–163 refer to the following article.

Webmarch Still Going Strong After Fifteen Years

(November 20)—Webmarch revolutionized video consumption when it first launched its Internet streaming service. — [1] —. For a monthly fee, customers could watch as many movies as they liked online. Fifteen years later, the company continues to grow and expand. Webmarch now not only streams movies and television shows but also produces its own critically acclaimed content. — [2] —.

There are other services, such as Movieriver, with similar business models, but what makes Webmarch unique is its global reach. — [3] —. While currently available in 40 countries, Webmarch announced that it will be expanding its service to an additional 46 countries by February 8. — [4] —. The service has content available in sixteen languages, with subtitles available in an additional fourteen languages so that people from all over the world can enjoy the same programs.

161. What is the purpose of the article?

- (A) To advertise Webmarch's new online streaming service
- (B) To detail a merger between Webmarch and Movieriver
- (C) To profile the history and future of Webmarch
- (D) To report on Webmarch's changes in pricing

162. What is true about Webmarch?

- (A) Its competitors offer fewer shows.
- (B) Its customer base has tripled in two years.
- (C) It is currently available in 46 countries.
- (D) It offers videos in many languages.

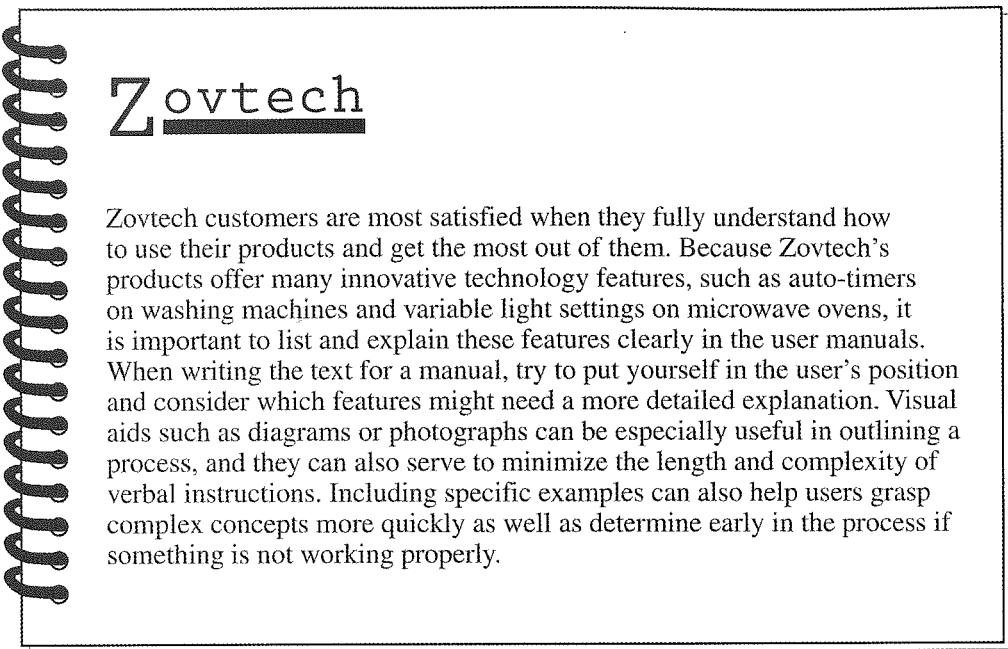
163. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"It was an immediate success."

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

GO ON TO THE NEXT PAGE 

Questions 164-167 refer to the following instructions.



Zovtech

Zovtech customers are most satisfied when they fully understand how to use their products and get the most out of them. Because Zovtech's products offer many innovative technology features, such as auto-timers on washing machines and variable light settings on microwave ovens, it is important to list and explain these features clearly in the user manuals. When writing the text for a manual, try to put yourself in the user's position and consider which features might need a more detailed explanation. Visual aids such as diagrams or photographs can be especially useful in outlining a process, and they can also serve to minimize the length and complexity of verbal instructions. Including specific examples can also help users grasp complex concepts more quickly as well as determine early in the process if something is not working properly.

- 164.** For whom are the instructions most likely intended?
- (A) Users of Zovtech products
 - (B) Salespeople in Zovtech stores
 - (C) Designers of Zovtech products
 - (D) Writers of Zovtech product manuals
- 165.** What does Zovtech manufacture?
- (A) Appliances
 - (B) Automobiles
 - (C) Cleaning supplies
 - (D) Photography equipment
- 166.** According to the instructions, why are pictures useful?
- (A) They can be understood by people in different countries.
 - (B) They clearly show when something is not working properly.
 - (C) They reduce the amount of written text needed.
 - (D) They attract more people to a Web site.
- 167.** The word "grasp" in paragraph 1, line 10 is closest in meaning to
- (A) hold
 - (B) tighten
 - (C) accomplish
 - (D) understand

Questions 168-171 refer to the following review.

http://www.softwareopinion.com

Home Reviews Contact Us

S-Tor Application

★★★☆☆

"I was disappointed with the customer service I received."

My job involves coordinating large-scale corporate events like trade shows and conventions. — [1] —. Because I am on the road a lot, I have found S-Tor to be perfect for storing vendor lists, program schedules, and other important documents that I need to access digitally wherever I happen to be. — [2] —. In fact, I became so reliant on S-Tor that I never stopped to consider what I would do if I couldn't access it one day.

That day finally came, though, and I was disappointed with the customer service I received. When I contacted the help desk to report that I was unable to log in, I was transferred from representative to representative, each one walking me through the same troubleshooting procedure. — [3] —. I was eventually able to get back into the application, but only after much trial and error. Nonetheless, everyone I spoke with was nice and polite.

In short, I love the S-Tor application, but I have to be certain that I can quickly get it running again if something goes wrong. — [4] —. After this experience with S-Tor's help desk, I have decided to look at similar products to see how they compare.

—Adele Mohlmann

168. Who most likely is Ms. Mohlmann?
- (A) A product tester
 - (B) An event planner
 - (C) A corporate trainer
 - (D) A sales representative
169. What is indicated about Ms. Mohlmann?
- (A) She travels often for her job.
 - (B) She prefers paper documents.
 - (C) She receives software for free.
 - (D) She gives frequent presentations.
170. Why was Ms. Mohlmann unhappy with S-Tor's customer service?
- (A) Her issue took too long to resolve.
 - (B) The instructions given were not clear.
 - (C) Help-desk employees were unfriendly.
 - (D) She felt pressured to make a purchase.
171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "Instructing me to repeat the same steps over and over seemed pointless."*
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 172-175 refer to the following text-message.

Piper McNair (12:15 P.M.)

Hi Marcus and Cara. How are your jobs coming along?

Marcus Davison (12:17 P.M.)

The trees have been cut down, and the limbs and trunks are being loaded into the truck. I'm just about done here at the Jones' property.

Piper McNair (12:18 P.M.)

I just got a call from a new client, Ms. Mirzoyan. She said a tree in her yard has come down and she needs it removed right away. A real estate agent is stopping by her house tomorrow morning with some prospective buyers.

Cara Brooks (12:19 P.M.)

I should be done at the Smith property in about an hour. What is Ms. Mirzoyan's address?

Piper McNair (12:19 P.M.)

234 Lakeside Avenue. I'll tell her you can be there in a couple of hours.

Cara Brooks (12:20 P.M.)

That works for me.

Piper McNair (12:20 P.M.)

It will probably be a three-hour job. Given the size of the tree, you'll need an extra pair of hands, so I've called Grady.

Marcus Davison (12:21 P.M.)

It's Saturday.

Piper McNair (12:22 P.M.)

I understand, but with Miles out sick for the last four days, I had no choice.

Marcus Davison (12:22 P.M.)

I'm glad he agreed to help out on his day off. We've had more work this spring than usual. Does he need a ride?

Piper McNair (12:23 P.M.)

No. Just let him know when you've reached the Mirzoyan residence. I'll tell Ms. Mirzoyan to expect all three of you this afternoon.

172. Where do the writers most likely work?
- (A) At a tree service company
 - (B) At a real estate agency
 - (C) At a construction firm
 - (D) At an auto repair shop
173. What does Ms. Mirzoyan expect to do tomorrow?
- (A) Purchase a property
 - (B) Have visitors at her home
 - (C) Hire a new moving company
 - (D) Use Ms. McNair's business again
174. When will the writers most likely meet at 234 Lakeside Avenue?
- (A) In one hour
 - (B) In two hours
 - (C) In three hours
 - (D) In four hours
175. At 12:21 P.M., what does Mr. Davison most likely mean when he writes, "It's Saturday"?
- (A) He does not have extra time.
 - (B) He thinks they should not accept more work.
 - (C) Grady is not usually available then.
 - (D) Miles did not make a good decision.

Questions 176-180 refer to the following article and invitation.

Mayor Kowalik Announces Bus Driver Appreciation Day

FRECOSTA (April 2)—Mayor Ed Kowalik has declared April 21 the city's first ever Bus Driver Appreciation Day. Bus riders are asked to greet drivers with a warm hello and one of the city's specially designed thank-you cards, which can be printed out from www.frecosta.gov/transitappreciation. As an added gesture of gratitude, Mayor Kowalik will invite bus drivers to attend a sporting event free of charge next month.

Because the city's population has increased over the past two years, Frecosta's bus drivers have had to cope with frequent changes to bus routes. However, next year's long-anticipated opening of the Frecosta subway line is expected to alleviate some of the stress on drivers while creating more jobs. The subway line will connect the Bargain Town Shopping Center on the western end of the city with Frecosta Stadium, which is located on the eastern end.

YOU'RE INVITED!

Who: Frecosta Public Transit Services Employees

What: Frecosta Kickers Football Game

Where: Frecosta Stadium

When: May 7 at 2:00 P.M.



**FRECOSTA
KICKERS**

In honor of your hard work for the city, we are pleased to offer FREE tickets to the Frecosta Kickers football game on May 7.

To download your e-tickets, visit www.frecostakickers.com/tickets and enter the discount code "FPTS OFFER" at checkout. This code will allow you to access one free ticket. You may also purchase up to five guest tickets for family and friends at \$7 each.

Please join us in the stadium clubhouse at 1:00 P.M. for a light snack before the game. (Note: For transit employees and their guests only.)

176. What does the mayor suggest people do to thank bus drivers?
- (A) Donate to a fund
 - (B) Give the drivers a card
 - (C) Post an online greeting to drivers
 - (D) Write a letter to the local newspaper
177. According to the article, what group of people has recently become larger?
- (A) Football fans
 - (B) Train passengers
 - (C) Frecosta residents
 - (D) Shopping center customers
178. What is true about some of the people who will attend the football game on May 7?
- (A) They will travel to the eastern end of Frecosta.
 - (B) They must live in the city of Frecosta.
 - (C) They must reply to an e-mail from the mayor.
 - (D) They may bring only three guests to the game.
179. What will happen at 1:00 P.M. on May 7?
- (A) The stadium will open.
 - (B) A football game will begin.
 - (C) Refreshments will be served.
 - (D) An awards ceremony will be held.
180. According to the invitation, how can transit workers obtain tickets?
- (A) By visiting the bus station
 - (B) By calling the mayor's office
 - (C) By arriving to the game early
 - (D) By ordering through a Web site

GO ON TO THE NEXT PAGE

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

To: Burnley warehouse teams
From: Jane Peralta
Date: 1 December
Re: Upcoming changes

Our company recently purchased the JLX software suite to replace our current RERQ suite. With the new software will come a new process. Previously, workers in the shipping area would check the paperwork for the customer's name and search the company address in the database in order to create an address label. With the new process, the supply team completes each order, affixes a bar code sticker to the box, and delivers the box to the shipping area. In the shipping area, we will use a bar code scanner in sync with the new software so that scanning a bar code will automatically print an address label. Addresses for companies that are not in the database will still need to be looked up in the old RERQ software. We will continue to observe the delivery speed indicated on the paperwork. For example, some orders need to arrive by 8 A.M. the next morning. Please continue to highlight the address of such priority deliveries in yellow, then place those boxes on the shelves marked "priority".

We are planning to start using the updated shipping process company-wide from 15 December. One team has been selected to test and provide feedback on the new software, equipment, and procedures during the first week of December. If we find any problems at this trial stage, we may need to postpone the all-around implementation of the new procedure.

To:	Jane Peralta
From:	Aram Mansouri
Date:	7 December
Subject:	RE: Fine-tuning work with JLX

Hello Ms. Peralta,

In reply to your request for feedback, I can say that most aspects of the JLX system are working well. However, we do need a better way to handle orders going to companies requiring priority shipping for all their orders, such as Turing Photography. Several of their orders this week did not arrive at their premises by 8 A.M. I think some of our team members have been forgetting to check the labels for the required delivery speed. Also, I was informed our handheld scanners run out of battery power very quickly. Could you look into it?

Thank you,

Aram Mansouri

181. What is the purpose of the memo?
- (A) To announce a company reorganization
 - (B) To explain new procedures
 - (C) To introduce an efficiency expert
 - (D) To bring attention to a problem
182. What step in the shipping process will NOT change?
- (A) Looking up addresses using the software
 - (B) Using bar code scanners
 - (C) Creating bar code stickers for all orders
 - (D) Putting priority items on a specific shelf
183. What is implied about Turing Photography?
- (A) Its address labels should be highlighted in yellow.
 - (B) It purchased software at a reduced price.
 - (C) It provides the warehouse with supplies.
 - (D) It has received complaints about the scanners.
184. What is most likely true about Mr. Mansouri?
- (A) His shift begins at 8 A.M.
 - (B) His team is testing out the JLX software.
 - (C) He prefers using the RERQ system.
 - (D) He handles all priority shipping orders.
185. What will Ms. Peralta most likely do after reading the e-mail?
- (A) Find a missing package
 - (B) Research long-life batteries
 - (C) Reschedule a deadline
 - (D) Correct an address

GO ON TO THE NEXT PAGE 

Questions 186-190 refer to the following Web page and e-mails.

http://www.ohayonmarketing.com/clients

Home **Our Clients** Work Samples Contact

Over the past five years we have provided marketing solutions to an ever-growing client portfolio:

<u>Specialty Foods</u>	<u>Apparel</u>	<u>Technology</u>
• Blue Bay Bakeries	• Sakurai Sportswear	• Craftsplace
• Berry Delectable	• Urban Activewear Company	• Gingi Tech
• Over-the-Moon Teas	• Chic Wraps	• New Teams Office Systems
		• Surefire Learning Ltd.

E-mail

To: Sunil Mehta <sunil.mehta@gomail.co.in>
From: Marc Ohayon <mohayon@ohayonmarketing.com>
Date: May 3
Subject: Hello

Dear Sunil,

I hope this message finds you well. You may have heard the news that my family and I are preparing to move from New York to Marrakesh in the fall. In the process, I am hoping to move my marketing firm, Ohayon Marketing, to the area as well.

You may remember that after I left Sharp Smart—and moved out of New Delhi—I freelanced for Craftsplace, which went on to become my company's first client. In more recent years, my company has branched out to consult for a large number of businesses in unrelated industries.

I would like to continue with this work by establishing a client base in Marrakesh. I am reaching out to you because of your contacts in the business community there. If you know anyone who might be interested in the services I offer, would you be so kind as to let me know?

Best wishes,

Marc

To:	Marc Ohayon <mohayon@ohayonmarketing.com>
From:	Sunil Mehta <sunil.mehta@gomail.co.in>
Date:	May 6
Subject:	Marrakesh contact

Hello, Marc,

It was a pleasure to hear from you. You remember correctly; I do have contacts in Marrakesh. Before we worked together at Sharp Smart, I worked for a company that had an office in Marrakesh, and I traveled there frequently. I can also recommend several hotels, restaurants, and even travel agencies if you would like.

In response to your inquiry, I will introduce you by e-mail to Ms. Salma Kader. She is quite knowledgeable in the region, and I have no doubt that she will be helpful to you.

Warm regards,

Sunil

186. What is indicated about Ohayon Marketing?

- (A) It specializes in family-owned companies.
- (B) It has a diverse client portfolio.
- (C) It mainly supports export firms.
- (D) It earns most of its revenue from the apparel industry.

187. For what industry did Ohayon Marketing first consult?

- (A) Online education
- (B) Specialty Foods
- (C) Apparel
- (D) Technology

188. What is suggested about Sharp Smart?

- (A) It has offices in New Delhi.
- (B) It recently hired several new employees.
- (C) It is under new management.
- (D) It recently merged with a larger firm.

189. Who is Mr. Mehta?

- (A) A travel agent
- (B) An executive recruiter
- (C) A former colleague of Mr. Ohayon's
- (D) An Ohayon Marketing partner

190. Why will Mr. Ohayon most likely contact Ms. Kader?

- (A) To remind her to send an itinerary
- (B) To rent a new office location
- (C) To explore business opportunities
- (D) To get sightseeing recommendations

Questions 191-195 refer to the following flyer, invoice, and online review.

Steel Wheels Vehicle Insurance

With a top-of-the-line car, you should have top-of-the-line protection.
Choose whichever plan best suits your needs.



- Maintenance Plan: Includes an annual inspection, testing, and monthly oil changes
- Repair Plan: Covers repairs needed to the engine and other major systems, including electrical, exhaust, and cooling. Includes all replacement parts
- Cleaning Plan: Complete interior and exterior cleaning every three months, including replacement of floor mats when necessary
- Combination Plan: Includes benefits of all three plans

Monthly fees vary by vehicle model.

E-mail us at planinfo@steelwheelsins.com for specific cost and plan information.

Lum Motors Sales and Service

Client: Ming Xiong Insurance: Steel Wheels	Date: 13 December	
Service Received	Covered by Insurance	Billable to Customer
Replaced split radiator hose and clamps	\$120	\$0
New floor mats	\$0	\$250
Total	\$120	\$250

If you wish to examine or keep any parts that have been replaced, please ask to speak to the mechanic when you pick up your vehicle. Parts will not be kept after the service date.

Recommended products: Goldings synthetic oil for smoother engine functioning
Harmon air filters to protect your engine
Lift-brite fabric treatment to protect cloth seat upholstery
Eversweet spray to keep your interior smelling fresh

www.jkarcare.com/forum/auto-maintenence/interior

Auto Forum

Great product

by Ming Xiong/29 December 7:43 PM

I can't recall the name, but I bought this product based on a recommendation from my car dealer's service department, and it works very well. The liquid comes in a blue bottle with yellow lettering. As a father of three, I have a hard time keeping the interior of my car clean. Many products claim to protect against stains, but this one actually works. All our spills wipe right off. Even more impressive is the price. It costs about the same as other brands but works much better.

191. According to the flyer, why should the reader e-mail Steel Wheels Vehicle Insurance?
- (A) To inquire about plan coverage
 - (B) To obtain a repair estimate
 - (C) To schedule an appointment
 - (D) To find a participating service center
192. What insurance plan does Mr. Xiong most likely have?
- (A) The Maintenance Plan
 - (B) The Repair Plan
 - (C) The Cleaning Plan
 - (D) The Combination Plan
193. According to the invoice, what could Mr. Xiong have requested on December 13?
- (A) The mechanic's work certificate
 - (B) His car's old parts
 - (C) A full tank of gas
 - (D) A loaner vehicle
194. What product did Mr. Xiong most likely purchase?
- (A) Goldings synthetic oil
 - (B) A Harmon air filter
 - (C) Lift-brite fabric treatment
 - (D) Eversweet spray
195. According to the online review, what impressed Mr. Xiong about the product?
- (A) Its reasonable price
 - (B) Its pleasant scent
 - (C) Its innovative packaging
 - (D) Its sudden popularity

Questions 196-200 refer to the following mission statement, notice, and announcement.

Mission Statement

The Hulani Harbor Neighborhood Association (HHNA) is a self-governing organization that strives to promote a safe, vibrant, and enjoyable community for all. Members live in the Hulani Harbor area and are committed to the following goals:

1. Ensuring that the Hulani Harbor area maintains a range of housing types and price levels
2. Preserving the architectural character of historic homes
3. Planning seasonal gatherings and events for residents
4. Promoting open discussion of local issues and initiatives

The Hulani Harbor Neighborhood Association Quarterly Meeting

Scheduled for Thursday, April 20, at 7:00 P.M.

New topics added to the meeting agenda:

- The Chenaux Company seeks rezoning for 3912 Bennett Avenue, a residential structure built in 1909. The company is requesting that the property be approved for commercial use, after which the house would be completely remodeled. We invite residents to attend the city council meeting on Monday, April 17, to learn more about the company's request and then be prepared to discuss further at the HHNA meeting on Thursday evening.
- The leadership committee for the Brazoria Creek sector announces a position opening. Duties include serving as point of contact for residents, distributing the monthly newsletter, and sharing information with other leaders of the HHNA. Individuals who are interested in representing Brazoria Creek will each be asked to speak briefly before a vote will take place.

The HHNA is pleased to announce that Elena Redman has been selected as the next representative to the HHNA for the Brazoria Creek sector. Ms. Redman has held various roles in local public interest organizations. She stated, "Although I am retired professionally, the focus of my career has been supporting people and communities through advocacy and education. I look forward to helping the community where I have been living for over 25 years."

196. What does the HHNA indicate in the mission statement?
- (A) It is an independently run group.
 - (B) It was formed recently.
 - (C) It is advised by city officials.
 - (D) It charges membership fees.
197. Why are residents encouraged to attend a meeting on Monday, April 17?
- (A) To receive training in public speaking
 - (B) To show support for some city politicians
 - (C) To get information about a zoning proposal
 - (D) To meet some new neighbors
198. What HHNA goal is most likely being challenged by the Chenaux Company?
- (A) Goal 1
 - (B) Goal 2
 - (C) Goal 3
 - (D) Goal 4
199. What is suggested about Ms. Redman?
- (A) She spoke at a meeting in April.
 - (B) She owned a business in Hulani Harbor.
 - (C) She is responsible for distributing the meeting agendas.
 - (D) She writes articles for a newsletter.
200. What does Ms. Redman suggest qualifies her for the representative position?
- (A) Her university degree
 - (B) Her fresh leadership ideas
 - (C) Her awareness of national issues
 - (D) Her experience in supporting local groups

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

토익® 정기시험 예상문제집

KAT

실전 TEST

02

READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 5

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

101. The Pangea Company will send ----- an e-mail confirming receipt of the application.
(A) your
(B) yourselves
(C) yourself
(D) you
102. Mr. Yamamoto's farewell party was ----- in the cafeteria on Tuesday.
(A) meant
(B) held
(C) taken
(D) built
103. Tours run every day, but there may be ----- availability on weekends.
(A) limit
(B) limits
(C) limited
(D) limitation
104. Bentoc Shoes has a loyal customer base ----- it provides high-quality service.
(A) because
(B) rather
(C) not only
(D) as well
105. Building management ----- asks employees to avoid socializing in the lobby.
(A) respects
(B) respected
(C) respectful
(D) respectfully
106. The theater district is located ----- walking distance of the Yafeh Hotel.
(A) within
(B) along
(C) below
(D) down
107. As consumers buy more products online, retailers are finding ways ----- orders more quickly.
(A) have delivered
(B) are delivering
(C) to deliver
(D) delivers
108. Please ----- that environmental inspectors must renew their certification yearly.
(A) proceed
(B) secure
(C) note
(D) keep

109. Mr. Yi's calendar is ----- open for interviews from 3:00 P.M. to 5:00 P.M. on Tuesdays.
- (A) usually
(B) during
(C) several
(D) longer
110. The lead role ----- the film *Sunpocket* was created especially for Ms. Abebe.
- (A) by
(B) at
(C) in
(D) as
111. Your current online banking session -----, so please log on to your account again.
- (A) has expired
(B) expiring
(C) expiration
(D) to expire
112. XAG Motors recommends checking your vehicle's oil at ----- intervals.
- (A) heavy
(B) genuine
(C) regular
(D) immediate
113. Mr. Wu was responsible for the latest design ----- at Shu Faucet Company.
- (A) innovative
(B) innovatively
(C) innovate
(D) innovation
114. Rincon Data has just opened a new facility that is ----- larger than its previous one.
- (A) expertly
(B) significantly
(C) prominently
(D) historically
115. Each year, the relationship between what people eat and the state of ----- health is more fully understood.
- (A) they
(B) their
(C) theirs
(D) them
116. ----- from customers is valuable in determining where we need to improve.
- (A) Inventory
(B) Feedback
(C) Possibility
(D) Distribution
117. Poet Yoshino Nagao will read from her latest ----- collection at Argyle Library on Friday.
- (A) publisher
(B) publish
(C) published
(D) publishes
118. An inspection of the Coltier Building identified several ----- defects.
- (A) private
(B) instructional
(C) complimentary
(D) structural
119. Retailers have been reporting ----- strong sales of swimwear for this time of year.
- (A) surprised
(B) surprises
(C) to surprise
(D) surprisingly
120. Curitour Travel offers ----- throughout Asia that vary in length, cost, and group size.
- (A) excursions
(B) refreshments
(C) improvements
(D) institutions

121. As the city's largest -----, Bailin Hospital provides more than 1,000 jobs at its west campus alone.
- (A) employment
(B) employable
(C) employing
(D) employer
122. The venue is small, so not ----- who requests a ticket to the play will be able to attend.
- (A) the other
(B) one another
(C) everyone
(D) someone
123. Both the *Atkinson Times* and the *MacMillan Record* have sizable readerships, ----- each targets a different demographic.
- (A) unless
(B) although
(C) once
(D) whether
124. ----- the acquisition of a competitor, Plautner Electric has become the biggest appliance retailer in the city.
- (A) With
(B) Wherever
(C) Together
(D) Above
125. The shipment delay was ----- caused by miscommunication within our department.
- (A) primarily
(B) eventually
(C) hastily
(D) reluctantly
126. Because of an ordering error, Vival Market received an ----- of 200 bags of rice.
- (A) exceeding
(B) exceedingly
(C) excess
(D) excessive
127. Ms. Choi reports that the new accounting software works well, ----- the computer's operating system has been updated.
- (A) provided that
(B) no sooner
(C) so as to
(D) in view of
128. Researchers must sign in at the visitor registration table upon ----- the Briston Literary Archive.
- (A) entered
(B) entering
(C) entry
(D) enter
129. Over the years, Garnet Advertising has ----- supported its employees' volunteer work for charitable organizations.
- (A) currently
(B) upwardly
(C) severely
(D) actively
130. Ms. Rakel's new Stockholm office tower is sure to be recognized as a highlight of ----- architecture.
- (A) instant
(B) associated
(C) contemporary
(D) simultaneous

PART 6

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

Questions 131-134 refer to the following job advertisement.

Berestoff Ltd. ----- a professional procurement officer to oversee bidding and procurement processes in all company departments. This employee will draft advertisements, prepare contract documents, process bids, ----- provide training on policy and procedures to company personnel. **131.** **132.**

The position requires a two-year degree in business administration or a related field. The ----- **133.** must have a minimum of three years experience as an office manager in a corporate environment, including recent experience in procurement. ----- **134.**

131. (A) seeks
(B) hires
(C) offers
(D) trains

132. (A) so
(B) while
(C) nor
(D) and

133. (A) application
(B) applicant
(C) applying
(D) apply

134. (A) Likewise, company-owned cars are a major expense for firms such as ours.
(B) Moreover, excellent organizational skills are essential.
(C) The top candidate for the position has been offered a one-year contract.
(D) All employees have been notified of the policy change.

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

To: Hong Kong Office Staff
From: Wai-Lun Yeung
Date: Monday, 4 January
Subject: Interns

Dear Colleagues,

I am writing ----- you that two university students will be arriving next week and beginning their
135. six-week internships in the Hong Kong office. Their duties will ----- consist of helping the
136. Corporate Social Responsibility team organise their plans for the coming year. Both interns have strong backgrounds in responsible business practices. As such, they will be well suited to their

137.

The interns will be using the vacant office in the east wing. ----- .
138.

Please let me know if you have any questions or concerns.

All best,

Wai-Lun Yeung

- | | |
|---|--|
| <p>135. (A) information
(B) informed
(C) informs
(D) to inform</p> <p>136. (A) cautiously
(B) patiently
(C) largely
(D) quietly</p> <p>137. (A) roles
(B) donations
(C) articles
(D) locations</p> | <p>138. (A) They were far away from our office.
(B) That time is usually critical to our work.
(C) The room will be theirs for six weeks.
(D) It will be for sale in the new cafeteria.</p> |
|---|--|

Questions 139-142 refer to the following memo.

To: All staff
From: Management
Date: October 10
Re: Move to new office

Preparations for the move to our new office are scheduled to take place on Thursday and Friday of next week. ----- for this are going to be distributed to each employee's cubicle in advance. **139.**

Boxes, tape, and markers ----- on Wednesday afternoon. As you pack your belongings, please **140.** write your name and employee number on the top and sides of each box. ----- A human **141.** resources employee will come around and record this number to ensure that all of your boxes are returned to you.

Please take any valuables home with you by Wednesday. The company will not be responsible for the loss of any items during the move. No open food items may be packed. ----- , unopened **142.** packaged food, such as candy and crackers, may be boxed.

Thank you for your cooperation.

- 139.** (A) Itineraries
(B) Proposals
(C) Materials
(D) Licenses

- 142.** (A) Moreover
(B) However
(C) Similarly
(D) Previously

- 140.** (A) were providing
(B) will be provided
(C) will provide
(D) are providing

- 141.** (A) Make a note of your total count.
(B) He will want to know how many of each you have.
(C) Boxes will be shipped at the company's expense.
(D) Extra boxes and tape can be found in the front lobby.

GO ON TO THE NEXT PAGE

Questions 143-146 refer to the following e-mail.

To: Rudolf Crowley <rcrowley@crowley.com.au>
From: Dafina Ndashe <dndashe@millview-australia.com.au>
Subject: Decision on proposal
Date: 12 August

Dear Mr. Crowley:

I am pleased to inform you that at the Tuesday night meeting the city council approved your proposal to build an inn at 17 Dickinson Street. You ----- a formal letter of approval this week. **143.**

----- . Specifically, they were concerned about noise and on-street parking. However, your **144.** ----- that the inn would only serve breakfast to guests and would not have a restaurant open to the general public helped to persuade them. ----- , they were pleased that the small parking area is **146.** tucked into the back of the property, so curbside parking along the street should not be affected.

Please let me know if you have any questions.

Sincerely,

Dafina Ndashe
Clerk, Millview City Council

- 143.** (A) receiver
(B) receiving
(C) had received
(D) should receive

- 145.** (A) assure
(B) assures
(C) assured
(D) assurance

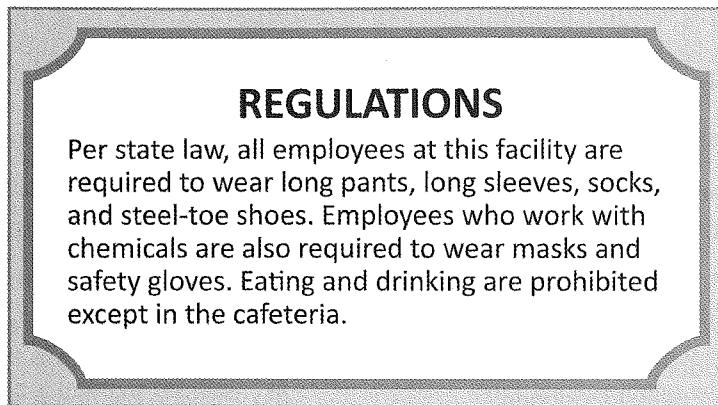
- 144.** (A) The city council elections are quickly approaching.
(B) Indisputably, Dickinson Street is one of the loveliest streets in the city.
(C) As you know, there were some objections from the people in the neighborhood.
(D) Many small hotels offer complimentary breakfasts to their guests.

- 146.** (A) In addition
(B) In contrast
(C) Unfortunately
(D) Normally

PART 7

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

Questions 147-148 refer to the following notice.



GO ON TO THE NEXT PAGE

Questions 149-150 refer to the following e-mail.

From:	noreply@electrimaxstores.com
To:	wtarnowski@mailzm.com
Date:	February 2
Subject:	Repair request #2989231

Dear Mr. Tarnowski,

We are sorry to hear you are having trouble with the washing machine you purchased at an Electrimax store. Your repair request has been received. Within the next 24 hours, we will call you to set up a service appointment in your home. Note that at the time of service, our technician will ask to see the original receipt given to you when you purchased the machine. Please have it available.

Thank you for using our online communication form. We look forward to serving you.

Electrimax Customer Service Team

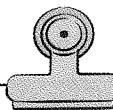
149. Why did Mr. Tarnowski use the online form?

- (A) To ask for a product replacement
- (B) To inquire about delivery options
- (C) To request a service appointment
- (D) To post a customer review

150. What is Mr. Tarnowski asked to do?

- (A) Register a product
- (B) Provide his home address
- (C) Present proof of his purchase
- (D) Visit an Electrimax store

Questions 151–152 refer to the following information.



New Policy for Remote Participation

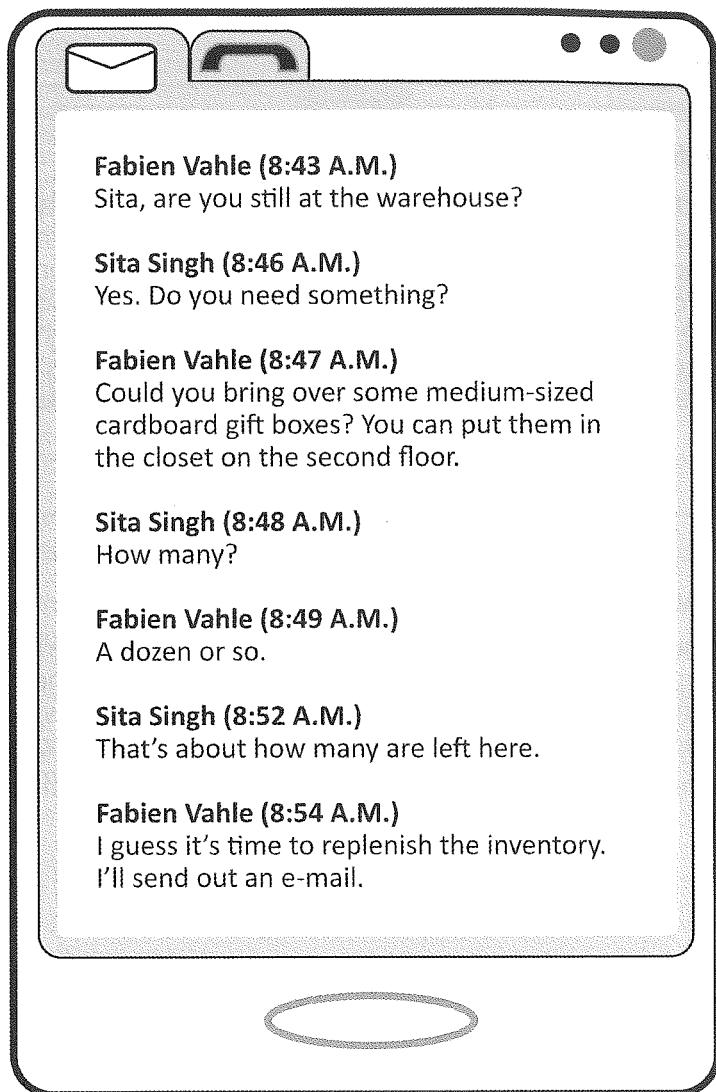
On Monday, the board of directors of Heart & Health Charity adopted a remote participation policy for committees, boards, and working groups operating under the organization's umbrella. The policy authorizes the chairperson of the particular committee to permit a member to participate by telephone or videoconference when the member cannot physically attend the meeting. There are forms to fill out and procedures to follow, so check the Web site for details on how to take advantage of this new policy.

TEST
2

- 151.** What is the information primarily about?
- (A) The charity's multiple offices
 - (B) Attendance at meetings
 - (C) Technological improvements
 - (D) A meeting schedule
- 152.** According to the information, how can people find out more?
- (A) By going online
 - (B) By speaking with a chairperson
 - (C) By joining a videoconference
 - (D) By reading a manual

GO ON TO THE NEXT PAGE 

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



153. At 8:54 A.M., what does Mr. Vahle mean when he writes, "I'll send out an e-mail"?
- (A) He will ask warehouse staff to help Ms. Singh.
 - (B) He will place an order for more boxes.
 - (C) He will inform a colleague about a new policy.
 - (D) He will thank Ms. Singh for a job well done.

154. What will Ms. Singh probably do next?
- (A) Take an inventory of boxes
 - (B) Prepare a gift for Mr. Vahle
 - (C) Organize a messy closet
 - (D) Bring boxes to the second floor

Questions 155–157 refer to the following notice.

Attention All Employees

At 7:30 A.M. today, the main server facility lost power during regular security testing. — [1] —. Power was restored less than one hour later, and the company Web site is now fully functional. — [2] —. However, many services are still down. Among these are the main database and all desktop phone services, including voice mail. At this time, you can access e-mail from mobile devices but not from your office computers. — [3] —.

Our technicians are working to bring all systems back online. However, it may take until this afternoon for everything to resume working normally. — [4] —.

We understand the importance of these services to your work, and we will issue updates as more information becomes available.

155. What is the purpose of the notice?

- (A) To explain how to access a Web site
- (B) To provide instructions for using voice mail
- (C) To inform employees of a technology issue
- (D) To advise employees of revisions to a database

156. What is indicated about the company e-mail?

- (A) It is only available on office computers.
- (B) It is accessible on mobile devices.
- (C) Only office technicians can use it currently.
- (D) It has been updated to provide more security.

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

“We humbly ask for your patience until that time.”

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

Questions 158-160 refer to the following letter.

Answer Keys

Peake Painting Ltd. • 375 Fox Road • Toronto, ON M5B 2C1 • 416-555-0101

8 June

Ms. Priti Parekh, Manager
Eagle Point Apartments
23 Concordia Lane
Toronto, ON M5H 1A1

Dear Ms. Parekh:

This letter is a follow-up to our telephone conversation of 6 June. As I mentioned then, we have been successfully serving many apartment complexes in the Toronto area for the past fifteen years. I would be happy to supply references.

I also discussed with you the various benefits our service agreement offers. These include priority scheduling, preventive maintenance, service discounts, and advice from our expert painters. Our service agreement also covers the repainting of apartments vacated by tenants and a one-year guarantee on paint and labour.

Enclosed is a copy of our standard contract, which can be adjusted to your specific needs and requirements. Please let me know if you need any further information.

I look forward to hearing from you soon.

Sincerely,

Nuruddin Abdullahi

Nuruddin Abdullahi, Owner
Peake Painting Ltd.

Enclosure

158. Why did Mr. Abdullahi send the letter to Ms. Parekh?

- (A) To give some details about his business
- (B) To describe some available apartments
- (C) To inquire about a service provided
- (D) To ask for a reference

159. What is NOT mentioned as a feature covered by the service agreement?

- (A) Price reductions
- (B) Annual evaluations
- (C) Recommendations by specialists
- (D) Periodically performed maintenance

160. What did Mr. Abdullahi send with the letter?

- (A) Information for tenants
- (B) A bill for services
- (C) A sample contract
- (D) An estimate of costs

Questions 161–163 refer to the following report.

Web site traffic report

Prepared by Takani Analytics
For www.hejmo.com

The following report breaks down how visitors to www.hejmo.com found your Web site. Based on the results, we advise you to boost your social media presence. Your Web site traffic from social media sites is approximately 20 percent lower than that of similar Web sites.

Traffic Sources

Direct Traffic: 17%

- ▶ These are visitors who typed in your Web address or had it bookmarked.

Redirected Traffic: 53%

- ▶ These are visitors who followed a link from an advertisement found on another company's Web site.
- ▶ Popular referral sites: gardensandhomes.com, modernhousehold.com

Search Engine Traffic: 22%

- ▶ These are visitors who used a search engine to search for specific information or products.
- ▶ Popular search engines: Locala, River
- ▶ Popular search terms: chair, lamp, table, bookshelf, desk

Social Media Traffic: 8%

- ▶ These are visitors who followed a link from an advertisement posted on social media.
- ▶ Popular outlets: myfold, grouple

From home page to sale

32% of total users never left the home page

48% visited individual product pages without purchasing an item

20% purchased an item

TEST
2

161. What Web site traffic source does Takani Analytics recommend increasing?
- (A) Direct traffic
(B) Redirected traffic
(C) Search engine traffic
(D) Social media traffic
162. What type of products does www.hejmo.com most likely sell?
- (A) Books
(B) Furniture
(C) Advertisements
(D) Gardening equipment
163. What is indicated about www.hejmo.com?
- (A) It advertises on other Web sites.
(B) It gets more direct traffic than similar Web sites do.
(C) It has redesigned its home page.
(D) It has increased its Internet sales.

GO ON TO THE NEXT PAGE

Questions 164-167 refer to the following article.

CAPE TOWN (18 May)—The Cape Town Museum of Art has announced the appointment of Ms. Simphiwe Nyambi as head of the museum's Digital Media Department, effective on 1 June. — [1] —. The department is responsible for managing digital content for the documentation and interpretation of the museum's collection. In her role as chief digital officer, Ms. Nyambi will explore new digital opportunities for the museum.

Ms. Nyambi studied journalism in South Africa and Scotland. — [2] —. Until recently she lived in Nairobi, Kenya, where she was the digital editor for *African Arts &*

Culture Quarterly. — [3] —. Before working for the journal, she taught journalism at colleges in the United States and Canada.

"I am delighted to be back in my hometown," Ms. Nyambi said in a recent interview with this publication. — [4] —. "I feel blessed to have the opportunity to work for this wonderful museum. It holds a special place in my heart, dating back to my childhood. And as of two weeks ago, I have a clear view of the building from my apartment. I look forward to sharing the museum's amazing collection with the world through digital media."

164. What is a purpose of the article?

- (A) To introduce a new publication
- (B) To describe partnerships between museums and universities
- (C) To discuss new methods of documentation
- (D) To announce the hiring of a media specialist

165. According to the article, where is one place Ms. Nyambi studied?

- (A) Canada
- (B) Kenya
- (C) Scotland
- (D) The United States

166. What is true about Ms. Nyambi?

- (A) She can see the museum from her home.
- (B) She grew up near Nairobi.
- (C) She earned a degree in computer science.
- (D) She owns a large collection of art.

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

"She replaces Mr. Arthur Maseko, who resigned in March."

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

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

Sara Davis (9:40 A.M.)
Don't forget that our brainstorming meeting today is at 1:30 in room 143.
Please bring your suggestions for the Alder presentation.

Ron Chou (9:41 A.M.)
I'll be there, Sara. Will you be available after the meeting to discuss the facilities work request?

Sara Davis (9:41 A.M.)
Absolutely. Let's talk in my office immediately afterwards.

Tania Watson (9:42 A.M.)
Can you include Patrick Martin in the meeting? He has some good ideas for communicating with the new clients.

Aidan Reynolds (9:43 A.M.)
I have some advertising and promotional concepts that I've drafted.
I'll bring them.

Sara Davis (9:44 A.M.)
Done. Good idea, Tania.

Ron Chou (9:45 A.M.)
Great. I've been waiting to see those, Aidan.

Tania Watson (9:46 A.M.)
How long do you think the meeting will last? I'm supposed to brief Scott Kennedy at 2:30 on the results of the Blackwood presentation.

Sara Davis (9:47 A.M.)
We're scheduled for an hour and a half in the room, but feel free to leave whenever you need to.

- 168.** Why does Ms. Davis invite the writers to the afternoon meeting?
(A) To generate new ideas
(B) To review a client survey
(C) To discuss a work request
(D) To finalize the Alder presentation
- 169.** What will Mr. Reynolds contribute to the afternoon meeting?
(A) Scheduling information
(B) Conference projects
(C) Client strategies
(D) Marketing plans
- 170.** At 9:44 A.M., what does Ms. Davis most likely mean when she writes, "Done"?
(A) She has completed the Blackwood presentation.
(B) She has sent a meeting invitation to Mr. Martin.
(C) She has freed up time for a meeting.
(D) She has finished her work for the day.
- 171.** Why does Ms. Watson need to leave the afternoon meeting early?
(A) She is leaving for a business trip.
(B) She has to provide information to a colleague.
(C) She must prepare for a presentation.
(D) She is scheduled to greet new clients.

Questions 172-175 refer to the following article.

Quester Expands Marketplace

DUBLIN (23 July)—Quester Ltd., the company that operates the groundbreaking Quester Web site for job seekers and employers, has announced that it will now include technology-related occupations in its marketplace.

Since its launch more than five years ago, Quester has focused solely on staffing for organisations in the health-care sector. Like health care, the technology sector is also struggling to find employees who have the right skills and who can help meet the demands created by high growth.

“The employment rate of technology professionals is already quite high, yet jobs in the industry are projected to grow significantly each year over the next decade,” said Ladli Misra, a founding partner of Quester.

Quester works by bringing job seekers together with recruiters and hiring managers. When companies contract with Quester, job listings are created with

details of the companies’ open positions. Job seekers create a skill-set profile and identify opportunities of interest to them. Candidates and employers interact, seeking links and bridges between skills and jobs listed on the Quester site.

Quester’s proprietary algorithm matches employers and job seekers and then notifies both. Using a simple messaging-and-scheduling tool, job seekers can indicate their interest in a job opening and employers can send interview requests. Employers are assigned a personal guide to walk them through the process and to ensure the maximum benefit from the experience. There is no cost to job seekers.

“It’s great for both ends of the employment market,” said Ms. Misra. “Job seekers can easily find the most appropriate opportunities and employers get the information they need to efficiently acquire in-demand talent, usually in less than a month.”

172. Where would the article most likely appear?
- (A) In a medical journal
 - (B) In a business magazine
 - (C) In a technology firm's newsletter
 - (D) On a hospital's Web site
173. The word "meet" in paragraph 2, line 7, is closest in meaning to
- (A) fulfill
 - (B) join
 - (C) find
 - (D) contact
174. What is indicated about Ms. Misra?
- (A) She worked as a medical professional in the past.
 - (B) She helped to create Quester.
 - (C) She is in charge of hiring at Quester.
 - (D) She expects the health-care sector's profits to grow.
175. What is suggested about Quester's system?
- (A) Its technology needs to be upgraded.
 - (B) It guarantees job seekers a match within 30 days.
 - (C) It offers positions in many different industries.
 - (D) Its costs are covered by employers.

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

LONDON (20 May)—Narvalis, a marine-transport company based in Le Havre, France, announced last week that it has once again added to its cargo fleet. A Danish vessel, dubbed the *Epsilon*, was purchased from a Copenhagen-based company to be Narvalis' largest ship. It will be docked in a separate location for cleaning and inspection before officially entering service out of Le Havre.

Narvalis maintains a fleet of twenty medium-and large-sized vessels, transporting primarily grains and iron ore between international destinations. "Our board unanimously decided to invest in this secondhand vessel to expand our operations," said company president Emmanuel Brodeur. "We believe that the substantial scale of this vessel will allow us to deliver certain shipments more efficiently."

From:	zbernard@narvalis.fr
To:	asharma@daruunco.co.in
Date:	22 May
Subject:	Your transport needs

Dear Mr. Sharma,

Thank you for contacting me. I think that the *Epsilon* would be the best option for your company's needs. Given its size, it would take longer to arrive in Mumbai than our other vessels. However, it provides unparalleled cargo space, which will allow for your goods to be transported as a single shipment. This will greatly simplify logistics on the receiving end.

Following its purchase in Copenhagen, the *Epsilon* was routed to Amsterdam in the Netherlands for several days. The plan is that it will next head to our headquarters in Le Havre. However, we can easily send it directly on to Bilbao, Spain, for loading. Please let me know how you would like to proceed.

Sincerely,

Zacharie Bernard
Client Services, Narvalis

176. What is the *Epsilon* ?
(A) A container ship
(B) A transport truck
(C) A freight train
(D) A cargo plane
177. What is mentioned about the *Epsilon* ?
(A) It was built by Narvalis.
(B) It had a previous owner.
(C) It is frequently used.
(D) It has passed inspection.
178. In the article, the word “scale” in paragraph 2, line 8, is closest in meaning to
(A) portion
(B) level
(C) degree
(D) size
179. Why did Mr. Bernard write the e-mail?
(A) To finalize a purchase
(B) To apologize for a delay
(C) To advise a client
(D) To reply to a colleague
180. Where was the *Epsilon* most likely inspected?
(A) In Copenhagen
(B) In Amsterdam
(C) In Le Havre
(D) In Bilbao

Questions 181-185 refer to the following memo and form.

To: Fanoula Graphics employees
From: Accounting Department
Re: Expense reimbursement form
Date: December 15

Beginning on January 2, Fanoula Graphics will implement a new process for reimbursement of business-travel expenses. The new procedure will be easier to follow, and employees can expect to receive reimbursements much more quickly than they do under the current system.

Employees will no longer book their own flights and hotels. All travel arrangements will instead be made by Allison Weber and her team in Operations. Employees should submit an electronic request form to Ms. Weber's team at least two weeks before the first day of travel. If travel plans are known far in advance, it is preferable to submit requests well before the submission deadline. Request forms can be found on the employee portal of the company's Web site.

After travel, employees should submit an electronic reimbursement form for all other reimbursable expenses, including meals, tips, car rental or taxi service, gasoline, laundry services at hotels, and other expenses that are outlined in the employee portal on the Web site. Please note that photocopying is no longer considered a reimbursable expense. We ask that employees prepare copies using our own office equipment before traveling.

Thank you for your compliance. Please refer any questions to Ms. Weber.

Fanoula Graphics Expense Reimbursement Form

Name and department: Martin Santos, Sales

Date of submission: January 29

Purpose of travel: To visit a client from Mayfurrow, Inc., in Wellfleet, MA

Date of Expense	Payee	Purpose	Amount
January 3	Photocopies	Client meeting	\$12.74
January 3	Mary's Restaurant	Dinner	\$45.93
January 3-4	Len's Car Rental	Transportation	\$78.24
January 4	Wellfleet Diner	Breakfast	\$13.35
January 4	Gasoline	Transportation	\$18.42
Total:			\$168.68

Please remember to scan and attach all receipts and/or credit card statements.

181. According to the memo, what will happen on January 2 ?
(A) A Web site will be updated.
(B) A new procedure will go into effect.
(C) A new operations director will be hired.
(D) A meeting about travel policies will take place.
182. What is indicated about reimbursement forms?
(A) They are available in Ms. Weber's office.
(B) They require a manager's signature.
(C) They must be submitted electronically.
(D) They should be submitted monthly.
183. In the memo, the word "well" in paragraph 2, line 5, is closest in meaning to
(A) right
(B) much
(C) closely
(D) successfully
184. What amount will NOT be reimbursed to Mr. Santos?
(A) \$12.74
(B) \$18.42
(C) \$45.93
(D) \$78.24
185. What did Mr. Santos most likely do?
(A) Buy lunch for a client
(B) Use a taxi for transportation
(C) Attach receipts from restaurants
(D) Host a client at Fanoula Graphics' office

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

The screenshot shows a web browser window with the URL <http://www.jacintobusinessinstitute.com> in the address bar. The main content area features a large header "Jacinto Business Institute (JBI)". Below it, a paragraph of text describes the institute's offerings. Five seminar descriptions follow, each with a title, a brief description, and a time. The browser interface includes standard navigation buttons (back, forward, search, etc.) at the top and bottom.

Jacinto Business Institute (JBI)

Whether you are just starting out in the business world or looking for ways to expand your operations, JBI offers a variety of low-priced seminars taught by successful entrepreneurs from top businesses in the region. Check out our upcoming seminars that will meet weekly in February!

Basic Financing for Small Businesses
This seminar will review traditional and practical ways to finance your business.
Saturdays, 12:30 P.M. to 3:00 P.M.

Starting Out in Leadership
For those new to management, this seminar will examine essential techniques that focus on productivity and positive workforce motivation.
Tuesdays and Thursdays, 7:00 P.M. to 9:30 P.M.

Promoting Your Business
Explore strategies for effectively advertising and expanding your business.
Mondays, 6:00 P.M. to 9:00 P.M.

Planning a Successful Start-Up
Before you open for business, prepare a detailed plan of your concept using time-honored strategies.
Tuesdays, 5:00 P.M. to 8:00 P.M.

Notice

Ting Yang to lead JBI seminar

We are delighted to have Ms. Ting Yang joining us in February. She earned a master's degree in marketing from Julem University and started out at Wister Point, Inc., where she rose to the position of marketing director. The company's revenue increased greatly during Ms. Yang's tenure. After fifteen years at Wister Point, Ms. Yang joined the successful advertising consulting firm Marvin and Rhodes Advisers. Take advantage of this opportunity to benefit from her considerable expertise and sign up for her seminar today!

To:	Jacinto Business Institute <contactus@jacintobusinessinstitute.com>
From:	Gabriela Torres <gtorres@flowersbygabriela.com>
Date:	March 3
Subject:	February seminar

Greetings,

The seminar I attended proved valuable. I have long admired Ms. Yang. In fact, she was a department director at the same firm where I first worked after university. Now that I am looking to grow the business I recently started, the chance to learn from her insights has been very helpful. I hope she will return to lead other seminars at your institute.

All the best,

Gabriela Torres

186. What is indicated about JBI?

- (A) Its seminars are provided for free.
- (B) Its instructors have business experience.
- (C) It specializes in the retail industry.
- (D) It was established several years ago.

187. For whom is the notice mainly intended?

- (A) Potential JBI students
- (B) Current JBI faculty
- (C) Graduates of Julem University
- (D) Clients at a consulting firm

188. What seminar did Ms. Yang most likely teach?

- (A) Basic Financing for Small Businesses
- (B) Starting Out in Leadership
- (C) Promoting Your Business
- (D) Planning a Successful Start-Up

189. Why did Ms. Torres write the e-mail?

- (A) To respond to an opportunity
- (B) To inquire about registration for a seminar
- (C) To ask for advice about a business
- (D) To provide feedback about a seminar

190. What is most likely true about Ms. Torres?

- (A) She has a degree in finance.
- (B) She was employed at Wister Point, Inc.
- (C) She will soon teach a seminar at JBI.
- (D) She recently moved to a new town.

Questions 191-195 refer to the following Web page, online form, and search results.

https://www.copychaser.com

Home Our Services Project Description Form Client Reviews Contact Us

Our Services

At Copychaser, we understand that skillfully written content is essential to a thriving business. That's why over the past three decades we have continued to increase our pool of skilled staff and freelance writers representing a wide range of expertise. And now we offer you the opportunity to complement your text with artwork developed by our team of graphic artists. Let Copychaser take care of all your company's communication needs.

- **Service 1:** Marketing Copy. We will craft the perfect message to promote your products and services, putting your company ahead of the competition.
- **Service 2:** Content Development. Whether you need general informational or technical articles, we will match you with the expert writer you need.
- **Service 3:** Translation. We work with international translation agencies that will give your Web site content the local flavor you need in order to sell to diverse markets and populations.
- **Service 4:** Training in Writing. We provide in-person workshops and webinars on general writing skills as well as coaching sessions for individuals or small groups on a specific type of writing or project.

Fill out our project description form and we will get back to you within 24 hours with a service proposal to suit your needs.

Project Description Form

Name: Yuna Takahashi

Submitted: 11 January

Project Description:

I'm looking for an expert who can write articles related to the petroleum business. This would be for an online periodical that I edit and publish. The ideal writer has an established background in petrochemicals or in economics as it relates to the international oil market. A degree in a field related to fossil fuels or economics is preferred. I need someone who can communicate complex topics clearly while maintaining scientific accuracy.

Copychaser search results for Project 981:

Name	Degree and Expertise
Analia Almeida	Master of Business Administration. Experience in agricultural commodity pricing. Consultant in food packaging.
Cara Ponti	Doctorate in Physics. Expert in subatomic particle theory and light spectrum analysis of distant space objects.
Armand Mkhaliplhi	Master of Science in Mechanical Engineering. Experience in aircraft design and quality control. Expert in adhesives used in aircraft assembly.
Wayne Bryfield	Doctorate in Chemical Engineering. Expert in fuel and lubricant formulation. Presenter on topics related to the oil and gas industries.

191. What does the Web page suggest about Copychaser?

- (A) It is a relatively new business.
- (B) It offers video content development.
- (C) It works exclusively with freelancers.
- (D) It has expanded its team of writers.

192. What has Copychaser added recently?

- (A) Web-site hosting
- (B) Printing
- (C) Graphic design
- (D) Data storage

193. What is indicated about Ms. Takahashi?

- (A) She runs a Web-based publication.
- (B) She works for a petroleum company.
- (C) She has used Copychaser in the past.
- (D) She needs some work done quickly.

194. What Copychaser service does Ms. Takahashi need?

- (A) Service 1
- (B) Service 2
- (C) Service 3
- (D) Service 4

195. Who best fits Ms. Takahashi's criteria?

- (A) Ms. Almeida
- (B) Dr. Ponti
- (C) Mr. Mkhaliplhi
- (D) Dr. Bryfield

Questions 196-200 refer to the following flyer and e-mails.

Greenfell Landscaping



Make sure your company's natural features look their best. A tidy first impression is important. Greenfell Landscaping can help you keep your company's greenery green! We have multiple tiers of service designed especially for our commercial clients.

- **Eco Keeper Standard:** weekly lawn mowing with detailed grass trimming by walkways and buildings
- **Eco Keeper Plus:** weekly mowing and trimming, organic fertilizer application, and weed removal. Our most popular service.
- **Master Green Gold:** all the lawn-care services of our Eco Keeper Plus plan with the added benefit of seasonal flower plantings and flower bed maintenance
- **Master Green Platinum:** all the services of our Master Green Gold plan but with care for your small trees and shrubs included. Twice-yearly pruning and trimming. Insect control. We can even bring ornamental potted trees to brighten your entryways.

Contact service@greenfell.com to request an estimate. Costs are based on plan, lawn size, and type of plantings.

From:	Daphne Mizuno < d.mizuno@pamturn.com >
To:	Greenfell Landscaping Service < service@greenfell.com >
Date:	June 10
Subject:	Inquiry

Hello,

My company has recently decided to outsource the lawn care at both our work sites, and I have been asked to solicit bids for a contract to do the work. I saw your Greenfell Landscaping flyer and wanted to reach out to you, as we would prefer to work with a locally owned company rather than a large franchise.

We have two properties with large lawns. Our main offices are on Langley Boulevard, near the Crossroads Shopping Plaza, and our shipping warehouse is five kilometers from the main offices, on Kempton Road. Our needs are fairly simple. We only require that the grass be kept short for a low but fair cost. We do not have any flower gardens or hedges, so the mowing is very straightforward.

If you are interested in submitting a bid, please let me know.

Daphne Mizuno, Facilities Manager
Pamturn Products, LLC

E-mail

From:	Greenfell Landscaping Service <service@greenfell.com>
To:	Daphne Mizuno <d.mizuno@pamaturn.com>
Date:	June 11
Subject:	RE: Inquiry
Attachment:	<input type="checkbox"/> Reference

Dear Ms. Mizuno,

Thank you for contacting Greenfell Landscaping about this opportunity. We would like to bid on this work. Please forward the specifications, and I will begin working up the bid.

If you need references as part of your process, you can contact Mr. Fred Stolz, the owner of Dynamo Machine Shop, which is located just down the street from your warehouse. Fred has been a Greenfell Landscaping customer for over eight years. His details are attached.

Greenfell Landscaping is fully licensed and insured. You can count on us to provide excellent, reliable service.

Sincerely,

Brian Karpyak, Owner
Greenfell Landscaping

196. For whom is the flyer specifically intended?
- Private homeowners
 - Part-time landscapers
 - Business owners
 - Environmental researchers
197. Why did Ms. Mizuno contact Greenfell Landscaping in particular?
- Because she saw a discount offer
 - Because it is a local company
 - Because she recently met the owner
 - Because it uses highly specialized equipment
198. What level of service will Ms. Mizuno most likely choose?
- Eco Keeper Standard
 - Eco Keeper Plus
 - Master Green Gold
 - Master Green Platinum
199. According to the second e-mail, what should Ms. Mizuno do?
- Submit a competitive bid
 - Provide the name of a reference
 - Arrange a meeting with Mr. Karpyak
 - Send Mr. Karpyak the details of a job
200. What is most likely true about Mr. Stolz?
- He used to work for Pamaturn Products.
 - His insurance payments are up-to-date.
 - He lives near the Crossroads Shopping Plaza.
 - His shop is located on Kempton Road.

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

토익® 정기시험 예상문제집

KTC

실전 TEST

03

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. An interview with author Tito Flores about ----- new book will be broadcast tonight.
(A) himself
(B) him
(C) his
(D) he
102. Perend Trail's new hiking boots will be available in brown ----- black leather.
(A) nor
(B) yet
(C) and
(D) so
103. Mr. Ruotolo's ----- on the new tax changes is scheduled for 10:00 A.M.
(A) present
(B) presented
(C) presentable
(D) presentation
104. Boyd Street Market is Mapleton's largest retailer of foods ----- around the world.
(A) toward
(B) from
(C) above
(D) plus
105. Mr. Johansson ----- accepted the job offer he received from Saco Bike Works.
(A) quicken
(B) quickly
(C) quicker
(D) quickness
106. To expand its global reach, Amity Spas will ----- open its franchise opportunities to international prospects.
(A) soon
(B) almost
(C) recently
(D) already
107. The second-generation XR1280 unit is ----- to its predecessor, except for its reduced weight.
(A) equally
(B) equal
(C) equals
(D) to equal
108. Zarmeni Mining has been evaluating the benefits of building a mine at the ----- site.
(A) proposed
(B) structured
(C) unlimited
(D) educated

109. Vice President Ramos will not make ----- decisions until more feedback has been gathered.
- (A) whether
(B) what
(C) over
(D) any
110. If you have ordered more than two items, be aware they may arrive in separate -----.
- (A) payments
(B) sequences
(C) packages
(D) receipts
111. Candidates for the open position must have good interpersonal skills and ----- working with clients.
- (A) experience
(B) experienced
(C) experiencing
(D) to experience
112. Chong Kim was ----- recommended for the position of merchandise manager for Corbin Furniture Mart.
- (A) thickly
(B) currently
(C) securely
(D) highly
113. Once the returned item is received, a refund will appear on your credit-card statement ----- five business days.
- (A) within
(B) during
(C) since
(D) when
114. The printer on the second floor will be out of ----- until the technician arrives on Friday.
- (A) purpose
(B) variety
(C) service
(D) repair
115. Sales of our computer software were good last quarter, but sales for our mobile applications have been even -----.
- (A) strong
(B) stronger
(C) strongly
(D) strongest
116. Upon request, the guests at Olane Hotel will be provided vouchers ----- free parking.
- (A) on
(B) to
(C) with
(D) for
117. Please review the projected sales figures in the spreadsheets that ----- to the e-mail.
- (A) is attaching
(B) had attached
(C) attachment
(D) are attached
118. During tourist season, selling handmade crafts is a ----- source of income for local residents.
- (A) contented
(B) dependable
(C) flavorful
(D) patient
119. Everyone at the annual Tirnaco exposition seemed ----- by the new products on display.
- (A) excite
(B) excitement
(C) excited
(D) excitedly
120. This Saturday, Ritesense customers will have the opportunity to sample a ----- of Health Bar products.
- (A) nutrition
(B) selection
(C) placement
(D) management

121. Ms. Wong has expressed ----- in leading the city's planned beautification project.
- (A) interest
(B) interests
(C) interesting
(D) interestingly
122. Mr. Choo was chosen to head the committee for consumer protection from a ----- pool of candidates.
- (A) sizable
(B) practiced
(C) consecutive
(D) missing
123. Please save spreadsheets periodically when updating them to prevent data from -----.
- (A) is lost
(B) lost
(C) being lost
(D) losing
124. ----- Gyoh Company's marketing push, new orders for cash registers decreased slightly in the third quarter.
- (A) As
(B) If
(C) However
(D) Despite
125. All members of the sales team must attend next Thursday's meeting so that ----- can see the sales forecast presentation.
- (A) one
(B) someone
(C) everyone
(D) either one
126. The updated medical-records system will ----- that patients and doctors can easily access accurate information.
- (A) ensure
(B) allow
(C) accept
(D) provide
127. Up until last year, we marketed our services ----- through our online partner, Yoder Tech.
- (A) exclusive
(B) exclusivity
(C) exclusiveness
(D) exclusively
128. President Grimaud would like to thank the marketing department for ----- the mislabeling issue to her attention.
- (A) showing
(B) telling
(C) bringing
(D) making
129. Please be patient as the IT department works ----- service to your business application.
- (A) to restore
(B) restoration
(C) restored
(D) had restored
130. Markley Corporation's earnings have risen steadily despite significant fluctuations ----- the stock market.
- (A) about
(B) in
(C) through
(D) onto

PART 6

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

Questions 131-134 refer to the following notice.

This notice ----- your reservation for two double rooms, with check-in on Sunday, March 5, and
131.

checkout on Thursday, March 9. I see here that you have a special request for one extra set of
blankets and two extra pillows in each room; please note ----- the items will be placed in each
132.

room, on top of the dresser. There will be no extra charge for this request.

----- , check-in time is at 3:00 P.M., and checkout is at noon. Some people wish to check in at an
133.
earlier time or check out at a later time. ----- . This will help us ensure that we can accommodate
134.
your scheduling needs. We look forward to having you stay with us.

- 131.** (A) will be confirmed
(B) confirms
(C) is a confirmation
(D) confirm

- 132.** (A) which
(B) what
(C) these
(D) that

- 133.** (A) Apparently
(B) As a reminder
(C) In an emergency
(D) However

- 134.** (A) If these days suit you, please let us know so
we can reserve a shuttle for you.
(B) For example, some people need a reservation
with all meals included.
(C) If this is your case, please give us a call 24
hours in advance of your arrival.
(D) You can always request a wake-up call by
contacting the receptionist.

GO ON TO THE NEXT PAGE 

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

To: claimscenter@cheapsure.com
From: lgreenberg@cheapsure.com
Date: November 15
Re: Updates to Office Layout

Dear Claims Specialists:

On January 1, Cheapsure will begin offering homeowners insurance as well as automobile insurance. This exciting ----- will require a surge in hiring and adjustments to the layout of our office space. Tomorrow, I will hold a meeting at 2:00 P.M. in the main conference room to discuss the ----- changes. We have ----- flexibility with the floor plan and would like your input. ----- .

Sincerely,

Lee Greenberg
Facilities Administrator

135. (A) performance
(B) merger
(C) relocation
(D) addition
136. (A) necessarily
(B) necessity
(C) necessary
(D) necessities
137. (A) some
(B) each
(C) overly
(D) very
138. (A) Some current employees will switch departments.
(B) Attached is a map of our new desk assignments.
(C) Your attendance is thus strongly encouraged.
(D) Productivity is expected to double afterward.

Questions 139-142 refer to the following instructions.

Before making travel arrangements, all Saffler Bank employees ----- authorization. Only after **139.** approval has been granted can travel plans be made. To request authorization, fill out the first side of the Travel Reimbursement Form. Here you will provide the reason for your ----- . Next, submit **140.** the form ----- an estimate for the cost of travel to your destination. Upon returning, do not forget to **141.** fill out the second side of the form, where you will report mileage and expenses. Inclusion of receipts is required. Expenses for which you cannot show a receipt, such as parking meters and tips, are also reimbursable. ----- . **142.**

TEST
3

- 139.** (A) will receive
(B) must receive
(C) had received
(D) are receiving
- 140.** (A) trip
(B) decision
(C) situation
(D) appointment
- 141.** (A) along with
(B) taken from
(C) according to
(D) in the event of
- 142.** (A) It is customary to leave a tip.
(B) Parking is limited, so arrive early.
(C) These expenses should be supported with a written statement.
(D) However, routine travel does not require managerial approval.

GO ON TO THE NEXT PAGE 

Questions 143-146 refer to the following announcement.

Mason Brothers Makes Major Organizational Change

We at Mason Brothers, Inc., are making a significant change to our corporate operations. To improve our focus on our customers' needs, we have adopted an organizational system that employs regional offices. This new system will allow us to analyze the demands of our customers based on their ----- . Consequently, we ----- able to more quickly supply building and 143. 144. maintenance items in the regions of the country where they are most in demand. This change will also help us to better support our managers as they work to improve the operations of the individual stores they oversee.

I am confident that ----- of our business plan will lead to greater customer satisfaction. For over 145. 30 years, listening to our customers has been an integral component of our corporate strategy.

----- .

— Max Mason, President and CEO

143. (A) age
(B) gender
(C) income
(D) location

144. (A) were
(B) will be
(C) had been
(D) will have been

145. (A) implementing
(B) an implement
(C) when implemented
(D) the implementation

146. (A) Mason Brothers was founded more than 40 years ago.
(B) Rest assured that customers will remain our top priority.
(C) We have also increased the marketing budgets for each location.
(D) Customers will soon have more payment options.

PART 7

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

Questions 147-148 refer to the following contract.

Pinnacle Sports Club Membership Agreement

Member Name: Mary Swansone

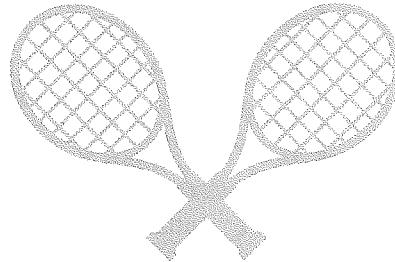
Membership Type: 12 months

Begin Date: September 5

Enrollment Fee: \$25

Monthly Dues: \$32 per month

Payment Method: Credit card



Thank you for joining Pinnacle Sports Club. As a club member, you have unlimited access to all gym equipment, fitness classes, and the swimming pool. Please present your membership card to the front-desk attendant upon entry. If for any reason you need to discontinue your membership before the 12-month contract period has expired, you must write a letter and send it by mail to the Pinnacle Sports Club, 171 Aqua Street, Germantown, California 95913. A penalty will apply.

Signed: Mary Swansone

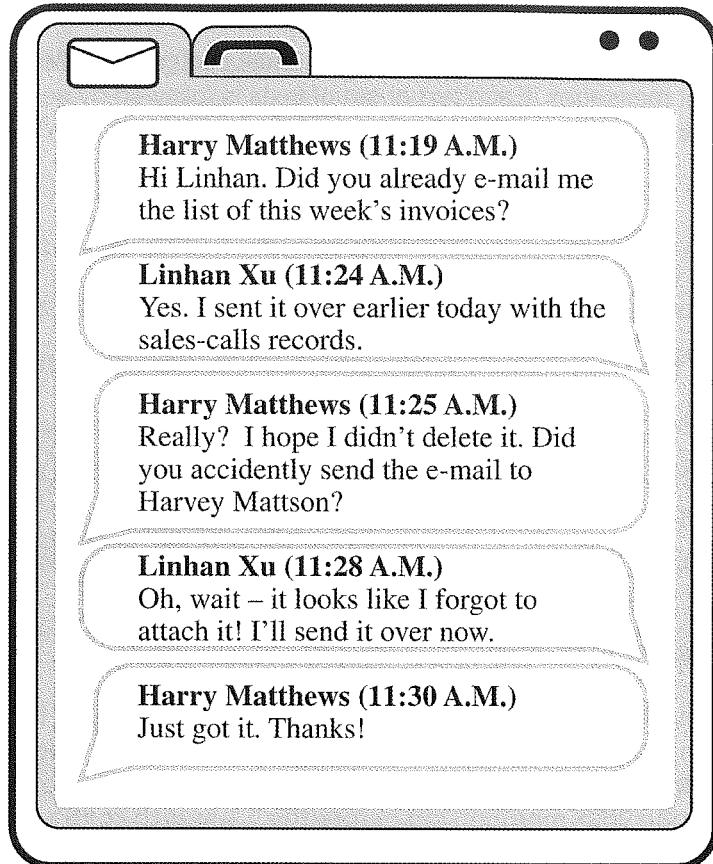
147. What is suggested about Ms. Swansone?

- (A) She recently moved to California.
- (B) She has not paid her enrollment fee.
- (C) She is an instructor in a fitness class.
- (D) She has entered into a one-year contract.

148. Why would Ms. Swansone be required to submit a letter?

- (A) To cancel her membership
- (B) To gain access to special equipment
- (C) To pay with a different credit card
- (D) To receive a replacement membership card

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



- 149.** What is the purpose of the text-message chain?

- (A) To determine whether information has been sent
- (B) To understand why a decision has changed
- (C) To provide instructions on deleting a file
- (D) To decide who will deliver a presentation

- 150.** At 11:25 A.M., what does Mr. Matthews imply when he writes, “Really?”

- (A) He needs the documents right away.
- (B) He deleted the sales-calls records.
- (C) He cannot find the attachment.
- (D) He sent the attachment to Mr. Mattson in error.

Questions 151-152 refer to the following e-mail.

TEST 3

From:	jovanie.blum@messickfmc.com
To:	asvoboda@nyzcomputing.com
Date:	5 May
Subject:	Financial consulting

Dear Mr. Svoboda:

My name is Jovanie Blum, and I am a consultant with Messick Financial Management Company. My company specializes in international funds, and we have experts on tax law in France and Germany. As your computer firm expands its operations into Germany, our experts can provide valuable advice to your employees who will be sent to Berlin.

To find out more about what we can do for your employees, please contact me at your earliest convenience at 1-267-555-0184.

Sincerely,

Jovanie Blum

- 151.** Why does Ms. Blum most likely want to meet with Mr. Svoboda?
- (A) To apply for a job in Berlin
 - (B) To sell her company's services
 - (C) To discuss business opportunities in Asia
 - (D) To review changes in a city's tax code
- 152.** How could Messick Financial Management help Mr. Svoboda's company?
- (A) By providing information about the German computer industry
 - (B) By recruiting employees to work in Europe
 - (C) By recommending international travel services
 - (D) By giving financial advice to his company's staff

GO ON TO THE NEXT PAGE

Questions 153-155 refer to the following customer review.

Customer Reviews

★★★★★ ☆
12 April
Elena Patterson

My company recently held a banquet at the Calla Courtyard, and it was the perfect venue for our event. Initially, I was hesitant to book the space because it had only recently opened to the public and there were no customer reviews yet. — [1] — . I decided to give it a try anyway. Although it was a little expensive, the setting was absolutely stunning. — [2] — . The Calla Courtyard has a magnificent view of the bay. The staff had arranged the seats in the hall so that the guests could view the sunset through the large glass windows. One thing to note is that while the facility does have a kitchen available for use, it is quite small and not well-stocked. — [3] — . All in all, I was pleased with my decision and would definitely consider this place again for future events. — [4] — .

153. What is indicated about the Calla Courtyard?
- (A) It is a relatively new rental space.
 - (B) It was recently renovated.
 - (C) It is a popular venue for business events.
 - (D) It features an outdoor seating area.
154. What was Ms. Patterson particularly impressed by?
- (A) The friendliness of the staff
 - (B) The low cost of the rental
 - (C) The seating capacity of the hall
 - (D) The beauty of the surroundings
155. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
“For this reason, it might be wise to hire a full-service catering company.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 156–158 refer to the following postcard.

Hartridge University School of Business

Dear Ms. Wu:

As the Hartridge University School of Business prepares the 100th-anniversary edition of the Alumni Directory, we are reviewing the information we have on file for all graduates of our programs. We need your assistance in checking the accuracy of the records we have for you. We want to be certain that your biography, career summary, and contact information are up-to-date.

Please call us at 207-555-0125 between 9 A.M. and 9 P.M. Monday through Friday. At the voice prompt, enter this unique number: 293883. A representative will then go over your file with you and record any corrections or updates that you give.

Note that we need to hear from you by March 31. Thank you for your time and attention.

Jutta Verhoeven
Director of Alumni Relations

TEST
3

- 156.** Why is Ms. Verhoeven contacting Ms. Wu?
- (A) To issue an invitation to an anniversary party
 - (B) To request verification of some information
 - (C) To provide advice on a career opportunity
 - (D) To offer a discount on a publication
- 157.** What does the postcard indicate about Ms. Wu?
- (A) She teaches at Hartridge University.
 - (B) She is writing a biography of a business leader.
 - (C) She plans to make a donation to the alumni association.
 - (D) She is a graduate of Hartridge's business school.
- 158.** According to the postcard, what must Ms. Wu provide at the start of the call?
- (A) A new phone number
 - (B) An old account password
 - (C) A personal identification number
 - (D) A payment confirmation code

GO ON TO THE NEXT PAGE 

Questions 159-162 refer to the following online chat discussion.



Mario Lizzardi (11:09 A.M.) Team, sorry to bring this up early on a Monday, but the due date to submit our end-of-year report is coming up. We should aim to have each of our sections done by Wednesday so we can put everything together before the Friday deadline. I am almost done with the information for the technology section.

Karthik Durav (11:14 A.M.) I have already written up descriptions of the program's major accomplishments. I just need to add the number of participants and organizers involved in each. It won't take very long.

Paola Rossi (11:15 A.M.) I have finished the Future Goals section. I still need to finish the Predicted Budget Needs section, but I'd like to consult with some of you first.

Mario Lizzardi (11:15 A.M.) I can't help you with that. I don't have access to that information—only you and Human Resources have access to the participant lists.

Karthik Durav (11:17 A.M.) Don't worry, Mario. Paola, I could help to outline budget needs with you tomorrow. Anything else?

Paola Rossi: (11:18 A.M.) That's it. Depending on how much we finish, we could develop a timeline for finalizing the report this week.

◀ ▶

159. For what aspect of the project is Mr. Lizzardi most likely responsible?
- (A) Production
(B) Budget
(C) Technology
(D) Personnel
160. Why does Mr. Lizzardi decline to help out?
- (A) He does not have time to work with Ms. Rossi.
(B) He has to attend a technology meeting.
(C) He cannot access the budget.
(D) He does not have information on participants.
161. When does Mr. Durav suggest meeting?
- (A) On Monday
(B) On Tuesday
(C) On Wednesday
(D) On Thursday
162. At 11:18 A.M., what does Ms. Rossi most likely mean when she writes, "That's it"?
- (A) She does not need any other help.
(B) She found the file she needs.
(C) She selected a new team logo.
(D) She has finished the end-of-year report.

Questions 163–166 refer to the following article.

Iwoni Media in the News

TORONTO (1 May)—Publisher Iwoni Media announced on Friday morning that new issues of *Energy Run* would not be released according to the book's regular monthly publishing schedule. — [1] —.

The company's decision is connected to plans to modernize its printing facility by replacing the now-obsolete machinery on which the legendary comic book is printed. — [2] —.

As the word spread on Friday of the decision to halt publication, fans rushed to buy what many feared might be the last issue. — [3] —. Iwoni Media's online store is reportedly the only place where the publication is still available.

Iwoni Media's spokesperson, Jon Emanuel, stated that the new printing facility should be up and running within four months and that the next issue of *Energy Run* will arrive on newsstands shortly after that. — [4] —.

"Fans should not worry," Mr. Emanuel said. "Their favourite characters will be back soon."

- 163.** What is the purpose of the article?
- (A) To summarize the plot of a popular comic book
(B) To publicize the opening of an online store
(C) To report on a company's recent earnings
(D) To describe a change in a company's operations
- 164.** What is suggested about sales of *Energy Run*?
- (A) They increased suddenly.
(B) They will be reported online.
(C) They were expected to be low.
(D) They were calculated incorrectly.
- 165.** What did Mr. Emanuel announce?
- (A) A new character will be introduced.
(B) A publication will become available again.
(C) Some newsstands will be closed.
(D) Some book prices will be reduced.
- 166.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "To that end, the company has invested \$100,000 in new equipment."
- (A) [1]
(B) [2]
(C) [3]
(D) [4]

Questions 167-169 refer to the following notice.

Dear Customers,

After 45 years in business, Ghearey Garden Goods locked its doors for the final time on Saturday, January 10. As many of you know, I purchased a farmhouse in the country several years ago, and I had been driving three hours a day to get to the store and back. While I am saddened to walk away from this business, it is just no longer sustainable for me to spend so much time in transit.

My grandfather, Timothy Ghearey, who built the business nearly 60 years ago before handing it off to me, always said that his favorite part about running a retail store was serving the needs of his community. I echo this sentiment. Words cannot express how much joy I have received from interacting with all of you, and I want you to know how much I value your dedicated support over all these years.

Thank you for understanding what a truly difficult decision this was. But while the physical Ghearey Garden Goods location is closing, ghearygardengoods.com will remain a resource for home gardeners through our Web site. I will keep adding educational blog posts and articles as I have time.

Thank you for your support!

Jerry Sanderson

Jerry Sanderson
Ghearey Garden Goods

167. Why did Ghearey Garden Goods close?

- (A) The building is being renovated.
- (B) The rent costs became too expensive.
- (C) The commute was too long for the owner.
- (D) An open management position could not be filled.

168. What does Mr. Sanderson indicate in the notice?

- (A) New competitors have entered the marketplace.
- (B) The business was founded by a family member.
- (C) The store's staff members are reliable.
- (D) The demand for gardening supplies has increased.

169. What will people continue to find on the Web site?

- (A) Photographs of a farmhouse
- (B) Discount coupons
- (C) Instructions for gardeners
- (D) A list of recommended stores

Questions 170-171 refer to the following article.

CHICAGO (January 8)—Local retailer Derbyshire Company, which sells clothes, household goods, and other items through its twelve Illinois stores, announced today that it will be buying the popular bookseller Lillard, Inc. The two companies will remain independent of each other until April 30, when all Lillard's merchandise—books, music, and other media—will be transferred to the Derbyshire Company stores.

Derbyshire Company CEO, Cynthia Schulman, stated that her company "could not be more pleased to bring customers the expanded selection of merchandise gained from this merger with Lillard, Inc."

Meanwhile, Lillard's president Steven Paulson announced that "from our point of view, this was a perfect opportunity for collaboration." Paulson will stay on after the acquisition with a job title yet to be announced. The companies said they began talks eleven months ago but waited until the new year to announce the news.

170. What is the purpose of the article?

- (A) To announce the selection of a new CEO at Derbyshire Company
- (B) To describe events at a store's anniversary
- (C) To notify the public of a business acquisition
- (D) To attract applicants for job openings

171. What is indicated about Mr. Paulson?

- (A) He is taking on a role at Derbyshire Company.
- (B) He is retiring from Lillard, Inc.
- (C) He is starting a new company.
- (D) He is moving to Chicago.

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

E-mail

To:	teamleaders@carfield.co.uk
From:	fjacobs@carfield.co.uk
Subject:	Workshops
Date:	13 November

Dear Team Leaders,

Thanks to you and your team members for attending our latest monthly workshop last week. These workshops are a key feature of our employee training program, as we consider it fundamental that our employees continue to learn new skills and perfect existing ones.

I know everyone has already completed their workshop evaluations, but we would like to obtain some more specific feedback to ensure that interesting and instructive workshops continue to be offered. Please answer the following questions.

- Were the exercises presented at the workshop related to employees' responsibilities? Have your team members been using the ideas presented?
- What, if anything, would you leave out in future workshops? What could be done better?
- Were the facilitators knowledgeable and engaging? Do you think your team would respond well to the same facilitators for other workshops?

Your perspectives on our workshops are invaluable. We would appreciate a response by the end of this week, as we are planning to discuss any information you can provide at our next management meeting next Tuesday.

Thanks for your cooperation,

Frank Jacobs

- 172.** What is stated about the workshops?
- (A) They are held annually.
 - (B) They feature well-known presenters.
 - (C) They are being offered by a new vendor.
 - (D) They are important for employee development.
- 173.** What is implied about the completed workshop evaluation?
- (A) It did not gather specific details.
 - (B) It has not been analyzed yet.
 - (C) It was given to the wrong employees.
 - (D) It has been the subject of a presentation.
- 174.** Why is a prompt reply requested?
- (A) A list of attendees needs to be finalized.
 - (B) Responses will be discussed soon.
 - (C) A contract is scheduled to be signed.
 - (D) Staff performance evaluations are due.
- 175.** Who most likely is Mr. Jacobs?
- (A) A workshop facilitator
 - (B) A team leader
 - (C) A senior manager
 - (D) A software developer

Questions 176-180 refer to the following article and label.

New Look for Rhee Poultry

LEEDS (17 February)—Rhee Poultry, suppliers of fresh and frozen poultry, announced on Monday a change to its packaging practices. Starting on 31 October, every package of chicken, duck, goose, and turkey sold at retail will be labeled with the city and country where the meat was sourced.

According to company spokesperson Insook Kim, Rhee will make modifications to its production, packing, and shipping facilities that will cost an estimated £400,000 over a transition period of eight months.

“The high price tag is more than worth it to maintain the trust our customers have always had in Rhee Poultry products,” added Ms. Kim.

Rhee’s announcement was made following criticism regarding transparency in sourcing practices leveled at other meat-packaging conglomerates that sell in the United Kingdom, such as Supragood and Char Bo Lynn, Inc.

“We felt it was in the best interests of our customers to be proactive in this matter,” said Ms. Kim.

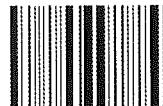
RHEE POULTRY

Boneless Duck Breasts

1.5 kg

Raised in Rzeszow, Poland

Packed in Krakow, Poland



Only and always the best in poultry!

Notice something different about our packaging? Go to our Web site, www.rhee.co.uk, to read about our recent changes.

176. According to the article, why did Rhee Poultry make a change?
- (A) To lower production costs
 - (B) To attract more customers
 - (C) To promote a new product line
 - (D) To retain consumer confidence
177. What is suggested about Supragood?
- (A) It does not export poultry.
 - (B) Its customers are not pleased.
 - (C) Its headquarters is located in Leeds.
 - (D) It offers discounts to new customers.
178. In the article, the word “matter” in paragraph 5, line 2, is closest in meaning to
- (A) situation
 - (B) printing
 - (C) importance
 - (D) substance
179. Based on the label, what can be concluded about the package?
- (A) It may contain some bones.
 - (B) It was exported to Poland.
 - (C) It was packaged in an updated facility.
 - (D) It is labeled with an incorrect weight.
180. According to the label, what can customers find on the Web site?
- (A) Some discount coupons
 - (B) Directions to Rhee headquarters
 - (C) Names of the shipping managers
 - (D) Information about new packaging

Questions 181-185 refer to the following Web pages.

<https://www.akikohirota.co.jp/english>

Biography	Books	Blog	Events
------------------	-------	------	--------

Born and raised in Chiba Prefecture, Akiko Hirota started writing short stories in English in high school. She continued writing short fiction while completing her degree in English literature at the Chiba Institute of Linguistics.

Two years ago Ms. Hirota won the “Best Short Story” prize at the 5th Annual New York Writers Gala for her short story entitled, *Dreaming of Maringá*. She has participated in over 30 writers’ workshops, a number of which she has led, and has been a regular guest speaker at the Writers United Forum. A collection of her short stories written thus far, including *Dreaming of Maringá*, has been published by Jenson Publishing.

Lives Ensnared, Ms. Hirota’s first full-length novel, is inspired by her upbringing as the daughter of two marine biologists. It tells the story of a group of amateur divers whose lives were turned upside down following their discovery of a hitherto unknown species of shark. Scheduled for release by mid-September, the novel is sure to appeal to a wide audience.

<https://www.zantreebooks.com>

“From the depths of the ocean comes a novel of mystery and suspense!”
—Diayu Ling, *Sun National Times*



Altered Existence is the first novel by Japanese author Akiko Hirota. When Hiroko Jitsukawa and her friends learned that they had discovered a new shark species, they were quite excited, fully expecting fame and fortune. What they got instead was a sea of trouble that would completely upend their lives.

Release date: September 15
\$25.95. 287 pages, hardcover
Pre-order this title or purchase any other of Zantree Books offerings at www.zantreebooks.com

181. What is indicated about Ms. Hirota?
- (A) She began writing fiction as a teenager.
 - (B) She used to teach English literature at university.
 - (C) Her interest in literature was inspired by her parents' work.
 - (D) Her workshops frequently attract over 30 writers.
182. What is suggested about Ms. Hirota's collection of short stories?
- (A) It contains stories about ocean life.
 - (B) It will be published next year.
 - (C) It was released in Japanese and English.
 - (D) It includes an award-winning story.
183. In the first Web page, the word "regular" in paragraph 2, line 3, is closest in meaning to
- (A) symmetrical
 - (B) frequent
 - (C) acceptable
 - (D) invited
184. What is indicated about Zantree Books?
- (A) It has an office in New York.
 - (B) It hosts annual writers' events.
 - (C) It sells books on its Web site.
 - (D) It has several divisions.
185. What change was made to Ms. Hirota's published novel?
- (A) Undersea adventures were added to the story.
 - (B) A main character's name was changed.
 - (C) It was published later than planned.
 - (D) It was given a different title.

Questions 186-190 refer to the following article, job application, and information.

Washington State Gets Fit

April 7—Throughout its 25 years in business, Fitness National, Inc., which owns and operates gyms throughout the northeastern United States, has never extended its presence to the west coast. That will change next month when it opens two new gyms: one in Tacoma and one in Spokane.

“We’re excited to move into this territory,” says Fitness National’s CEO, Lisa Tran. “If we are successful in these two cities, then we will continue to grow our business throughout Washington and into Oregon.”

Both gyms will feature studios for group fitness classes, state-of-the-art fitness machines, and indoor pools. Both locations will be holding on-site job fairs for prospective employees on Saturday, April 14. Grand opening events are planned for both gyms on May 12.

Fitness National, Inc. Application for Employment

Name: Bernadette Okoye Date: April 14

E-mail Address: b.okoye@chjmail.com Telephone Number: (253) 555-0173

For what position are you applying? *Group Fitness Instructor*

At which location would you like to work? Tacoma Spokane

Describe your reason for applying:

A friend of mine who works at an older Fitness National location told me she really enjoys working there. I am currently employed part-time at a dance studio and would like to add a few more instructor hours into my schedule.

Describe your relevant experience:

I have taught beginner, intermediate, and advanced ballet classes at Veloa Dance School for the past three years. Prior to this I taught group dance workouts at Cadia Gym for two years. I also worked at Cadia's front desk, so I have customer service experience.

Please attach a résumé and reference list and submit to management at a Fitness National location.

Fitness National Group Fitness Classes

Exercise is more fun in a group! Our classes are open to members at all levels of fitness and experience. You will find these and other classes taught at all of our locations across the United States. For a complete listing of classes, see your local Fitness National gym's Web page.



Basic Weights—Build strength through this guided weightlifting workout.

Groove and Move—Get a cardio workout while dancing to your favorite music.

Quick Cycle—Follow your instructor on a challenging ride on a stationary bicycle.

Splash for Strength—Tone your muscles safely with a low-impact workout in the pool.

- 186.** What is the purpose of the article?
- (A) To describe the expansion of a business
 - (B) To provide details about job openings
 - (C) To announce the merger of two companies
 - (D) To introduce a new corporate leader
- 187.** What does Ms. Okoye suggest in the application?
- (A) She lives in Spokane.
 - (B) She studied at Veloa Dance School.
 - (C) She currently works for Cadia Gym.
 - (D) She wants a part-time position.
- 188.** What is most likely true about Ms. Okoye's friend?
- (A) She works in customer service.
 - (B) She does not live in Washington State.
 - (C) She was not able to update her schedule.
 - (D) She helped organize a job fair.
- 189.** What class would Ms. Okoye be most qualified to teach?
- (A) Basic Weights
 - (B) Groove and Move
 - (C) Quick Cycle
 - (D) Splash for Strength
- 190.** What is indicated about all of the classes in the information?
- (A) They are limited in size.
 - (B) They are for advanced students only.
 - (C) They include the use of music.
 - (D) They are taught at multiple gyms.

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

To:	Emi Mizuno <emizuno@purpleworks.com>
From:	Robert Callaway <rcallaway@hartwelltheater.com>
Date:	October 10
Subject:	Season tickets

Dear Season Ticket Holder:

Thank you for purchasing your subscription to the upcoming season of plays at the Hartwell Theater. You should have already received your packet of tickets. Please contact us immediately if you have not.

Do you have a conflict for any of the performance dates? Only season subscribers have the benefit of exchanging tickets for another performance. Exchanges must be made at least one week prior to the original performance date and are subject to availability. If exchanging for a higher priced performance or seating location, the price difference will be charged to your account. Exchanges can be requested online by filling out a ticket exchange form at www.hartwelltheater.com/ticket-exchange or by calling 555-0105 Monday–Friday from 1–5 P.M. Please note that the first time you choose to exchange tickets for a performance, you will not be charged a fee. However, any subsequent exchanges will incur a \$6.25 per ticket fee.

We look forward to seeing you at the shows.

Sincerely,

Robert Callaway, Subscription Manager

<https://www.hartwelltheater.com/ticket-exchange>

Ticket Exchange Form

Name:	Emi Mizuno	E-mail:	emizuno@purpleworks.com
Subscription Number:	3698389	Show:	The Mountain Calls
Performance Date:	January 14, 7:30 P.M.	Seat Locations:	Row V, Seats 4, 5

Indicate your top four choices for alternate performances:

1. Date:	January 15, 7:30 P.M.	Seat Locations:	Row D, Seats 1, 2
2. Date:	January 16, 7:30 P.M.	Seat Locations:	Row F, Seats 6, 7
3. Date:	January 18, 7:30 P.M.	Seat Locations:	Row T, Seats 9, 10
4. Date:	January 20, 2:00 P.M.	Seat Locations:	Row B, Seats 15, 16

You will receive an e-mail confirmation within 24 hours of submitting this form.

To:	Emi Mizuno <emizuno@purpleworks.com>
From:	Robert Callaway <rcallaway@hartwelltheater.com>
Date:	January 6
Subject:	Ticket exchange
Attachment:	Tickets

Dear Ms. Mizuno:

We have received your ticket exchange form for the upcoming play, *The Mountain Calls*. I am happy to confirm that tickets for your second choice were still available. Your new tickets are attached to this e-mail. Please print them at home and present them on the evening of the performance. Your old tickets are no longer valid and cannot be used. Because you have selected a comparable seating location, there is no price difference. However, we will be charging your account the \$6.25 per ticket exchange fee. You may log in to your account to view the charges.

Thank you for being a season ticket holder. We look forward to seeing you at the show.

Sincerely,

Robert Callaway, Subscription Manager
Hartwell Theater

191. In the first e-mail, what is stated about Ms. Mizuno's tickets?
- They cost \$6.25 each.
 - They have already been sent.
 - They are being held at the box office.
 - They are for a 1:00 P.M. performance.
192. What is indicated about submitting a ticket exchange request?
- It can only be done online.
 - Only season ticket holders can do it.
 - People with balcony tickets cannot do it.
 - It can be done on the day of the original performance.
193. When will Ms. Mizuno most likely attend a performance of *The Mountain Calls*?
- On January 15
 - On January 16
 - On January 18
 - On January 20
194. What can be concluded about Ms. Mizuno?
- She works in the theater industry.
 - She cannot find her original tickets.
 - She has canceled her subscription.
 - She has exchanged tickets in the past.
195. What is the purpose of the second e-mail?
- To provide tickets
 - To point out an error
 - To inquire about season tickets
 - To request a discount

Questions 196-200 refer to the following e-mails and order form.

E-mail

From: eward@cornerbookshop.com
To: jberete@bertebakery.com
Subject: Your sign
Date: July 30

Hi Jacques,

The new sign outside your bakery looks great. I love the natural look of the wood, and the gold lettering is beautiful. The new sign, combined with the freshly painted storefront and new shutters, really makes Berte's Bakery stand out.

I also plan to replace the sign above my shop door with a wooden sign. Could you tell me where you had yours made? I was considering using Studio 9, which was recommended to me by Devon at Q Apparel, but Studio 9's signs definitely have a more modern design. The rustic, vintage look of your sign would fit better with the aesthetics here at Corner Book Shop.

Thanks.

Elias Ward
Owner, Corner Book Shop

E-Mail Message

From: jberete@bertebakery.com
To: eward@cornerbookshop.com
Subject: RE: Your Sign
Date: July 31

Hi Elias,

Thanks for your comments on our sign. We used Hedgerow Graphics. We also looked at Studio 9 because all of their products were much less expensive than anything Hedgerow offers. And they do offer wooden signs in various styles, some of which we liked. But we ended up choosing Hedgerow because of its longer warranty period. Although the wood used for any outdoor sign is treated with a protective, weather-resistant coating, we wanted to have that extra protection Hedgerow provides with its warranty.

Good luck!

Jacques Berte



Order Form

Customer: Elias Ward, Corner Book Shop, 8 Main St., Haywood Village

Order Date: August 1

Description of order:

One exterior sign. Oak wood treated with Everlast Coating. Mariner blue wood stain, gold lettering (text to read: Corner Book Shop). 152 centimeters wide by 45 centimeters high. Changes to the order must be made by 5:00 P.M. on August 10.

Price: \$495 (Paid in full, August 5)

Warranty: 1 year

Expected delivery: August 20

TEST
3

196. What is the purpose of the first e-mail?
- (A) To promote a business
 - (B) To offer a suggestion
 - (C) To request information
 - (D) To extend an invitation
197. According to the first e-mail, what was recently replaced at Berte's Bakery?
- (A) The shutters
 - (B) The lighting
 - (C) The front door
 - (D) The staff uniforms
198. What is suggested about Q Apparel?
- (A) It is next door to Corner Book Shop.
 - (B) Its interior has been recently remodeled by the owner.
 - (C) Its sign cost less than signs sold by Hedgerow Graphics.
 - (D) It is decorated in a rustic, vintage style.
199. What is indicated about the sign Mr. Berte purchased for his bakery?
- (A) It is larger than the sign ordered by Mr. Ward.
 - (B) It is under warranty for more than one year.
 - (C) It was delivered in August.
 - (D) It has blue lettering.
200. When will Mr. Ward most likely receive his order?
- (A) On August 1
 - (B) On August 5
 - (C) On August 10
 - (D) On August 20

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

토익® 정기시험 예상문제집

KTF

실전 TEST

07
4+

READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 5

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

101. ----- is currently Ms. Wonderle's first year working as our office's administrative assistant.
- (A) This
(B) That
(C) These
(D) Those
102. Riversedge City is ----- to announce new monthly parking discounts for its residents.
- (A) pleasing
(B) pleasure
(C) please
(D) pleased
103. Sang-Joon Park is retiring after 25 years of ----- with Dahl Legal Consultants.
- (A) service
(B) profession
(C) knowledge
(D) relationship
104. The Trails Store will ----- add a section for hiking equipment.
- (A) eventualities
(B) eventual
(C) eventually
(D) eventuality
105. Puraforce Staffing can provide your business ----- temporary employees during the busy holiday season.
- (A) from
(B) with
(C) about
(D) into
106. In contrast to the ----- outside, the inside of Taft's Bakery was warm and welcoming.
- (A) to weather
(B) weatherability
(C) weathering
(D) weather
107. Berrell Foods, a wholesale distributor of fresh produce, ----- more than 100 grocery stores in northern Scotland.
- (A) contracts
(B) affords
(C) supplies
(D) travels
108. Payments to the Wendell Lake Association will be considered late ----- they are received after January 1.
- (A) so
(B) by
(C) to
(D) if

109. Although the alternate route was ----- marked, many drivers ended up getting lost.
- (A) never
(B) next
(C) clearly
(D) noisily
110. Later today, Mr. Warken ----- interview times for the job applicant finalists.
- (A) has been arranging
(B) will be arranging
(C) was arranged
(D) have arranged
111. For one week -----, Penny's Grocery is giving away a free tote bag with every order of 50 dollars or more.
- (A) often
(B) only
(C) over
(D) through
112. Because of a recent artwork donation, the Libsing Art Museum will soon be displaying a new -----.
- (A) exhibits
(B) exhibition
(C) exhibited
(D) exhibiting
113. Albert Doime oversaw smelting operations in Lydenburg for a ----- time before being reassigned to Johannesburg.
- (A) brief
(B) large
(C) slow
(D) proper
114. The agreement ----- states that Amy Dyer will be the general contractor for the Hibley project.
- (A) specific
(B) specifically
(C) specifiable
(D) specified
115. Executives at Wess Lumber were praised for addressing employees' concerns in a ----- manner.
- (A) constructing
(B) construction
(C) constructive
(D) construct
116. Flu season is here, so take advantage of the free flu shots ----- in the lobby.
- (A) being offered
(B) to offer
(C) offering
(D) offers
117. Clarkson Smith Legal Services requires that ----- client files be kept in off-site storage for seven years.
- (A) misplaced
(B) inactive
(C) unable
(D) resigned
118. By ----- to digital accounting, your business can save time, space, and money.
- (A) advising
(B) proving
(C) resolving
(D) switching
119. Mr. Liu's long list of awards can be attributed to his skills ----- a designer.
- (A) on
(B) in
(C) as
(D) at
120. MBR Global Marketing has signed several new client contracts ----- 12 million pounds in annual revenue.
- (A) totaled
(B) total
(C) totals
(D) totaling

121. ----- teaching economics at the local university, Ms. Ito also writes a monthly column for a financial magazine.
- (A) Besides
(B) Whereas
(C) Either
(D) How
122. The feasibility study for building a new bridge was quite complex and included several -----.
- (A) annotate
(B) annotative
(C) annotating
(D) annotations
123. The department mentor instructed the interns to contact her first ----- they had any questions.
- (A) in spite of
(B) as a result
(C) whenever
(D) because
124. The number of people working at Yolen Laboratory's two locations keeps increasing, and there are now 452 employees -----.
- (A) apart
(B) enough
(C) yet
(D) altogether
125. Highlee Sportswear, ----- popularity is widespread among athletes, will add a line of children's clothes soon.
- (A) whose
(B) some
(C) major
(D) which
126. Employees spoke ----- of former CEO Olga Sombroek, emphasizing how well liked she was.
- (A) sharply
(B) vaguely
(C) critically
(D) fondly
127. Although the owners made ----- renovations to their hair salon, they did not raise any of their prices.
- (A) informative
(B) hesitant
(C) extensive
(D) conversational
128. ----- that Mr. Rey has completed the welding course, he is free to apply for an internal position with increased responsibility.
- (A) Otherwise
(B) Rather than
(C) Despite
(D) Considering
129. The play's rehearsal lasted four hours, while the play ----- ran for only three.
- (A) themselves
(B) them
(C) itself
(D) it
130. Ms. Sheth has identified the ----- that have prevented Hentig Industries from expanding globally.
- (A) registers
(B) summaries
(C) opposites
(D) obstacles

PART 6

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

Questions 131-134 refer to the following notice.

Hollydale Medical Center

To All Office Staff:

The move to our new medical center building will take place this weekend. ----- , all items in your
131. desks must be packed before the end of the day on Friday. The empty boxes ----- to you by
132. 8:00 A.M. on Thursday. When you arrive at our new location on Monday morning, your boxes
should already be in your new office. ----- . If you will be out of the office this Thursday or Friday,
133. notify me immediately so we can make other arrangements.

We appreciate your cooperation in helping to make this transition to our new location go as -----
134. as possible.

Jian Tang, Office Manager

TEST
4

131. (A) Therefore
(B) Thirdly
(C) Regardless
(D) Instead

134. (A) directly
(B) smoothly
(C) slowly
(D) actively

132. (A) delivered
(B) have delivered
(C) will be delivered
(D) had been delivered

133. (A) Enjoy dining at the nearby cafeteria.
(B) You need to check your office mailbox.
(C) The moving company has positive reviews.
(D) Please begin unpacking right away.

GO ON TO THE NEXT PAGE

Questions 135-138 refer to the following flyer.

This year marks the twentieth anniversary of Hispanic Heritage Month. ----- , the food court at the **135.**

Swift Business Complex will feature cuisines from Hispanic and Latin American countries. Visit the food court today to kick off the ----- ! Free tapas (small bites) and drinks will be available for **136.** tasting.

----- , the Swift Business Complex will be hosting a Hispanic Heritage Expo the week of October **137.**

10 in the center of the main atrium. International businesses as well as local vendors will be participating in this one-of-a-kind event. Each afternoon at 3 P.M., two lucky shoppers will win leather handbags from Cuero Suave, a Colombia-based trading company located on the fourth floor. ----- . **138.**

- 135.** (A) To celebrate
(B) It celebrated
(C) By celebrating
(D) The celebration

- 136.** (A) festive
(B) festivities
(C) festively
(D) more festive

- 137.** (A) Rather
(B) However
(C) In addition
(D) On the contrary

- 138.** (A) The main atrium was completely renovated last spring.
(B) Visit the service desk to get your free ticket for the drawing.
(C) Try the chicken tacos for a tasty treat.
(D) The food court will be open for breakfast all week.

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

To: Hye-Jin Lee
From: Globiance Technologies
Subject: Information
Date: 5 June

Dear Ms. Lee,

Thank you for ----- the Sciorama X200 social science database. Your selection is a preferred one
139. among many researchers. We would like to learn about your ----- with this database through a
140. five-minute survey. As a token of ----- appreciation, you will be automatically entered into a
141. drawing to win a \$100 gift card from Globiance Technologies. All of your responses will be kept
confidential. -----
142.

The questionnaire is available at www.gt.org/scioramasurvey. Thanks in advance for your
feedback.

Sincerely,

The Survey Team at Globiance Technologies

TEST
4

- 139.** (A) giving
(B) performing
(C) writing
(D) choosing
- 140.** (A) experience
(B) experiencing
(C) experienced
(D) are experienced
- 141.** (A) her
(B) your
(C) our
(D) their
- 142.** (A) They will be used for statistical purposes only.
(B) They will determine which solution will be adopted.
(C) They will reveal what difficulties new hires have reported.
(D) They will be thoroughly reviewed for errors.

GO ON TO THE NEXT PAGE 

Questions 143-146 refer to the following instructions.

Armanfax Logistics

Vehicle Inspection Policy

This section deals with completing your ----- vehicle inspection reports. The purpose of these 143. reports is to ensure proper vehicle maintenance and operation safety.

As an Armanfax Logistics delivery driver, you must complete posttrip checks on your vehicle and list any defects on special report forms. ----- to report a problem may result in a breakdown of the 144. vehicle. Note that reports must be completed at the end of each day. ----- . 145.

Pretrip checks are completed by reviewing the previous driver's inspection report. If it notes any ----- , you must acknowledge that necessary repairs have been performed. 146.

143. (A) regular
(B) regulars
(C) regularly
(D) regulate

146. (A) problems
(B) arguments
(C) increases
(D) delays

144. (A) Continuing
(B) Deciding
(C) Failing
(D) Paying

145. (A) Within the next few days, notifications will
be sent out.
(B) They are required even if no defect is
discovered.
(C) It has been found on a number of
occasions.
(D) Time off may be requested a week in
advance.

PART 7

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

Questions 147-148 refer to the following sign.



147. What is the purpose of the sign?

- (A) To announce a temporary closure
- (B) To advertise a new product line
- (C) To explain how shelves are arranged
- (D) To prepare customers for an upcoming change

148. Why will extra staff be available?

- (A) To take inventory
- (B) To help customers locate certain items
- (C) To give product demonstrations
- (D) To help customers place orders

Questions 149-150 refer to the following Web page information.

https://www.rivieracarrental.co.uk/598270

Thank you, Mr. Gregersen!
Your Riviera Car Rental booking is now complete.

Today's date: 3 June
Duration: 7 days
Pickup: 14 June in Bristol
Return: 20 June in Cambridge
Credit card: XXXX-XXXX-XXXX-2891
Amount: £310.00

You have opted to prepay your rental, but your credit card will not be charged until 12 June. Until then you may cancel your booking at no charge. Should you cancel after that date, a fee will be charged. Also, if you fail to pick up your car (no-show), you will be charged in full, and the amount is nonrefundable.

- 149.** What is the purpose of the Web page information?

- (A) To verify credit card information
- (B) To approve a purchase order
- (C) To describe accommodation options
- (D) To confirm reservation details

- 150.** What is suggested about Mr. Gregersen?

- (A) His credit card needs to be replaced.
- (B) His travel expenses will be reimbursed.
- (C) He can still cancel at no charge.
- (D) He has requested a small car.

Questions 151-152 refer to the following article.

BAKERSVILLE (August 13)—As confirmed by today's vote, the city's building code is getting a shake-up. Among the changes to go into effect on November 3 are stricter fire safety standards for both commercial and residential buildings, enhanced insulation requirements, and, most notably, a requirement that 25 percent of newly constructed residential homes be equipped with solar panels.

The solar initiative has been met with broad support among voters, lawmakers, and home builders. The new rule will increase the total amount of green energy produced and reduce dependency on fossil fuels. Supporters also say that increasing demand for solar panels and hardware will drive prices down, so that this technology will be increasingly affordable. Finally, though the building phase will be more costly than usual, homeowners will save on electricity bills in the long term.

The state will open a phone hotline to answer questions from builders, property owners, contractors, and other affected parties beginning on October 15 and continuing through the end of the year.

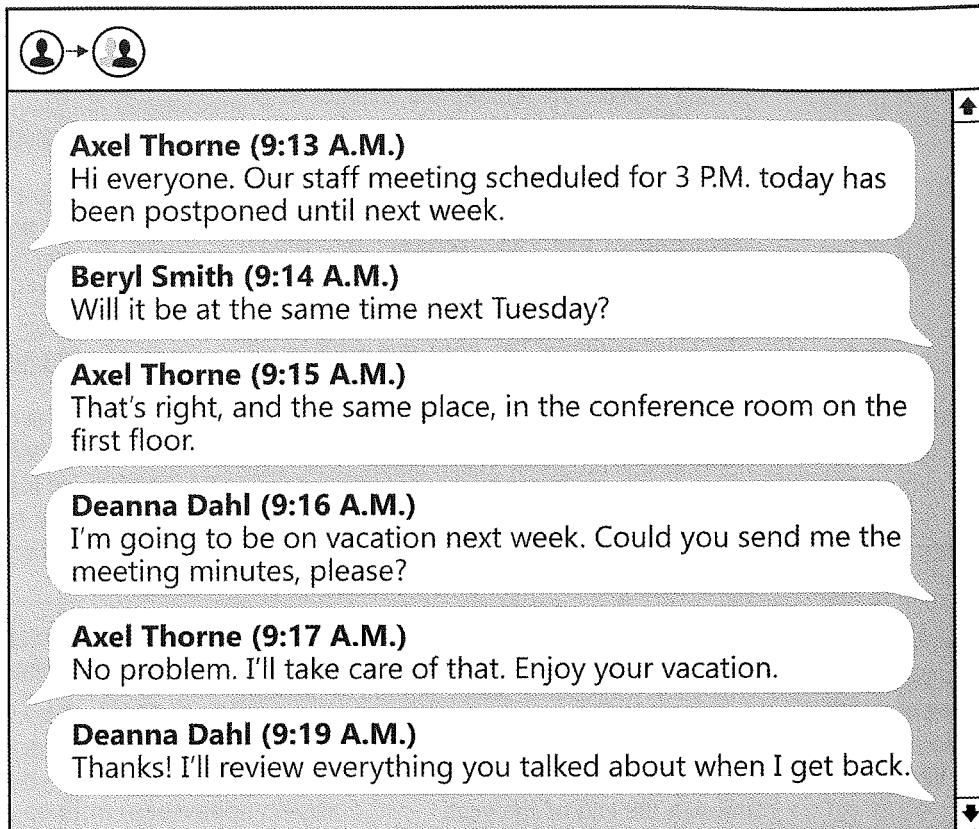
- 151.** When does the new code become effective?

(A) On August 13
(B) On October 15
(C) On November 3
(D) On December 31

- 152.** According to the article, what will become more expensive?

(A) Construction costs
(B) The price of solar panels
(C) Home maintenance costs
(D) Household electricity bills

Questions 153-154 refer to the following online chat discussion.



153. What has changed about the meeting?

- (A) The time
- (B) The date
- (C) The location
- (D) The topic

154. At 9:17 A.M., what does Mr. Thorne most likely mean when he writes, "No problem"?

- (A) He will send Ms. Dahl a copy of notes about the meeting.
- (B) He will ask someone to replace Ms. Dahl at the meeting.
- (C) He will give Ms. Dahl a project to work on while she is away.
- (D) He will meet with Ms. Dahl when she returns.

Questions 155-157 refer to the following instructions.

Skylight Gardens
Your Neighborhood Garden Center

Plant Care Tips

Effective plant care starts with choosing the right pot for your houseplant. Make sure that there are holes in the bottom of the pot to let water flow out.

Next, purchase soil from your local garden center. Store-bought potting soil typically contains fertilizer to help indoor plants grow. Using dirt from your own outdoor garden is risky. This dirt can be filled with insects, disease, and weeds, all of which can be harmful to indoor plants.

After potting, pour water on the soil and flowers of your plant. Always check the soil before watering. If the soil is still moist, there is no need for more water.

To maintain a healthy plant, pinch or cut off parts of the plant that have turned brown or withered. Doing so helps to facilitate new growth. Each spring, repot your plant in a larger pot to allow room for the root system to grow.

- 155.** Why are readers advised to purchase soil?
- (A) To avoid digging up their yards
 - (B) To promote plant growth
 - (C) To support local garden centers
 - (D) To ensure that water is evenly distributed
- 156.** What tip is NOT mentioned in the instructions?
- (A) Keep the plant in the sun.
 - (B) Replace the pot every year.
 - (C) Feel the soil before adding water.
 - (D) Use a pot with holes in it.
- 157.** The word “turned” in paragraph 4, line 2, is closest in meaning to
- (A) built
 - (B) rotated
 - (C) disturbed
 - (D) become

Questions 158-160 refer to the following notice.

Attention Conference Centre Staff:

The Geylang Conference Centre is hosting the Singapore Banking Conference on 20 April. The welcome desk will be open from 8:00 A.M. to 10:00 A.M. When checking in, conference attendees will need to present a valid form of identification. Acceptable forms of identification include a passport, a driver's license, or a company-issued photo ID. After checking in, attendees will be handed a welcome packet, which includes a conference schedule, a map of the facility, and their ticket to the evening banquet. If attendees arrive after 10:00 A.M., they should be directed to the security desk, where someone will check them in.

Please note that some attendees will be staying at the conference centre's hotel. They should be directed to the hotel lobby, where they can leave their luggage. Hotel personnel will bring the luggage to the appropriate guest rooms when the rooms are ready.

If you have any questions about your duties for the day, please contact Jia-Wei Teo at extension 231.

158. What is the purpose of the notice?

- (A) To inform staff about procedures for an event
- (B) To provide attendees with a schedule
- (C) To ask for volunteers to work at an event
- (D) To give information about conference speakers

159. The word "present" in paragraph 1, line 3, is closest in meaning to

- (A) introduce
- (B) show
- (C) attend
- (D) gift

160. According to the notice, what will happen at the end of the conference?

- (A) Packets will be collected.
- (B) Luggage will be put in storage.
- (C) An evaluation form will be handed out.
- (D) A banquet will be held.

Questions 161-163 refer to the following article.

GABORONE (6 May)—Local resident Sophie Shagwa has met a goal many application developers relish. — [1] —. Her app, Dream Sweet, which she created as a participant in the Next Generation Apps programme, has been downloaded more than 10,000 times.

“Simply put, this app helps users attain their dreams and ambitions,” Ms. Shagwa said. “The app does this by providing a series of questions to help users identify their goals and break them down into achievable parts.”

Recently, she added a much-requested calendar feature. — [2] —. Daily reminders and encouraging text messages are sent around the times when certain

parts of the goal should be accomplished.

Additionally, Ms. Shagwa designs calendars, notebooks, and posters with inspirational phrases that can be purchased through the app. — [3] —. “They’re lovely to look at and provide visual reminders that your goals are important and that you have the ability to achieve them,” she said.

The app is free, but additional features, such as personalized coaching and progress tracking, cost extra. Ms. Shagwa uses some of her profits from the Dream Sweet app to sponsor new app developers who want to join the Next Generation Apps programme. — [4] —.

161. What does the article mainly discuss?

- (A) The recruitment of young people for a new program
- (B) The profile of the creator of a piece of software
- (C) How apps and related products are priced
- (D) Recent changes across the software industry

162. What does the Dream Sweet app help users to do?

- (A) Reach their goals
- (B) Create visual text messages
- (C) Design artistic posters
- (D) Sponsor new app developers

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

“Users can now plan a specific timeline of actions in order to be successful.”

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

Questions 164-167 refer to the following e-mail.

To:	elvin.williams@gxtinvestments.com
From:	barry.robledo@gxtinvestments.com
Date:	May 17
Subject:	301 N. Powell
Attachment:	Photos

Elvin,

I walked through the property at 301 N. Powell Avenue today. I was able to see the reception area, the offices, and the kitchen, but the utility closet in the west hallway was locked. I am sure an inspector will be able to verify that the furnace and electrical circuit board in that space are in good working order should we choose to proceed with a purchase.

The building has all the space we need to accommodate our clients, including a large parking area. However, there are some issues that we will need to address if we move forward: the carpet in the reception area is discolored; some floor tiles in the east hallway are cracked; and there is chipped paint in the conference room. The small water stain on the ceiling of the conference room may indicate a leak in the roof. I have attached photographs of the problem areas.

Given the low price of the property, I think we should consider this location. We could update the space and still come in under budget. Our current lease expires in three months, so we will need to make a decision quickly. Let me know what you think.

Sincerely,

Barry Robledo

164. Why did Mr. Robledo send the e-mail?
- (A) To request the extension of a lease
 - (B) To suggest opening a branch office
 - (C) To support relocating a business
 - (D) To oppose the sale of a property
165. What was Mr. Robledo NOT able to view?
- (A) The reception area
 - (B) The kitchen
 - (C) The furnace
 - (D) The conference room
166. The word “address” in paragraph 2, line 2, is closest in meaning to
- (A) attend to
 - (B) write on
 - (C) publicize
 - (D) place
167. What is one of the problems Mr. Robledo mentions?
- (A) Some tiles have been broken.
 - (B) A key has been misplaced.
 - (C) The parking area is too small.
 - (D) The location is inconvenient.

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

Akio Nishi [3:35 P.M.]: Did you both see the e-mail from Barbara with furniture options for the lobby?

Isidora Basque [3:37 P.M.]: Look at the brown leather chairs with wheels. They are so much more stylish than the current chairs.

Akio Nishi [3:38 P.M.]: They are attractive, but they don't seem sturdy. What do you think of the big green ones with the plush seats?

Kriya Patel [3:39 P.M.]: I am opening it now.

Isidora Basque [3:40 P.M.]: They look comfortable. But space is limited, and we need at least four chairs in the lobby. Those green chairs are really big.

Kriya Patel [3:42 P.M.]: Are you still looking at the Premium Office section?

Akio Nishi [3:43 P.M.]: No, we're discussing the Budget Office options now.

Kriya Patel [3:44 P.M.]: Oh, good. Those choices are more affordable.

Akio Nishi [3:46 P.M.]: We should probably select a reception desk before the chairs. Do you like the second one, the yellow desk? I do.

Kriya Patel [3:47 P.M.]: I think it would fit nicely in that space. It is the same size as the current desk.

Isidora Basque [3:48 P.M.]: I think it's perfect. I'll tell Barbara now that we all like that desk. Let's touch base about the chairs after we have had the chance to look at all the choices.

168. What is mainly being discussed?

- (A) A new office location
- (B) A decorating budget
- (C) An interior design firm
- (D) New furniture choices

169. At 3:39 P.M., what does Ms. Patel most likely mean when she writes, "I am opening it now"?

- (A) She is going to read a recent e-mail.
- (B) She is looking in a desk drawer.
- (C) She is unwrapping a package.
- (D) She is preparing to eat lunch.

170. What is suggested about the lobby?

- (A) It currently has large furniture.
- (B) It does not have a lot of space.
- (C) It is located on the second floor.
- (D) It is stylishly decorated.

171. What will Ms. Basque most likely do next?

- (A) Place an online order
- (B) Distribute a catalog
- (C) Contact a coworker
- (D) Hire a receptionist

Questions 172-175 refer to the following article.

AFEC Offers Pathway to Success

By Pauline Weston

BRIDGETOWN (29 October)—From 14 to 16 November, the Association of Female Entrepreneurs of the Caribbean (AFEC) will be hosting its fourth biennial forum at the Centre for Labour Force Development in Bridgetown, Barbados. This year's theme, "From Aspiration to Sensation," is centered on the essential skills and tools needed to start, run, and grow a successful business. — [1] —. About 350 women will be interacting with some of the region's most successful women business leaders through a series of presentations. — [2] —.

One presenter will be Serena Telting, owner of Suriname-based children's clothing manufacturer Serenatee. She welcomes the opportunity to share her experience with conference goers. — [3] —. "Specifically," she says, "I will be promoting a set of sound practices that I have adopted over my fifteen years in the apparel industry. Those might

shield emerging entrepreneurs from the challenges I faced early on in my career. Because I lacked adequate advice when I started my business, I made some mistakes that nearly ruined it."

Attendees are keen on engaging with their established peers. Madelon Picard, a native of Martinique who plans to open a nursery school on the island, says, "I am eager to learn how my role models dealt with challenges and accomplished their achievements." — [4] —. Ms. Picard also referenced the assistance she has received from the Martinique Business Society (MBS), of which she is a member. "The MBS is fully funding my participation in the AFEC forum, from hotel accommodation and airfare to meals and local transport." She is far from the exception. Organisers say they have seen a significant increase in financial support for attendees since the first AFEC forum.

172. Why was the article written?
- (A) To discuss some of the challenges female entrepreneurs face
 - (B) To highlight the need for more role models in business
 - (C) To show the importance of business in the Caribbean
 - (D) To publicize an upcoming business gathering
173. What is suggested about Ms. Telting?
- (A) She had a difficult start to her career.
 - (B) She attended the first AFEC forum.
 - (C) She distributes her products across the Caribbean.
 - (D) She has been promoting good business practices for fifteen years.
174. What is NOT true about Ms. Picard?
- (A) She received sponsorship from a trade organization.
 - (B) She wants to start an educational institution.
 - (C) She is looking forward to the AFEC forum.
 - (D) She is one of the organizers of the event.
175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “They will also have the opportunity to attend one-on-one career coaching sessions.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

TEST
4

GO ON TO THE NEXT PAGE

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

From:	Carlos Garcia
To:	Grace Wu
Subject:	Employee of the Month
Date:	July 25

Dear Grace:

I am writing to nominate a member of our production team, Dwight Clinton, as a candidate for Franklin Appliances' Employee of the Month. We have been working diligently to complete the design of a more energy-efficient air-conditioning unit by our July 31 deadline, and Mr. Clinton's participation on the team has made it possible for us to meet our challenging targets.

In his eight years at Franklin Appliances, Mr. Clinton has demonstrated the capacity to grow both professionally and personally. He began as an apprentice and has steadily worked his way up to Testing Engineer. Mr. Clinton has been instrumental in helping us realize the company's mission of designing high-quality energy-saving refrigerators, ovens, washing machines, and cooling systems. It would be difficult to envision meeting our product deadlines without his contribution to every project he is assigned to.

Thank you for your consideration.

Carlos

MEMO

To: All employees
From: Grace Wu
Date: August 1
Subject: Employee of the Month

It is my privilege to announce that Dwight Clinton has been chosen to be our July Employee of the Month. Franklin Appliances promotes an environment of creative collaboration, and Mr. Clinton has demonstrated the leadership and support necessary to help make this mission a reality. Thanks in large part to his commendable efforts, we are pleased to announce that our newest product, the Eco-Cool Wave, was successfully launched yesterday.

Mr. Clinton has dedicated a large part of his professional life to rising through the ranks at Franklin Appliances. His story is indicative of the supportive environment that the company offers by promoting internally and providing professional growth as well as development opportunities. Franklin Appliances is honored to present Mr. Clinton with two paid personal days to use at his discretion. The next time you see Dwight, please offer your congratulations!

- 176.** Why did Mr. Garcia send the e-mail?
- (A) To recommend an employee for an award
 - (B) To report a design modification
 - (C) To ask for extra help with a task
 - (D) To request that a launch be postponed
- 177.** What most likely is Mr. Garcia's job title?
- (A) Human Resources Director
 - (B) Vice President of Sales
 - (C) Chief Executive Officer
 - (D) Production Team Leader
- 178.** What is the Eco-Cool Wave?
- (A) A washing machine
 - (B) A refrigerator
 - (C) An air conditioner
 - (D) A ceiling fan
- 179.** What is indicated about Franklin Appliances?
- (A) It has a small staff.
 - (B) It designs energy-efficient products.
 - (C) It encourages competition among staff.
 - (D) It has been in business for two decades.
- 180.** What is stated about Mr. Clinton in the memo?
- (A) He will be promoted.
 - (B) He is moving to a larger office.
 - (C) He will receive extra time off.
 - (D) His only job has been at Franklin Appliances.

TEST
4

GO ON TO THE NEXT PAGE

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

<http://www.inganirobotics.co.uk>

Ingani Robotics

In today's mail-order industry, turnaround time is key. Ingani's machines can take the physical labour out of item retrieval. Our self-navigating, fully rechargeable freight movers can increase your efficiency without the need for extra staff. They function safely in shared environments with people. All machines are equipped with tethering hooks to secure pallets or boxes. See below for measurements and speed of our popular and upcoming models.

Unit Name	Almora Q1	Almora S1	Belma Q1	Belma S1 (under development)
Height	950 mm	930 mm	356 mm	256 mm
Width	530 mm	500 mm	1,150 mm	856 mm
Speed	4.2 km/h	4 km/h	2.5 km/h	2.3 km/h

To: edwinraster@inganirobotics.co.uk

From: aalmansouri@vemta.co.uk

Date: 3 April

Subject: Upcoming order

Dear Mr. Raster,

Thank you for updating me on the status of the Belma S1. Our facilities expansion will not be complete until next month, so I will wait until then to place the order.

As you know, we have been loyal customers for several years, having purchased two of the narrowest Almora units three years ago and an additional four last year. I wanted to inquire whether we might be eligible for a discount on bulk orders similar to the one we received for last year's order. We are planning to buy six of the new units but could be persuaded to purchase more. Please let me know, and thank you again for following up.

Sincerely,

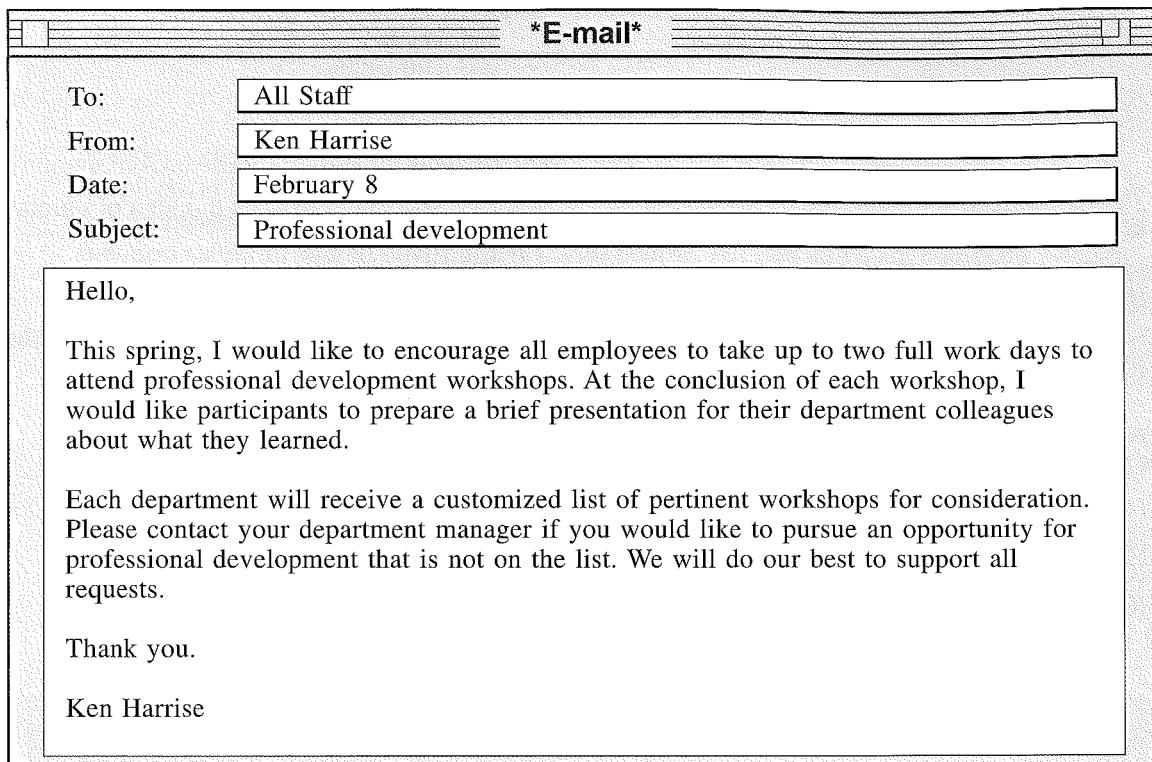
Aliya Almansouri
Senior Purchasing Manager, Vemta Ltd.

- 181.** Where are Ingani Robotics' products intended to be used?
- (A) In call centers
 - (B) In warehouses
 - (C) In automotive factories
 - (D) In research laboratories
- 182.** What is mentioned about Ingani Robotics' machines?
- (A) They are fuel efficient.
 - (B) They can travel up to four kilometers.
 - (C) They work safely around people.
 - (D) They are gaining in popularity.
- 183.** According to the e-mail, when will Vemta Ltd. most likely buy from Ingani Robotics?
- (A) In April
 - (B) In May
 - (C) In three months
 - (D) Next year
- 184.** What product does Vemta Ltd. already use?
- (A) The Almora Q1
 - (B) The Almora S1
 - (C) The Belma Q1
 - (D) The Belma S1
- 185.** What is indicated about Ms. Almansouri?
- (A) She may increase the size of Vemta Ltd.'s next order.
 - (B) She may get a bigger discount on Vemta Ltd.'s next order.
 - (C) She has referred clients to Mr. Raster.
 - (D) She has moved to a new office.

TEST
4

GO ON TO THE NEXT PAGE

Questions 186-190 refer to the following e-mails and schedule.



Approved workshops for Harrise Systems' Information Technology (IT) Department Manager: Nancy Welker			
Title	Facilitator	Date	Description
Developments in Data Security	Leslie Mehra	March 5	Strategies and exercises for protecting your company's data
Managing Big Data	Janet Sabol	March 8	Overview of software systems used to manage data efficiently
Our Online Presence and Social Media	Terrence Brewster	April 2	The role of IT departments in educating and managing staff regarding workplace computer use
IT Administration	Dan Michaels	April 18	The expanding duties of an IT administrator

E-mail

To:	Nancy Welker
From:	Paul Cheung
Date:	April 20
Subject:	Workshop completion

Dear Nancy,

As per Mr. Harrise's suggestion, I attended the workshop "Our Online Presence and Social Media." I learned about the guidance we can offer employees who use social media, and I am prepared to present a report highlighting the workshop's content. Please let me know a convenient day and time for this activity, and I will schedule one of the conference rooms for our IT team. I have some printed material to distribute as well.

Thanks,

Paul

**TEST
4**

- 186.** In the first e-mail, what are professional development participants asked to do?
- (A) Inform their manager of their absence at least two days in advance
 - (B) Share information about their training with colleagues
 - (C) Develop their own list of professional contacts
 - (D) Leave instructions for colleagues so their usual responsibilities are covered
- 187.** What does the first e-mail mention about the workshops?
- (A) They have been chosen with particular departments in mind.
 - (B) They must be attended in sequence.
 - (C) Their facilitators are department managers at Harrise Systems.
 - (D) Their topics were suggested by IT staff.
- 188.** Whom can IT staff ask about alternative professional development activities?
- (A) Ms. Mehra
 - (B) Ms. Sabol
 - (C) Ms. Welker
 - (D) Mr. Brewster
- 189.** When did Mr. Cheung attend a workshop?
- (A) On March 5
 - (B) On March 8
 - (C) On April 2
 - (D) On April 18
- 190.** What does Mr. Cheung still need to do?
- (A) Select a presentation topic
 - (B) Invite a facilitator
 - (C) Contact Mr. Harrise
 - (D) Reserve a meeting room

GO ON TO THE NEXT PAGE

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

To:	All Staff <allstaff@sielendgroup.co.za>
From:	Orson Stanley <ostanley@sielendgroup.co.za>
Date:	1 February
Subject:	Farewell party

Dear Colleagues,

As you may have heard, our friend and colleague Gerard Clegg will be leaving Sielend Group at the end of February after 22 years. During his tenure as CFO, Gerard implemented state-of-the-art budget-management software and presided over a threefold growth in company revenues.

Gerard has expressed mixed feelings about departing but says that he plans to work part-time alongside his brother at the local firm Chartera Consultants. Gerard will also continue to be involved with youth five hours a week at the nonprofit Reach-Out Durban League.

Please join us in attending Gerard's farewell party at 7:00 P.M. on Friday, 28 February, at Longres Ballroom here in Durban. Light refreshments will be served, and the company president will present Gerard with a plaque to show our appreciation for his many contributions to the company.

If you plan to attend, please e-mail my assistant Seojung Lee to let her know. We would like to know in advance how many people to expect. We look forward to seeing you there.

Thanks,

Orson Stanley

<http://www.chartera.co.za>

Chartera Consultants

Chartera Consultants offers professional financial guidance and expert accounting services.

[Home](#) [About Us](#) [Services](#) **News** [Contact Us](#)

Staff News

We are happy to introduce Chartera Consultants' newest team member, Gerard Clegg. Mr. Clegg has a wealth of experience in all aspects of corporate finance. For over two decades he worked as CFO for a successful medical equipment manufacturing firm. Mr. Clegg holds a master of business administration in finance from Stoltz Institute.

Reach-Out Durban League's Annual Fundraiser
Saturday, 14 July, at 10 A.M.

Join us for a fun-filled day and help raise money for an important cause at Paxton Community Center. Compete for a number of prizes, including the top prize, a dinner for two at the award-winning Port St. Johns Restaurant.

Last year's event raised over ZAR20,000 toward our critical mission. Reach-Out Durban League is a 100% volunteer-run organisation, and all event proceeds go toward providing academic development opportunities to Durban area youth.

Register for our annual fundraiser at www.rodl.org.za.

- 191.** What does the announcement mention about Mr. Clegg?
- (A) He is planning to start a new firm.
 - (B) He is planning to move away from Durban.
 - (C) He will start working with a family member.
 - (D) He will consult part-time for Sielend Group.
- 192.** What will happen at Mr. Clegg's farewell party?
- (A) Dinner will be served.
 - (B) Local musicians will perform.
 - (C) Mr. Clegg will introduce the new CFO.
 - (D) Mr. Clegg will be presented with a gift.
- 193.** What type of business is Sielend Group?
- (A) A medical equipment manufacturer
 - (B) A construction company
 - (C) A regional accounting firm
 - (D) A sporting goods supplier
- 194.** According to the advertisement, what is a goal of Reach-Out Durban League?
- (A) To offer educational opportunities
 - (B) To protect the environment
 - (C) To promote local health-care services
 - (D) To provide career counseling
- 195.** What most likely is Mr. Clegg's connection to Reach-Out Durban League?
- (A) He is an investor.
 - (B) He is a volunteer.
 - (C) He is an employee.
 - (D) He is a sponsor.

Questions 196-200 refer to the following brochure and e-mails.

CLAREGAL TOURS



Claregal Tours has been showing visitors Western Ireland's most iconic sights for the past fifteen years. Our buses are comfortable, air-conditioned, and include Wi-Fi. Our experienced drivers and guides are well versed in Ireland's history and culture. All excursions are day-long tours and leave from the bus terminal in Galway.

Aran Islands (ARI423)

Spend the day island hopping between these three beautiful islands where you will see ancient ruins, visit a local farm, and have a chance to explore by bicycle. Ferry transportation fees included.
Adult: €30, University Student: €25, Child: €20

Aran Islands and Cliffs of Moher (AIM523)

Take your time exploring one of the scenic Aran Islands, Inisheer, and then take a ferry to get up close to the Cliffs of Moher. Ferry transportation fees included.
Adult: €40, University Student: €35, Child: €30

Connemara (CON234)

See the beautiful national park of Connemara, where nature is at its finest. Choose from several hiking options with varying degrees of difficulty.
Adult: €35, University Student: €30, Child: €25

Galway (GAL324)

Get off the bus and into the city with this walking tour of Galway. Along the way, you will have the chance to hear traditional music, visit a pub, and see an Irish step dancing performance.
Adult: €20, University Student: €18, Child: €15

E-mail

To: Alan Trippier; Siobhan Canney

From: Helen Doyle

Date: 8 July

Subject: Tomorrow's tour

Attachment: 9 July Trip

Hi Alan and Siobhan,

I have attached the final list of passengers for tomorrow's tour with its itinerary. Alan will be the driver/guide, and Siobhan will be doing passenger check-in. The clients have requested that you drive them to a café to get breakfast before going to Inisheer, which is different from our usual itinerary, but I agreed. It should take one hour. Just a reminder that last month we changed the departure time from 9:30 A.M. to 9:15 A.M. Alan, when you are finished with the tour today, please come by my office. I would like to set your schedule for August.

See you tomorrow,

Helen Doyle
Tour Manager, Claregal Tours

To:	Yerri Sliti <yerri.sliti@icmail.com>
From:	Claregal Tours <info@claregaltours.co.ie>
Date:	8 July
Subject:	Tour confirmation

Dear Mr. Sliti,

Your Claregal Tours day trip for twenty guests is confirmed for tomorrow at 9:15 A.M. Please make sure to be at the Galway Bus Terminal fifteen minutes before your departure. All guests should give their €40 fee directly to your guide.

Enjoy your trip!

Claregal Tours

196. What is true about Claregal Tours?
- (A) It specializes in hiking excursions.
 - (B) It has tours in multiple countries.
 - (C) Its prices change every year.
 - (D) It has been in operation for fifteen years.
197. What do the tours have in common?
- (A) They include a ferry ride.
 - (B) They include visits to islands.
 - (C) They depart from the same location.
 - (D) They offer free lunch.
198. What is the purpose of the first e-mail?
- (A) To provide information for an upcoming tour
 - (B) To give Mr. Trippier his August schedule
 - (C) To change an employee's assignment
 - (D) To introduce a new employee
199. What tour will Mr. Trippier most likely lead on July 9?
- (A) ARI423
 - (B) AIM523
 - (C) CON234
 - (D) GAL324
200. What is likely true about the guests on Mr. Sliti's trip?
- (A) They requested Ms. Canney as their guide.
 - (B) They are all adults.
 - (C) They have already paid for the tour.
 - (D) They will receive a discount.

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.



토익® 정기시험 예상문제집

KTC

실전 TEST

05

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. Free Internet service ----- available in the lobby but not in the guest rooms.
(A) being
(B) to be
(C) are
(D) is
102. A third branch ----- Starshorn Hair Salon will open in Georgetown's industrial district.
(A) up
(B) of
(C) along
(D) in
103. The March shipment to Busan can fit an ----- thirteen containers.
(A) adding
(B) additional
(C) addition
(D) add
104. Ms. Tran ----- the clients fifteen different apartments in one afternoon.
(A) made
(B) opened
(C) passed
(D) showed
105. Mr. Sweeney is most pleased when ----- press releases are published unedited.
(A) he
(B) him
(C) his
(D) himself
106. Whenever company costs ----- significantly, the budget is adjusted.
(A) rise
(B) rises
(C) risen
(D) rising
107. This is a ----- to all employees to submit expense reports by the end of the month.
(A) remind
(B) reminded
(C) reminding
(D) reminder
108. Please e-mail Human Resources if you are able to help set up the events room ----- the annual office party.
(A) since
(B) before
(C) into
(D) except

- 109.** Aita Corporation will hire roughly 50 new employees ----- the next year.
(A) over
(B) while
(C) somewhere
(D) ideally
- 110.** *Dine Out Magazine* will publish an article next month about people who ----- go to the same restaurant.
(A) repeated
(B) repeatedly
(C) repeat
(D) repetition
- 111.** The aircraft's ----- flight had arrived late, so its scheduled 10:15 A.M. departure was delayed.
(A) committed
(B) entitled
(C) previous
(D) spacious
- 112.** Blue Form Company offers its employees ----- in their working location and hours.
(A) flexible
(B) flex
(C) flexibility
(D) flexed
- 113.** The latest sales figures ----- to the vice president that the company was doing well.
(A) reinforcing
(B) reinforcement
(C) reinforces
(D) reinforced
- 114.** Management at the Sidol Factory is researching different ----- to enhancing employee productivity.
(A) instincts
(B) decisions
(C) occasions
(D) approaches
- 115.** Only two percent of the focus group participants reported ----- disliking the new ice-cream flavor.
(A) stronger
(B) strong
(C) strongly
(D) strongest
- 116.** Our line of passenger cars includes the latest ----- technology to protect vehicles and their passengers.
(A) safety
(B) more safely
(C) most safely
(D) saves
- 117.** Jetways Japan and Night Sky Airways have ----- a planned merger, which is under review by government regulators.
(A) treated
(B) flown
(C) announced
(D) spread
- 118.** The old Abita Theater was demolished one week ago, and construction of an office complex at the site is ----- underway.
(A) yet
(B) usually
(C) soon
(D) already
- 119.** Wreen Watch's latest smart watch offers ----- features not found in other products.
(A) similar
(B) multiple
(C) broken
(D) careful
- 120.** Although the conference does not ----- begin until Friday, many participants have informal meetings scheduled for Thursday.
(A) official
(B) officiate
(C) officials
(D) officially

121. Each year the Metro Enterprise Association honors a local business that has made a ----- impact on the city.
- (A) comfortable
(B) significant
(C) difficult
(D) granted
122. Martaska Technologies requires ----- new employees receive at least two weeks of training before starting work.
- (A) that
(B) for
(C) and
(D) when
123. Retailers were given one year to ----- their terminals to accommodate new credit card technology.
- (A) upgrade
(B) progress
(C) motivate
(D) describe
124. Marketers find that older consumers respond best to facts and statistics, ----- for teenagers, the best strategy is humor.
- (A) such as
(B) whereas
(C) due
(D) almost
125. Because of a processing error, Elmore Distributors ----- shipped cases of frozen fish to a bakery.
- (A) equally
(B) illegibly
(C) accidentally
(D) vigorously
126. With ----- from the board of directors, CEO Brian Krieder is aggressively pursuing fresh revenue sources.
- (A) authorization
(B) authorizes
(C) authorize
(D) authorized
127. Mr. Itomitsu's recent book on fitness encourages readers to strive for a healthy ----- between physical exertion and rest.
- (A) quantity
(B) supply
(C) balance
(D) number
128. ----- an anonymous donation, the Metropolitan Hospital was able to purchase new imaging equipment.
- (A) In case
(B) As though
(C) Owing to
(D) If only
129. Employees ----- cars are parked in designated client spaces should move them immediately.
- (A) those
(B) other
(C) who
(D) whose
130. The design team considered many possible ----- before settling on the red and black color scheme for the corporate Web site.
- (A) functions
(B) combinations
(C) destinations
(D) roles

PART 6

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

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

You are receiving this e-mail ----- you have contacted Brell Home in the past about our
131. houseware products or have visited our Web site. If you no longer wish to receive our e-mails,
you can be removed from our list. ----- . But do you really want to miss out on discount offers for
132. products that will help you turn your house into an ----- home? We hope you will choose to
133. remain a subscriber so that we can continue to send ----- for the most popular new products for
134. your home.

TEST
5

131. (A) even
(B) because
(C) during
(D) among

132. (A) Simply reply to this e-mail with the
word "unsubscribe."
(B) The issue has not yet been resolved.
(C) Please provide your order number.
(D) Our products are made by local
artisans using natural materials.

133. (A) invites
(B) invited
(C) inviting
(D) invitation

134. (A) pieces
(B) contracts
(C) samples
(D) coupons

Questions 135-138 refer to the following notice.

Please note that the south lobby of the building will be closed from 7:00 P.M. this evening to 7:00 A.M. tomorrow morning. Routine ----- will be performed on the heating and cooling systems. -----, the central air conditioning will be turned off between these hours. **135.**

We have scheduled any necessary ----- to take place outside of regular business hours. **137.**

----- . If you need access to the building during these hours, please use the north lobby or the basement-level entrances. They will be unlocked and extra lighting will be provided in these two areas. **138.**

Thank you,

Building Management

- 135.** (A) maintenance
(B) maintained
(C) maintains
(D) maintainable
- 136.** (A) As a result
(B) Even though
(C) On the contrary
(D) In comparison
- 137.** (A) designs
(B) repairs
(C) meetings
(D) strategies
- 138.** (A) Extra office chairs will be available.
(B) Our goal is to minimize your discomfort while you are in the office.
(C) The thermostat setting needed to be reset.
(D) The employee entrance code is changing again next month.

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

To: Kristina Tursi <ktursi@fratellitursi.com>
From: Steven Bracchio <sbracchio@worldsmail.net>
Date: August 24
Subject: Thank you

Dear Ms. Tursi,

Thank you for your time today. I ----- enjoyed meeting and interviewing with your team. It is clear
139. to me that Fratelli Tursi is a dynamic company ----- for great success.
140.

----- . As we discussed, I am comfortable conducting business in the Italian language, and
141. beyond that, I believe my marketing skills would strongly support Fratelli Tursi's efforts to grow
internationally.

I understand that the partners will be considering whom to call in to the office for ----- interviews.
142.

Please let me know if you require additional information about me. I very much look forward to
hearing from you.

Steven Bracchio

TEST
5

- 139.** (A) closely
(B) skillfully
(C) quickly
(D) thoroughly

- 142.** (A) initial
(B) optional
(C) further
(D) experienced

- 140.** (A) positioned
(B) position
(C) positions
(D) positionally

- 141.** (A) My salary has risen with my increased responsibilities.
(B) The office space is well designed.
(C) I think my skills are a good match for the needs of your sales team.
(D) Please use my personal e-mail address to reach me.

GO ON TO THE NEXT PAGE

Questions 143-146 refer to the following letter.

Dear Small-Business Owner:

Do you change your opening and closing times depending on the season? According to market research, a quarter of all small businesses periodically ----- their operating hours. However, 143. such changes are not always accurately reflected in the search engine results and on the many Web sites that show your operating hours to your customers. Inaccurate information can lead to customer frustration, which can drive them to do business with your competitors. ----- . 144.

One of our services is designed to help you monitor ----- your operating hours are being shown 145. on the Web. To learn more about our tools and services, please see the enclosed brochure. We would be happy to work with you ----- your business's opportunities. 146.

Sincerely,

Richard N. Batterman
Account Representative
Muros Solutions

Enclosure

143. (A) adjust
(B) report
(C) display
(D) examine

144. (A) Today's search engines are more sophisticated.
(B) Many of them prefer to shop online.
(C) Our competitors face similar issues.
(D) Once lost, they can be hard to bring back.

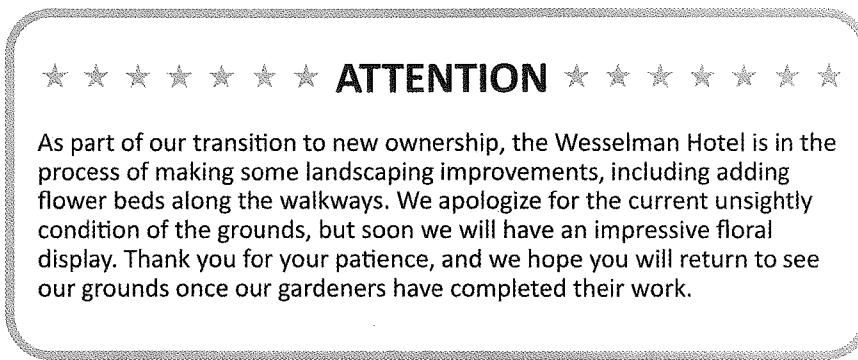
145. (A) how
(B) until
(C) why
(D) unless

146. (A) maximization
(B) to maximize
(C) maximum
(D) having maximized

PART 7

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

Questions 147-148 refer to the following sign.

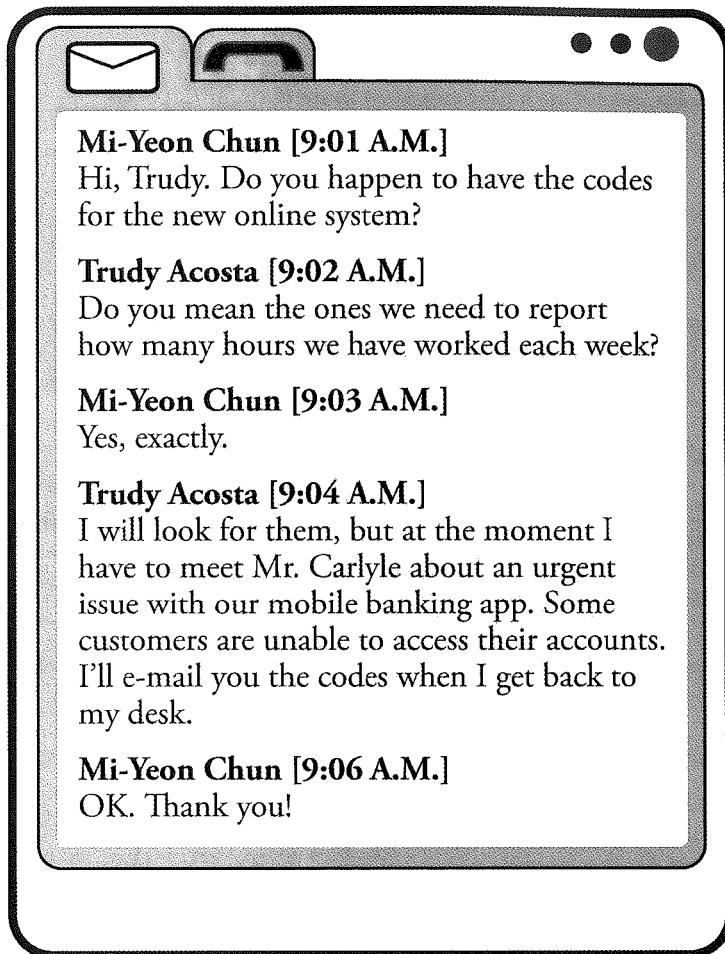


TEST
5

147. What is the purpose of the sign?
- (A) To explain why an area is inaccessible
 - (B) To highlight a new service being offered
 - (C) To express regret for the hotel's appearance
 - (D) To promote gardening positions that will soon be available
148. What is mentioned about the Wesselman Hotel?
- (A) It has a new owner.
 - (B) It has more vacancies than usual.
 - (C) It is offering a seasonal promotion.
 - (D) It is a popular venue for special events.

GO ON TO THE NEXT PAGE

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



149. Where do the writers most likely work?

- (A) At a building security company
- (B) At an employment agency
- (C) At a computer device manufacturer
- (D) At a financial institution

150. At 9:03 A.M., why does Ms. Chun write,

"Yes, exactly"?

- (A) She thinks that a new online system is easy to use.
- (B) She is sure that she has recorded her work hours.
- (C) She is confirming that Ms. Acosta is correct.
- (D) She is reporting that she has worked a full week.

Questions 151-152 refer to the following note card.

Thank you for sending me another of your company's food blenders in exchange for my product feedback. The motor of the Lumtik IB-8900 seems to be a bit more powerful than the motors of the two blenders I reviewed previously. This one does a great job, especially on the high-speed setting. One thing that is disappointing is that the measurement lines were not easy to decipher and seem to fade and become less legible after several washings. This may be a problem with the imprinting on the device. The measurement lines need to be engraved or permanently marked to be clearer. Needless to say, this is important for recipes that require precisely measured ingredients.

Hannah Daley

151. What is suggested about Ms. Daley?

- (A) She wants to return a defective part.
- (B) She needs updated instructions.
- (C) She purchased the wrong product.
- (D) She was asked for her opinion.

152. What does Ms. Daley mention about measurement lines?

- (A) They are hard to read.
- (B) They are a minor problem.
- (C) They are an issue with several blender models.
- (D) They are printed in a dark color.

TEST 5

GO ON TO THE NEXT PAGE

Questions 153-154 refer to the following e-mail.

E-mail

From: Tom Martinez <tmartinez@isppm.com>
To: Reshma Singh <rsingh@itresources.ca>
Subject: ISPPM Top 20
Date: 3 April

Dear Ms. Singh,

We are currently accepting nominations for *Internet Security and Patent Protection Magazine's* Top 20 list. The ISPPM Top 20 is the preeminent guide for businesses seeking expertise for safeguarding the value of intellectual property. Finalizing the Top 20 list is a challenging task, and we value your contribution to this process.

If you would like to make any nominations for this annual listing, please do so by 17 April. Visit our Web site and enter the details of the consultants you believe should be included in this year's listing, along with a brief explanation for your nominations. Please note that we do not accept self-nominations or nominations from colleagues working in the same company. The final list will be published in June.

We look forward to reviewing your nominations.

Kind regards,

Tom Martinez, Technical Editor

153. What is Mr. Martinez requesting?

- (A) Articles for a magazine
- (B) Best ideas for using social media
- (C) The names of skilled consultants
- (D) Strategies for securing computer equipment

154. How is Ms. Singh being asked to respond?

- (A) By accessing a Web site
- (B) By mailing in a form
- (C) By attending a meeting in June
- (D) By sending an e-mail to Mr. Martinez

Questions 155-157 refer to the following product description.

Clearhold Coating is a newly developed, transparent waterproofing system that is superior to traditional pigmented coatings. Clearhold is ideal for application to masonry-block constructions—both new and existing—as well as to interior and exterior decorative elements.

Clearhold can also be applied to concrete and masonry subfloors, which is not possible with our competitors' waterproofing materials. Clearhold will stop humidity from seeping up through subfloors and can be applied before installation of adhesive and floor coverings such as carpet, tile, laminate, or hardwood.

Clearhold will be available in stores starting in January. For more information, visit www.clearholdcoating.com.

155. What does Clearhold Coating do?

- (A) It provides protection from moisture.
- (B) It ensures that floors look shiny.
- (C) It adds color to brick and stone.
- (D) It shields masonry from scratches.

156. What does the description indicate about Clearhold Coating?

- (A) It is intended for outdoor use only.
- (B) It contains natural pigments.
- (C) It is suitable for both new and old masonry.
- (D) It requires a single application.

157. How is Clearhold Coating an improvement on products already on the market?

- (A) It is resistant to heat.
- (B) It can be used on subfloors.
- (C) It is made with nontoxic ingredients.
- (D) It can be applied to many types of furniture.

TEST 5

GO ON TO THE NEXT PAGE

Questions 158-160 refer to the following instructions.

Caring for your Minot Griddle

Thank you for purchasing the nonstick Minot Griddle. With proper care, you and your family will enjoy cooking pancakes, grilled sandwiches, and much more for years to come. First, it is important to protect the griddle from contact with metal that can scratch the nonstick surface. — [1] —. Also, the nonstick feature of your griddle is sensitive to changes in temperature. Be sure not to immerse the hot griddle in cool water, which can cause warping and peeling. — [2] —. Instead, allow the griddle to cool before washing. Finally, careful handwashing will prolong the life of your Minot Griddle. Do not use harsh scrubbers such as steel wool. Gentle washing with a cloth or soft sponge is preferred. — [3] —.

— [4] —. Should you have any questions about your Minot Griddle, please visit our customer Web site at www.minot.co.uk.

- 158.** For whom are the instructions most likely intended?
- (A) A product manufacturer
 - (B) A store employee
 - (C) A cookware owner
 - (D) A support professional
- 159.** What method is recommended for washing the item?
- (A) Scrubbing it with steel wool
 - (B) Immersing it in cool water
 - (C) Wiping it with a soft sponge
 - (D) Cleaning it without soap
- 160.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
“Therefore, avoid using metal cooking utensils with the griddle.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

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

To:	All Patient Distribution List
From:	Meyers Dental Clinic
Date:	August 12
Subject:	Extended services

Dear Patient,

We are pleased to announce that, as of September 1, Meyers Dental Clinic will offer extended hours to better meet your needs for appointments outside regular workday hours. With the hiring of an additional dentist and assistant, we will be able to offer regular appointments Monday to Saturday between 7:00 A.M. and 6:00 P.M. Dr. Meyers will continue to offer urgent appointments as late as 7:00 P.M.

If you would like to reschedule an existing appointment, please call our office at 555-0132.

Thank you for trusting us with your dental care.

Best regards,

Erica Trumble, Office Manager

TEST 5

- 161.** What is the purpose of the e-mail?
- (A) To inform customers of schedule changes
(B) To announce a new dental product
(C) To supply information on dental hygiene
(D) To confirm an appointment
- 162.** The word “meet” in paragraph 1, line 2, is closest in meaning to
- (A) oppose
(B) experience
(C) gather together
(D) provide for
- 163.** What is indicated about Meyers Dental Clinic?
- (A) It is a new business.
(B) It has some new employees.
(C) It will expand to a second location.
(D) It offers only morning appointments.

GO ON TO THE NEXT PAGE 

Questions 164-167 refer to the following article.

Closing Early on Summer Fridays

HOUSTON (June 3)—Summer just became more relaxing for employees of Aftnax Software, where the company recently instituted a Summer Friday policy. — [1] —. From now until the first week in September, the office closes at 1 P.M. so employees can go home early.

“It’s great to have that 1 P.M. cutoff,” says Clay Jackson, an Aftnax employee for the past decade. — [2] —. “Some nights I can stay in the office until seven or eight if I have a project I need to finish. But knowing that the office is closing its doors early on Friday frees me up to spend more time with my family.”

In addition to boosting workers’ morale,

studies have found that scheduled downtime actually increases productivity. — [3] —. The number of firms offering this perk has increased by 23 percent in the past five years.

Remmor Tech, one of the first local companies to institute a similar policy, says that ever since it began offering time off on Fridays twelve years ago, it has seen a marked improvement in employee satisfaction. — [4] —.

“Our employees’ happiness is important to us,” says Alexandra Odoms, the CEO of Remmor. “We know that if we care about our employees, then our employees will care about the work they do for us.”

164. What is the purpose of the article?

- (A) To detail the results of a study on employee morale
- (B) To describe an effective business practice
- (C) To announce a change in executive leadership
- (D) To profile a company new to the area

165. What is indicated about Mr. Jackson?

- (A) He works an overnight shift.
- (B) He works from home on Fridays.
- (C) He used to work for Remmor Tech.
- (D) He has worked for Aftnax Software for ten years.

166. According to Ms. Odoms, what is the rationale for having a Summer Friday policy?

- (A) It attracts top talent to Remmor Tech.
- (B) It creates a positive work environment.
- (C) It allows employees to work later on other days.
- (D) It lets employees spend more time with their families.

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

“And companies are taking notice.”

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

Questions 168-171 refer to the following Web page.

The screenshot shows a web browser window with the URL <http://www.masterint.co.uk> in the address bar. The page title is "INTERNSHIPS". The main content area contains the following text:

Master International offers internships to university students and recent graduates who are passionate about the software industry and would like to gain real-world experience in coding, product development, marketing, and security. Our products are used by businesses worldwide.

Each unpaid internship position lasts for a period of four months and requires an on-site commitment of at least three full days per week. Applications must be received by 1 November (for the spring program), 1 April (for summer), or 1 July (for autumn). Current university students are encouraged to check with their academic institution to determine whether course credits may be granted. Although a few interns may subsequently be offered permanent full-time employment, a job offer is not guaranteed.

Master International receives hundreds of internship applications throughout the year. After an initial review, a select few will be contacted in advance of each four-month cycle for an in-person or telephone interview.

HOW TO APPLY

To get started, we require the following:

- A completed employment application (located in the Forms tab)
- A letter indicating area of interest and relevant coursework
- Two letters of recommendation

Submit all documents to:

Master International
Personnel Department
34 Crawley Square
London, England SE7 9BQ

TEST 5

168. What most likely is Master International?

- (A) An employment agency
- (B) An international bank
- (C) A software firm
- (D) A study-abroad program

169. By what date must an application be submitted for a summer internship?

- (A) January 1
- (B) April 1
- (C) July 1
- (D) November 1

170. What is suggested about the Master International internship program?

- (A) It is collaborating with a local university.
- (B) It was created within the past year.
- (C) It offers paid positions to all participants.
- (D) It is highly competitive.

171. What is an applicant NOT required to submit?

- (A) Employment history
- (B) A completed application form
- (C) Recommendation letters
- (D) A description of relevant courses

GO ON TO THE NEXT PAGE

Questions 172-175 refer to the following text-message chain.

Jaya Pillay (9:04 A.M.)

Paul and Kristen—are you two going to the meeting this morning? I need a favor because I'm running late.

Paul Smythe (9:06 A.M.)

I am. What do you need?

Jaya Pillay (9:07 A.M.)

Could you say a few words about last weekend's film festival in Atlanta?

Kristen Tervo (9:07 A.M.)

Wait, what time is the meeting?

Jaya Pillay (9:08 A.M.)

10:30 A.M.

Paul Smythe (9:08 A.M.)

Sure. What do you want me to say?

Kristen Tervo (9:09 A.M.)

Oh right. I won't be there today. I'm busy working on an issue for David in Finance.

Jaya Pillay (9:10 A.M.)

OK. Paul, just say something about how attendance was great, and the team should feel proud of themselves for their hard work.

Paul Smythe (9:11 A.M.)

Sure. When you arrive, will you be saying anything about the expansion into Florida next quarter?

Jaya Pillay (9:12 A.M.)

Yes, but most of the meeting will be about developing strategies to sell more tickets on opening weekends in our existing theaters.

Kristen Tervo (9:14 A.M.)

That's good to know. I'm meeting with the vice president of development tomorrow. I'll be sure to fill her in on what we've been doing.

172. For what type of business do the writers most likely work?
- (A) A construction company
 - (B) A financial services firm
 - (C) A movie theater chain
 - (D) A travel agency
173. At 9:09 A.M., what does Ms. Tervo imply when she writes, “Oh right”?
- (A) She agrees that the festival was a success.
 - (B) She now remembers when a meeting will begin.
 - (C) She thinks that Mr. Smythe is the best person to speak.
 - (D) She is confirming that she will purchase some tickets.
174. What will be the main focus of the 10:30 A.M. meeting?
- (A) Developing a financial report
 - (B) Expanding into new territories
 - (C) Planning a future festival
 - (D) Increasing the number of customers
175. What does Ms. Tervo say that she will do tomorrow?
- (A) Provide an update to a supervisor
 - (B) Lead a discussion on finances
 - (C) Develop a marketing strategy
 - (D) Travel to Atlanta for business

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

To:	Hathai Khwan
From:	Jim Frollo
Date:	July 15
Subject:	Possible solution

Dear Ms. Khwan,

Thank you for getting the team together so quickly to deal with the problem recently reported by passengers. The congestion in the departures area, particularly at check-in, has been an ongoing source of customer complaints. Some airlines, such as Sunleaf, have addressed similar problems at their gates by creating additional business-class lines for check-in. I suggest that instead we ask airlines to place more staff at their economy check-in lines. However, this would require more kiosks and counters. Without extensive remodeling, there just is not enough room here at Granite Springs Airport.

We need to put together a proposal for next month's budget meeting. I will let Ms. Pembroke know that we are working on a plan. It can be added to this year's budget.

The other issue we still need to discuss is adding more restaurants. Passengers continue to comment about that on surveys.

Thanks,

Jim Frollo

GSP Puts Travelers First

By Katherine Herncane

(October 10)—Earlier this month, news circulated that the management of Granite Springs Airport (GSP) was considering a big change that would shorten the time passengers wait in line without affecting the price of their ticket.

In a conversation with the *Granite Springs Journal* earlier this week, Airport Operations Chief Claire-Lise Pembroke confirmed that the airport will begin remodeling in the spring to expand the check-in counters for economy travelers. Her team is also planning upgrades to airport dining options.

"We are excited about the expansion, which will improve the experience for all of our passengers," Pembroke said. "The renovations should be completed by the end of next year."

176. According to the e-mail, what has been a consistent problem at Granite Springs Airport?
- (A) Flight delays caused by construction
(B) Limited food selections on aircraft
(C) Poorly managed gate areas
(D) Complaints about the high cost of travel
177. In the e-mail, the word “room” in paragraph 1, line 7, is closest in meaning to
- (A) space
(B) lodging
(C) chance
(D) location
178. What does the e-mail suggest about travelers at Granite Springs Airport?
- (A) They especially like traveling with Sunleaf Airlines.
(B) They are content with the dining options at the airport.
(C) They need to walk a long distance to get to airline gates.
(D) They are regularly asked to provide feedback.
179. According to the article, what will remain the same after the renovations?
- (A) Food services
(B) Gate numbers
(C) Ticket prices
(D) Check-in areas
180. What is suggested about Mr. Frollo?
- (A) His remodeling experience will be useful in the spring.
(B) His proposal will be implemented by the end of next year.
(C) He recently started his position at the airport.
(D) He will soon be interviewed by the *Granite Springs Journal*.

Questions 181-185 refer to the following e-mails.

TO:	All employees
FROM:	Sirisha Rao
DATE:	7 May
SUBJECT:	Event photographs
ATTACHMENT:	Order form

Dear Employees:

Photographs from Nitin Kumar's retirement party on 3 April are now available. To see the album, visit Happy Moon Photography's Web site at happymoonphotography.co.in and enter our company name and ID number (933704). You may order individual prints for ₹400 each, or choose from one of the four packages listed below.

- **Basic (₹1270):** Four 10x15 prints
- **Basic Plus (₹2150):** Four 10x15 prints and two 13x18 prints
- **To Share (₹4120):** Eight 10x15 prints and four 13x18 prints
- **For Everyone (₹7930):** Sixteen 10x15 prints and eight 13x18 prints

Enter discount code **10 PERCENT** in the coupon field at checkout when you order online and receive free shipping and a 10 percent discount. Alternatively, you may complete the order form attached to this e-mail and return it to me.

Photographs are available online for 30 days. For purchases after that time, please call Happy Moon's customer support line at 11 2679 5004.

Regards,
Sirisha Rao, Special Events Coordinator

TO:	Gurunath Pandit <gpandit@akrzindustries.co.in>
FROM:	<service@happymoonphotography.co.in>
DATE:	10 May
SUBJECT:	Order number 38919

Dear Mr. Pandit,

Thank you for ordering from Happy Moon Photography! Please review your completed purchase below. Your photographs should arrive in the mail no later than 23 May.

Event: Nitin Kumar Retirement Party, AKRZ Industries

Four 10x15 photographs of image 204: ₹1270

Discount 10 percent: -₹127

Total: ₹1143

Planning an event? Book one of our photographers before 15 June and receive a 20 percent discount.

- 181.** According to the first e-mail, what must employees do to view photographs of the party?
- (A) Enter an ID number
(B) Open an attachment
(C) Meet with a photographer
(D) Contact customer support
- 182.** What is NOT true about the photographs of the party?
- (A) They can be purchased individually.
(B) They were taken on April 3.
(C) They are organized into four albums.
(D) They will be available online for 30 days.
- 183.** Why was the second e-mail sent?
- (A) To provide a tracking number
(B) To request a payment
(C) To confirm a transaction
(D) To promote a new service
- 184.** What package did Mr. Pandit most likely purchase?
- (A) Basic
(B) Basic Plus
(C) To Share
(D) For Everyone
- 185.** What is indicated about Mr. Pandit?
- (A) He recently retired.
(B) He plans corporate events.
(C) He booked a photographer for June 15.
(D) He entered a discount code online.

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

HAMILTON (3 February)—The Ruakura Training Centre (RTC) is relocating to the Springdale Industrial Park. Spokesperson Jax Wu said RTC hopes for a grand opening in May, with only a slight interruption of the usual course schedule.

The new facility, which offers training and accreditation for work in a variety of fields, including roadwork, mining, and construction, is opening at the right time, according to Mr. Wu. “There are numerous

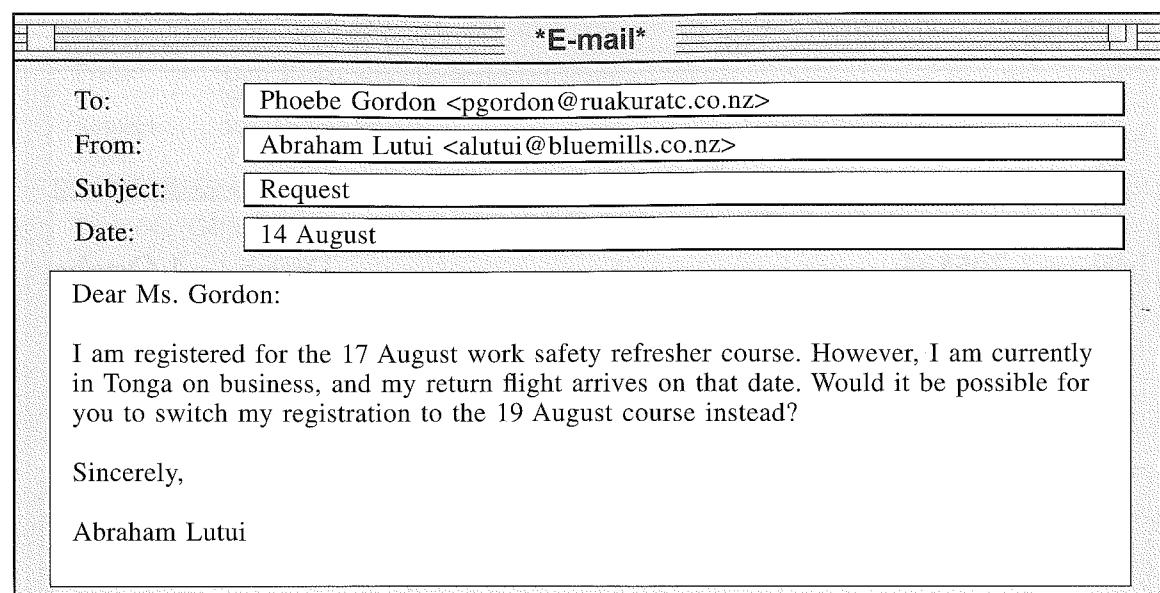
job openings now in these specialized fields, especially around Hamilton,” Mr. Wu stated.

The new location will be more convenient for people to reach than RTC’s current building on Clarkston Road. There is a public transit stop directly in front of the industrial park, and there is free parking as well.

For more information, visit RTC’s Web site at www.ruakuratc.co.nz.

The screenshot shows a web browser window with the URL <https://www.ruakuratc.co.nz> in the address bar. The page has a header with tabs for Home, News (which is selected), Course Offerings, and Register. Below the header, a main content area features a title "Ruakura Training Centre (RTC) Grand Opening" and a subtitle "Sunday, 16 August, 1:00 P.M. to 4:00 P.M.". The text below the title invites visitors to the grand opening and provides details about the first week's offerings. A list of five courses follows, each with a date range and instructor:

- 17 August:** Work Safety Refresher, Mr. Jenkins, Instructor
- 18–19 August:** Basic Worksite Traffic Management, Ms. Agarwal, Instructor
- 19 August:** Work Safety Refresher, Ms. McKenzie, Instructor
- 20–21 August:** Heavy Equipment Licensing, Mr. Waipuka, Instructor
- 21–22 August:** Basic Worksite Traffic Management, Mr. Yeo, Instructor



186. What is the main focus of the article?
- (A) A company's closing celebration
 - (B) A road improvement project
 - (C) Advances in manufacturing technology
 - (D) The relocation of a training facility
187. What does Mr. Wu mention in the article?
- (A) He will be teaching a new course.
 - (B) Many jobs are available in the area.
 - (C) Local transportation should be improved.
 - (D) There is a problem with a parking structure.
188. What is suggested about RTC?
- (A) Its tuition fees have increased.
 - (B) It is hiring new instructors.
 - (C) The opening of its new location was delayed.
 - (D) The registration period for classes was extended.
189. What is indicated about RTC's courses?
- (A) They are fully booked.
 - (B) They are all two-day sessions.
 - (C) They may be offered more than once per month.
 - (D) They require full payment in advance.
190. What is most likely true about Mr. Lutui?
- (A) He is registered for Mr. Jenkins' course.
 - (B) He previously worked at RTC.
 - (C) He had to reschedule his flight.
 - (D) He is interested in a travel career.

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

Gleelan Commercial Cleaning
632 Oakland St., Halifax, NS B3J 3J5
www.gleelancleaning.com.ca
Phone: 902-555-0111

Invoice: 705526

Date: 1 October

Bill to: Endora Gellis

Account: 30056JA

Jant Advertising

1900 Barrington St., Suite 230

Halifax, NS B3J 1P2

Date of service	Description	Price
6 September	Office cleaning	\$80
13 September	Office cleaning	\$80
	Rug cleaning	\$135
20 September	Office cleaning	\$80
27 September	Office cleaning	\$80
	Window washing	\$115

Preferred customer discount (10%): -\$57

Balance due: \$513

For billing questions, please contact our billing manager at
billing@gleelancleaning.com.ca.

From:	Endora Gellis <egellis@jantad.com.ca>
To:	Gleelan Commercial Cleaning <billing@gleelancleaning.com.ca>
Subject:	Billing question
Date:	2 October

Hello,

I am writing concerning the invoice we received at Jant Advertising yesterday. It appears there has been a mistake. We had requested that the windows be washed at the end of last month, but you had to cancel that particular service. However, a charge for it is included on the invoice. We would like to schedule the window washing for early this month, if possible, before the weather gets too cold. In the meantime, could you please send us a corrected invoice?

Best,

Endora Gellis
Jant Advertising

E-Mail Message

From: Burt Radke <bradke@gleelancleaning.com.ca>
To: Endora Gellis <egellis@jantad.com.ca>
Subject: RE: Billing question
Date: 3 October

Dear Ms. Gellis,

Thank you for contacting us regarding your September services. On behalf of our Billing Department, I would like to apologize for the mistake. You are correct that we canceled the window washing that was scheduled. There was a rainstorm on that day. We will remove the charge and send you a corrected invoice today. And because it was our error, please note that we will still provide the full discount that was listed on the invoice for September.

I have checked with the scheduling department, and they can reschedule your window washing for 11 October to coincide with your regular office cleaning. Please confirm if this is suitable for Jant Advertising.

Thank you for your continued business with us.

Sincerely,

Burt Radke
Gleelan Commercial Cleaning

TEST 5

191. What does the invoice indicate about Jant Advertising?
- (A) It has its offices cleaned weekly.
 - (B) It recently moved to a new location.
 - (C) It replaced its carpeting in September.
 - (D) It had some windows repaired.
192. What amount does Ms. Gellis want removed from the invoice?
- (A) \$80
 - (B) \$115
 - (C) \$135
 - (D) \$513
193. According to Mr. Radke, why was a service canceled?
- (A) There were not enough cleaners available.
 - (B) The equipment was not functioning.
 - (C) There was a mistake on the schedule.
 - (D) The weather conditions were poor.
194. What is suggested about Jant Advertising?
- (A) It will receive \$57 off the full price.
 - (B) It is currently seeking experienced cleaning staff.
 - (C) Its offices will close early on October 11.
 - (D) It has multiple locations throughout the city.
195. Who most likely is Mr. Radke?
- (A) A window installer
 - (B) A billing manager
 - (C) An office cleaner
 - (D) A scheduling assistant

GO ON TO THE NEXT PAGE

Questions 196-200 refer to the following listing, e-mail, and review.

Listing Type: Single-family properties
Location: Bonatra Acres in Windham County
Last updated: October 28

Bonatra Acres is a lovely residential community in Windham County featuring two-, three-, and four-bedroom single-family homes near schools, public transportation, and beautiful parks.

The Lalique and Grand Barron models feature an eat-in kitchen, a large living area, and a garage. The Andover model, the most affordable home, is a one-story home with a patio in the rear. The Mickala is a uniquely-styled home featuring upstairs bedrooms with oversized windows. The Harrison is a two-story model with modern upgrades.

Properties Currently Available for Sale

Address	Bedrooms	Bathrooms	Model
126 Hickory Drive	Three	Two	Grand Barron
912 Birch Place	Two	One	Andover
21 Lilac Lane	Two	One	Mickala
108 Pine Avenue	Three	One	Lalique



To: Valerie Sidkoff <v.sidkoff@emikproperties.com>
From: Chun Lai <chunlai@anymail.com>
Date: October 30
Subject: New place to live

Dear Ms. Sidkoff,

EMIK Properties comes highly recommended by my manager, David Mwabili, who worked with you to find his business property.

I am wondering whether you also sell residential properties in the area. My wife and I are looking to move to Windham County with our children to be closer to our jobs. We will need easy access to public transportation. I would be grateful if you could recommend some listings for reasonably priced homes in that area, ideally with two or more bedrooms and at least two bathrooms. I am available to visit homes on Wednesday mornings and Thursday afternoons.

Thank you,

Chun Lai

June Preston, October 16

I recently purchased a home from EMIK Properties and had the pleasure of working with Valerie Sidkoff, the company's owner. She patiently showed me many houses in my preferred area and was attentive to my needs. My only concern about EMIK Properties is that it seems to prioritize commercial clients over residential ones. The agency reserves Thursday and Friday afternoons to show exclusively commercial properties. While this did not affect me, it could be a problem for others looking to buy a home.

- ◀ ▶ ▾
- 196.** What does the listing indicate about Bonatra Acres?
- (A) It was built recently.
 - (B) It is located near parks.
 - (C) It features apartment units for sale.
 - (D) It is close to a city.
- 197.** What Bonatra Acres model is currently unavailable?
- (A) The Lalique
 - (B) The Grand Barron
 - (C) The Andover
 - (D) The Harrison
- 198.** What does the e-mail indicate about Mr. Lai?
- (A) He will be getting a new job soon.
 - (B) He heard about EMIK Properties from his supervisor.
 - (C) He owns EMIK Properties.
 - (D) He currently lives in Windham County.
- 199.** What Bonatra Acres property best meets Mr. Lai's needs?
- (A) 126 Hickory Drive
 - (B) 912 Birch Place
 - (C) 21 Lilac Lane
 - (D) 108 Pine Avenue
- 200.** When will Mr. Lai most likely visit properties?
- (A) On a Wednesday morning
 - (B) On a Wednesday afternoon
 - (C) On a Thursday morning
 - (D) On a Thursday afternoon

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

ANSWER SHEET

수험번호
응시일자 : 20 년 월 일

ETS® TOEIC® 토익® 정기시험 예상문제집

성	한글
명	한자
번호	영자

Test 01 (Part 5~7)

101	③	⑥	⑨	121	③	⑥	⑨	141	③	⑥	⑨	161	③	⑥	⑨	181	③	⑥	⑨	200
102	③	⑥	⑨	122	③	⑥	⑨	142	③	⑥	⑨	162	③	⑥	⑨	182	③	⑥	⑨	
103	③	⑥	⑨	123	③	⑥	⑨	143	③	⑥	⑨	163	③	⑥	⑨	183	③	⑥	⑨	
104	③	⑥	⑨	124	③	⑥	⑨	144	③	⑥	⑨	164	③	⑥	⑨	184	③	⑥	⑨	
105	③	⑥	⑨	125	③	⑥	⑨	145	③	⑥	⑨	165	③	⑥	⑨	185	③	⑥	⑨	
106	③	⑥	⑨	126	③	⑥	⑨	146	③	⑥	⑨	166	③	⑥	⑨	186	③	⑥	⑨	
107	③	⑥	⑨	127	③	⑥	⑨	147	③	⑥	⑨	167	③	⑥	⑨	187	③	⑥	⑨	
108	③	⑥	⑨	128	③	⑥	⑨	148	③	⑥	⑨	168	③	⑥	⑨	188	③	⑥	⑨	
109	③	⑥	⑨	129	③	⑥	⑨	149	③	⑥	⑨	169	③	⑥	⑨	189	③	⑥	⑨	
110	③	⑥	⑨	130	③	⑥	⑨	150	③	⑥	⑨	170	③	⑥	⑨	190	③	⑥	⑨	
111	③	⑥	⑨	131	③	⑥	⑨	151	③	⑥	⑨	171	③	⑥	⑨	191	③	⑥	⑨	
112	③	⑥	⑨	132	③	⑥	⑨	152	③	⑥	⑨	172	③	⑥	⑨	192	③	⑥	⑨	
113	③	⑥	⑨	133	③	⑥	⑨	153	③	⑥	⑨	173	③	⑥	⑨	193	③	⑥	⑨	
114	③	⑥	⑨	134	③	⑥	⑨	154	③	⑥	⑨	174	③	⑥	⑨	194	③	⑥	⑨	
115	③	⑥	⑨	135	③	⑥	⑨	155	③	⑥	⑨	175	③	⑥	⑨	195	③	⑥	⑨	
116	③	⑥	⑨	136	③	⑥	⑨	156	③	⑥	⑨	176	③	⑥	⑨	196	③	⑥	⑨	
117	③	⑥	⑨	137	③	⑥	⑨	157	③	⑥	⑨	177	③	⑥	⑨	197	③	⑥	⑨	
118	③	⑥	⑨	138	③	⑥	⑨	158	③	⑥	⑨	178	③	⑥	⑨	198	③	⑥	⑨	
119	③	⑥	⑨	139	③	⑥	⑨	159	③	⑥	⑨	179	③	⑥	⑨	199	③	⑥	⑨	
120	③	⑥	⑨	140	③	⑥	⑨	160	③	⑥	⑨	180	③	⑥	⑨	200	③	⑥	⑨	

Test 02 (Part 5~7)

101	③	⑥	⑨	121	③	⑥	⑨	141	③	⑥	⑨	161	③	⑥	⑨	181	③	⑥	⑨	200
102	③	⑥	⑨	122	③	⑥	⑨	142	③	⑥	⑨	162	③	⑥	⑨	182	③	⑥	⑨	
103	③	⑥	⑨	123	③	⑥	⑨	143	③	⑥	⑨	163	③	⑥	⑨	183	③	⑥	⑨	
104	③	⑥	⑨	124	③	⑥	⑨	144	③	⑥	⑨	164	③	⑥	⑨	184	③	⑥	⑨	
105	③	⑥	⑨	125	③	⑥	⑨	145	③	⑥	⑨	165	③	⑥	⑨	185	③	⑥	⑨	
106	③	⑥	⑨	126	③	⑥	⑨	146	③	⑥	⑨	166	③	⑥	⑨	186	③	⑥	⑨	
107	③	⑥	⑨	127	③	⑥	⑨	147	③	⑥	⑨	167	③	⑥	⑨	187	③	⑥	⑨	
108	③	⑥	⑨	128	③	⑥	⑨	148	③	⑥	⑨	168	③	⑥	⑨	188	③	⑥	⑨	
109	③	⑥	⑨	129	③	⑥	⑨	149	③	⑥	⑨	169	③	⑥	⑨	189	③	⑥	⑨	
110	③	⑥	⑨	130	③	⑥	⑨	150	③	⑥	⑨	170	③	⑥	⑨	190	③	⑥	⑨	
111	③	⑥	⑨	131	③	⑥	⑨	151	③	⑥	⑨	171	③	⑥	⑨	191	③	⑥	⑨	
112	③	⑥	⑨	132	③	⑥	⑨	152	③	⑥	⑨	172	③	⑥	⑨	192	③	⑥	⑨	
113	③	⑥	⑨	133	③	⑥	⑨	153	③	⑥	⑨	173	③	⑥	⑨	193	③	⑥	⑨	
114	③	⑥	⑨	134	③	⑥	⑨	154	③	⑥	⑨	174	③	⑥	⑨	194	③	⑥	⑨	
115	③	⑥	⑨	135	③	⑥	⑨	155	③	⑥	⑨	175	③	⑥	⑨	195	③	⑥	⑨	
116	③	⑥	⑨	136	③	⑥	⑨	156	③	⑥	⑨	176	③	⑥	⑨	196	③	⑥	⑨	
117	③	⑥	⑨	137	③	⑥	⑨	157	③	⑥	⑨	177	③	⑥	⑨	197	③	⑥	⑨	
118	③	⑥	⑨	138	③	⑥	⑨	158	③	⑥	⑨	178	③	⑥	⑨	198	③	⑥	⑨	
119	③	⑥	⑨	139	③	⑥	⑨	159	③	⑥	⑨	179	③	⑥	⑨	199	③	⑥	⑨	
120	③	⑥	⑨	140	③	⑥	⑨	160	③	⑥	⑨	180	③	⑥	⑨	200	③	⑥	⑨	

ANSWER SHEET

수험번호

일 월 년 월 일자 : 20

ETS® TOEIC® 토익® 정기시험 예상문제집

한글	한자	영자
성0	성0	Se0

Test 03 (Part 5~7)

Test 04 (Part 5~7)

Test 04 (Part 5~7)	
101	()
102	()
103	()
104	()
105	()
106	()
107	()
108	()
109	()
110	()
111	()
112	()
113	()
114	()
115	()
116	()
117	()
118	()
119	()
120	()
121	()
122	()
123	()
124	()
125	()
126	()
127	()
128	()
129	()
130	()
131	()
132	()
133	()
134	()
135	()
136	()
137	()
138	()
139	()
140	()
141	()
142	()
143	()
144	()
145	()
146	()
147	()
148	()
149	()
150	()
151	()
152	()
153	()
154	()
155	()
156	()
157	()
158	()
159	()
160	()
161	()
162	()
163	()
164	()
165	()
166	()
167	()
168	()
169	()
170	()
171	()
172	()
173	()
174	()
175	()
176	()
177	()
178	()
179	()
180	()
181	()
182	()
183	()
184	()
185	()
186	()
187	()
188	()
189	()
190	()
191	()
192	()
193	()
194	()
195	()
196	()
197	()
198	()
199	()
200	()

ANSWER SHEET

수험번호

일정 : 2019년 1월

Test 05 (Part 5~7)

A large grid of 100 numbered circles, arranged in 10 rows and 10 columns. Each circle contains a number from 101 to 200, representing a sequence of 100 data points.

Test06 (Page 5-7)

101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120
121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140
141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160
161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180
181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200

ETS® TOEIC® 토익® 정기시험 예상문제집

