



TOEIC

기출문제 한국 독점출판

# 토익 정기시험

기출문제집 4

1000

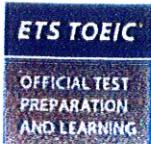


무료 동영상 강의



고난도 문항 무료 동영상 강의  
기출어휘 단어장 (APP, PDF 제공)

IRC



무료이름



공식카페



무료동영상

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기출문제집 4  
1000 RC**

**토익 정기시험  
기술문제집 4  
1000 RC**

발행인 허문호

발행처 YBM

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초판인쇄 2023년 12월 11일

초판발행 2023년 12월 18일

신고일자 1964년 3월 28일

신고번호 제 300-1964-3호

주소 서울시 종로구 종로 104

전화 (02) 2000-0515 [구입문의] / (02) 2000-0563 [내용문의]

팩스 (02) 2285-1523

홈페이지 [www.ybmbooks.com](http://www.ybmbooks.com)

ISBN 978-89-17-23950-8

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서면에 의한 저자와 출판사의 허락 없이 내용의 일부 혹은 전부를 인용 및 복제하거나 발췌하는 것을 금합니다.

낙장 및 파본은 교환해 드립니다.

구입철회는 구매처 규정에 따라 교환 및 환불처리 됩니다.



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**토익® 정기시험  
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# PREFACE

Dear test taker,

English-language proficiency has become a vital tool for success. It can help you excel in business, travel the world, and communicate effectively with friends and colleagues. The TOEIC® test measures your ability to function effectively in English in these types of situations. Because TOEIC scores are recognized around the world as evidence of your English-language proficiency, you will be able to confidently demonstrate your English skills to employers and begin your journey to success.

The test developers at ETS are excited to help you achieve your personal and professional goals through the use of the ETS® TOEIC® 정기시험 기출문제집 1000 Vol. 4. This book contains test questions taken from actual, official TOEIC tests. These questions will help you become familiar with the content and the format of the TOEIC test. This book also contains detailed explanations of the question types and language points contained in the TOEIC test. These test questions and explanations have all been prepared by the same test specialists who develop the actual TOEIC test, so you can be confident that you will receive an authentic test-preparation experience.

## **Features of the ETS® TOEIC® 정기시험 기출문제집 1000 Vol. 4 include the following.**

- Ten full-length test forms all accompanied by answer keys and official scripts
- Specific and easy to understand explanations for learners
- The very same ETS voice actors that you will hear in an official TOEIC test

By using the ETS® TOEIC® 정기시험 기출문제집 1000 Vol. 4 to prepare for the TOEIC test, you can be assured that you have a professionally prepared resource that will provide you with accurate guidance so that you are more familiar with the tasks, content, and format of the test and that will help you maximize your TOEIC test score. With your official TOEIC score certificate, you will be ready to show the world what you know!

We are delighted to assist you on your TOEIC journey with the ETS® TOEIC® 정기시험 기출문제집 1000 Vol. 4 and wish you the best of success.



## 최신 기출문제 전격 공개!

### 유일한 교재!

출제기관이 독점 제공한 기출문제가 담긴 유일한 교재!

이 책에는 정기시험 기출문제 10세트가 수록되어 있다. 시험에 나온 최신 기출문제로 실전 감각을 키워 시험에 확실하게 대비하자!

### 최대 국고

기출 포인트를 뛰어넘는 명쾌한 해설!

최신 출제 경향을 가장 정확하게 알 수 있는 기출문제를 풀고 출제 포인트가 보이는 명쾌한 해설로 토익을 정복해 보자!

### 독점제공

ETS 제공 표준점수 환산표!

출제기관 ETS가 독점 제공하는 표준점수 환산표를 수록했다. 채점 후 환산표를 통해 자신의 실력이 어느 정도인지 가늠해 보자!

### 스마트 학습

동영상 강의, 단어장, 채점서비스 무료 제공!

ETS 토익기출 수험서 어플 다운로드 및 실행 ▶ 토익(상단 메뉴)  
▶ 실전서(좌측 메뉴) ▶ ETS 토익 정기시험 기출문제집 1000 Vol. 4  
RC를 클릭해 무료 제공하는 자료로 스마트하게 학습하자!

- [ybmbooks.com](http://ybmbooks.com)에서도 단어장 MP3파일, 단어장 PDF, 정답 PDF,  
토익 연습용 답안지 PDF 제공

# 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  
갖추었는지를 평가하는 시험이다.

## 시험 구성

구성	PART	유형	문항 수	시간	배점
Listening	Part 1	사진 묘사	6		
	Part 2	질의 응답	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	이중 지문	10	
		삼중 지문		15	
Total		7 Parts	200문항	120분	990점

## 평가 항목

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](http://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 10-11일 후, 인터넷 홈페이지와 어플리케이션을 통해 성적을 확인할 수 있다.  
TOEIC 성적표는 우편이나 온라인으로 발급받을 수 있다(시험 접수 시 양자택일).  
우편으로 발급받을 경우는 성적 발표 후 대략 일주일이 소요되며, 온라인 발급을 선택하면  
유효기간 내에 홈페이지에서 본인이 직접 1회에 한해 무료 출력할 수 있다. TOEIC 성적은  
시험일로부터 2년간 유효하다.

## 토익 점수

TOEIC 점수는 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 사진 묘사 Photographs

총 6문제

### 1인 등장 사진

주어는 He/She, A man/woman 등이며 주로 앞부분에 나온다.

### 2인 이상 등장 사진

주어는 They, Some men/women/people, One of the men/women 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%

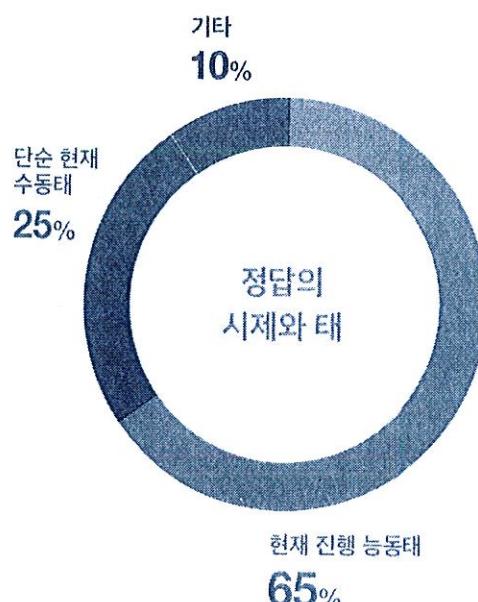
### 사물/배경 사진

17%

### 2인 이상 등장 사진

17%

## PART 1 최신 출제 경향



### 현재 진행 능동태

<is/are + 현재분사> 형태이며 주로 사람이 주어이다.

### 단순 현재 수동태

<is/are + 과거분사> 형태이며 주로 사물이 주어이다.

### 기타

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

## PART 2 질의 응답 Question-Response

총 25문제

### 평서문

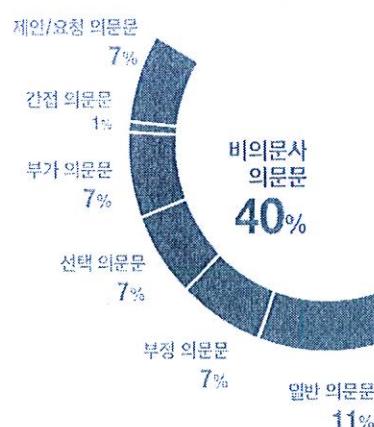
질문이 아니라 객관적인 사실이나 화자의 의견 등을 나타내는 문장이다.

### 명령문

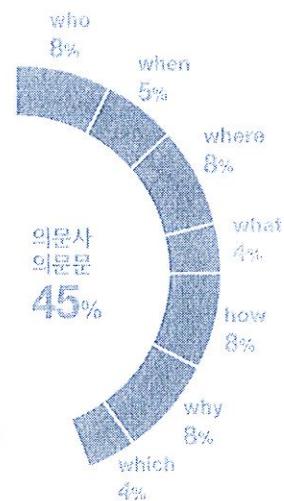
동사원형이나 Please 등으로 시작한다.

### 의문사 의문문

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



## PART 2 최신 출제 경향



### 비의문사 의문문

일반(Yes/No) 의문문 적게 나올 때는 1~2개, 많이 나올 때는 3~4개씩 나오는 편이다.

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

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

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

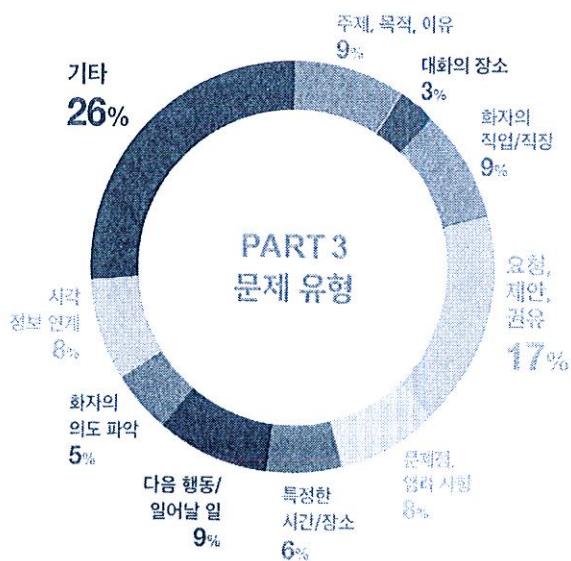
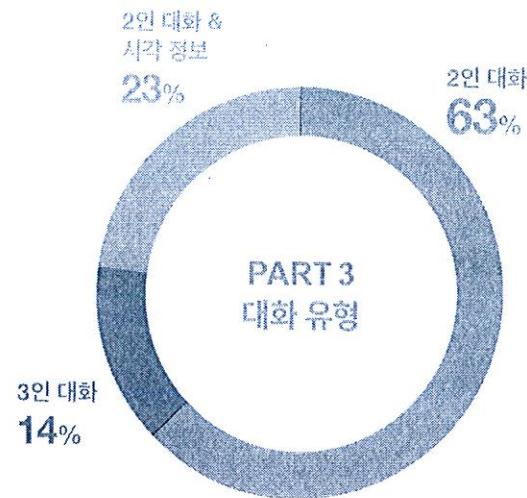
간접 의문문 의문사가 문장 처음 부분이 아니라 문장 중간에 들어 있다.

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

## PART 3 짧은 대화 Short Conversations

총 13대화문 39문제 (지문당 3문제)

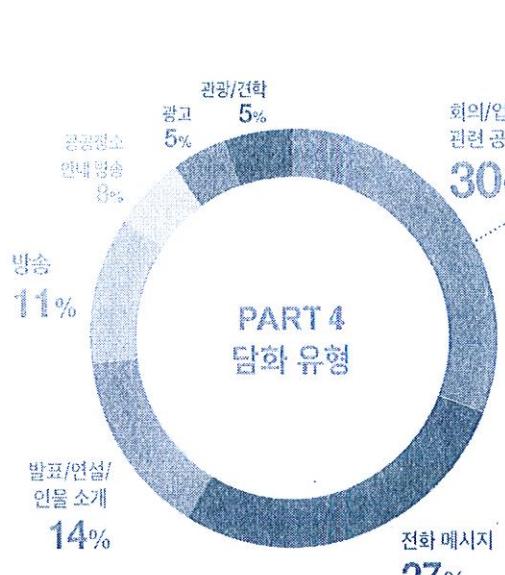
- 3인 대화의 경우 남자 화자 두 명과 여자 화자 한 명 또는 남자 화자 한 명과 여자 화자 두 명이 나온다. 따라서 문제에서는 2인 대화에서와 달리 the man이나 the woman이 아니라 the men이나 the women 또는 특정한 이름이 언급될 수 있다.
- 대화 & 시각 정보는 항상 파트의 뒷부분에 나온다.
- 시각 정보의 유형으로 chart, map, floor plan, schedule, table, weather forecast, directory, list, invoice, receipt, sign, packing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



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

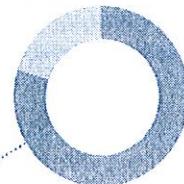
## PART 4 짧은 담화 Short Talks

총 10담화문 30문제 (지문당 3문제)



### 담화 & 시각 정보

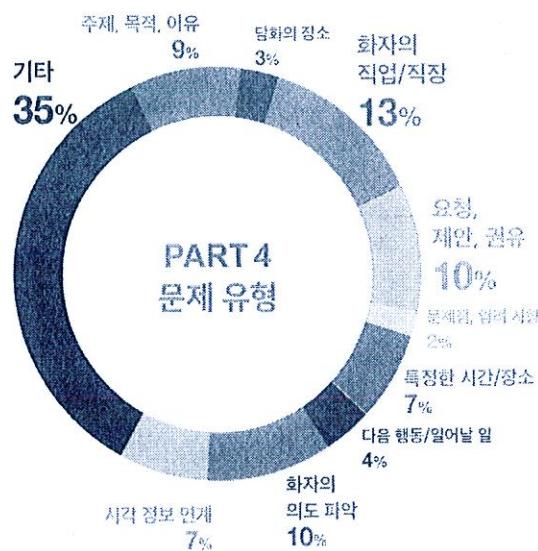
20%  
(2개)



1인 담화  
**80%**  
(8개)

- 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 4에서 화자의 의도 파악 문제는 3개가 나오고 시각 정보 연계 문제는 2개가 나온다.



## PART 5 단문 빙칸 채우기 Incomplete Sentences

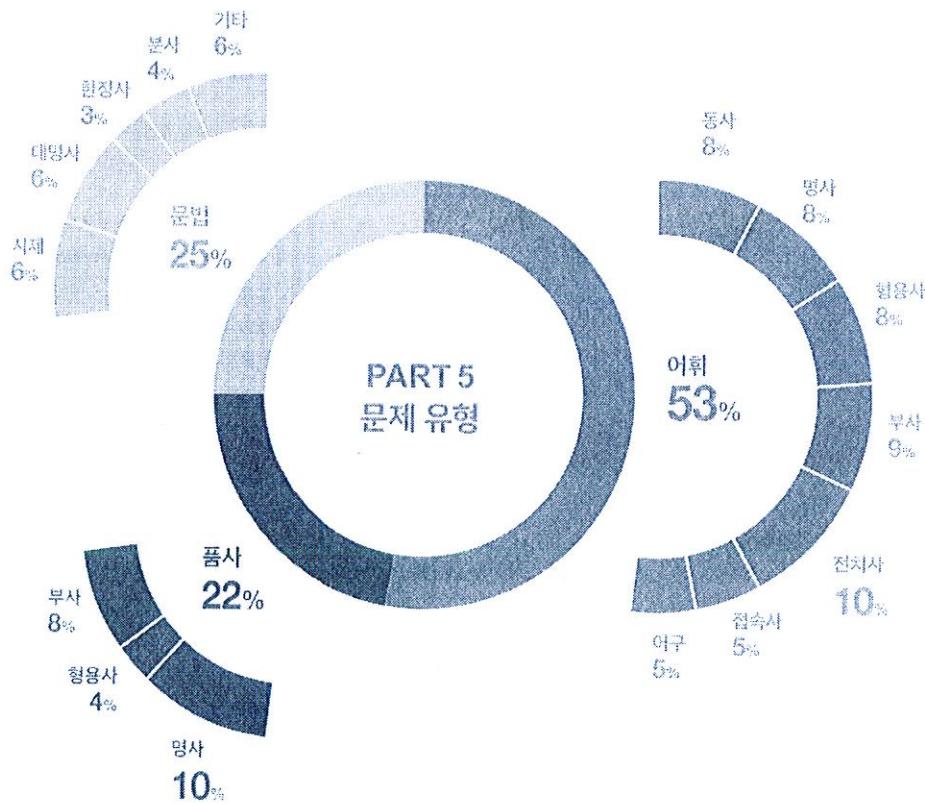
총 30문제

### 문법 문제

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

### 어휘 문제

동사, 명사, 형용사, 부사와 관련된 어휘  
문제가 각각 2~3개씩 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 빈칸 채우기 Text Completion

총 4지문 16문제 (지문당 4문제)

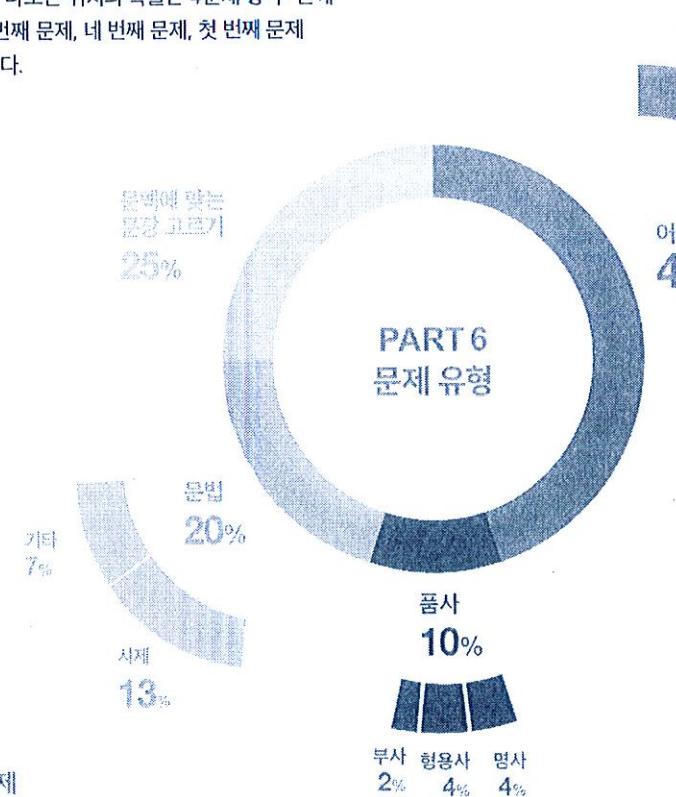
한 지문에 4문제가 나오며 평균적으로 어휘 문제가 2개, 품사나 문법 문제가 1개, 문맥에 맞는 문장 고르기 문제가 1개 들어간다. 문맥에 맞는 문장 고르기 문제를 제외하면 문제 유형은 기본적으로 파트 5와 거의 비슷하다.

### 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.

#### 문맥에 맞는 문장 고르기

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



### 문법 문제

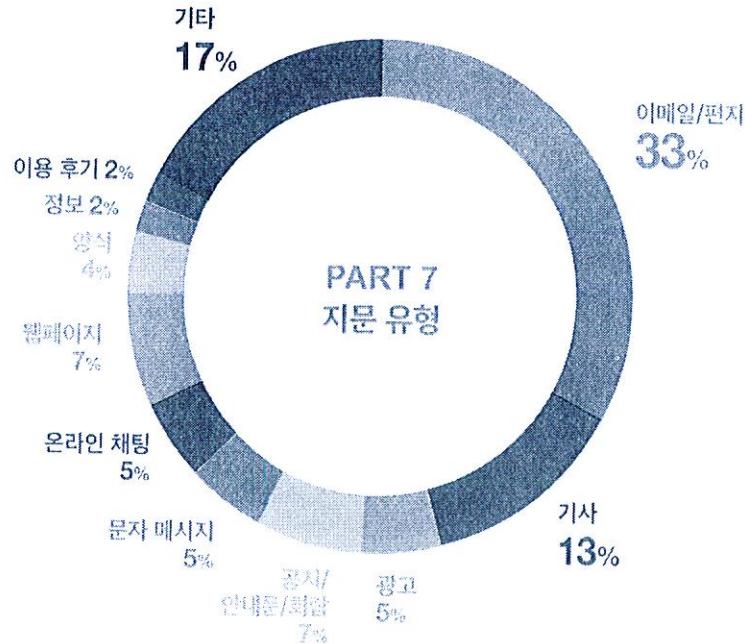
문맥의 흐름과 밀접하게 관련이 있는 시제 문제가 2개 정도 나오며, 능동태/수동태나 수의 일치와 연계되기도 한다. 그 밖에 대명사, 능동태/수동태, 부정사, 접속사/전치사 등과 관련된 문법 문제가 나온다.

### 품사 문제

명사나 형용사 문제가 부사 문제보다 좀 더 자주 나온다.

## PART 7 독해 Reading Comprehension

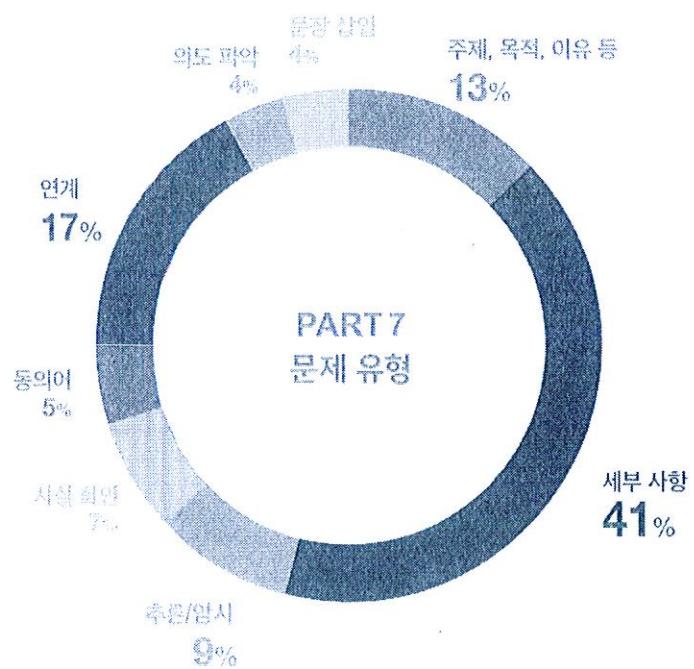
지문 유형	지문당 문제 수	지문 개수	비중 %
단일 지문	2문항	4개	약 15%
	3문항	3개	약 16%
	4문항	3개	약 22%
이중 지문	5문항	2개	약 19%
삼중 지문	5문항	3개	약 28%



- 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	405-470	86-90	400-465
81-85	370-450	81-85	375-440
76-80	345-420	76-80	340-415
71-75	320-390	71-75	310-390
66-70	290-360	66-70	285-370
61-65	265-335	61-65	255-340
56-60	240-310	56-60	230-310
51-55	215-280	51-55	200-275
46-50	190-255	46-50	170-245
41-45	160-230	41-45	140-215
36-40	130-205	36-40	115-180
31-35	105-175	31-35	95-150
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.

### STEP 1

자신의 답안을 수록된 정답과 대조하여 체점한다. 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 사용하여 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 성적을 받는 실력이라면 다른 시험에서도 거의 550점대의 성적을 받게 되는 것이다.

### STEP 2

실제 점수를 위 표에 기록한 후 원쪽 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 밝혀 둔다.

# 토익 정기시험 기출문제집 4 1000



TEST 01  
무료 동영상 강의

저자와 출판사의 사전 허락 없이 내용의 일부 혹은 전부를 인용 및 복제하거나 발췌하여 사용할 수 없습니다.



# 기출 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. Former Sendai Company CEO Ken Nakata spoke about ----- career experiences.  
(A) he  
(B) his  
(C) him  
(D) himself
102. Passengers who will be taking a ----- domestic flight should go to Terminal A.  
(A) connectivity  
(B) connects  
(C) connect  
(D) connecting
103. Fresh and ----- apple-cider donuts are available at Oakcrest Orchard's retail shop for £6 per dozen.  
(A) eaten  
(B) open  
(C) tasty  
(D) free
104. Zahn Flooring has the widest selection of ----- in the United Kingdom.  
(A) paints  
(B) tiles  
(C) furniture  
(D) curtains
105. One responsibility of the IT department is to ensure that the company is using ----- software.  
(A) update  
(B) updating  
(C) updates  
(D) updated
106. It is wise to check a company's dress code ----- visiting its head office.  
(A) so  
(B) how  
(C) like  
(D) before
107. Wexler Store's management team expects that employees will ----- support any new hires.  
(A) enthusiastically  
(B) enthusiasm  
(C) enthusiastic  
(D) enthused
108. Wheel alignments and brake system ----- are part of our vehicle service plan.  
(A) inspects  
(B) inspector  
(C) inspected  
(D) inspections

109. Registration for the Marketing Coalition Conference is now open ----- September 30.
- (A) until  
(B) into  
(C) yet  
(D) while
110. Growth in the home entertainment industry has been ----- this quarter.
- (A) separate  
(B) limited  
(C) willing  
(D) assorted
111. Hawson Furniture will be making ----- on the east side of town on Thursday.
- (A) deliveries  
(B) delivered  
(C) deliver  
(D) deliverable
112. The Marlton City Council does not have the authority to ----- parking on city streets.
- (A) drive  
(B) prohibit  
(C) bother  
(D) travel
113. Project Earth Group is ----- for ways to reduce transport-related greenhouse gas emissions.
- (A) looking  
(B) seeing  
(C) driving  
(D) leaning
114. Our skilled tailors are happy to design a custom-made suit that fits your style and budget -----.
- (A) perfect  
(B) perfects  
(C) perfectly  
(D) perfection
115. Project manager Hannah Chung has proved to be very ----- with completing company projects.
- (A) helpfulness  
(B) help  
(C) helpfully  
(D) helpful
116. Lehua Vacation Club members will receive double points ----- the month of August at participating hotels.
- (A) onto  
(B) above  
(C) during  
(D) between
117. The costumes were not received ----- enough to be used in the first dress rehearsal.
- (A) far  
(B) very  
(C) almost  
(D) soon
118. As a former publicist for several renowned orchestras, Mr. Wu would excel in the role of event -----.
- (A) organized  
(B) organizer  
(C) organizes  
(D) organizational
119. The northbound lane on Davis Street will be ----- closed because of the city's bridge reinforcement project.
- (A) temporarily  
(B) competitively  
(C) recently  
(D) collectively
120. Airline representatives must handle a wide range of passenger issues, ----- missed connections to lost luggage.
- (A) from  
(B) under  
(C) on  
(D) against

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121. The meeting notes were ----- deleted, but Mr. Hahm was able to recreate them from memory.
- (A) accident  
(B) accidental  
(C) accidents  
(D) accidentally
122. The current issue of *Farming Scene* magazine predicts that the price of corn will rise 5 percent over the ----- year.
- (A) next  
(B) with  
(C) which  
(D) now
123. Anyone who still ----- to take the fire safety training should do so before the end of the month.
- (A) needing  
(B) needs  
(C) has needed  
(D) were needing
124. Emerging technologies have ----- begun to transform the shipping industry in ways that were once unimaginable.
- (A) already  
(B) exactly  
(C) hardly  
(D) closely
125. The company handbook outlines the high ----- that employees are expected to meet every day.
- (A) experts  
(B) accounts  
(C) recommendations  
(D) standards
126. Because ----- of the board members have scheduling conflicts, the board meeting will be moved to a date when all can attend.
- (A) any  
(B) everybody  
(C) those  
(D) some
127. The project ----- the collaboration of several teams across the company.
- (A) passed  
(B) decided  
(C) required  
(D) performed
128. We cannot send the store's coupon booklet to the printers until it ----- by Ms. Jeon.
- (A) is approving  
(B) approves  
(C) has been approved  
(D) will be approved
129. ----- the closure of Verdigold Transport Services, we are looking for a new shipping company.
- (A) In spite of  
(B) Just as  
(C) In light of  
(D) According to
130. The ----- information provided by Uniss Bank's brochure helps applicants understand the terms of their loans.
- (A) arbitrary  
(B) supplemental  
(C) superfluous  
(D) potential

**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 announcement.

Come to the Maxley Heights Center for Horticulture and learn how to create a beautiful, eco-friendly garden for your home or business. ----- . We will teach you how to plant a rain garden, which is simply a shallow sunken garden ----- a special soil mix to filter pollutants from rainwater flowing from nearby roads and rooftops. These gardens can be landscaped with native plants and flowers. ----- , rain gardens are always beneficial to the local environment. Among other things, ----- improve drainage and protect rivers and streams.

To register, visit [www.maxley-horticulture.org](http://www.maxley-horticulture.org).

131. (A) Children of all ages will enjoy the new exhibits.  
(B) Learn about rainfall patterns across the region.  
(C) Build a set of simple patio furniture with easy-to-acquire materials.  
(D) Next Saturday at 4 P.M., we are hosting a free workshop for the public.
132. (A) to use  
(B) used to  
(C) by using  
(D) that uses
133. (A) Best of all  
(B) For example  
(C) In any event  
(D) As a matter of fact
134. (A) we  
(B) they  
(C) both  
(D) yours

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Questions 135-138 refer to the following letter.

31 July

Akwasi Dombo  
Fourth Avenue  
GA 105  
Accra, Ghana

Dear Mr. Dombo,

Thank you for your ----- support in helping me to plan the opening gala for Tokyo's fashion week. The event was a huge success, and I was honored to work with you. I know that our attendees follow your work closely, and they loved the designs you contributed for this event. Your designs received a lot of ----- on social media. Shows like this will keep Tokyo on the map as a premier fashion centre. ----- . I realize that the multiple delays made the planning no easy task. The auction ----- our Young Designers Award program is coming up soon and I look forward to working with you on that as well.

Sincerely,

Asahi Ishioka  
Director, Japanese Guild of Fashion Designers

135. (A) amazed  
(B) amazement  
(C) amazing  
(D) amazingly

138. (A) will benefit  
(B) to benefit  
(C) has benefited  
(D) benefits

136. (A) attention  
(B) proposals  
(C) innovation  
(D) criticism

137. (A) Several other events have gone surprisingly well.  
(B) Thank you also for your flexibility in planning the event.  
(C) Please stop by our office the next time you are in the city.  
(D) Tokyo is a top tourism destination for many reasons.

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

From: Patron Services <patronservices@menachinlibrary.org>

To: Edgar Hughes <hughese98@villachesta.com>

Subject: Card expiration date approaching

Date: December 3

Dear Mr. Hughes,

Please be advised that your Mena Chin Library card will expire one month from today.

----- must be renewed if you intend to keep your membership for the coming year.  
139.

----- . This can be done at the information desk at any branch location.  
140.

----- you decide to close your account, no action is necessary. Failure to complete your renewal  
141.

by the ----- date will result in the expiration of your library privileges.  
142.

If you have any questions about this notice, or about general library services, you may reply directly to this e-mail.

Sincerely,

Patron Services

139. (A) It  
(B) You  
(C) Our  
(D) Each

141. (A) Also  
(B) Should  
(C) Because  
(D) Although

140. (A) To sign up for a card, visit your local library branch.  
(B) For questions about library membership, please visit our Web site.  
(C) Renewal must be completed at least one week before your card expires.  
(D) You may opt out of this program at any time.

142. (A) specifically  
(B) specifics  
(C) specified  
(D) specificity

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

April 7

Naomi Burwell  
43 Waymire Road  
South Portland, ME 04109

Dear Ms. Burwell,

I am Omar Ridha, the manager of Droplight Studio. ----- . We offer a full range of photography services for real estate professionals like you. We take pride in composing interior and exterior shots that make a property look its best. Droplight Studio spares no effort in ----- superior digital images. ----- , our professional-grade equipment, lighting, and staging techniques allow us to highlight the best features of a property. And once the photo shoot is over, every image ----- expert editing. All these services come standard in every package.

Please visit our Web site to view our work as well as our pricing and scheduling information. We are happy to work with you to customize orders.

Sincerely,

Omar Ridha, Droplight Studio

143. (A) I would like to introduce you to our business.  
(B) Great photographs can make your property stand out.  
(C) We are looking forward to your visit.  
(D) It was the first studio of its kind to open in this area.
144. (A) researching  
(B) creating  
(C) purchasing  
(D) displaying

145. (A) If not  
(B) By comparison  
(C) Otherwise  
(D) Indeed
146. (A) receives  
(B) is receiving  
(C) had received  
(D) had to receive

**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 information.

**STOP! PLEASE READ FIRST.**

Thank you for purchasing this item.

As you do the unpacking, please verify that all components are included and place them in a safe area to avoid loss or damage. Assemble the item on a soft surface or on the flattened empty box.

Follow the pictures and begin the assembly by placing the main part on its side. Never overtighten any screws or bolts or you may damage the wood or cushioning. Please visit our Web site to obtain maintenance tips and register your product for warranty coverage: [www.indoordelight.com](http://www.indoordelight.com).

147. Where is the information most likely found?      148. What kind of item is most likely discussed?
- (A) On a door  
(B) On a receipt  
(C) In a box  
(D) On a Web site
- (A) A desktop computer  
(B) A piece of furniture  
(C) A household appliance  
(D) A power tool

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Questions 149-150 refer to the following meeting schedule.

We are asking all Winnipeg staff to keep a copy of this schedule at their desks as a quick reference tool for scheduling **interoffice** meetings. Whenever possible, please schedule these meetings during one of the underlined hours, that is, after 7:00 A.M. but before 11:00 A.M.

<b>Winnipeg</b>	<b>Toulouse</b>
<u>7:00 A.M.</u>	— 2:00 P.M.
<u>8:00 A.M.</u>	— 3:00 P.M.
<u>9:00 A.M.</u>	— 4:00 P.M.
<u>10:00 A.M.</u>	— 5:00 P.M.
11:00 A.M.	— 6:00 P.M.
12:00 noon	— 7:00 P.M.

149. What is suggested by the schedule?

- (A) A conference has been scheduled.
- (B) A firm has offices in **two time zones**.
- (C) Administrative assistants make travel plans.
- (D) Some meeting times have been changed.

150. What is indicated about 11:00 A.M. Winnipeg time?

- (A) It is when the Winnipeg office closes for lunch.
- (B) It is when staff in Toulouse begin their workday.
- (C) It is not a preferred time to schedule a meeting.
- (D) It has just been added to the schedule.

Questions 151-152 refer to the following brochure.

The Bryant Foyer is one of the **premier** event spaces in our area. Set on a hill, it has expansive windows that provide **sweeping views** of the adjacent botanical gardens and the river. Built in 1897, it was the home of the Franconia Charitable Trust until its renovation just over a year ago. Today, the space can accommodate up to 200 guests and is ideal for **wedding receptions**, office parties, and panel presentations. With its **marble floors**, **cathedral ceiling**, and stunning artwork, the Bryant Foyer is the ideal location for your next gathering.

The on-site restaurant, Andito's, caters our events and also operates as its own business. This farm-to-table restaurant, headed by chef Michaela Rymond, meets all **dietary needs** and has **revolutionized** the local food scene. Area residents know to plan far in advance to get a seat.

To reserve the event space or to make a dinner reservation, give us a call at 216-555-0157.

151. What is indicated about the Bryant Foyer?

- (A) It is located on the shores of a lake.
- (B) It has recently been renovated.
- (C) It will build a botanical garden for guests.
- (D) It is reserved solely for corporate events.

152. What is suggested about Andito's?

- (A) It was started by an international chef.
- (B) It offers limited menu options.
- (C) It is now funded by a charitable organization.
- (D) It is very popular with local residents.

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



153. At 1:00 P.M., what does Ms. Chi most likely mean when she writes, "Sure thing, Mina"?
- (A) She will bring lunch for Ms. Evers.
  - (B) She can provide a tool that Ms. Evers needs.
  - (C) Some site coordinates are correct.
  - (D) Some measurements must be double-checked.
154. What will happen next?
- (A) Ms. Chi will get new site coordinates.
  - (B) Ms. Chi and Ms. Lim will be out for a while.
  - (C) Ms. Evers will share a recipe.
  - (D) Ms. Lim will begin taking measurements.

Questions 155-157 refer to the following notice.

This season's excellent weather has yielded a substantial harvest of fruits and vegetables, in many cases more than growers may find buyers for. Those of you wishing to donate surplus produce to community organizations can do so by visiting Vosey Farm and Garden's Web site ([www.vfgrdn.org](http://www.vfgrdn.org)), where you will find our list of drop-off locations.

If you need us to come to you instead, please contact us. We will reach out to one of the many independent truck drivers who have kindly volunteered to transport and quickly distribute your food donations to vetted groups that need it. Check our Web site for more information about this service as well as for insights into topics related to farming and gardening in the Northern Great Plains region.

155. For whom is the notice most likely intended?
- (A) Farmers
  - (B) Professional chefs
  - (C) Truck drivers
  - (D) Supermarket managers
156. What does the notice indicate about the weather?
- (A) It caused transportation delays.
  - (B) It included heavier rain than usual.
  - (C) It was frequently a topic in the local news.
  - (D) It was beneficial for crops.
157. What service does the notice mention?
- (A) Staffing for local businesses
  - (B) Food collection and distribution
  - (C) Farm machinery repair
  - (D) Gardening workshops

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

We are delighted that you are joining us for today's event. — [1] —. We ask that you **adhere to** the following **guidelines** to ensure that all attendees have an enjoyable experience.

Upon entering the venue, please put any and all electronic devices in silent mode. **Ringtones** and **lit screens** are very **distracting** to both the performers and your fellow audience members. — [2] —. Moreover, audience members are not allowed to make an audio or visual recording of the performance.

Bags and other items in the aisles pose a safety concern. — [3] —. If your bag is too big to fit properly under a seat, consider storing it in a **locker** for just \$2. — [4] —. One of our attendants will gladly assist you with that.

Thank you for your cooperation.

**158.** Where most likely is the notice posted?

- (A) In an airplane
- (B) In a concert hall
- (C) At a restaurant
- (D) At a post office

**159.** What is stated about large bags?

- (A) They can be put in a locked box for a fee.
- (B) They must be left outside the building.
- (C) They will be inspected by an attendant.
- (D) They must be stored under a seat.

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

"Please refrain from making phone calls or texting at all times."

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

Questions 161-164 refer to the following e-mail.

*E-mail*	
To:	Camille Ayala <ayala@esplinelectronics.com>
From:	Masae Adachi <madachi@sweeterspecialties.com>
Date:	February 12
Subject:	Event order
Attachment:	Sweeter Specialties Request Form
<p>Dear Ms. Ayala,</p> <p>Thank you for selecting our business to provide baked goods for the Esplin Electronics conference event in March. We are honored that you chose us for a fourth year in a row! On March 29, we will provide a large vanilla cake for each of the ten venues you indicated, and we will deliver a custom-baked multilayer cake on the following day. You will be billed on March 28. Please review the attached order form and return it to me within seven days.</p> <p>Regarding the cake you ordered for March 30, our head pastry chef will produce it according to your specifications. In fact, he created a sample of the complete recipe earlier today—an almond crème cake with fresh raspberry filling. We have judged it to be a delectable treat and we are sure that you will be pleased.</p> <p>If you have any concerns, just send me an e-mail. As always, we value your business.</p> <p>Masae Adachi, Owner Sweeter Specialties</p>	

161. What is the main purpose of the e-mail?

- (A) To request confirmation of an order
- (B) To adjust some delivery dates
- (C) To announce the expansion of a business
- (D) To promote new dessert products

162. What is suggested about Ms. Ayala?

- (A) She is receiving a professional award.
- (B) She has worked as a pastry chef.
- (C) She has been a Sweeter Specialties client in the past.
- (D) She received a positive recommendation about a chef.

163. What is indicated about the multilayer cake?

- (A) It has been a best-selling product with clients.
- (B) It is the most expensive cake at Sweeter Specialties.
- (C) It is baked for Esplin Electronics annually.
- (D) It is a new flavor combination for Sweeter Specialties.

164. The word “judged” in paragraph 2, line 3, is closest in meaning to

- (A) criticized
- (B) settled
- (C) determined
- (D) described

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Questions 165-167 refer to the following product review.

**Great Dishwasher!**

I never had a dishwasher before. After remodeling my kitchen, I finally had room for a **compact** dishwasher. I did a lot of research, and the Dish Magic 300 seemed to be the best choice. It was **pricier** than other models, but all of the reviews were excellent. So, I decided to spend the extra money. I have had the dishwasher for one month now, and I could **not** be happier with my decision. Most importantly, the dishes come out **sparkling clean**, no matter how dirty they were going in. Also, the machine is so quiet, you do not even know it is running. Lastly, it is designed to use water efficiently, which is very important to me. Overall, I am very pleased with this dishwasher.

— Anna Yakovleva

- 165.** Why did Ms. Yakovleva choose the Dish Magic 300 dishwasher?
- (A) It was less expensive than most models.
  - (B) It was the largest model available.
  - (C) It was rated very highly.
  - (D) It was the same brand as her other appliances.
- 166.** The word “running” in paragraph 1, line 7, is closest in meaning to
- (A) adjusting
  - (B) controlling
  - (C) moving
  - (D) operating
- 167.** What is indicated about Ms. Yakovleva?
- (A) She cares about saving water.
  - (B) She recently moved to a new home.
  - (C) She bought the dishwasher a year ago.
  - (D) She remodels kitchens professionally.

Questions 168-171 refer to the following information.

Skyler Airlines employs more than 20,000 people from all over the world. We're growing fast and have many positions available. — [1] —. So regardless of your background, there's probably a place for you on our team. Skyler employees enjoy many **perks**. — [2] —. For example, our discount program enables them to fly to any of our destinations for a **fraction** of the average ticket price. — [3] —. We offer upward and global **mobility** tuition reimbursement, a mentorship program, and a generous compensation **package**. — [4] —. Annual **paid vacations** enable a comfortable work-life balance. It's no wonder that Skyler Airlines was named "Best Airline to Work For" by *Travel Vista Journal* three years in a row.

168. For whom is the information intended?
- (A) Skyler Airlines employees
  - (B) Skyler Airlines customers
  - (C) Potential journal subscribers
  - (D) Current job seekers
169. In the information, what is NOT mentioned as being offered to employees?
- (A) Payment for educational expenses
  - (B) Free airline tickets
  - (C) Opportunities for mentoring
  - (D) Paid days off
170. What is mentioned about Skyler Airlines?
- (A) It flies to the most destinations around the world.
  - (B) It is planning to merge with another airline.
  - (C) It has been praised by a trade publication.
  - (D) It has replaced its seats with more comfortable ones.
171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?  
"Our openings cover a broad range of skill sets."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

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



**Susan Gowan 9:16 A.M.**  
Good morning. The presentation slides about the new line of headphones are almost ready for distribution to our many partner stores. We are **on track** to send them out next Monday.

**Maggie Lorenz 9:17 A.M.**  
How do they look?

**Susan Gowan 9:20 A.M.**  
There are still some missing elements.

**Alan Woodson 9:21 A.M.**  
We mainly need the information from the user studies that reviewed the headphones for sport use. We should have that report from the research and development office by Wednesday.

**Maggie Lorenz 9:22 A.M.**  
Yes, **let's not overlook that**. And if you're concerned about the report not arriving by Wednesday, please contact Matt Harven and remind him to **expedite** a summary to us.

**Susan Gowan 9:23 A.M.**  
**Assuming** we receive that summary soon enough to **incorporate its findings** into the slides, should the three of us schedule a trial run through the presentation on Thursday or Friday?

**Maggie Lorenz 9:24 A.M.**  
Let's try for Thursday afternoon. Then we will still have Friday to make any necessary changes.

**Alan Woodson 9:25 A.M.**  
**Fine by me**. I'm free after 2 P.M.

172. What is indicated about a presentation?
- (A) It will be expensive to produce.
  - (B) It will highlight some best-selling products.
  - (C) It will be Ms. Gowan's first project.
  - (D) It will be sent to multiple locations.
173. At 9:22 A.M., what does Ms. Lorenz imply when she writes, "let's not overlook that"?
- (A) More staff should attend a meeting.
  - (B) Information from the user studies is important.
  - (C) The presentation must run smoothly.
  - (D) Partner stores must be notified about an upcoming report.
174. Who most likely is Mr. Harven?
- (A) A store manager
  - (B) An amateur athlete
  - (C) A product researcher
  - (D) An advertising executive
175. When do the writers plan to meet to review a slide presentation?
- (A) On Monday
  - (B) On Wednesday
  - (C) On Thursday
  - (D) On Friday

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

Aparna Kothari, Media Contact  
Kitchen Swifts  
akothari@kitchenswifts.com.au

**FOR IMMEDIATE RELEASE**

SYDNEY (4 June)—Kitchen Swifts and Chef Darius Cordero are joining together to give **home cooks** a new culinary experience. The award-winning chef is the owner of restaurants in both the Philippines and Australia, including the recently opened Enriqua's. He says his cooking reflects his **Filipino** heritage, which is a blend of many cultures.

"I've designed these simplified recipes for Kitchen Swifts so that **cooks** at home can enjoy new and exciting flavours **with ease,**" he said. "While preparing and eating these meals, you can feel like you are travelling the world with me."

Zahra Chambers, vice president of Kitchen Swifts, says she is pleased to work with Chef Cordero and to offer delicious new recipes to their customers. Kitchen Swifts supplies menus, recipes, and ingredients for two people, four people, or six people, including a range of vegetarian selections. Customers choose the most appropriate meal options, and then a box is delivered weekly. Current customers will see no **price increase** with the partnership. To find out more, visit the Kitchen Swifts Web site at [www.kitchenswifts.com.au](http://www.kitchenswifts.com.au).

<https://www.sydneyrestaurants.com.au>

A colleague arranged for us to eat at Enriqua's while I was at a conference in Sydney. It is usually fully booked for dinner; you may need to call months in advance for a table. We had a wonderful lunch there instead. Everything was delicious, and the **bread** and desserts are baked on-site! It was a **worthwhile** **treat** before I **flew** back to Hong Kong.

—Meili Guan

176. What is the purpose of the press release?
- (A) To promote the opening of a restaurant
  - (B) To announce a business partnership
  - (C) To introduce a travel program
  - (D) To congratulate an award recipient
177. In the press release, the word “reflects” in paragraph 1, line 4, is closest in meaning to
- (A) results in
  - (B) changes
  - (C) shows
  - (D) thinks about
178. What is indicated about Kitchen Swifts?
- (A) It raised its prices for all customers.
  - (B) It revised its delivery schedule.
  - (C) It offers several meal options.
  - (D) It has a new vice president.
179. What is most likely true about Ms. Guan?
- (A) She went to Mr. Cordero’s restaurant.
  - (B) She recently went to Sydney for a vacation.
  - (C) She is a colleague of Ms. Chambers.
  - (D) She regularly orders from Kitchen Swifts.
180. What did Ms. Guan suggest about Enriqua’s in the review?
- (A) It has a limited lunch menu.
  - (B) It takes dinner reservations.
  - (C) It serves bread from a local bakery.
  - (D) It has a location in Hong Kong.

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

**To:** laura.savard@orbitmail.scot  
**From:** cboyle@ceoleire.co.uk  
**Date:** 25 May  
**Subject:** RE: Some suggestions

Dear Ms. Savard,

Thank you for your kind offer to either pick up your online order from my shop or to pay extra for air or train transport. Neither arrangement is necessary, as I am happy to deliver your items to you in Stranraer myself. It so happens that my sister and her children live nearby in Kirkcolm. Before seeing them, I will drive my rental car to your house and hand deliver the items to you.

As you know, my merchandise is 100 percent handcrafted. If any damage occurs in transit, the repair turns into an expensive, time-consuming ordeal. Over the years, I've seen too much damage done by inattentive baggage handlers. My policy is to deliver items personally whenever feasible or hire a ground- or sea-based courier service I trust.

I look forward to meeting you on 5 June. I expect to arrive at your house no later than 5 p.m.

Sincerely,

Conor Boyle  
Ceoleire Classics

**Northern Ireland Ferry Service**

Date of Issuance: 26 May  
Passenger Name: Conor Boyle

Departing Belfast: Friday, 5 June, 1:05 PM  
Docking at Cairnryan: Friday, 5 June, 3:20 PM

Baggage: 1 suitcase (small), 2 instrument cases  
(1 mandolin, 1 guitar)  
Vehicle transport: No

Adult Standard Class: £55.00

Please arrive 30 minutes prior to departure.

181. What is the purpose of the e-mail?
- (A) To finalize a plan
  - (B) To accept an invitation
  - (C) To promote a new service
  - (D) To request feedback on a policy
182. Why will Mr. Boyle travel from Stranraer to Kirkcolm?
- (A) To make a delivery
  - (B) To attend a meeting
  - (C) To drop off a rental car
  - (D) To visit with family members
183. What is indicated in the e-mail?
- (A) Mr. Boyle's sister is a cofounder of Ceoleire Classics.
  - (B) Mr. Boyle has been disappointed by air- and train-freight companies.
  - (C) Ms. Savard has purchased items from Mr. Boyle in the past.
  - (D) Ms. Savard prefers a specific brand of luggage.
184. What is most likely true about Ms. Savard?
- (A) She often travels for her job.
  - (B) She paid extra to have items hand delivered.
  - (C) She recently purchased musical instruments.
  - (D) She will meet Mr. Boyle at the rental car office.
185. How is Mr. Boyle traveling to Cairnryan on June 5?
- (A) By car
  - (B) By train
  - (C) By boat
  - (D) By plane

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Questions 186-190 refer to the following advertisement, online forum posting, and outline.

### **Train to Achieve (TTA)—Our classes prepare you to succeed!**

Profiled in the latest *Business Directions Nigeria* newsletter, Train to Achieve (TTA) is one of the most innovative training providers in West Africa. By offering our classes entirely in online format, we bring the classroom to your home. All classes include individualized instruction and are taught by recognized professionals in their respective fields. Upon successful completion of a class, you will receive an official Certificate of Training, a valuable addition to any résumé. For a complete list of class fees and schedules, visit our Web site at [www.traintoachieve.org.ng](http://www.traintoachieve.org.ng). The following are some of our most popular classes.

**Introduction to Social Media Marketing (TTA1504):** Taught by marketing consultant Marcus Akpan, the class equips you with the know-how to promote your business online.

**Become a Successful Freelance Writer (TTA3283):** Business writer Brenda Akande gives you expert guidance on how to hone your writing skills and sell your writing services.

**Starting an Internet Radio Station (TTA7629):** Online radio host Natalie Kabiru shows you how to appeal to your target market and gives practical tips for setting up your broadcast service.

**Basics of Graphic Design (TTA7633):** Veteran graphic designer Doug Umaru helps you acquire the basic skills needed to start a graphic design business.

### **Discussion forum for students enrolled in Train to Achieve Class TTA1504**

**Posted on:** 21 May, 9:41 A.M.      **Posted by:** Joseph Egbe      **Subject:** Presentations

Viewing the list of students enrolled in this class, I remembered chatting with some of you on the forum for January's poster design class. I look forward to sharing our learning experiences again for this class. Yesterday I was the second student to meet with Mr. Akpan for an individual videoconference about my business. I own a food truck from which I sell baked goods, and when I shared with Mr. Akpan the outline for my Web site, he suggested that I add a section with vivid images of all my baked goods. It was helpful advice.

**Egbe's Bakery—Unique baked-in flavours in every bite!**

- **Section 1:** Explore our menu and price list
- **Section 2:** Browse photos of our delicious treats
- **Section 3:** Learn about our catering services
- **Section 4:** View lists of ingredients

186. What is indicated about TTA?
- (A) It was founded by a graphic designer.
  - (B) It publishes its own online newsletter.
  - (C) It offers classes led by industry professionals.
  - (D) It has classroom facilities in cities across West Africa.
187. According to the advertisement, what does TTA provide to students who finish a class?
- (A) A résumé-writing workshop
  - (B) A discount on a follow-up class
  - (C) A list of current job postings
  - (D) A certification document
188. What is most likely true about Mr. Egbe?
- (A) He helped design a discussion forum.
  - (B) He has previously taken a TTA class.
  - (C) He develops videoconferencing software.
  - (D) He recently sold a bakery food truck.
189. What TTA class is Mr. Egbe enrolled in?
- (A) Introduction to Social Media Marketing
  - (B) Become a Successful Freelance Writer
  - (C) Starting an Internet Radio Station
  - (D) Basics of Graphic Design
190. What section did Mr. Egbe most likely add to the outline after speaking with Mr. Akpan?
- (A) Section 1
  - (B) Section 2
  - (C) Section 3
  - (D) Section 4

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

## Caribbean Flavours Abound

By Rebecca Roats

glowing article

NOTTINGHAM (1 August)—Orange Bay Kitchen has been serving up an infusion of Jamaican flavours in a laid-back Caribbean atmosphere for six months now. Managed by Keron Deslandes, the 150-seat restaurant is an aromatic jewel amid the bustling shops and eateries in Wester Square. The servers are always happy to help diners select from the variety of delights on the extensive menu, which includes curried goat, oxtail soup, and red snapper. The restaurant is most famous for its jerk chicken. Marinated for 24 hours prior to grilling and served with sides of stewed cabbage and coconut rice, the dish is a good deal at £12.

If you stop in on any Friday night between 7 and 11 P.M., you will enjoy live reggae music.

<https://www.dinerreviews.co.uk/orangebaykitchen>

Posted on 22 August by Tamika Peterkin, tpeterkin@sunmail.co.uk

Orange Bay Kitchen: 2/5 Stars

After reading a glowing article about Orange Bay Kitchen by Rebecca Roats, I was eager to give this place a try. My husband and I arrived there at 7 P.M. yesterday, keen to enjoy live music with our dinner. Unfortunately, the band's performance that night had been cancelled. Undeterred, we stayed and both ordered the jerk chicken. While the chicken's smoky flavour was outstanding, the stewed cabbage was lacking in flavour. Also, the portion size was smaller than we had anticipated, so we ordered another appetiser to avoid going home hungry. The head chef came out to apologise and was extremely nice, but we will probably not go back anytime soon.

E-Mail Message

To: tpeterkin@sunmail.co.uk  
From: vsmith@orangebaykitchen.co.uk  
Date: 24 August  
Subject: Your review  
Attachment: 0258

Dear Ms. Peterkin,

Thank you for visiting Orange Bay Kitchen and leaving a review. Our manager, Keron Deslandes, told me more about your visit and our failure to live up to your expectations that evening. Please accept the attached £20 gift certificate; I do hope that you will give us another try.

During your visit, our band had an equipment malfunction which is what led to the last-minute cancellation. However, the band will be back performing weekly beginning in September. Also, I want you to know that Head Chef Adio Brown has changed the spices he uses in the stewed cabbage. I am sure you will find them delightful.

Sincerely,

Vea Smith, Owner  
Orange Bay Kitchen

191. What does the article mention about Orange Bay Kitchen?
- (A) It is currently hiring servers.
  - (B) It is located on a quiet street.
  - (C) It has another location in Jamaica.
  - (D) It opened six months ago.
192. According to the article, what is the most popular menu item at Orange Bay Kitchen?
- (A) Red snapper
  - (B) Oxtail soup
  - (C) Jerk chicken
  - (D) Curried goat
193. What is suggested about Ms. Peterkin's visit to Orange Bay Kitchen?
- (A) She was there on a Friday.
  - (B) She dined alone.
  - (C) She requested extra rice.
  - (D) She ordered dessert.
194. What is a purpose of the e-mail?
- (A) To answer a question
  - (B) To offer an apology
  - (C) To ask for feedback
  - (D) To confirm a reservation
195. Whom did Ms. Peterkin meet at Orange Bay Kitchen?
- (A) Ms. Roats
  - (B) Mr. Deslandes
  - (C) Mr. Brown
  - (D) Ms. Smith

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

**Orbys Distributors**

**Client:** Green Canyon **Date:** June 10  
**Account:** 4352-0

<b>Item</b>	<b>Price</b>
Garden soil, 33 cubic meters	\$1,170.00
Crushed gravel, 30 metric tons	1,710.00
Decorative stone, 20 metric tons	1,140.00
70 paving stones, .6 x .6 meters	630.00
<b>Subtotal</b>	<b>4,650.00</b>
Discount (10%)	465.00
Delivery charge	350.00
<b>Grand Total</b>	<b>4,535.00</b>

Please see the enclosed notice outlining important changes to your billing.

**Orbys Distributors**

To our valued customers:

Our current invoicing system has been in use since Orbys Distributors was founded over twenty years ago. As a much-needed upgrade, we are switching to electronic invoicing. Starting August 1, invoices will be generated automatically each month and will be sent to the e-mail address associated with your company's account.

Rest assured that our long-standing incentives remain in place:

- A 10% discount for orders of more than \$4,000
- A 20% discount for charitable organizations
- Free deliveries to locations within 5 miles of one of our supply centers
- Free samples for members of our Frequent Buyer Club

More information about our transition to electronic invoicing is available on our Web site. Thank you for your support. Orbys Distributors appreciates your business.

**\*E-mail\***

To:	Mary Peterson, Billing Department
From:	Tanvir Singh, Account Manager
Date:	September 12
Subject:	Account 1012-4

Hello Mary,

I received a query today from William Tesoriero at Tesoriero Remodeling. His monthly invoice for August never arrived.

As you know, Mr. Tesoriero was one of our very first customers. Since we first opened for business, he has made purchases from us **on a regular basis**. He is also a member of the Frequent Buyer Club. This is a customer we absolutely do not want to lose. I explained to him that the **rollout** of our electronic invoicing system did not go as smoothly as we had hoped and promised that this would not happen again.

I would appreciate it if you could please investigate the problem without delay and send the invoice for August to Mr. Tesoriero.

Tanvir

- 196.** What does the invoice suggest about Green Canyon?
- (A) It does landscaping projects.  
 (B) It designs highways.  
 (C) It repairs old houses.  
 (D) It operates a farm.
- 197.** Why most likely did Green Canyon receive a discount on its order dated June 10 ?
- (A) It is a charitable organization.  
 (B) It belongs to the Frequent Buyer Club.  
 (C) It spent more than \$4,000 on merchandise.  
 (D) It is located near an Orbys Distributors supply center.
- 198.** According to the notice, what is changing at Orbys Distributors?
- (A) Its e-mail address  
 (B) Its list of incentives  
 (C) Its invoicing system  
 (D) Its delivery schedule
- 199.** What is suggested about Mr. Tesoriero?
- (A) He asked to meet with Mr. Singh.  
 (B) He is interested in employment at Orbys Distributors.  
 (C) He recently placed an order for some construction machinery.  
 (D) He has been a customer of Orbys Distributors for about twenty years.
- 200.** What does Mr. Singh ask Ms. Peterson to do?
- (A) Make a bill payment  
 (B) Solve a problem  
 (C) Confirm an order  
 (D) Update an account number

**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.**

## READING TEST

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

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

### PART 5

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

101. Before operating your handheld device, please ----- the enclosed cable to charge it.  
(A) plan  
(B) remain  
(C) use  
(D) finish
102. Safile's new external hard drive can ----- store up to one terabyte of data.  
(A) secure  
(B) security  
(C) securely  
(D) secured
103. Mr. Peterson will travel ----- the Tokyo office for the annual meeting.  
(A) to  
(B) through  
(C) in  
(D) over
104. Yong-Soo Cosmetics will not charge for items on back order until ----- have left our warehouse.  
(A) them  
(B) they  
(C) themselves  
(D) their
105. Our premium day tour takes visitors to historic sites ----- the Aprico River.  
(A) onto  
(B) since  
(C) inside  
(D) along
106. Eighty percent of drivers surveyed said they would consider buying a vehicle that runs on -----.  
(A) electricity  
(B) electrically  
(C) electricians  
(D) electrify
107. Xinzhe Zu has ----- Petrin Engineering as the vice president of operations.  
(A) attached  
(B) resigned  
(C) joined  
(D) combined
108. Next month, Bader House Books will be holding ----- third author's hour in Cleveland.  
(A) it  
(B) itself  
(C) its own  
(D) its

109. Chester's Tiles ----- expanded to a second location in Turnington.  
(A) severely  
(B) usually  
(C) recently  
(D) exactly
110. Tabrino's has ----- increased the number of almonds in the Nut Medley snack pack.  
(A) significant  
(B) significance  
(C) signifies  
(D) significantly
111. ----- she travels, Jacintha Flores collects samples of local fabrics and patterns.  
(A) Wherever  
(B) In addition to  
(C) Either  
(D) In contrast to
112. Most picture ----- at Glowing Photo Lab go on sale at 3:00 P.M. today.  
(A) framer  
(B) framing  
(C) framed  
(D) frames
113. All students in the business management class hold ----- college degrees.  
(A) late  
(B) developed  
(C) advanced  
(D) elated
114. We hired Noah Wan of Shengyao Accounting Ltd. ----- our company's financial assets.  
(A) to evaluate  
(B) to be evaluated  
(C) will be evaluated  
(D) evaluate
115. Ms. Charisse is taking on a new account ----- she finishes the Morrison project.  
(A) with  
(B) going  
(C) after  
(D) between
116. Cormet Motors' profits are ----- this year than last year.  
(A) higher  
(B) high  
(C) highly  
(D) highest
117. In its ----- advertising campaign, Jaymor Tools demonstrates how reliable its products are.  
(A) current  
(B) relative  
(C) spacious  
(D) collected
118. Remember to submit receipts for reimbursement ----- returning from a business trip.  
(A) such as  
(B) when  
(C) then  
(D) within
119. Patrons will be able to access Westside Library's ----- acquired collection of books on Tuesday.  
(A) instantly  
(B) newly  
(C) early  
(D) naturally
120. Please ----- any questions about time sheets to Tabitha Jones in the payroll department.  
(A) direction  
(B) directive  
(C) directed  
(D) direct

121. Before signing a delivery -----, be sure to double-check that all the items ordered are in the shipment.
- (A) decision  
(B) announcement  
(C) receipt  
(D) limit
122. Funds have been added to the budget for expenses ----- with the new **building**.
- (A) associated  
(B) association  
(C) associate  
(D) associates
123. Ms. Bernard ----- that a **deadline** was approaching, so she requested some assistance.
- (A) noticed  
(B) obscured  
(C) withdrew  
(D) appeared
124. Mr. Mosowitz is ----- that Dr. Tanaka will agree to present the keynote speech at this year's conference.
- (A) hopes  
(B) hoped  
(C) hopeful  
(D) hopefully
125. Two Australian companies are developing new smartphones, but it is unclear ----- phone will become available first.
- (A) if  
(B) which  
(C) before  
(D) because
126. Corners Gym offers its members a free lesson in how to use ----- properly.
- (A) weighs  
(B) weights  
(C) weighty  
(D) weighed
127. ----- the rules, overnight parking is not permitted at the clubhouse facility.
- (A) Prior to  
(B) Except for  
(C) Instead of  
(D) According to
128. Once everyone -----, we can begin the conference call.
- (A) arrived  
(B) is arriving  
(C) to arrive  
(D) has arrived
129. Each summer a motivational video that highlights the past year's ----- is shown to all company employees.
- (A) preferences  
(B) accomplishments  
(C) communications  
(D) uncertainties
130. Employees who wish to attend the retirement dinner ----- Ms. Howell's 30 years of service should contact Mr. Lee.
- (A) honor  
(B) to honor  
(C) will honor  
(D) will be honored

**PART 6**

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

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

To: Myung-Hee Hahn  
From: Dellwyn Home Store  
Date: January 15  
Subject: Order update

Dear Ms. Hahn,

Your ----- order of a red oak dining table and six matching chairs arrived at our store this morning.  
**131.**  
We would now like to arrange for the delivery of the ----- . Please call us at 517-555-0188 and  
**132.**  
ask ----- to Coleman Cobb, our delivery manager. -----  
**133.** **134.**

Customer Service, Dellwyn Home Store

- 131.** (A) specially  
(B) specialize  
(C) special  
(D) specializing

- 132.** (A) furniture  
(B) appliances  
(C) refund  
(D) tools

- 133.** (A) speak  
(B) spoken  
(C) is speaking  
(D) to speak

- 134.** (A) He can schedule a convenient time.  
(B) He began working here yesterday.  
(C) He can meet you at 11:00 A.M.  
(D) He recently moved to Dellwyn.

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

**Keep Cool Service Contractors:**

**67 Main Road, Edinburgh Village  
Chaguanas, Trinidad and Tobago**

Keep Cool Service Contractors can bring you peace of mind. As part of an annual contract, we will service your air-conditioning system, ensuring your ----- and comfort. This includes inspecting 135. the system, making repairs as needed, and professionally cleaning your air ducts. ----- , if 136. necessary, we can replace your old air-conditioning system with a new, cost-efficient one.

Our workers are highly qualified licensed technicians who stay up-to-date with ongoing training. ----- . We promise you fair prices and professional work, ----- by our Keep Cool guarantee. 137. 138. Call 1-868-555-0129 for a free quote today.

135. (A) safe  
(B) safely  
(C) safest  
(D) safety

138. (A) backed  
(B) backs  
(C) backing  
(D) back

136. (A) On one hand  
(B) Nonetheless  
(C) Furthermore  
(D) And yet

137. (A) Take advantage of dozens of useful online tools.  
(B) Moreover, the air conditioner you chose is very popular.  
(C) Plus, they are friendly, clean, and knowledgeable.  
(D) Thank you for visiting our contractor showroom.

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

To: All Customers  
From: asquires@lightidea.com  
Date: March 6  
Subject: Information

Dear Light Idea Customers,

Light Idea is enacting a price increase on select energy-efficient products, effective April 17.

Specific product pricing will ----- . Please contact your sales representative for details and  
139.  
questions.

The last date for ordering at current prices is April 16. All orders ----- after this date will follow the  
140.

new price list. ----- . Customers will be able to find this on our Web site.  
141.

We will continue to provide quality products and ----- service to our valued customers. Thank you  
142.  
for your business.

Sincerely,

Arvin Squires  
Head of Sales, Light Idea

139. (A) agree  
(B) vary  
(C) wait  
(D) decline

142. (A) exceptionally  
(B) exception  
(C) exceptional  
(D) exceptionalism

140. (A) receiving  
(B) having received  
(C) received  
(D) will be received

141. (A) The updated price list will be available on  
March 20.  
(B) We apologize for this inconvenience.  
(C) Your orders will be shipped after April 17.  
(D) We are increasing prices because of  
rising costs.

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

To: Jang-Ho Kwon <jkwon@newart.nz>  
From: Kenneth Okim <k.okim@okimjewelry.nz>  
Subject: Good news  
Date: 30 August

Dear Jang-Ho,

Thank you for the shipment last month of 80 units of your jewelry pieces. I am happy to report that they have been selling very well in my shop. My ----- love the colourful designs as well as the quality of your workmanship. ----- .  
**143.** ----- .  
**144.** ----- .

I would like to increase the number of units I order from you. Would you be able to ----- my order for the September shipment?  
**145.** ----- .

Finally, I would like to discuss the possibility of featuring your work exclusively in my store. I believe that I could reach your target audience best and that the agreement would serve ----- both very well. I look forward to hearing from you.  
**146.** ----- .

Best regards,

Kenneth Okim  
Okim Jewelry

- 143.** (A) patients  
(B) students  
(C) customers  
(D) teammates

- 145.** (A) include  
(B) double  
(C) repeat  
(D) insure

- 144.** (A) If you need more time, please let me know.  
(B) Unfortunately, I do not have adequate shelf space at this time.  
(C) I would like to show you some of my own designs.  
(D) The reasonable prices also make your pieces a great value.

- 146.** (A) us  
(B) you  
(C) we  
(D) these

**PART 7**

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

Questions 147-148 refer to the following invitation.

**Focus Your Social Media Presence**

For small-business owners, it can be a challenge to stand out in a competitive social media environment. Successfully reaching your target market involves knowing how and where to promote your products in a way that is effective and memorable. The Savan Business Center offers support for business owners who need a boost in doing just that. For over 50 years, we've been helping entrepreneurs grow their sales through insight of current industry trends and understanding of our clients' unique needs.

Let us help you get more organized in creating effective and far-reaching social media content. Our latest webinar, Focus Your Social Media Presence, will cover topics related to making your business stand out. You can sign up on our event Web page.

**Date:** February 5

**Time:** 10:00 A.M. to 11:00 A.M.

**Event Web page:** <https://www.savansbusinesscenter.com/socialmedia>

- 147.** What is true about the Savan Business Center?
- (A) It works with small businesses.
  - (B) It publishes a weekly newsletter.
  - (C) It recently launched a new Web site.
  - (D) It is seeking suggestions for webinar topics.

- 148.** What is indicated about the webinar?
- (A) It begins at 11:00 A.M.
  - (B) It features advice on creating promotional content.
  - (C) It is being offered every month.
  - (D) It requires a small fee to attend.

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Questions 149-150 refer to the following announcement.

**Dine Out Darville Is Back!**

Dine Out Darville, which runs this year from June 22 to 28, is the perfect chance to try a restaurant in Darville for the first time or revisit one of your favorite restaurants in town. You might even visit multiple restaurants during the weeklong event! Twelve popular restaurants will offer special four-course dinners—including a cup of soup, a salad, a main course, and a dessert—all for a reduced price of \$30. Reservations are highly recommended. Dine Out Darville welcomes hundreds of locals and tourists each year, and you do not want to miss your opportunity to get a great meal at a great price.

Visit [www.darvillebusinesscouncil.org/dineout](http://www.darvillebusinesscouncil.org/dineout) for a list of participating restaurants.

- 149.** What is mentioned about Dine Out Darville?

- (A) It lasts for one week.
- (B) It is held in a different location each year.
- (C) It is being held for the first time.
- (D) It includes both lunch and dinner.

- 150.** What is NOT included in the reduced-price meals?

- (A) A cup of soup
- (B) A salad
- (C) A dessert
- (D) A beverage

Questions 151-152 refer to the following article.

### Rainsy To Move Headquarters

DADE (July 11)—Rainsy LLC announced yesterday that it is moving its headquarters to Dade.

A data storage and analytics firm currently based in Salt Creek, Rainsy has clients that include some of the country's largest credit card companies, online retailers, and software providers. Rainsy helps these businesses manage and understand their customer data.

Rainsy is not planning to close its current offices in Salt Creek. However, the

Dade location will become its new base of operations, as several members of its executive team will work there. The company's chief executive officer and chief financial officer will relocate to Dade along with approximately 50 percent of the company's workforce.

The office of Rainsy's chief technology officer will remain in Salt Creek, as will the account management team. The company's new Dade offices are located at 12 Glacier Parkway.

**151.** What does Rainsy LLC do?

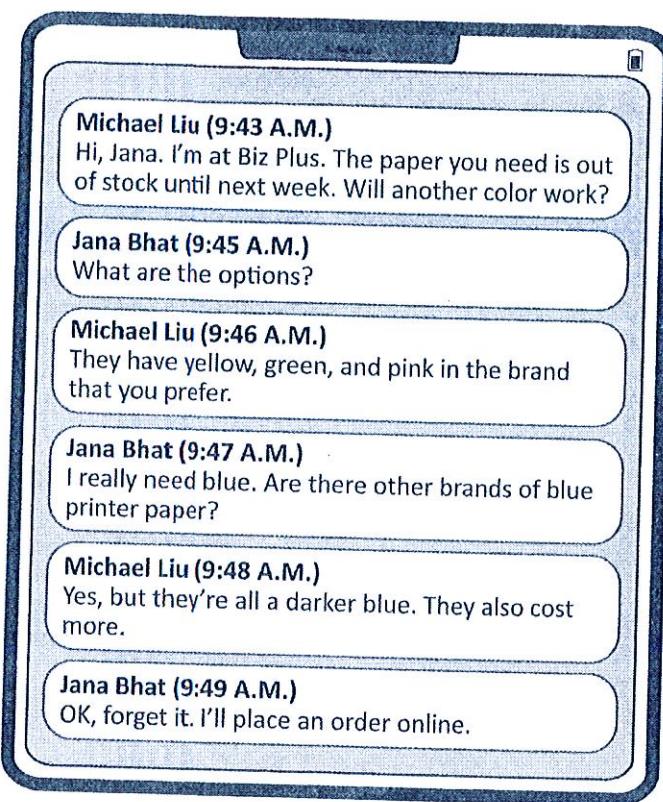
- (A) It stores and analyzes consumer information.
- (B) It sells technology products online.
- (C) It processes credit card payments for retailers.
- (D) It develops computer software programs.

**152.** Who will be based in Dade?

- (A) Rainsy's chief technology officer
- (B) The entire Rainsy executive team
- (C) About half of Rainsy's employees
- (D) The Rainsy account management team

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



153. What is suggested about the paper Mr. Liu is shopping for?

(A) It is light blue.  
(B) It is expensive.  
(C) It is sold exclusively at Biz Plus.  
(D) It has been discontinued.

154. At 9:49 A.M., what does Ms. Bhat most likely mean when she writes, "OK, forget it"?

(A) She wants to check her budget.  
(B) She thinks Mr. Liu should not purchase paper at Biz Plus.  
(C) She believes Mr. Liu should not place an order this week.  
(D) She plans to cancel her order.

Questions 155-157 refer to the following letter.

20 May

Neil Croft, Director  
Queensland Libraries  
13 Hummocky Road  
Brisbane QLD 4003

Dear Mr. Croft,

— [1] — I have read your inquiry about offering financial management courses at libraries across Queensland. The Society for Financial Management Advisors (SFMA) welcomes the opportunity to partner with the libraries to make basic financial management information more widely available.

You proposed that SFMA members could lead introductory courses at several library branches. — [2] — SFMA members have offered similar courses to recent graduates, people changing careers, and first-time investors in the past.

— [3] — If you have a list of library branches that would host the first series of events, I can suggest facilitators who work near those libraries or would be willing to travel to them. Do you have a general profile of the expected attendees? — [4] — That information would help us tailor the courses to audience needs and interests.

I look forward to meeting with you to develop a plan. Please contact me by telephone at 07 5550 1344 to set up a time to discuss the courses.

Sincerely,

*Roberta Otney*

Roberta Otney  
Chairperson, Society for Financial Management Advisors

155. Why did Ms. Otney write the letter?

- (A) To welcome a new library director
- (B) To register for an SFMA finance course
- (C) To confirm some educational credentials
- (D) To reply to a question from Mr. Croft

156. What is one thing Ms. Otney requested?

- (A) A library membership
- (B) A list of course instructors
- (C) The locations of some libraries
- (D) Mr. Croft's telephone number

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

"This is something I would be happy to arrange."

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

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Questions 158-160 refer to the following advertisement.

# Claro Vision

The difference is clear.



Take advantage of our limited-time offer:  
**50% off all eyeglass frames through 30 September**

**Other advantages available today and every day:**

- Free eyeglass fittings and adjustments
- Money-back guarantee if you are not completely satisfied
- More than 500 locations in shopping malls throughout Canada
- Low-cost vision checkups by licensed opticians

To find a store near you, visit [www.clarovision.ca/locations](http://www.clarovision.ca/locations), or call 416-555-0122 today!

158. Why most likely was the advertisement created?

- (A) To draw attention to an underused professional service
- (B) To publicize the benefits of a warranty policy
- (C) To announce the opening of new store locations
- (D) To promote a temporary price discount

159. What is stated about Claro Vision stores?

- (A) They are larger than competitors' stores.
- (B) They accept all major credit cards.
- (C) They are located next to shopping malls.
- (D) They provide eyeglass fittings at no cost.

160. What is stated about vision checkups?

- (A) They are completed by a partner company.
- (B) They are performed by a certified professional.
- (C) They should be done every ten months.
- (D) They are offered on a limited number of days.

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Questions 161-163 refer to the following letter.

Rossery Building Corporation  
2710 South Exmouth Drive  
Singapore 188509

1 April

Elizabeth Balakrishnan  
Bala Home Furnishings  
416 Holliton Drive C2  
Singapore 793801

Dear Ms. Balakrishnan,

This is a reminder that the one-year lease for your space will end on 30 April. Please contact my office at 1555 0124 to make an appointment to renew your lease. There will be a small increase in rent and fees because of rising operating costs.

Updated charges upon lease renewal:

Monthly rental	S\$1,800.00
Parking space fee	S\$50.00
Cleaning service	S\$10.00
Security fee	S\$35.00
Total monthly charge	S\$1,895.00

If you are not renewing your lease, please notify our office by 15 April. Plan to vacate the property by 5 p.m. on 30 April. There will be an inspection of the property, and there may be charges for repairs or damages beyond normal usage.

Kind regards,

**Alexis Tan**

Alexis Tan

161. What is the purpose of the letter?
- (A) To explain the fees for equipment installation
  - (B) To offer a discount on a service
  - (C) To provide information about a lease agreement
  - (D) To request a change to a property amenity
162. According to the letter, what must Ms. Balakrishnan pay for each month?
- (A) Furniture rental
  - (B) Office supplies
  - (C) An inspection fee
  - (D) A parking space
163. Who most likely is Ms. Tan?
- (A) A repair person
  - (B) A property manager
  - (C) A cleaning person
  - (D) A security company employee

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

\*E-mail\*

To: lkhoury@britelyauto.co.uk  
From: khagel@qualiview.co.uk  
Date: 14 April  
Subject: Your proposed changes

Dear Ms. Khoury,

Thank you for forwarding your proposed revisions to the contract for Qualiview Ltd. to be your wholesale supplier of automotive window glass.

First, we will gladly agree to an extension of the contract term from one to three years. Secondly, I am not sure what more we can do to address your concerns about packaging materials. We use custom-built crates and innovative packaging to reduce the risk of breakage during shipping. While we will replace any goods that may be damaged in transit, we do not agree to pay an additional penalty fee in the event of such damage.

I would like to discuss this further with you next week; however, I will be out of the office through Tuesday afternoon. Would you be available to meet before 11:00 A.M. on either Wednesday or Thursday? Friday is also possible. Please let me know a convenient date and time for you.

Best regards,

Karl Hagel  
Qualiview Ltd.

164. Why did Mr. Hagel write the e-mail?

- (A) To report damage to an item
- (B) To finalize a purchase
- (C) To request a product sample
- (D) To negotiate a contract

165. What is indicated about Qualiview Ltd.?

- (A) It sells its products online.
- (B) It makes windows for cars.
- (C) It has paid penalty fees in the past.
- (D) It recently redesigned its shipping crates.

166. The word "address" in paragraph 2, line 2, is closest in meaning to

- (A) respond to
- (B) think about
- (C) greet
- (D) deliver

167. When is Mr. Hagel available next week?

- (A) On Monday morning
- (B) On Tuesday afternoon
- (C) On Wednesday morning
- (D) On Thursday afternoon

Questions 168-171 refer to the following article.

### Shipping Disruptions

SINGAPORE (6 June)—Recently, the demand for international freight space has been outpacing the availability of shipping containers. This container shortage has led to higher costs for goods being shipped out of Asian ports. A drop in the production of rolls of steel, the raw material that containers are made from, has further complicated the situation. — [1] —.

Some exporters have considered the more expensive option of air freight, but companies are still faced with a difficult choice. — [2] —. They must either ask their customers to accept shipment delays, or substantially raise customer prices to cover the costs of expedited shipping. Either way, suppliers risk triggering customer dissatisfaction.

“We are working with business partners,

investors, and government officials to discuss solutions to this problem,” said Henry Lam, a spokesperson for the household goods producer QET Group. — [3] —. “It’s going to take total cooperation of all stakeholders to find a solution.”

Not all companies are suffering, though. For example, Fezker, the producer of athletic apparel and footwear, has implemented strategies to better overcome this situation. Fezker has successfully refocused its efforts away from exports to western countries and toward expanding its domestic and regional markets. — [4] —.

“We moved quickly, so the shipping container shortage has not caused a significant impact on our profits,” said Fezker CEO Nuwa Lee.

168. What is mentioned about shipping containers?
  - (A) They come in different sizes.
  - (B) They are in short supply.
  - (C) They are made from a variety of materials.
  - (D) They can be used for long-term storage.
  
169. What does Mr. Lam say is needed to resolve the situation?
  - (A) A sharp increase in the number of customers
  - (B) A relaxation of government restrictions
  - (C) The development of new technologies
  - (D) Communication between affected groups
  
170. What type of clothing does Fezker produce?
  - (A) Rain jackets
  - (B) Sportswear
  - (C) Business suits
  - (D) Work uniforms

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

“These markets are supplied using more readily available truck and train transportation.”

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

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



**Gary Wendel (7:40 A.M.)**  
Good morning, team. Can you share the current status of your projects, please?

**Jing Yu (7:42 A.M.)**  
I met with the client last week to confirm the start date for Phase B of the Palisade project.

**Robbie Zuniga (7:43 A.M.)**  
I am headed to the job site now for the Riverview project. The rain last week delayed pouring the concrete for the sidewalks. I will check the conditions this morning to see if the situation has improved.

**Gary Wendel (7:44 A.M.)**  
When will Phase B of the Palisade project begin?

**Jing Yu (7:46 A.M.)**  
We will break ground in March and plan to have the building completed by November.

**Gary Wendel (7:47 A.M.)**  
That's good news about the March start date. I am sure the client is happy about that.

**Gary Wendel (7:50 A.M.)**  
Robbie, let me know what you find out about the site conditions. Perhaps Nathan Burry can help at the site. He's our most knowledgeable concrete finisher.

**Robbie Zuniga (7:55 A.M.)**  
Actually, I'm meeting Nathan at the site this morning, so I'll get his opinion on when we can pour the concrete. The rest of the project is on hold until we can do this.

**Gary Wendel (7:57 A.M.)**  
Keep me posted. I don't want to rush it if it's still too wet. At the same time, the Riverview project is already behind schedule because of equipment problems and late delivery of building materials.

**Robbie Zuniga (7:58 A.M.)**  
Will do.

172. In what industry do the writers most likely work?
- (A) Construction  
(B) Energy  
(C) Manufacturing  
(D) Travel
173. Why did Mr. Wendel begin the discussion?
- (A) To plan a client meeting  
(B) To discuss a weather forecast  
(C) To obtain an update on some work  
(D) To change the start date of an event
174. What is indicated about the Riverview project?
- (A) It has had several delays.  
(B) It is being managed by Ms. Yu.  
(C) It will be completed in November.  
(D) Its clients are happy with the progress.
175. At 7:58 A.M., what does Mr. Zuniga most likely mean when he writes, "Will do"?
- (A) He will revise a delivery schedule.  
(B) He will purchase more equipment.  
(C) He will hire workers to help at a site.  
(D) He will share the outcome of a meeting.

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

<b>From:</b>	Madalyn Kerluke <mkerluke@karabel.ca>
<b>To:</b>	Omar Niklaus <oniklaus@karabel.ca>, Jay Toncic <jtoncic@karabel.ca>
<b>Date:</b>	Friday, 3 February 2:16 P.M.
<b>Subject:</b>	Taste-test results
<b>Attachment:</b>	<input type="checkbox"/> Fatiar Labs survey results

Hi, Team.

I just received the 24–26 January survey results from Fatiar Labs for our new ice-cream taste test. As you can see from the attached document, the results are very disappointing. We sent the four flavours that we considered to be the best, but none of them received high enough ratings to advance to the next stage of development. Most of the reviews were consistent among the 92 taste-test participants in our target market of consumers ages 25 through 40. It's not a big problem if a product gets low scores in colour in the testing phase, since we can easily adjust that in the laboratory. But we should never be sending out samples that are getting scores lower than 3 in the taste category.

I would like to meet at 9 A.M. on Monday (6 February) to figure out how to proceed. There is one flavour we may be able to work with if we make a few adjustments, as suggested by most of our taste testers. We will also need to get some new flavours to Fatiar Labs no later than 1 March if we are going to get a new ice cream on the Preston Grocers freezer shelves by the beginning of June.

Madalyn Kerluke

### Fatiar Labs Consumer Taste-Testing Survey

Date: 24 January

Company: Karabel Industries

Participant number: 54

Directions: You will be given a 45 g sample of 4 different ice creams. Please rate the taste, texture, sweetness, and colour of each ice cream on a scale of 1 (very unpleasant) to 5 (very pleasant). Please write any additional comments below.

Flavour	Taste	Texture	Sweetness	Colour
Lemon	2	3	2	4
Mango	3	3	2	1
Salted Caramel	2	1	1	5
Peanut Brittle	3	4	2	2

Comments: The fruit-flavoured ice creams were surprisingly sour. I did not care for them at all. I think the Peanut Brittle has the most potential, but it's missing something. I bet that adding chocolate swirls or brownie bits would make it a winner.

176. What does the e-mail indicate about Karabel Industries ice cream?
- (A) It is currently sold in four flavors.
  - (B) Its coloring can be changed easily.
  - (C) Its popularity has declined recently.
  - (D) It is sold in Karabel Industries stores.
177. What does Ms. Kerluke state that she wants to do?
- (A) Visit a laboratory
  - (B) Hold a team meeting
  - (C) Contact a grocery store
  - (D) Write new survey questions
178. What is suggested about Falior Labs?
- (A) It has 92 employees.
  - (B) It manufactures food colorings.
  - (C) It will perform another taste test for Karabel Industries.
  - (D) It supplies ice cream to Preston Grocers.
179. Based on the survey form, what flavor will Karabel Industries most likely make adjustments to?
- (A) Lemon
  - (B) Mango
  - (C) Salted Caramel
  - (D) Peanut Brittle
180. What can be concluded about participant number 54 ?
- (A) The participant purchased several containers of ice cream.
  - (B) The participant is between the ages of 25 and 40.
  - (C) The participant regularly takes consumer surveys.
  - (D) The participant prefers fruit-flavored ice cream.

GO ON TO THE NEXT PAGE

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

<https://www.creategreat.ca/openings>

Create Great, an Ontario-based creative agency with a diverse range of global clients in the fashion industry, is seeking a copywriter who is passionate about fashion, understands market trends, and handles digital tools with ease.

The ideal candidate will be someone who works well in a fast-paced environment with team members from international backgrounds. The copywriter will collaborate with the creative team to develop brand strategies that suit customer needs and with the marketing team to ensure the success of brand-based publicity campaigns for current and prospective clients. As remote work is permitted for copywriters, residence in Canada is not required.

To apply, send your cover letter and résumé to the director of our creative team, Fran Benjamin, Create Great, 838 Colbert Street, London, ON N6B 3P5. Application deadline: August 5.

Annie Smith  
4810 South Bryant Street  
Portland, OR 97206

August 6

Fran Benjamin  
Create Great  
838 Colbert Street  
London, ON N6B 3P5

Dear Ms. Benjamin,

I am writing to apply for the copywriter position at Create Great. As an expert fashion designer who also has writing experience, I believe I would be a valuable addition to your team. Enclosed please find my résumé.

I have a decade of experience as the lead designer for women's collections at MODA, a clothing line in Portland. I oversee the design production process from initial market research to finished product. In my role, I work in close partnership with the marketing and production teams.

In addition, for the last five years, I have been maintaining my own blog. My posts focus on trends in women's fashion and how to make clothing and cosmetics more sustainable. What started as a hobby has now attracted paying advertisers and over 15,000 followers. Visit [www.medesheen.com](http://www.medesheen.com) for examples of my writing.

Thank you for considering my application.

Sincerely,

*Annie Smith*  
Annie Smith

Enclosure

181. According to the Web page, what will the job recipient be able to do?
- (A) Work remotely
  - (B) Manage a team
  - (C) Travel internationally
  - (D) Relocate to Canada
182. On the Web page, the word "suit" in paragraph 2, line 4, is closest in meaning to
- (A) adapt
  - (B) determine
  - (C) invest
  - (D) satisfy
183. What is indicated about Ms. Smith?
- (A) She has already met Ms. Benjamin.
  - (B) She has worked as a copywriter.
  - (C) She missed an application deadline.
  - (D) She forgot to submit a required document.
184. According to the letter, what is one of Ms. Smith's responsibilities at MODA?
- (A) Hiring fashion designers
  - (B) Writing drafts of advertisements
  - (C) Managing a production process
  - (D) Researching sustainable clothing options
185. What most likely is Medesheen?
- (A) A brand of cosmetics
  - (B) A fashion blog
  - (C) An online magazine
  - (D) An advertising agency

GO ON TO THE NEXT PAGE

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

E-Mail Message

**From:** Akihito Nakashima <a.nakashima@gilchristshipping.com>  
**To:** Fowler Office Supplies <support@fowlerofficesupplies.com>  
**Subject:** Order B19849  
**Date:** August 19

To Whom It May Concern,

Yesterday, I purchased some office supplies on your Web site. I received an e-mail receipt, but the costs are not itemized on it. To satisfy a new company policy, I must give my supervisor a receipt with the charges for each item listed separately. Could you e-mail me such a receipt? If not, is it possible for me to get this information myself from your Web site? Finally, can confirmations for future orders possibly be sent to more than one e-mail address? It would be ideal for my supervisor to automatically receive one.

Thank you,

Akihito Nakashima, Executive Assistant  
Gilchrist Shipping

E-Mail Message

**From:** Fowler Office Supplies <support@fowlerofficesupplies.com>  
**To:** Akihito Nakashima <a.nakashima@gilchristshipping.com>  
**Subject:** RE: Order B19849  
**Date:** August 19  
**Attachment:** B19849

Dear Mr. Nakashima,

Attached is the receipt you requested. In apology for the inconvenience, we will provide you with 10 percent off the total price of your next order. To view a full description of any previous order, first log in to your account on our Web site, go to the "My Orders" tab, and then click on any order number.

I noticed that included in each of your last few orders was an identical order for ten of a particular item. You should know that we will reduce the price for that item by 5 percent if you mark this as a recurring order. To do this, simply check the "Recurring Order" box on the online order form.

As for your final query, this is not possible right now. However, I will share the idea with our technical team.

All the best,

Cameron Higgins, Customer Relations  
Fowler Office Supplies

### Fowler Office Supplies

Receipt for Order: B19849

Order Date: August 18

Item	Price	Quantity	Total
Printer paper	\$8.00/500 sheets	10	\$ 80.00
Toner (black)	\$50.00/cartridge	1	\$ 50.00
Gel pens (blue)	\$5.00/8-pack	3	\$ 15.00
Staples	\$3.50/box	2	\$ 7.00
<b>GRAND TOTAL</b>			<b>\$152.00</b>

**Return Policy:** Unopened merchandise may be returned by mail or in one of our stores within 60 days of purchase. For returns by mail, log in to your [www.fowlerofficesupplies.com](http://www.fowlerofficesupplies.com) account to print a shipping label. For in-store returns, bring the item and the order number to any Fowler Office Supplies location.

186. Why did Mr. Nakashima send the e-mail?
- (A) He did not receive an item he ordered.
  - (B) He was mistakenly charged twice for an item.
  - (C) He received a receipt that was not detailed enough.
  - (D) He did not get a confirmation e-mail for a purchase he made.
187. According to the second e-mail, what will Mr. Nakashima receive with his next order?
- (A) A catalog
  - (B) A free pen
  - (C) A printed receipt
  - (D) A price discount
188. For what item does Mr. Higgins suggest that Mr. Nakashima select "Recurring Order"?
- (A) Printer paper
  - (B) Toner
  - (C) Gel pens
  - (D) Staples
189. What will Mr. Higgins ask the technical team to look into?
- (A) Improving the Web site's response rate
  - (B) Providing an option to send receipts to multiple e-mail addresses
  - (C) Placing a link to customers' order history on the home page
  - (D) Making return labels printable from any device
190. What is needed to return an item at a Fowler Office Supplies store?
- (A) The original receipt
  - (B) A credit card number
  - (C) A confirmation e-mail
  - (D) The order number

GO ON TO THE NEXT PAGE

Questions 191-195 refer to the following article, Web site, and receipt.

### Crawford and Duval Opens Brick-and-Mortar Stores

HONG KONG (18 February)—Crawford and Duval, the online retailer known for its handcrafted blankets, decorative pillows, and other household goods, has established four brick-and-mortar stores in Hong Kong. Last Monday, the company celebrated the grand opening of boutique stores in Causeway Bay, Discovery Bay, and Sheung Wan in addition to a large department store

in Central District. While the boutique stores carry the most popular of the small household goods for which Crawford and Duval is famous, the Central District location also boasts an indoor plant department and an on-site café that features specialty coffees, teas, and light snacks. Moreover, it has a much more extensive selection of the merchandise than what is available through the company's Web site.

<https://www.crawfordandduval.com.hk>

<a href="#">Home</a>	<a href="#">Best Sellers</a>	<a href="#">Full Catalogue</a>	<a href="#">Shopping Cart</a>
----------------------	------------------------------	--------------------------------	-------------------------------

#### Crawford and Duval comes to our loyal shoppers in Hong Kong!

Crawford and Duval is pleased to announce the opening of its first brick-and-mortar stores in the following locations: Causeway Bay, Discovery Bay, Sheung Wan, and Central District.

Since the launch of our online store five years ago, we have helped you to create the living space of your dreams. Now we make it even easier to decorate your home. Each location has an interior designer on staff, so you can consult with an expert in person while you browse our popular items.

All locations are convenient to public transportation. Our Central District location offers free parking in its attached car park.

As part of our grand-opening celebration, shoppers who visit one of our stores before 1 March will receive a gift card for HK\$70 to use during their visit.

Members of our online Frequent Purchase Club will receive the same benefits in our stores, including a 10 percent discount on purchases of HK\$500 or more.

Crawford and Duval	
Customer Receipt	
Date: 23 February	
Item	Price
Bamboo table lamp	HK\$1,450.00
Decorative cushions, set of two	HK\$750.00
Aloe plant in a 7.5-litre planter	HK\$300.00
Machine-washable wool blanket	HK\$2,000.00
<b>Sub Total</b>	HK\$4,500.00
Less 10%	HK\$450.00
<b>TOTAL</b>	HK\$4,050.00

Cash  
 Gift card number:  
 Credit card number: \*\*\*\* \* \* \* \* \* \* \* 5598  
Name on the credit card: Mei-Lin Fong

**Stop at our in-store café for a treat!**

191. What is the purpose of the article?  
(A) To compare locally made products  
(B) To announce store openings  
(C) To list changes to a Web site  
(D) To review a café
192. What does the Web site indicate about Crawford and Duval?  
(A) It has store locations around the world.  
(B) It has been in business for ten years.  
(C) It employs interior designers.  
(D) It offers free parking at all of its stores.
193. According to the receipt, what is indicated about the blanket?  
(A) It can be washed by machine.  
(B) It is made of cotton.  
(C) It is queen-sized.  
(D) It comes in a set with pillows.
194. Where most likely did Ms. Fong make her purchase?  
(A) On a Web site  
(B) In a boutique shop  
(C) At a café  
(D) In a department store
195. What is suggested about Ms. Fong?  
(A) She often buys food from Crawford and Duval.  
(B) She is a member of the Frequent Purchase Club.  
(C) She applied a gift card to her purchase.  
(D) She shopped during a grand-opening event.

GO ON TO THE NEXT PAGE

Questions 196-200 refer to the following Web pages.

<a href="https://www.osawacorporateteambuilding.com/home">https://www.osawacorporateteambuilding.com/home</a>			
Home	Requests	Reviews	Contact Us
<h2>Osawa Corporate Team Building</h2>			
Bring your team together to promote cooperation while having fun! Our activities increase job satisfaction and engagement. We do all the planning so you can relax. Simply choose the event that is right for your team.			
Scavenger Hunt—An outdoor game in which teams are given a list of objects to find and photograph with their phone or camera. Group size: 10–50 people. Time: 3 hours.			
Game Day—This is a high-energy game day with fun team activities. This event builds team strength, communication, and problem-solving skills. Group size: 20–500 people. Time: 2 hours.			
Team Painting—Each team member creates a painting outdoors based on a predetermined theme. The paintings are linked together at the end. Group size: 6–30 people. Time: 1–2 hours.			
Robot Building—Your group will be broken into teams. Each team builds a robot to be used in challenges against the others. Group size: 10–30 people. Time: 2–3 hours.			
All Chocolate—Your group will have the chance to use engineering skills to build a tower of chocolate. Then you learn how to make chocolate from a local chocolatier. Group size: 8–150 people. Time: 2 hours.			
Book an event in October and receive 15 percent off.			

<a href="https://www.osawacorporateteambuilding.com/requests">https://www.osawacorporateteambuilding.com/requests</a>			
Home	Requests	Reviews	Contact Us
Name	Alexandra Peterson		
Company name	Whitten Tech		
E-mail address	apeterson@whittentech.com		
Phone	617-555-0123		
Location and date of event (Downtown Boston, October 15)			
What events are you interested in? Choose your top three. 1 (Game Day)    2 (Scavenger Hunt)    3 (Team Painting)			
Number of participants (28 people)			
Additional information We are interested in a fun activity for our sales team before the busy selling season begins. We spend a lot of time in the office, so we want an outdoor event.			
We will contact you within three business days with a quote and confirmation.			

<https://www.osawacorporate teambuilding.com/reviews>

Home

Requests

Reviews

Contact Us

## What Our Customers Are Saying

Posted by Whitten Tech on October 20

Our team hired Osawa Corporate Team Building to lead an activity for the sales staff at Whitten Tech. The facilitator of the Scavenger Hunt, Lorenzo Benford, was excellent. The 28 members of our sales team all had positive feedback. They reported that they loved exploring the city, learning about its history, and finding new local attractions, even on a cold and cloudy day. I highly recommend this activity. The only downside was that we did not realize how far we would be walking. It would have been helpful to have an idea of the walking distances so we could have been fully prepared.

196. What does the first Web page indicate about the Scavenger Hunt?
- (A) It requires participants to rent a camera.
  - (B) It concludes with prizes for participants.
  - (C) It is a suitable activity for indoors.
  - (D) It takes three hours to complete.
197. What event is best for a group of more than 200 people?
- (A) Game Day
  - (B) Team Painting
  - (C) Robot Building
  - (D) All Chocolate
198. What is suggested about Ms. Peterson?
- (A) She has joined the Building Robots event in the past.
  - (B) She will receive a discount on an event.
  - (C) She recently started a job at Whitten Tech.
  - (D) She used to be an event planner.
199. What can be concluded about Whitten Tech?
- (A) It changed its number of event participants.
  - (B) It provided its staff with free passes to museums.
  - (C) It was unable to schedule its first-choice activity.
  - (D) It was not able to hold its event outside.
200. According to the review, what was disappointing about the event?
- (A) The focus on local history
  - (B) The lack of information about walking distances
  - (C) The difficulty in keeping the group together
  - (D) The uninteresting facilitator

**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.**

# 도의 정기시험 기출문제집 4 1000



TEST 03  
무료 동영상 강의

저자와 출판사의 사전 허락 없이 내용의 일부 혹은 전부를 인용 및 복제하거나 발췌하여 사용할 수 없습니다.



기출 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. ----- your order is being processed, please call customer service with any questions.  
(A) Still  
(B) Either  
(C) While  
(D) Also
102. ABC Truck Supplies has the ----- selection of mufflers in the state.  
(A) natural  
(B) widest  
(C) overall  
(D) positive
103. Sharswood Landscaping has received dozens of five-star ----- for its work.  
(A) reviews  
(B) reviewer  
(C) reviewed  
(D) reviewing
104. Dr. Cho will visit the Teledarr Lab during the annual open house, since ----- may not have another chance to see it.  
(A) hers  
(B) she  
(C) her  
(D) herself
105. Dorn Department Store decided to ----- its already large selection of housewares.  
(A) create  
(B) enforce  
(C) apply  
(D) expand
106. We ----- that you bring a portfolio of work samples to the interview.  
(A) was asking  
(B) having asked  
(C) ask  
(D) asks
107. Members of the Bold Stone Farm Store receive ----- discounts on all purchases.  
(A) depth  
(B) deepen  
(C) deep  
(D) deeply
108. If your plans change, please contact us at least 24 hours before the time of your -----.  
(A) reserved  
(B) reservation  
(C) reservable  
(D) reserve

109. Hold the tomato seedling gently by the stem in order to avoid harming ----- roots.
- (A) its  
(B) at  
(C) that  
(D) in
110. At the registration table, be sure to collect your name tag ----- entering the conference.
- (A) very  
(B) often  
(C) always  
(D) before
111. Maihama vehicles include an extended ----- to cover engine repairs.
- (A) record  
(B) operation  
(C) budget  
(D) warranty
112. The hotel's new Web site features an ----- collection of high-quality images.
- (A) absolute  
(B) efficient  
(C) impressive  
(D) undefeated
113. On behalf of everyone at Uniontown Bank, we ----- thank you for your continued patronage.
- (A) deservedly  
(B) commonly  
(C) sincerely  
(D) perfectly
114. Fragile equipment must be stored in a secure location so that nothing is ----- damaged.
- (A) accident  
(B) accidents  
(C) accidental  
(D) accidentally
115. Ms. Sampson will not arrive at the convention ----- after our team's presentation.
- (A) until  
(B) lately  
(C) from  
(D) when
116. The community picnic will be held ----- the park behind the Seltzer Public Library.
- (A) in  
(B) all  
(C) for  
(D) here
117. The new hires ----- for an orientation on May 10 at 9:00 A.M.
- (A) to be gathering  
(B) will gather  
(C) gathering  
(D) to gather
118. When Mr. Young approached the desk, the receptionist ----- offered him a seat in the waiting room.
- (A) politely  
(B) polite  
(C) politeness  
(D) politest
119. Members of the Marvale marketing team claimed that ----- was the best design for the new corporate logo.
- (A) they  
(B) them  
(C) theirs  
(D) their
120. The new Kitsuna video camera is currently on sale for \$375, not ----- tax.
- (A) excepting  
(B) alongside  
(C) within  
(D) including

121. All associates are ----- to follow the standard operating procedures outlined in the handbook.
- (A) concerned  
(B) tended  
(C) maintained  
(D) expected
122. This month Framley Publishing House is embarking on its ----- expansion so far.
- (A) ambitiously  
(B) most ambitiously  
(C) ambition  
(D) most ambitious
123. After months of collaboration, Matricks Technology's software developers ----- released a top-quality product.
- (A) profoundly  
(B) overly  
(C) finally  
(D) intensely
124. Tickets are valid for one-time access and do not allow for ----- into the venue.
- (A) duplication  
(B) reentry  
(C) permission  
(D) turnover
125. We hired Okafor Construction to do the renovation ----- it was not the lowest bidder on the project.
- (A) if only  
(B) alternatively  
(C) whereas  
(D) even though
126. The first ----- of the training will introduce staff to certain workplace responsibilities.
- (A) part  
(B) parted  
(C) parting  
(D) partial
127. According to industry -----, Ghira Company plans to relocate its headquarters to Australia.
- (A) reported  
(B) reportedly  
(C) reporter  
(D) reports
128. Next month, the Kneath House will host an exhibition of ----- furniture and clothing from the eighteenth century.
- (A) authentic  
(B) authentically  
(C) authenticate  
(D) authenticity
129. PKTM's regional managers serve ----- the direction of the vice president.
- (A) among  
(B) under  
(C) behind  
(D) opposite
130. ----- a recent surge in demand, Vanita's Catering is hiring four additional servers.
- (A) Everywhere  
(B) Possibly  
(C) In total  
(D) Owing to

**PART 6**

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

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

To: All Staff  
 From: Yoreli Costa  
 Date: February 15  
 Subject: Florence Shawn

Hi Everyone,

I have news to share about a ----- in the human resources department. After nearly twenty  
 131. years with Cometti Creative, Florence Shawn has decided to retire from the position of director of  
 human resources.

Our current senior manager of human resources, Makoto Ichise, will replace Ms. Shawn when  
 she retires. Ms. Shawn ----- Mr. Ichise since he joined the company five years ago.  
 132.

Ms. Shawn's ----- day will be February 22. A retirement party will be held for her on that day  
 133.  
 at 4:00 P.M. in the Terey Lobby. ----- .  
 134.

Best,

Yoreli Costa  
 Director of Operations, Cometti Creative

131. (A) difference  
 (B) strategy  
 (C) change  
 (D) practice

132. (A) mentors  
 (B) is mentoring  
 (C) will mentor  
 (D) has been mentoring

133. (A) last  
 (B) original  
 (C) flexible  
 (D) alternate

134. (A) Cometti Creative will hire a replacement  
 soon.  
 (B) We hope that you can all attend to wish  
 her well.  
 (C) Ms. Shawn was the first director of human  
 resources at Cometti Creative.  
 (D) The first project will be the creation of a  
 talent development program.

GO ON TO THE NEXT PAGE 

Questions 135-138 refer to the following advertisement.

**Lovitt Real Estate**

**Helping Manitoba Families Find their Dream Homes**

Manuel Lovitt, ----- of Lovitt Real Estate, has been selling real estate for over 17 years. Mr. Lovitt  
**135.**

and his award-winning team ----- in homes for families in the Winnipeg, Brandon, and Dauphin  
**136.**  
areas. They know about the schools, parks, services, transportation, and activities that enhance  
family life in the area where you want to reside. -----  
**137.**

Contact Lovitt Real Estate today and let the team guide you ----- the home of your dreams.  
**138.**

They will listen to your needs, negotiate on your behalf, and get you the best home for your  
hard-earned money.

Call 431-555-0168 to speak to an agent or visit [www.lovittrealestate.ca](http://www.lovittrealestate.ca) for more information.

- 135.** (A) own  
(B) owned  
(C) owner  
(D) owning
- 136.** (A) practice  
(B) specialize  
(C) report  
(D) purchase
- 137.** (A) They can arrange transportation for your local elementary school.  
(B) That is because they live in the communities they serve.  
(C) They will be closed for the summer but will be back soon.  
(D) Therefore, they can help you with all your banking needs.
- 138.** (A) toward  
(B) fixing  
(C) because  
(D) along

Questions 139-142 refer to the following introduction.

Welcome to "Distributing Your Savings." This slide ----- is the third of a twelve-segment  
139.

educational series called "Preparing for Retirement." ----- .  
140.

This series provides only ----- advice. It should not replace the guidance of your investment  
141.  
planner. The series has been developed as background material to help you ask key questions  
when ----- with your investment planner. We hope you find this information helpful.  
142.

Swainson-Gray Investments

139. (A) presenting  
(B) presents  
(C) presentation  
(D) presented

141. (A) regional  
(B) expensive  
(C) supplemental  
(D) playful

140. (A) You are encouraged to visit our office  
for a free portfolio review.  
(B) The series is designed to help you  
make informed financial decisions.  
(C) Please fill out the paperwork before  
your appointment.  
(D) Your responses will help us serve you  
better in the future.

142. (A) consulting  
(B) prescribing  
(C) listing  
(D) following

GO ON TO THE NEXT PAGE 

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

To: Dana Paulwell  
From: Silas Laveau  
Date: August 22  
Subject: My input  
Attachment: Article

Dear Dr. Paulwell,

This message is in response to yesterday's staff meeting, particularly the discussion on how certain aspects of the clinic may affect our work and mission. ----- . **143.**

Currently, the vending machines in the hall outside our waiting room are stocked with sugary and salty products such as soft drinks and chips. As a health care provider, we ----- **144.** beverages and snacks that show our commitment to wellness. ----- , our mission is focused **145.** on good health.

I have attached an article about actions that medical centers like ours are taking to improve their hospitality stations. I hope you find it ----- . It details some easy and cost-effective **146.** changes we could consider.

Kind regards,

Silas Laveau

- 143.** (A) I thought it went on longer than was necessary.  
(B) I wish we had been informed about it sooner.  
(C) I would like to make a suggestion on this topic.  
(D) I would be honored to lead a follow-up session.
- 144.** (A) will offer  
(B) have offered  
(C) were offering  
(D) should be offering

- 145.** (A) After all  
(B) By the way  
(C) In the meantime  
(D) On the other hand
- 146.** (A) useful  
(B) eventful  
(C) profitable  
(D) comfortable

Questions 139-142 refer to the following introduction.

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139.

educational series called "Preparing for Retirement." ----- .  
140.

This series provides only ----- advice. It should not replace the guidance of your investment  
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planner. The series has been developed as background material to help you ask key questions  
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(B) presents  
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(B) The series is designed to help you  
make informed financial decisions.  
(C) Please fill out the paperwork before  
your appointment.  
(D) Your responses will help us serve you  
better in the future.

142. (A) consulting  
(B) prescribing  
(C) listing  
(D) following

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

To: Dana Paulwell  
From: Silas Laveau  
Date: August 22  
Subject: My input  
Attachment: Article

Dear Dr. Paulwell,

This message is in response to yesterday's staff meeting, particularly the discussion on how certain aspects of the clinic may affect our work and mission. ----- . **143.**

Currently, the vending machines in the hall outside our waiting room are stocked with sugary and salty products such as soft drinks and chips. As a health care provider, we ----- **144.**  
beverages and snacks that show our commitment to wellness. ----- , our mission is focused **145.**  
on good health.

I have attached an article about actions that medical centers like ours are taking to improve their hospitality stations. I hope you find it ----- . It details some easy and cost-effective **146.**  
changes we could consider.

Kind regards,

Silas Laveau

- 143.** (A) I thought it went on longer than was necessary.  
(B) I wish we had been informed about it sooner.  
(C) I would like to make a suggestion on this topic.  
(D) I would be honored to lead a follow-up session.
- 144.** (A) will offer  
(B) have offered  
(C) were offering  
(D) should be offering
- 145.** (A) After all  
(B) By the way  
(C) In the meantime  
(D) On the other hand
- 146.** (A) useful  
(B) eventful  
(C) profitable  
(D) comfortable

**PART 7**

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

Questions 147-148 refer to the following advertisement.

**Medillo Shoes Celebrates Twenty Years in Cape Town!**

246 Breda Place, Wynberg, Cape Town 7800

021 555 0149 | [www.medilloshoes.co.za](http://www.medilloshoes.co.za)

Does your job require you to stand all day long? Get the support you need! At Medillo Shoes, we specialise in comfortable, supportive footwear that is stylish and suitable for any business or medical setting.

Visit us on 10 May to receive 20 percent off your purchase of one or more pairs of shoes during this anniversary event. Should you need assistance finding the best shoes for your professional needs, our footwear specialists will be on hand to help. Schedule a free consultation at [www.medilloshoes.co.za](http://www.medilloshoes.co.za) to avoid a long wait.

147. What will happen at Medillo Shoes on May 10 ?
- (A) All shoes will be discounted.
  - (B) Shop assistants will be hired.
  - (C) A shoe style will be discontinued.
  - (D) Operational hours will be extended.
148. What is indicated about Medillo Shoes?
- (A) It has been in business for ten years.
  - (B) It specializes in athletic footwear.
  - (C) It is located next to a medical center.
  - (D) It allows customers to make appointments.

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

To:	Sales Team
From:	Neil Cullen
Date:	10 April
Subject:	My schedule next week

Dear Team,

I will be out of the office next week, from 15 to 19 April, attending the conference of the National Technology Alliance in Glasgow. While away, I will check e-mail and voice mail infrequently. For any urgent matters, please contact my assistant, Christina Choo. If you have a specific question about the Ezenx Industries account, please e-mail Mya Soroka. I will be back in the office on 22 April and will see all of you then.

Best,

Neil Cullen, Director of Sales and Marketing  
Shallok Technology

149. What is the purpose of the e-mail?

- (A) To register for a conference
- (B) To announce a new account
- (C) To schedule a meeting
- (D) To inform colleagues of an absence

150. What is most likely true about Ms. Soroka?

- (A) She will be traveling with Mr. Cullen.
- (B) She works on the Ezenx Industries account.
- (C) She is Ms. Choo's supervisor.
- (D) She will be out of the office until April 22.

Questions 151-152 refer to the following notice.

**CITY OF BRYANTON  
Building Permit Office**

**Notice for residents and contractors working in Bryanton**

Beginning on Monday, July 1, the City of Bryanton's Building Permit Office, located at 912 Fir Avenue, will be open from Monday to Thursday, 9:00 A.M. to 5:00 P.M. Applications for permits will no longer be accepted on Fridays or Saturdays. The average processing time for permit applications will remain three business days. With this change, the city will lower its operating costs while maintaining its high standards of service for residents.

- 151.** What change is the Building Permit Office making?
- (A) It is moving to a new location.
  - (B) It is simplifying the permit application process.
  - (C) It is reducing the number of days it will accept permit applications.
  - (D) It is increasing the processing time for permit applications.
- 152.** According to the notice, why is the change being made?
- (A) To save the city money
  - (B) To attract more residents
  - (C) To improve the quality of service
  - (D) To decrease the number of new permit applications

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Questions 153-155 refer to the following receipt.

<https://www.riverthamestours.uk/order/confirmation>

**River Thames Tours**

Thank you for reserving a River Thames tour with us. We are eager to welcome you aboard. Each tour lasts 3 hours. Your tour includes a luncheon served at 1:00 p.m. Please consult our Web site for a menu. Should you have any dietary restrictions and like to request a special meal, please contact our customer experience manager, Martin Torma, at least 48 hours prior to your tour.

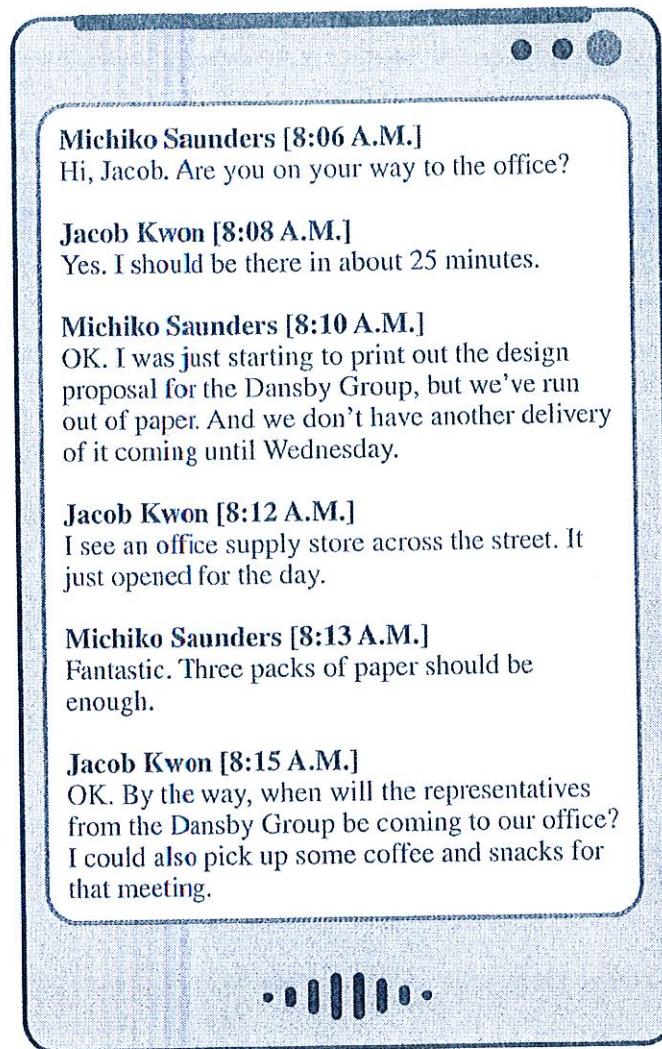
This reservation also entitles you to a 10 percent discount on a walking tour by Edgerton Walking Tours—just provide your confirmation code when booking.

<b>Name:</b>	Lewis Califf
<b>Purchase Date:</b>	18 April
<b>Confirmation Code:</b>	H102057
<b>Tour Start:</b>	1 May, 11:30 a.m.
<b>Quantity:</b>	4
<b>Total:</b>	£180.00
<b>Payment:</b>	Credit card ending in 1037

Please note: Boarding ends 10 minutes before departure time.  
Tours cannot be rescheduled.

153. What is indicated about the river tour?
- (A) It is one hour long.
  - (B) It comes with a meal.
  - (C) It can be rescheduled.
  - (D) It sells out quickly.
154. How many tickets did Mr. Califf purchase?
- (A) 1
  - (B) 3
  - (C) 4
  - (D) 7
155. How can customers receive a discount on a walking tour?
- (A) By making a reservation online
  - (B) By paying with a credit card
  - (C) By requesting a coupon from the captain
  - (D) By mentioning a confirmation code

Questions 156–157 refer to the following text-message chain.



156. At 8:12 A.M., what does Mr. Kwon most likely mean when he writes, "I see an office supply store across the street"?
- (A) He needs help finding a building.
  - (B) He can purchase some paper.
  - (C) He will look for a new printer.
  - (D) He is going to negotiate a delivery schedule.
157. What will Ms. Saunders most likely do next?
- (A) Reschedule a meeting
  - (B) Prepare some refreshments
  - (C) Check on an arrival time
  - (D) Revise a design proposal

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

Kipbank Business Services  
548 Sycamore Lake Road  
Green Bay, WI 54301

April 2

Madeline Omar  
Passionflower Interior Design  
1556 Deer Run Road  
Green Bay, WI 54301

Dear Ms. Omar,

A business owner's days are filled with juggling the wants, needs, and demands of customers, staff, and suppliers. — [1] —.

Let Kipbank find the right solutions for your small business so that you can focus on your products and people. Kipbank offers checking accounts, corporate credit cards, business loans, and payroll and bookkeeping services. — [2] —. This fall, we will also add financial planners to our team to help you and your employees plan for your futures.

With our corporate credit cards, Kipbank customers can take advantage of money-saving offers from selected hotel, office supply, and air travel partners. — [3] —. These deals are automatically applied to qualified purchases. And the business owner can place spending limits on each card. — [4] —.

Please call us at 920-555-0122 to set up an appointment or just stop by when it is convenient. We look forward to meeting you and providing your enterprise with superior service.

Sincerely,

*Thomas Piskorksi*

Thomas Piskorksi, Kipbank Customer Concierge

**158.** What is suggested about Ms. Omar?

- (A) She is an accountant.
- (B) She works for Mr. Piskorksi.
- (C) She operates a small company.
- (D) She is a Kipbank customer.

**159.** What is stated about the credit cards?

- (A) They come in a variety of colors.
- (B) They require an annual fee.
- (C) They include discounts on certain purchases.
- (D) They can be used to buy personal items.

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

"Everyday financial details only add more distractions."

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

Questions 161–163 refer to the following article.

OTTAWA (22 May)—*Waldenstone Business Review* has added a new category to its esteemed international business awards this year. The Waldenstone Corporate Prize is awarded to a business with the foresight to develop strategies that help ensure the company's long-term viability.

This year's award was presented to Carila Corporation, a major player in the electronics sector. Under the direction of CEO Atsak Kakar, Carila Corporation went from near bankruptcy to a high level of profitability in just three years.

"Winning this award was very gratifying, not just for me but for the entire company," Mr. Kakar said upon receiving the award. "Everyone has worked extremely hard to get this company back on solid financial ground. The long-term solution has brought exceptional value to our shareholders."

161. What is the purpose of the article?
- (A) To profile a newly opened business
  - (B) To analyze a trend in the electronics industry
  - (C) To highlight a company's achievement
  - (D) To discuss changes to an employment contract
162. What is suggested about Carila Corporation?
- (A) It no longer develops electronics.
  - (B) It was once a struggling business.
  - (C) It has been unable to attract more clients.
  - (D) It is seeking to replace its CEO.
163. The word "solution" in paragraph 3, line 6, is closest in meaning to
- (A) mixture
  - (B) proof
  - (C) statement
  - (D) answer

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Questions 164–167 refer to the following advertisement.

**Commbolt is for Everyone!**

As a Commbolt customer, you've come to expect the best in reliable high-speed Internet, straightforward pricing options, and top-notch customer service from friendly professionals who are responsive to your every need. — [1] —. Unlike the competition, we promise to never lock you into inflexible contracts or suddenly raise your monthly bill without notice.

At Commbolt, we know you have options when it comes to choosing an Internet service provider. — [2] —. To show our gratitude for your loyalty, we are offering a special limited-time referral bonus.

The way it works is simple. — [3] —. You can use e-mail, social media, or even text messages to tell everyone about Commbolt. When a new user signs up using your code, each of you will receive a monetary credit. Receive \$10 when new referrals sign up for a monthly plan at \$45, and receive \$20 for a plan costing \$60 per month. The best news? — [4] —. There is no limit to the credits; the more people you sign up, the more money you get.

Your unique code is XA4R177.

- 164.** What Commbolt benefit does the advertisement mention?
- (A) Its low prices
  - (B) Its excellent customer service
  - (C) Its lifetime contracts
  - (D) Its convenient installation schedule
- 165.** What is the maximum amount a customer can earn when one referred person signs up for service?
- (A) \$10.00
  - (B) \$20.00
  - (C) \$45.00
  - (D) \$60.00
- 166.** What is true about the Commbolt promotion?
- (A) It may not be posted on social media.
  - (B) It does not provide credit for more than three referrals.
  - (C) It is expected to run for a full year.
  - (D) It rewards both new and existing customers.
- 167.** In which of the positions marked [1], [2], [3], or [4] does the following sentence best belong?
- "Just share your unique referral code with friends and family."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

Questions 168–171 refer to the following Web page.

<https://www.sarahscatering.com>

### Sarah's Catering—What You Serve Matters

Sarah's Catering is a family-owned-and-operated company. The company was founded ten years ago with a mission to provide the highest quality catering services in our community. We work closely with local growers and use only the freshest ingredients. Our menu items can be adapted to the client's taste or dietary needs. For example, we can prepare vegetarian, vegan, and gluten-free options.

We provide catering for birthday parties, wedding receptions, corporate meetings, business holiday parties, and many other types of events. From planning the menu and preparing your food to engaging servers and cleanup staff for the event, Sarah's Catering has it covered.

Sarah's Catering can cater lunches in your office for a minimum of twenty people. We offer delicious options to make your group's meal a satisfying experience.

We're here to serve you! Ordering is fast and simple. Visit [www.sarahscatering.com/quote](http://www.sarahscatering.com/quote) to request a cost estimate for your next event.

### What people are saying

"Sarah's Catering was very easy to work with, and the food was delicious! Everyone in the office commented on how good the food was." — Glen Liu, Perkins Real Estate

"All the food was perfect, and the staff was the best." — Annie Pierce, Kania Marketing, Inc.

168. What is indicated about Sarah's Catering?

- (A) It uses locally sourced products.
- (B) It is twenty years old.
- (C) It specializes mainly in weddings.
- (D) It has an on-site dining room.

169. The word "taste" in paragraph 1, line 4, is closest in meaning to

- (A) preference
- (B) sample
- (C) experience
- (D) flavor

170. What is mentioned as a service provided by Sarah's Catering?

- (A) Entertainment planning
- (B) Cooking demonstrations
- (C) Cleanup after meals
- (D) Rentals of tables and chairs

171. Who most likely is Mr. Liu?

- (A) An employee of Sarah's Catering
- (B) A professional event manager
- (C) A customer of Sarah's Catering
- (D) An assistant at a marketing firm

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

The screenshot shows a simulated online chat interface. At the top left are icons for a speech bubble and a user profile. The main area contains the following messages:

**Marcus Steuber [10:41 A.M.]** Are we still planning to have the author video conference today? I haven't yet received a meeting invitation.

**Brinda Rajan [10:42 A.M.]** I do have the meeting on my calendar. Let me forward it to you; it appears our editorial assistant didn't include you.

**Marcus Steuber [10:43 A.M.]** Thanks, I just received it. The timing doesn't work for me, though. I have an appointment with Hazel Luong to discuss the printing issues at our Singapore plant.

**Brinda Rajan [10:44 A.M.]** Could you postpone that? The new author we're working with really needs your guidance on the final book design and formatting. You're our most knowledgeable production editor.

**Marcus Steuber [10:45 A.M.]** Let me check with my supervisor. I'll add Mr. Borg to our chat.

**Joshua Borg [10:47 A.M.]** Hi, team. Marcus, you should prioritize your appointment with Hazel. I'll be visiting the plant next week, and we need to have some viable solutions before then.

**Brinda Rajan [10:48 A.M.]** OK, I'll contact Ms. Benoit to find out if she can meet later in the day, then.

**Marcus Steuber [10:48 A.M.]** That would work. I'm free between 4 and 6 P.M.

At the bottom of the window are scroll controls: a double-left arrow, a double-right arrow, and a vertical scroll bar with up and down arrows.

172. Why does Mr. Steuber write to Ms. Rajan?
- (A) To invite her to a professional event
  - (B) To check on the status of a meeting
  - (C) To make travel plans for a business trip
  - (D) To ask about an assistant's performance
173. At 10:45 A.M., what does Mr. Steuber most likely mean when he writes, "Let me check with my supervisor"?
- (A) He needs final approval on a book design.
  - (B) He would like advice on changing an appointment.
  - (C) He requires access to the corporate calendar.
  - (D) He is uncertain how to add team members to the chat.
174. Who most likely is Ms. Benoit?
- (A) A writer
  - (B) A designer
  - (C) A production editor
  - (D) A printing plant supervisor
175. What will Ms. Rajan probably do next?
- (A) Suggest solutions to a printing issue
  - (B) Arrange to visit the Singapore plant
  - (C) Attend a meeting with Ms. Luong
  - (D) Reschedule a video conference

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Questions 176-180 refer to the following schedule and text message.

**Rambling River Festival**  
**Schedule of Musical Events**

**Friday, September 8**

- 3:30 P.M. Johanna Greenblatt
- 8:00 P.M. Bethesda Radio Show featuring the Blass Brothers Band  
(to be recorded at the Bramley Theater)

**Saturday, September 9**

- 6:30 P.M. The Rolling Dozen
- 7:45 P.M. Jefferson Cage

All events take place at the Bethesda Park Open-Air Stage unless otherwise noted. Feel free to bring picnic blankets.

From Rambling River Festival, Sep 8, 9:14 A.M.

This afternoon's performance will take place in Cole Hall in anticipation of inclement weather. Bulky items are not allowed, but coat-check service will be available.

This evening's performance is being pushed to 2:30 P.M. tomorrow; local band Kirschau will perform during the original time slot instead.

We expect our full Saturday program to take place at the Bethesda Park Open-Air Stage.

176. Who was originally scheduled to perform at the Bramley Theater?
- (A) Johanna Greenblatt
  - (B) The Blass Brothers Band
  - (C) The Rolling Dozen
  - (D) Jefferson Cage
177. What does the schedule suggest about the Rambling River Festival?
- (A) It takes place annually.
  - (B) It requires a ticket for entry.
  - (C) It features local food vendors.
  - (D) It is mainly an outdoor event.
178. According to the text message, what can audience members do at Cole Hall?
- (A) Check coats
  - (B) Store bulky items
  - (C) Buy concert tickets
  - (D) Pick up a schedule of events
179. In the text message, the word “pushed” in paragraph 2, line 1, is closest in meaning to
- (A) moved
  - (B) extended
  - (C) managed
  - (D) pressured
180. When will Kirschau perform?
- (A) At 3:30 P.M. on Friday
  - (B) At 8:00 P.M. on Friday
  - (C) At 2:30 P.M. on Saturday
  - (D) At 6:30 P.M. on Saturday

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

To:	All Branch Managers
From:	Fran Corliss
Subject:	Survey results on mobile banking
Date:	April 7

Hello all,

Ogden Bank recently conducted a survey of its customers concerning mobile banking. Here are some key takeaways.

Over 95 percent of our customers own a mobile device. However, although interest in mobile banking is high, only 39 percent of our customers use our application. Some customers cite security concerns (23 percent), but a majority (78 percent) say that they simply do not think the app works well.

A mandatory meeting for all branch managers will be held at our headquarters on April 12 at 4:00 P.M. to brainstorm strategies for responding to this challenge.

Best,

Fran Corliss  
Director of Mobile Banking, Ogden Bank

## Boost for Mobile Banking

By Edward Panzus

FLEMINGTON (May 25)—Ogden Bank has rolled out major improvements to its mobile banking application. It has expanded the variety of tasks that can be accomplished through the app and made it much easier to use.

"Many of our account holders have been frustrated in the past by a clunky, limited app," said Alys DeFreese, manager of the Flemington branch of Ogden Bank. "They can now do just about any task with the app that they could over the phone or by visiting a branch in person. This is just another example of how we support our customers in any way we can."

According to Ms. DeFreese, in the few weeks since the upgrade, 20 percent of account holders have switched to depositing checks and paying bills online. She anticipates that number will rise as more customers learn about the easy-to-use app.

"The convenience made a big difference for me," said account holder Yair Baum. Another customer, Maria Reed, added, "I appreciate the flexibility of being able to do my banking whenever and wherever I want."

181. What is one purpose of the e-mail?
- (A) To provide details on a new privacy policy
  - (B) To propose a survey of banking habits
  - (C) To ask bank staff to test a mobile app
  - (D) To inform managers of a company problem
182. According to the e-mail, what percentage of the bank's customers use the mobile app?
- (A) 23 percent
  - (B) 39 percent
  - (C) 78 percent
  - (D) 95 percent
183. In the article, the word "anticipates" in paragraph 3, line 5, is closest in meaning to
- (A) considers
  - (B) waits for
  - (C) prepares for
  - (D) expects
184. Who most likely attended a meeting at Ogden Bank headquarters on April 12?
- (A) Mr. Panzus
  - (B) Ms. DeFreese
  - (C) Mr. Baum
  - (D) Ms. Reed
185. What is suggested about Ogden Bank's management?
- (A) It prefers that account holders do their banking in person.
  - (B) It is considering offering free checking to new account holders.
  - (C) It is in the process of hiring more staff.
  - (D) It prioritizes improvements in customer experience.

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

**Attention, Library Members**

The Westwood Library is excited to announce the start of a book club, which is open to all library members. The club will meet on the last Thursday of each month, from 7:00 to 9:00 P.M. in the Harrison Meeting Room, to discuss a book chosen by one of our professional staff. From January to June, we will read recently published nonfiction works, and from July to December, we will focus on contemporary fiction titles. For more information, visit [www.westwoodlibrary.org](http://www.westwoodlibrary.org) or speak with the staff at the circulation desk.

<https://www.westwoodlibrary.org/bookclub>

We hope you will join us for the book club on the last Thursday of each month at 7:00 P.M.! Below are the titles selected for the first half of the year.

- |           |  |
|-----------|--|
| January:  | <i>Wild Open Range</i> by Jaxon McDonald                                   |
| February: | <i>The Journey of a Song</i> by Lucy Xi                                    |
| March:    | <i>Due North: Adventures in Alaska's Northern Territory</i> by Isabel Beck |
| April:    | <i>The Art of Mindful Carpentry</i> by Peter Landers                       |
| May:      | <i>Mary Swan: A Legend Before Her Time</i> by Kai Noble                    |
| June:     | To Be Announced  |

To:	Lisa Calle <lcalle@worldmail.com>
From:	Gail Frey <gfrey@myemail.com>
Date:	March 27
Subject:	Book club

Dear Ms. Calle,

It was delightful to see you leading the book club yesterday evening. Ms. Beck's *Due North* is lengthy, and it was a challenge to finish it before the meeting. However, I have to thank you for choosing that book because it revived my childhood interest in traveling to Alaska. In fact, I've already looked up some tours!

The club meeting was packed, and I hardly got to talk to you. We should catch up sometime soon. Perhaps we might try the new French restaurant on Looper Street. I hear it is amazing and reasonably priced.

Sincerely,

Gail Frey

186. What is the purpose of the notice?
- To highlight some books in the library
  - To announce a change in library hours
  - To promote an activity at the library
  - To introduce a new librarian
187. What is suggested about the book *Wild Open Range*?
- It is a best-selling title.
  - It is a work of nonfiction.
  - It was published ten years ago.
  - It is available at a discount for library members.
188. What author most likely wrote about a famous person?
- Jaxon McDonald
  - Lucy Xi
  - Peter Landers
  - Kai Noble
189. What can be concluded about Ms. Calle?
- She is a library staff member.
  - She has written book reviews.
  - She is Ms. Frey's supervisor.
  - She favors historical fiction.
190. What does Ms. Frey indicate about the book she read?
- It discussed a topic that was unfamiliar to her.
  - It had parts that she thought were inaccurate.
  - It was easy to read in the time available.
  - It inspired her to explore an old interest.

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

**From:** Tatiana Schwartz <orders@georgestreetsweets.co.uk>  
**To:** Alejandro Ordaz <aordaz@brooksidesstationery.co.uk>  
**Date:** 28 April  
**Subject:** Confirmation of order number 47892  
**Attachment:** Order receipt

Dear Mr. Ordaz,

Thank you for placing an order with George Street Sweets. This e-mail is to confirm that we have received your request. Your receipt has been attached to this e-mail.

If you have any questions or need to make any changes to your order, please reply to this message or phone us at (091) 498 0172. Note that we are unable to accommodate order changes that are submitted less than 48 hours before your scheduled pickup time.

If picking up your order, we are located at 29 George Street. Parking is available next door, directly behind Spike's Cycle Shop. We offer delivery to customers within 10 kilometres of our shop for a fee of £2.50. Please note that cancellations within 24 hours of your pickup or delivery time will not be refunded.

Sincerely,

Tatiana Schwartz

George Street Sweets	
<b>Order:</b>	47892
<b>Date of Order:</b>	28 April
<b>Pickup Date and Time:</b>	N/A
<b>Delivery Date and Time:</b>	2 May, 11:30 A.M.
<b>Delivery Location:</b>	2 Spen Lane, Business Suite 202
<b>Payment Method:</b>	Credit Card—Alejandro Ordaz
<b>Customisation Instructions:</b>	None
Item	Cost
18-inch round cake (chocolate with vanilla icing)	£32.00
1 set of candles	£5.00
Delivery	£2.50
<b>Total</b>	<b>£39.50</b>

**From:** Alejandro Ordaz <aordaz@brooksidesstationery.co.uk>

**To:** Tatiana Schwartz <orders@georgestreetsweets.co.uk>

**Date:** 29 April

**Subject:** RE: Confirmation of order number 47892

Dear Ms. Schwartz,

I received my order confirmation e-mail and receipt, and I noticed an error. It seems that the person to whom I spoke on the phone while placing my order did not copy down the message I requested. The customisation I specified was that "Happy Retirement" be written on top.

I hope it will still be possible to include this message despite the timing. Please respond to this e-mail to confirm. Also, there will be more guests than I originally expected, so I might contact your business again to place an additional order.

Best,

Alejandro Ordaz

191. What is a policy of George Street Sweets?
- Orders cannot be changed.
  - Orders placed less than 48 hours before pickup incur an extra fee.
  - Orders must be paid for when they are placed.
  - Orders cannot be refunded within 24 hours of pickup.
192. What is suggested about the building at 2 Spen Lane?
- It has parking spaces behind a bicycle shop.
  - It is located within 10 kilometers of George Street Sweets.
  - It is a residential apartment building.
  - It is owned by Ms. Schwartz.
193. What can be concluded about the cake?
- It has not been paid for yet.
  - It will have only chocolate icing.
  - It was ordered over the phone.
  - It contains ice cream.
194. In the second e-mail, what does Mr. Ordaz request?
- A full refund
  - A different flavor
  - A response to an e-mail
  - An additional candle
195. What does Mr. Ordaz mention about the event in his e-mail?
- It will take place on April 29.
  - It is an anniversary party.
  - Its start time has changed.
  - It will be larger than expected.

GO ON TO THE NEXT PAGE

Questions 196-200 refer to the following e-mail, survey, and report.

To:	Undisclosed Recipients
From:	iqbal_grewal@woolfflooring.com.au
Date:	12 June
Subject:	Cost-savings survey

Dear Colleagues,

At Woolf Flooring we are looking for ways to reduce day-to-day costs without sacrificing product quality, customer service, or staff morale. To this end, we are seeking input from select staff members in a variety of departments via an online survey that can be found at [www.surveyquest.com.au/109820](https://www.surveyquest.com.au/109820). Everyone who has been chosen to take part in the survey has been with the company for at least ten years and, therefore, is very familiar with our processes.

The deadline for completing the survey is 19 June. Note that this survey is for recipients of this e-mail only. Please do not forward this e-mail to others or post the link to the survey elsewhere.

We also plan to hire outside consultants to review our operations and write a report of their findings. We understand that some colleagues disagree with this approach to cutting costs; however, we have determined that getting an outside perspective is a worthwhile investment that will be likely to save us money in the long run.

Best,

Iqbal Grewal, Director of Business Transformation  
Woolf Flooring

<https://www.surveyquest.com.au/109820>

**Woolf Flooring Cost-Savings Survey**

Based on your experience as an employee of Woolf Flooring, please provide one idea for a change that could be implemented to improve productivity and cut costs. Thank you.

Date: 18 June

Name and role: Beth Mair, sales manager

I have noticed that some employees grab a new pair of disposable gloves every time they return from a break. They could be using the same ones throughout the whole day. By limiting the use of gloves to one pair per day, Woolf Flooring would save thousands of dollars per year. Doing so would also reduce waste. A new policy regarding the use of personal protective items would be easy to implement immediately and would simply require sending a company-wide e-mail to explain it.

**Miyoko Consulting  
Woolf Flooring Report Summary**

Thank you for allowing us to spend the last few weeks reviewing your operations. You will find a detailed expense-reduction report with projected savings in the pages that follow. Here is a list of our main recommendations.

1. Employees do not always use wood stains and other materials as efficiently as possible. More training time could be dedicated to this.
2. Employees could be more mindful of electricity costs—for instance, turning off all lights and machines when not in use.
3. Several Internet service providers are offering special pricing right now. Switching to one of these providers could save a considerable amount of money in the long run.
4. More effort could be made to reuse supplies—for example, some basic personal protective equipment could be used more than once.

196. In his e-mail, what does Mr. Grewal indicate about the survey?
- (A) It does not have an end date.
  - (B) It requires the use of a password.
  - (C) It can be completed on paper.
  - (D) It should not be shared with others.
197. According to the e-mail, what do some Woolf Flooring employees disagree with?
- (A) The plan to hire consultants
  - (B) The way a survey is structured
  - (C) The way a budget report is presented
  - (D) The departments selected to provide feedback
198. What can be concluded about Ms. Mair?
- (A) She regularly provides ideas for change.
  - (B) She has worked at Woolf Flooring for many years.
  - (C) She will be helping to collect feedback.
  - (D) She works in the production department.
199. In the survey, what does Ms. Mair note about her suggestion?
- (A) It may require some new equipment.
  - (B) It has worked well at other companies.
  - (C) It could be implemented right away.
  - (D) It has been suggested to management before.
200. What recommendation made by Miyoko Consulting corresponds with Ms. Mair's suggestion?
- (A) Recommendation 1
  - (B) Recommendation 2
  - (C) Recommendation 3
  - (D) Recommendation 4

**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.**

# 도의 정기시험 기술문제집 4 1000



TEST 04  
무료 동영상 강의

저자와 출판사의 사전 허락 없이 내용의 일부 혹은 전부를 인용 및 복제하거나 발췌하여 사용할 수 없습니다.



# 기출 TEST 04

## 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. Barrientos has worked at the company ----- six years.  
(A) for  
(B) since  
(C) with  
(D) lately
102. The staff cafeteria stops ----- lunch at 2:00 P.M.  
(A) taking  
(B) buying  
(C) serving  
(D) working
103. The annual report will be ready after ----- make the necessary revisions.  
(A) I  
(B) me  
(C) myself  
(D) my
104. Mr. Louden was offered a full-time position at Fortelio Corporation ----- a division manager.  
(A) about  
(B) as  
(C) after  
(D) around
105. Kennedy Sports will ----- its end-of-season sale through the month of January.  
(A) continuing  
(B) continued  
(C) continues  
(D) continue
106. Ms. Najjar is going to give a presentation ----- workplace regulations at noon.  
(A) near  
(B) to  
(C) past  
(D) on
107. Mr. Telguld submitted the ----- surveys before the monthly board meeting.  
(A) completely  
(B) completed  
(C) completing  
(D) completes
108. Travel funds are available to student presenters coming to the conference from a significant -----.  
(A) location  
(B) amount  
(C) reason  
(D) distance

**TEST 4**

109. Ms. Okada is ----- a new social media campaign at the request of our office manager.
- (A) organize  
(B) organized  
(C) organizing  
(D) organization
110. The speaker will offer five tips for making wise purchasing -----.
- (A) items  
(B) decisions  
(C) values  
(D) remedies
111. Please log on to your online checking account ----- the next 30 days in order to keep it active.
- (A) within  
(B) how  
(C) whether  
(D) and
112. The Bradyville Inn ----- live jazz music in the dining area on Friday evenings.
- (A) features  
(B) marks  
(C) sounds  
(D) collects
113. Leeann's Organic Fruit Spreads can be purchased ----- from the company's Web site.
- (A) direction  
(B) directly  
(C) directness  
(D) directed
114. ----- the event organizers' best efforts, they have been unable to attract enough volunteers this spring.
- (A) Behind  
(B) Versus  
(C) Among  
(D) Despite
115. Mr. Perez ----- as an industrial engineer at Gaberly Logistics for almost twenty years.
- (A) employs  
(B) to be employed  
(C) is employing  
(D) has been employed
116. Soon after Ms. Manilla was hired, the sales department's productivity began to increase -----.
- (A) mainly  
(B) respectively  
(C) noticeably  
(D) closely
117. Small businesses ----- participate in the Get Ahead program will receive marketing tools to help them attract customers.
- (A) that  
(B) they  
(C) what  
(D) whoever
118. Our copy editors will review the manuscript ----- will not return it until the end of next week.
- (A) or  
(B) once  
(C) either  
(D) but
119. Mira Kumar was probably the ----- of all the interns at Kolbry Media last summer.
- (A) ambitious  
(B) most ambitious  
(C) ambitiously  
(D) more ambitiously
120. Orbin's Fish Company expanded to a total of 26 stores ----- its takeover of a rival chain.
- (A) whenever  
(B) toward  
(C) following  
(D) usually

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121. Ms. Cartwright told her team members that she wanted ----- to streamline the company's assembly process.
- (A) theirs  
(B) they  
(C) them  
(D) themselves
122. Rupert's Food Service uses ----- technology to track all of its shipments.
- (A) strict  
(B) numerous  
(C) advanced  
(D) crowded
123. Our app includes a ----- so that users can determine whether they are within their budget goals.
- (A) calculator  
(B) calculated  
(C) calculating  
(D) calculations
124. To ----- that its facilities are cleaned every day, the Selboa Company has hired more janitors.
- (A) ensure  
(B) affect  
(C) provide  
(D) secure
125. During his term as a legislator, Jeremy Moran ----- promoted public awareness of the need for infrastructure improvements.
- (A) act  
(B) action  
(C) active  
(D) actively
126. Pyxie Print's business is so new that we need to explain the full range of our services to ----- clients.
- (A) trained  
(B) potential  
(C) elected  
(D) paid
127. Phone orders that are ----- to local stores by 11:00 A.M. are eligible for same-day pickup.
- (A) submitted  
(B) submission  
(C) submitting  
(D) submits
128. An Oswald Hardware associate will ----- place an order for customers who need larger quantities than what is in stock.
- (A) slightly  
(B) wholly  
(C) busily  
(D) gladly
129. Mia Daushvili performed with the Bayhead Orchestra on Monday evening, ----- her virtuosic skills on the piccolo.
- (A) displays  
(B) had displayed  
(C) displaying  
(D) was displayed
130. When reviewing applicants for the clerk position, Ms. Ng will consider both education and ----- experience.
- (A) prior  
(B) quick  
(C) lean  
(D) calm

**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.

**D-Zine Pop**

D-Zine Pop is your source for information about the latest ----- in the world of fashion. What  
131. started as a social media experiment ----- into a content platform with subscribers in seventeen  
132. countries worldwide. We are constantly adding features to improve our user experience and share  
what apparel and clothing accessories are popular right now. We also make periodic updates to  
our terms of service. Subscribers' ----- access to content is contingent upon consenting to these  
133. terms; therefore, we encourage you to review and accept them at dzinepop.com/privacy. Contact  
our customer service team at support@dzinepop.com if you have any questions. ----- .  
134.

131. (A) controversies  
(B) consumers  
(C) trends  
(D) versions
132. (A) evolving  
(B) evolution  
(C) will be evolving  
(D) has evolved
133. (A) continue  
(B) continued  
(C) continuation  
(D) continues
134. (A) Representatives are available 24 hours a day  
to assist you.  
(B) The changes made to our user privacy policy  
are no longer effective.  
(C) Fresh content is accessible through phone and  
desktop apps.  
(D) We are no longer offering a discounted rate if  
you renew your subscription.

GO ON TO THE NEXT PAGE

Questions 135-138 refer to the following advertisement.

**Rescue your device with Phone Tune-Up**

Is your smartphone screen scratched or cracked? ----- ? Do your apps freeze or crash? The  
135. experts at Phone Tune-Up can help! We use nothing but the best quality parts to ----- your  
136. mobile phone. Let our certified technicians save you the time and expense involved in replacing  
your phone with a new one. When we are ----- , you will think your old phone is brand new. To  
137. make an appointment, call 604-555-0198 or visit [www.phonetuneup.com](http://www.phonetuneup.com). Same-day service is  
often available ----- needed parts are in stock.  
138.

135. (A) Does your printer need frequent ink refills?  
(B) Does it take all day for your battery to recharge?  
(C) Do you want to complete a short survey?  
(D) Do you pay too much for your data plan?
136. (A) remove  
(B) borrow  
(C) examine  
(D) repair
137. (A) trained  
(B) available  
(C) done  
(D) dismissed
138. (A) whose  
(B) must  
(C) if  
(D) of

Questions 139-142 refer to the following press release.

**FOR IMMEDIATE RELEASE**

SACRAMENTO (July 28)—The Sacramento-based supermarket chain Hsing Market announced today that it is opening a branch ----- in San Jose in October. It will occupy the building that  
139. once housed the Watson Office Superstore located at 1539 West Oak Street, which closed last year.

Hsing Market CEO Alice Tran said, "We are very excited to ----- open a store in San Jose. -----  
140. When the Watson building became available, we jumped on the opportunity to move in."

As a neighborhood grocery store, Hsing Market prides itself on hiring applicants from the local community. Approximately 75 percent of all employees live within two miles of the store where  
they ----- .  
142.

139. (A) location  
(B) locate  
(C) to locate  
(D) locating
140. (A) finally  
(B) instead  
(C) likewise  
(D) suddenly

141. (A) The store features a variety of fresh and prepared foods.  
(B) We hope that you will be able to join us at our grand-opening celebration.  
(C) We have had our eyes on the city for quite some time.  
(D) Our corporate headquarters will be renovated soon.
142. (A) save  
(B) work  
(C) shop  
(D) register

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Questions 143-146 refer to the following Web page information.

### About Leafi Cloth

Tropick Textiles recently expanded the ----- of fabrics available on the market. In its quest to  
143. introduce environmentally friendly alternatives to cotton and other traditional fibers, the company  
----- a new fiber made from materials that are typically discarded. Tropick Textiles takes banana  
144. and pineapple leaves and combines them with bamboo fibers to create Leafi Cloth. The plants'  
leaves are ordinarily disposed of ----- the fruit is harvested. Tropick Textiles' process prevents  
145. many leaves from entering a landfill, converting them instead into usable material. -----  
146.

143. (A) range  
(B) expense  
(C) strength  
(D) appearance

144. (A) are developed  
(B) has developed  
(C) will develop  
(D) to develop

145. (A) now  
(B) thus  
(C) even  
(D) once

146. (A) The resulting durable fabric is a suitable  
substitute for cotton cloth.  
(B) Inquiries regarding Leafi Cloth were  
directed to the sales department.  
(C) Tropick Textiles will celebrate its  
one-hundredth anniversary this year.  
(D) Manufacturing costs have been  
increasing for Tropick Textiles lately.

**PART 7**

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

Questions 147-148 refer to the following receipt.

<b>Zippy Petrol Mart</b> M64 Motorway Leicester 0113 4960423 23 May	
Biscuits	£2.00
Fruit cup	£0.95
Crisps	£1.10
<b>VAT</b>	<b>£0.81</b>
<b>Inclusive</b>	
Total	<b>£4.86</b>
<b>Sign up for our Zippy Club rewards card.</b> You could have earned 4 Zippy Club points on this transaction. Points can be used for discounted merchandise, car products, phone accessories, and more!	

147. What was purchased on May 23 ?
- Fuel
  - Snacks
  - Auto parts
  - Phone accessories
148. What does the receipt indicate about Zippy Petrol Mart?
- It has multiple locations.
  - It accepts most major credit cards.
  - It has a customer rewards program.
  - It reduced the prices of all its merchandise.

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

**Coming Soon: The Best of PBQ Radio**

During the week of April 21–27, PBQ Radio will be hosting a best-of-the-decade program. The most popular tunes by recording artists from the past decade will be played all day long. Both well-known and lesser-known recording artists will be featured. We plan to showcase each artist's top works.

In addition to featuring the best music of the decade, we would like to highlight our region's businesses. Advertising time is available for purchase. Let our listeners know that your business is one of the best in the community! You can request a shout-out for your company from a program host, or our professional marketing team can write and record a 30-second advertisement.

Visit [www.pbqradio.com/advertise](http://www.pbqradio.com/advertise) for details and pricing.

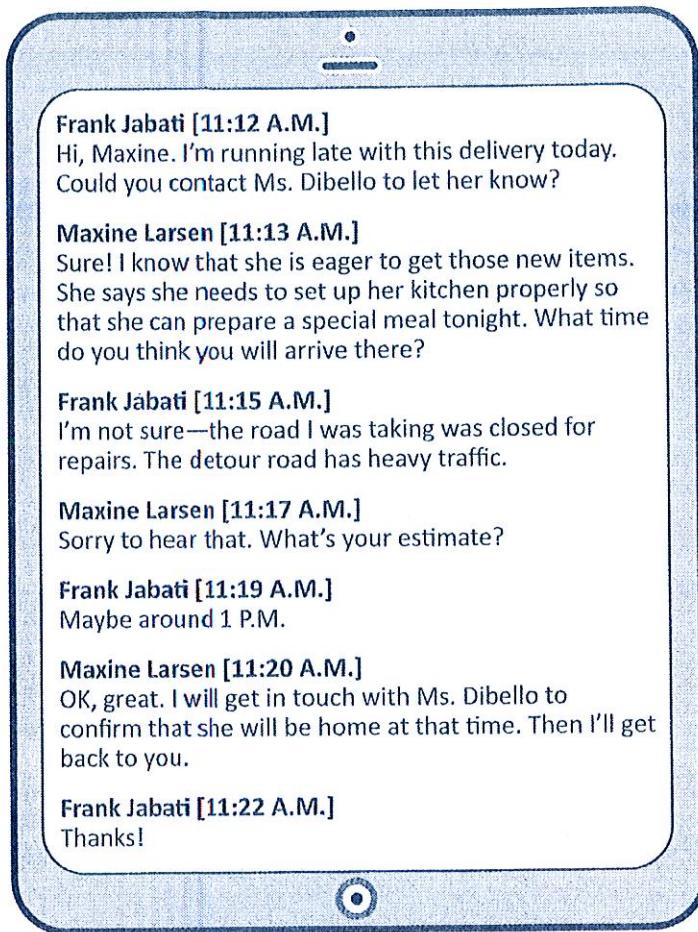
- 149.** For whom most likely was the notice written?

- (A) Radio-show hosts
- (B) New recording artists
- (C) Business owners
- (D) Sound technicians

- 150.** What is true about PBQ Radio?

- (A) It has been in business for ten years.
- (B) It is looking for experienced musicians.
- (C) It was voted the best station in the community.
- (D) It has its own marketing department.

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



151. What most likely has Ms. Dibello purchased?  
(A) Linens  
(B) Bookshelves  
(C) Gardening tools  
(D) Appliances
152. At 11:17 A.M., what does Ms. Larsen most likely mean when she writes, "What's your estimate"?  
(A) She must verify the distance of a route.  
(B) She wants to know how much traffic there is.  
(C) She wants to know a delivery time.  
(D) She has to calculate a delivery charge.

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

To:	Janet Hubschmann
From:	customerservice@readymadeofficesupplies.net
Date:	September 3
Subject:	Thank you

Dear Ms. Hubschmann,

We here at Readymade Office Supplies are excited to welcome you to our Customers Count rewards program. Your account number 41120 is now registered.

Be sure to enter your account number to earn points on all your purchases from our Web site. You will earn one point for every dollar you spend on qualifying purchases. Redeem your points on your account page for rewards, including free two-day expedited shipping, special discounts, and more. You can still order via mail from our print catalog, over the telephone from one of our helpful representatives, or by visiting our retail locations across the United States and Canada. However, those purchases do not currently qualify for the rewards program.

Have questions? Please visit <https://www.readymadeofficesupplies.net/customerservice>.

- 153.** What types of purchases earn reward points?
- (A) Those made online
  - (B) Those made by mail
  - (C) Those made by phone
  - (D) Those made in a store
- 154.** What is a benefit of the program?
- (A) Invitations to retail events
  - (B) Free samples
  - (C) Faster shipping
  - (D) Extended product warranties

Questions 155-157 refer to the following letter.

Native Plant Society Headquarters  
161 Sussex Street  
Sydney, NSW 2001

15 April

Yasmine Harabi  
247 Kooljak Road  
Perth, Western Australia 6280

Membership number 4290

Dear Ms. Harabi,

Thank you for your continued support as a society member. Given your recent move, your membership has been transferred to the chapter located in the city of Perth. We will be mailing a replacement member identification card within a few days.

Unlike the chapter in the city of Canberra, the Perth branch meets the first Saturday of every month, so your next meeting will be in three weeks. If you have any questions, please contact us weekdays between 8:00 a.m. and 4:00 p.m. at (08) 5555 0145.

Sincerely,

*Leticia Davis*

Leticia Davis  
Membership Department

155. What is the purpose of the letter?
- (A) To announce a special event
  - (B) To explain changes based on a relocation
  - (C) To propose a new meeting time
  - (D) To request updated contact information
156. What is suggested about the city of Canberra?
- (A) It is famous for its many gardens.
  - (B) It houses the headquarters of Ms. Davis' organization.
  - (C) It is where Ms. Harabi previously lived.
  - (D) It is home to some of Australia's rarest plants.
157. What can be concluded about the Native Plant Society?
- (A) It is under new leadership.
  - (B) Its membership is growing.
  - (C) It is raising membership dues.
  - (D) Its chapters hold monthly meetings.

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Questions 158-160 refer to the following Web page.

The screenshot shows a web browser window with the URL <https://www.greenroofplus.com> in the address bar. The main content area has a header "What Are Green Roofs?". Below the header, there is a paragraph about green roofs being energy-saving options for office buildings and homes. It mentions that a green roof is covered with grasses, flowers, or other plants, lowering heating and cooling costs while increasing aesthetic appeal. The site is designed for sharing ideas, photos, and resources. Another paragraph discusses the cost of planting a rooftop garden, mentioning waterproofing and contractor services, with costs varying by region, roof size, and complexity. It advises getting estimates from at least two contractors. A third paragraph notes that if your contractor determines your roof can handle extra weight, it may take only one week to complete.

158. According to the Web page, what can visitors to the Web site do?
- (A) Discuss how to create a garden
  - (B) Learn how to maximize vegetable production
  - (C) Seek advice about landscaping problems
  - (D) Help contractors calculate costs
159. What is NOT mentioned about green roofs?
- (A) They decrease energy bills.
  - (B) They remove pollution from the air.
  - (C) They make a structure more beautiful.
  - (D) They can be installed on commercial and residential buildings.
160. In paragraph 3, line 1, the word "handle" is closest in meaning to
- (A) touch
  - (B) control
  - (C) deliver
  - (D) support

Questions 161-163 refer to the following advertisement.

Martino Technical has been providing live sound-mixing services for more than 30 years. We use the latest technology to produce the best sound.

The majority of our clients are heavy-metal and classic-rock musicians. Before they go on tour, we rehearse with them to ensure that the sounds are perfectly blended and balanced. In addition, we create recordings for them that they can post on social media to promote their shows.

Our sound-mixing engineers are known for their experience and professionalism and have an impressive track record working on tours worldwide. They have worked with many popular music groups, including The Peakes, Firebrand, and Cellar Cats, and make bands sound just as good during live performances as they do on their records.

Contact us by e-mailing [information@martinotechnical.ie](mailto:information@martinotechnical.ie).

- 161.** What is indicated about Martino Technical?
- (A) It acquires most clients through social media.
  - (B) It was founded over 30 years ago.
  - (C) It has received many industry awards.
  - (D) It has offices throughout the world.
- 162.** The word "promote" in paragraph 2, line 4, is closest in meaning to
- (A) encourage
  - (B) schedule
  - (C) publicize
  - (D) advance
- 163.** What is NOT stated about the live sound-mixing engineers?
- (A) They create promotional materials.
  - (B) They have considerable expertise.
  - (C) They travel abroad frequently.
  - (D) They have degrees in music.

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

**To:** Employees <employees@bonahoomenterprises.com>  
**From:** Marcia Noh <mnoh@bonahoomenterprises.com>  
**Date:** November 14  
**Subject:** November 28 event

Dear all,

On the evening of November 28, there will be a formal dinner to honor our company president and founder, Mr. Bonahoom. At the dinner, we will express our appreciation for his leadership over these past twenty years in making Bonahoom Enterprises a successful company and a great place to work. — [1] —.

This event will be held in the private banquet room at Chez Bistro and is intended to be a surprise, so please avoid mentioning it to him. Those few who are involved with the setup will arrive at 5 P.M. All other attendees should come no later than 6:15 P.M. in anticipation of Mr. Bonahoom's arrival at 6:30 P.M. We expect the celebration to wrap up no later than 8 P.M. — [2] —.

There is no need to bring a gift. — [3] —. We do ask, though, that you find time this week to sign a card for him. It can be found at Ms. Mueller's desk, inside an envelope marked "November 28."

Finally, you are welcome to bring one guest with you to the event if you wish. — [4] —. Kindly RSVP to this e-mail so we can get a complete count of the number of attendees.

All the best,

Marcia Noh

164. What is the main purpose of the e-mail?
- (A) To ask staff to sign up to give speeches at a celebration
  - (B) To find people willing to bring various items to a dinner
  - (C) To invite workers to a surprise party
  - (D) To look for volunteers to help plan an event
165. According to the e-mail, when are most people expected to arrive?
- (A) At 5:00 P.M.
  - (B) At 6:15 P.M.
  - (C) At 6:30 P.M.
  - (D) At 8:00 P.M.
166. What should people do if they want to sign a card?
- (A) They should request it from Mr. Bonahoom.
  - (B) They should e-mail Ms. Noh.
  - (C) They should wait for it to be passed around the office.
  - (D) They should go to Ms. Mueller's desk.
167. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "The senior staff will be presenting a commemorative plaque on behalf of the whole office."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

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



**Colin Wikander (10:23 A.M.)** I have reviewed the draft of the new client questionnaire, and it looks great overall. I would make the question about bookkeeping strategies more open-ended, though. As written, it may lead respondents to give simple yes or no answers.

**Midori Sakai (10:24 A.M.)** That's a good point. We'll need to fix that. I also want to add a couple of questions about how financial and tax reports have been handled in the past.

**Ela Hamidah (10:24 A.M.)** I could look at the bookkeeping question to see what I can come up with.

**Colin Wikander (10:25 A.M.)** Well, it's four pages already.

**Midori Sakai (10:27 A.M.)** That's true. I'll just wait for Ela's revision of the third question. Then Jack Neligan can put a draft of the form up on our Web site.

**Colin Wikander (10:28 A.M.)** Is it true that we are not planning to collect any paper forms?

**Midori Sakai (10:30 A.M.)** We might do that, but digital collection is preferable to avoid the lag time of waiting for our clients to print, fill out, and scan the forms to send them back.

168. What type of company do the writers most likely work for?  
(A) Publishing  
(B) Accounting  
(C) Retail  
(D) Design
169. What does Mr. Wikander suggest about a question?  
(A) It is mislabeled.  
(B) It is difficult to read.  
(C) It should be reworded.  
(D) It should be made optional.
170. At 10:25 A.M., what does Mr. Wikander most likely mean when he writes, "Well, it's four pages already"?  
(A) He is surprised by the long answers clients gave.  
(B) He is impressed with how quickly the questionnaire is coming along.  
(C) He thinks information in the first four pages should be cut out.  
(D) He thinks the questionnaire should not be any longer.
171. Why does Ms. Sakai think that paperless forms will be preferable?  
(A) They allow for faster data collection.  
(B) They reduce the number of errors.  
(C) They are good for the environment.  
(D) They do not take up space in an office.

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

<https://www.trehospitalityassociation.com/discussion/tunisia>

I have been a member of the TRE Hospitality Association for many years, but until now, I have posted messages only on the Greece and Egypt forums. — [1] —. This is my first post on the Tunisia forum.

I am looking for recommendations for a janitorial service on the island of Djerba. My company is opening a hotel there. Our hotel will offer 80 rooms with two restaurants on-site. — [2] —. I would like to contract with a company that can provide about four full-time custodial workers and housekeepers, plus an additional five workers on an as-needed basis for large events on our property. — [3] —.

I may have met some of you previously at one of our hospitality conferences. If so, please remind me. In fact, I attended the most recent one in Rabat. — [4] —. I would like to reconnect!

John Karikas, Director of Development  
Synecdoche Hotel Group

172. Why did Mr. Karikas write the post?  
(A) To promote a job fair  
(B) To request referrals to a service provider  
(C) To recommend a tourist destination  
(D) To invite colleagues to a grand opening
173. What is suggested about the TRE Hospitality Association?  
(A) It is based in Egypt.  
(B) It was recently expanded to include hotel owners.  
(C) It is an international organization.  
(D) It offers janitorial services.
174. What is indicated about Mr. Karikas?  
(A) He teaches a hospitality course.  
(B) He lives in Rabat.  
(C) He is a former restaurant owner.  
(D) He attended at least one hospitality conference.
175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?  
"It will also have a large meeting room."  
(A) [1]  
(B) [2]  
(C) [3]  
(D) [4]

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Questions 176-180 refer to the following e-mails.

To:	Manuel Torres <m.torres@opalmail.co.uk>
From:	Anya Patel <a.patel@support.harlund.co.uk>
Date:	3 May
Subject:	Auto insurance

Dear Mr. Torres,

Welcome to Harlund Ltd. We are pleased to provide you with comprehensive automobile insurance for your new vehicle. We have received your first payment of £36.00, and your coverage is now in effect. Your policy number is M413927.

Your billing schedule is based on an annual premium of £432.00. The remaining payments of £36.00 per month are due on the fifteenth day of each month starting in June.

You can visit us online at [www.harlund.co.uk](http://www.harlund.co.uk) to pay bills and manage your policy. Our Web site offers easy options for managing your account information and for making payments with scheduled transfers directly from your bank.

Should you have any questions or wish to change your policy, call the customer support centre at 020 7946 0516. In the event of a vehicle incident, please contact an agent as soon as possible at 020 7946 0520. Be sure to have your policy number at hand. Thank you for trusting Harlund Ltd. We look forward to providing you with superior service.

Best regards,

Anya Patel, Harlund Ltd. Customer Support Agent

\*E-mail\*

To:	Anya Patel <a.patel@support.harlund.co.uk>
From:	Manuel Torres <m.torres@opalmail.co.uk>
Date:	4 May
Subject:	RE: Auto insurance

Dear Ms. Patel,

Thank you for the confirmation. I'm happy to have insurance from a trustworthy company. For your reference, the new car is now registered in my name.

Although I made the initial payment to you by credit card, I plan to follow the process outlined in your e-mail for future payments.

I also wanted to let you know that I have not yet received the insurance certificate. I looked for one that I could download from your Web site, but I could not find anything. Could you please send me a copy of the certificate?

Sincerely,

Manuel Torres

176. What can be inferred about Mr. Torres?
- (A) He is moving to a new home.
  - (B) He recently bought a car.
  - (C) He will be retiring soon.
  - (D) He recently opened a bank account.
177. In the first e-mail, the word “coverage” in paragraph 1, line 3, is closest in meaning to
- (A) measurement
  - (B) information
  - (C) commentary
  - (D) protection
178. What does Ms. Patel recommend that Mr. Torres do?
- (A) Call an agent if needed
  - (B) Register at a local office
  - (C) Place an order promptly
  - (D) Revise an agreement
179. How does Mr. Torres intend to make future payments?
- (A) By cash
  - (B) By credit card
  - (C) By electronic transfer
  - (D) By personal check
180. What does Mr. Torres state that he looked for?
- (A) Directions to an office
  - (B) A document to download
  - (C) Reviews from customers
  - (D) Contact information

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Questions 181-185 refer to the following schedule and review.

#### Tour Schedule for Book Launch by Andrew Darr

At each appearance, Mr. Darr will read an excerpt from his new novel, *Down the Mountainside*, followed by a question-and-answer session. Afterward, Mr. Darr will be available to autograph copies of his books.

Venue	City	Date	Time
Neighbourhood Books	Toronto, Ontario	18 May	6:00 P.M.
Weinstock Books and Stationery	Ottawa, Ontario	27 May	7:00 P.M.
Portage Avenue Books	Winnipeg, Manitoba	6 June	6:30 P.M.
Downtown Books and Café	Regina, Saskatchewan	15 June	7:00 P.M.

#### Book Review: *Down the Mountainside*

**Reviewer:** Camile Lin

**Date:** 15 May

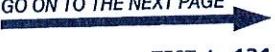
Andrew Darr, the author of the best-selling series about detective Charles Martin, will be visiting our city this week, appearing at Neighbourhood Books to promote his new novel, *Down the Mountainside*. The new work sees Martin investigating mysterious events at a ski resort in the French Alps.

Darr's storytelling has come a long way since readers first met Charles Martin in *The Doorbell*, and this installment is Darr's strongest work to date. Fans of the stories will welcome the return of Darr's wit after a three-year wait, and newcomers to the Martin series are sure to find themselves captivated.

The story includes the right balance of suspense and humour, with an ending that is unpredictable, even to the most devoted Darr reader. I highly recommend this book to all mystery fans. You won't be disappointed.

181. According to the schedule, what is NOT mentioned as an activity for Mr. Darr?
- (A) Reading from his book
  - (B) Answering questions
  - (C) Signing books for individuals
  - (D) Taking photos with participants
182. What city is the book reviewer from?
- (A) Toronto
  - (B) Ottawa
  - (C) Winnipeg
  - (D) Regina
183. What is most likely true about *Down the Mountainside*?
- (A) It is the author's first book.
  - (B) It is a collection of short stories.
  - (C) It is part of a series.
  - (D) It is being translated into French.
184. Who is Mr. Martin?
- (A) A fan of the author's
  - (B) A character in the book
  - (C) The writer of the review
  - (D) The owner of a bookstore
185. According to the review, who would most likely read *Down the Mountainside*?
- (A) People who like to read mysteries
  - (B) People who enjoy novels based on true stories
  - (C) People who travel frequently
  - (D) People who prefer science fiction

TEST 4

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Questions 186-190 refer to the following report, letter, and article.

### **Annual Citrus Production in Yuma County**

- 82 tons of citrus fruit
- Over 120,000 boxes of lemons
- 15,000 boxes of oranges
- 9,000 boxes of grapefruit
- \$190 million in revenue

Employing close to 3,000 workers and contributing nearly \$2 million in taxes to fund public services for the county

—Arizona Agriculture Division

City West Bank  
455 Canyon Avenue  
Phoenix, Arizona 85007

March 21

Domingo Ramirez, Director  
Arizona Agriculture Division  
55 Sixth Avenue  
Yuma, Arizona 85364

Dear Mr. Ramirez,

I read the recent report from the Arizona Agriculture Division summarizing Yuma County's success in the citrus industry. City West Bank wants to help the Arizona Agriculture Division you lead by expanding this industry further. We offer low-interest loans and provide expert advice through our connections to area chambers of commerce and to agricultural researchers at Arizona's state universities.

We recognize that agritourism in southwest Arizona is growing as a result of the popularity of farm tours, bird-watching, and scenic country lodging, but tourism is unlikely to surpass the strength of this region's agriculture production. We support farmers in many counties in Arizona and are poised to help the citrus growers in Yuma County. Together, we can accomplish great things.

Cordially,

*Bianca Schreiber*  
Bianca Schreiber  
Industry Investment Programs

**Schreiber Named Vice President of National Investment Strategies**

PHOENIX (January 19)—City West Bank announced today that Ms. Bianca Schreiber will be promoted to vice president of National Investment Strategies effective February 1. Ms. Schreiber currently oversees City West Bank's Industry Investment Programs, serving businesses throughout Arizona.

Bank President William Dolle cited

Ms. Schreiber's record of successful investment in the agricultural sector. "Ms. Schreiber's efforts in working with the director of the Arizona Agriculture Division have significantly boosted citrus production. Yuma County now produces as many grapefruit as it does oranges. Ms. Schreiber's keen insight will make her even more valuable to us in her new role," remarked Mr. Dolle.

186. What does the report indicate about the Yuma County region?
- (A) It does not tax fruit that is sold there.
  - (B) Several types of fruit are cultivated there.
  - (C) More workers are needed for agricultural jobs.
  - (D) New types of fruit are being produced there.
187. What is one reason Ms. Schreiber writes to Mr. Ramirez?
- (A) To explain the benefits of doing business together
  - (B) To clarify information in the report
  - (C) To remind him to make a loan payment
  - (D) To offer him advice from university agricultural researchers
188. According to the letter, why do tourists visit Yuma County?
- (A) To shop at farmers markets
  - (B) To take pictures
  - (C) To enjoy theme parks
  - (D) To observe wildlife
189. What is suggested about Mr. Ramirez?
- (A) He accepted Ms. Schreiber's proposal.
  - (B) He used to be employed by City West Bank.
  - (C) He is a member of the Yuma Chamber of Commerce.
  - (D) He recently bought a citrus farm.
190. For what accomplishment does Mr. Dolle praise Ms. Schreiber?
- (A) Arranging the shipping of agricultural products
  - (B) Opening many City West Bank branch offices
  - (C) Helping to increase grapefruit production to 15,000 boxes
  - (D) Promoting Yuma County as a vacation destination

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

[https://www.unetcon.org/messages\\_audreysmith80](https://www.unetcon.org/messages_audreysmith80)

**Unetcon – Message Center**

Pending Invitations

**From: Don Fitzpatrick**  
Branch Manager, Wilsonville Financial

**To: Audrey Smith**

Dear Audrey,

Please accept this invitation to connect professionally on Unetcon. I am a fellow Stonerook University graduate and am always looking to expand my network. In this case, I am also reaching out to see if you would be interested in joining the private Stonerook alumni group page to stay current with everything that our fellow graduates are up to.  
<https://www.unetcon.org/private/stonerookugrads>.

Kind regards,  
Don Fitzpatrick

[Accept Invitation](#)

[Ignore Invitation](#)

[Reply to Don](#)

<https://www.unetcon.org/private/stonerookugrads>

**Stonerook University Graduates**

Check out the continued success and latest updates from Stonerook graduate Jonah Hilliard.

Current	Education	Professional
Director, Albright School of Business  Founder and Director, Clear Path	Master of Business Administration – Turnbull University  Bachelor of Arts in Education Studies – Stonerook University	Mr. Hilliard has led the Albright School of Business since 2017. Between 2007 and 2017, he carried out extensive research on emerging markets in West Africa while teaching business management in Lagos, Nigeria. Two years ago, he founded Clear Path, a business that advises students from around the globe who wish to pursue studies in the United States.
<u>Contact</u> Phone: 843-555-0139 E-mail: jhilliard@mccleese.edu Office: 403 Cordon Hall 530 N Kensington St. Charleston, SC 29425		

**\*E-mail\***

From:	Audrey Smith <audrey_smith80@rapidonet.co.uk>
To:	Jonah Hilliard <jhilliard@mccleese.edu>
Date:	19 September
Subject:	Referral

Dear Jonah,

It has been a long time since we last talked. I recently came across your profile on Unetcon and saw that you are now leading the business school at McCleese! My research in Lagos ended last year, when I accepted a position as lead consultant at Pryor and Martell. I have been based here in Manchester ever since.

Congratulations to you on your most recent business venture—Clear Path already has quite an impressive reputation! I have a nephew who is interested in pursuing a degree in management information systems in the United States, and I was hoping I could put you both in touch so that he can take advantage of your new company's expertise in this area.

Best,

Audrey Smith

191. What does the invitation indicate about Unetcon?
- (A) It is a business consulting firm.
  - (B) It is a financial services company.
  - (C) It is an employment agency.
  - (D) It is a professional networking Web site.
192. According to the Web page, where is Mr. Hilliard currently working?
- (A) In Lagos
  - (B) In Charleston
  - (C) In Wilsonville
  - (D) In Manchester
193. What is suggested about Ms. Smith?
- (A) She taught at Stonerook University.
  - (B) She works at Wilsonville Financial.
  - (C) She accepted Mr. Fitzpatrick's invitation.
  - (D) She plans to visit Lagos this year.
194. What do Ms. Smith and Mr. Hilliard have in common?
- (A) They cofounded Clear Path.
  - (B) They are colleagues at Pryor and Martell.
  - (C) They were classmates at Turnbull University.
  - (D) They both conducted research in Nigeria.
195. What is one purpose of Ms. Smith's e-mail to Mr. Hilliard?
- (A) To request his professional services
  - (B) To provide a professional reference
  - (C) To conduct an informational interview
  - (D) To apply for a position at Albright School of Business

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**Questions 196-200** refer to the following brochure, article, and e-mail.

**Modern Salon Academy**  
[www.modernsalonacademy.ca](http://www.modernsalonacademy.ca)

Established more than twenty years ago, Modern Salon Academy is Toronto's most recognized beauty school. The school offers hands-on training, small class sizes, and individualized instruction from leading industry professionals in the following programs.

- Cosmetology I: Gain foundational knowledge of haircutting and styling.
- Cosmetology II: Learn techniques in haircutting, styling, and colouring.
- Skin Care: Learn techniques in providing advanced skin-care treatments.
- Leadership: Study salon management, business operations, and compliance.

Modern Salon Academy is a winner of the International Cosmetology Society's prestigious Award of Excellence. It is no surprise, then, that over 95 percent of our graduates have gone on to successful careers in both the beauty and fashion industries.

## **Modern Salon Academy Expands in Ontario**

TORONTO (23 August)—Modern Salon Academy, a highly regarded beauty school here in Toronto, is opening a regional campus in Oshawa. The school is already admitting students for classes that are scheduled to begin on 4 October.

Modern Salon Academy has had a substantial rise in enrollment over the past few years. Francine Dupuis, educational director of Modern Salon Academy, notes, "More than half our students live outside the city limits, so having a satellite campus makes perfect sense."

Modern Salon Academy offers professional training and certification for careers in a variety of areas, including hair care, skin care, and makeup. For more information about Modern Salon Academy, including admission requirements, fees, and academic calendars, visit [www.modernsalonacademy.ca](http://www.modernsalonacademy.ca).

—Chrissy Jellen for the *Ontario Daily Times*

To:	Francine Dupuis <francine.dupuis@modernsalonacademy.ca>
From:	Amit Persaud <amit@shorelinebarbers.ca>
Subject:	Entry-level job opportunities
Date:	19 November

Dear Ms. Dupuis,

My name is Amit Persaud, and I am the owner and operator of Shoreline Barbers. I am interested in recruiting some of your graduating students to work at my barbershop, which is just around the corner from your newly established regional campus. I am seeking highly qualified, entry-level employees who can provide both haircutting and hair-colouring services.

Would it be possible for me to visit the nearby campus to give interested students an opportunity to talk with me? This would be a convenient way for me to evaluate them for the positions I am seeking to fill, and then I can also answer any questions they may have. Please let me know if an arrangement can be made.

Sincerely,

Amit Persaud

196. How does Modern Salon Academy teach its students?
- Through online courses
  - Through academic lectures
  - Through individualized training
  - Through large-group discussions
197. According to the article, what has increased at Modern Salon Academy?
- The cost of tuition
  - The number of students
  - The requirements for admission
  - The hours needed for certification
198. What is most likely true about Shoreline Barbers?
- It is located in Oshawa.
  - It is opening a shop in Toronto.
  - It was sold to Francine Dupuis.
  - It has very affordable services.
199. Who would best meet Mr. Persaud's needs?
- Students in Cosmetology I
  - Students in Cosmetology II
  - Students in Skin Care
  - Students in Leadership
200. According to the e-mail, what does Mr. Persaud want to do?
- Establish another business
  - Retrain staff members
  - Teach some classes
  - Interview some students

**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 기출문제집 4 1000



TEST 05  
무료 동영상 강의

저자와 출판사의 사전 허락 없이 내용의 일부 혹은 전부를 인용 및 복제하거나 발췌하여 사용할 수 없습니다.

기출 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. After upgrading to Pro Data Whiz, our clients began ----- problems with spreadsheets.  
(A) has  
(B) had  
(C) have  
(D) having
102. Requests for additional days off are ----- by Ms. Chung in Human Resources.  
(A) approved  
(B) dropped  
(C) reached  
(D) reminded
103. The programmers have a list of changes ----- the next software update.  
(A) between  
(B) of  
(C) for  
(D) above
104. Let Farida Banquet Service ----- professional catering for your important corporate events.  
(A) providing  
(B) provide  
(C) provides  
(D) to provide
105. Using various innovative techniques, Boyd Industries has improved the ----- of its tiles.  
(A) closure  
(B) product  
(C) quality  
(D) method
106. ----- of all cosmetics are final, and refunds will not be given under any circumstances.  
(A) Sale  
(B) Sales  
(C) Sells  
(D) Selling
107. If you have already submitted your response, no ----- action is required.  
(A) bright  
(B) further  
(C) previous  
(D) average
108. Ms. Sieglak stated that the app design was based on ----- own research.  
(A) she  
(B) hers  
(C) her  
(D) herself

109. ----- the organization has doubled its outreach efforts, it has yet to see an increase in new clients.
- (A) Until  
(B) Because  
(C) Although  
(D) Therefore
110. Starting on October 8, ----- board of education meetings will be streamed live on the school district's Web site.
- (A) all  
(B) so  
(C) that  
(D) to
111. The hairstylists at Urbanite Salon have ----- experience working with a variety of hair products.
- (A) considers  
(B) considerable  
(C) considerate  
(D) considering
112. Both candidates are ----- suitable for the assistant manager position.
- (A) permanently  
(B) promptly  
(C) equally  
(D) gradually
113. With the acquisition of Bloom Circuit, Wellstrom Hardware has ----- expanded its offerings and services.
- (A) greater  
(B) greatness  
(C) great  
(D) greatly
114. Please note that file names should not ----- capital letters or spaces.
- (A) differ  
(B) contain  
(C) match  
(D) pick
115. The Sun-Tech ceiling fan has received more than 15,000 five-star reviews from ----- customers.
- (A) satisfied  
(B) checked  
(C) adjusted  
(D) allowed
116. Please ----- the Returns section of our Web site if you are unhappy with any part of your order.
- (A) visit  
(B) visits  
(C) visited  
(D) visiting
117. Ito Auto Group is offering excellent ----- on pre-owned vehicles this month.
- (A) trips  
(B) reasons  
(C) customs  
(D) deals
118. Product prices are influenced ----- such factors as consumer demand and retail competition.
- (A) by  
(B) under  
(C) those  
(D) nearly
119. Monmouth Enterprises will be ----- prefabricated houses online starting on April 1.
- (A) predicting  
(B) passing  
(C) retaining  
(D) marketing
120. All employees should familiarize ----- with the company's policies and procedures.
- (A) their  
(B) them  
(C) theirs  
(D) themselves

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121. Custom furniture orders require a 50 percent deposit ----- the time of the order.
- (A) as  
(B) off  
(C) into  
(D) at
122. We are planning a ----- for the Klemner Corporation's twentieth anniversary.
- (A) celebration  
(B) celebrated  
(C) celebrity  
(D) celebrate
123. Though she lacks political experience, Ms. Diaz has been ----- impressive in her first term as mayor.
- (A) quite  
(B) soon  
(C) ever  
(D) next
124. The university library usually acquires ----- copies of best-selling books to meet students' demand.
- (A) multiply  
(B) multiple  
(C) multiples  
(D) multiplicity
125. This year's conference tote bags were ----- donated by Etani Designs.
- (A) generous  
(B) generosity  
(C) generously  
(D) generosities
126. We will be holding a ----- on Friday to honor the 30-year engineering career of Mr. Kuan.
- (A) record  
(B) share  
(C) reception  
(D) place
127. Groove Background creates soothing playlists of instrumental music, ----- classical and jazz.
- (A) instead  
(B) including  
(C) in addition  
(D) indeed
128. Members of the finance department ----- to Mr. Chua's lecture on risk avoidance.
- (A) to be invited  
(B) inviting  
(C) invite  
(D) are invited
129. The board of trustees debated for hours ----- the revised hiring policies.
- (A) during  
(B) above  
(C) over  
(D) across
130. The participants closely ----- the fitness instructor's movements tend to learn the proper technique more quickly.
- (A) imitate  
(B) imitations  
(C) imitative  
(D) imitating

**PART 6**

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

Questions 131-134 refer to the following article.

**Grocery Chain to Host Event**

LEIGHTON (October 8)—Ohale Foods, one of the region's largest supermarket chains, is seeking to fill almost 100 open positions. For that reason, the company is holding a ----- event on October 131.

20. Job opportunities exist at all fourteen of Ohale's current stores. ----- , Ohale is seeking 132. employees for its new Westside location, which is still under construction. ----- . 133.

Those who ----- the event should bring copies of their résumé to the Grand Ballroom of the 134.

Palace Suites Hotel between 10 A.M. and 7 P.M. No appointment is required.

131. (A) manufacturing  
(B) hiring  
(C) political  
(D) sporting

134. (A) attending  
(B) to attend  
(C) attended  
(D) are attending

132. (A) If not  
(B) After all  
(C) Additionally  
(D) For example

133. (A) Its grand opening is scheduled for mid-November.  
(B) Most applicants had prior experience.  
(C) Its appointment of Linda Okumu as its CEO has surprised analysts.  
(D) Local competitors cannot match its prices.

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Questions 135-138 refer to the following instructions.

Thank you for your purchase of an Ajaz Water Filter Pitcher. It is a wonderful solution for water that tastes great! To improve the effectiveness of the Ajaz Water Filter Pitcher, we ----- priming the filter before the first use. ----- . Then screw the filter clockwise into the lid of the pitcher until it fits ----- . As you use the pitcher, remember that ----- water flow is a signal that the filter is becoming clogged and will need to be replaced soon.

135. (A) tried  
(B) recommend  
(C) consider  
(D) started

136. (A) Our filtration system will be redesigned within the next year.  
(B) Water use may be reduced by running your dishwasher less frequently.  
(C) To do this, run cool tap water through the filter for three minutes.  
(D) There are 150 liters of water in the main storage tank at all times.

137. (A) extremely  
(B) highly  
(C) tightly  
(D) steadily

138. (A) diminished  
(B) diminishes  
(C) diminish  
(D) diminishable

Questions 139-142 refer to the following policy.

#### Returning merchandise

Abney Home Products is committed to providing outstanding service, and we guarantee the ----- of all the products in our catalog. If you are not satisfied with a purchase, call our customer 139. service line at 339-555-0177 to request a return authorization code. The service agent ----- you for the invoice number from the package insert. ----- . Please be aware that Abney 140. 141. Home Products is not ----- for postage on merchandise returns. 142.

139. (A) condition  
(B) object  
(C) explanation  
(D) preview

142. (A) responsibly  
(B) responsible  
(C) responsibility  
(D) irresponsibility

140. (A) asked  
(B) is asking  
(C) has asked  
(D) will ask

141. (A) Our employees have software training and are skilled at resolving problems.  
(B) To cancel a furniture delivery, please call within 24 hours of ordering.  
(C) When you send back the product, be sure to include the authorization code.  
(D) The catalog has sections for kitchen goods, lighting, appliances, and more.

Questions 143-146 refer to the following memo.

To: All Employees  
From: Marina Papantonio, Safety Liaison  
Date: November 12  
Subject: Safety Training

It is time once again for our annual safety training workshop. This year, training will focus on digital safety measures, like avoiding scams and protecting against cyberattacks. Our technology experts already have installed new programs throughout our company's information system to reduce risk. -----, we all need to understand how the programs work and what to do when a problem arises.

To accommodate -----, several workshops will be conducted throughout the upcoming week. You can register for any one of these ----- on our company's intranet page. Just click on the link 145. for "Safety Training."

----- . If you are unable to take part in any of the scheduled workshops for any reason, you must 146. inform your supervisor.

143. (A) If so  
(B) However  
(C) Otherwise  
(D) In that case

144. (A) itself  
(B) his  
(C) whose  
(D) everyone

145. (A) sessions  
(B) positions  
(C) conferences  
(D) competitions

146. (A) Cyberattacks are on the rise.  
(B) The training is held each summer.  
(C) Please make every effort to sign up.  
(D) Last year's program was canceled.

**PART 7**

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

**Questions 147-148 refer to the following advertisement.**

**Owl and Moon**

Buy one mattress, and choose one of our beautiful rugs for free!

Use the following coupon code when you check out at [owlandmoon.co.uk](http://owlandmoon.co.uk):  
ESSZRS4T.

Our mattresses are shipped directly to your home and usually arrive within one week.  
Try out a mattress for 90 days, and if you are not happy with it, send it back for a full refund. We also offer low-interest financing for two years on all our furniture.

147. What types of products are being advertised?
- (A) Camping gear
  - (B) Household items
  - (C) Office equipment
  - (D) Automobile accessories
148. What is indicated about the company?
- (A) It has been in business for two years.
  - (B) It accepts product returns.
  - (C) It has same-day delivery.
  - (D) It has a yearly sale.

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

**\*E-mail\***

To: Demarco Hines <d.hines@worldmail.com>  
From: Soon Yi Park <customerservice@thebestbags.co.kr>  
Subject: Item F208 (canvas overnight bag)  
Date: 19 June

Dear Mr. Hines,

The Best Bags canvas overnight bag you ordered is not currently available in the colour you requested. There are several options available to you.

1. Cancel your order, and we will gladly refund your money in full.
2. Select a different colour. That item is currently available in light blue, dark green, and dark gray.
3. Choose an item of equal value from our Web site or catalogue.
4. Wait until the item you ordered is back in stock in light gray. Allow three to five weeks.

Please let us know which option you prefer. We apologize for any inconvenience.

Thank you,

Soon Yi Park, Customer Service Agent

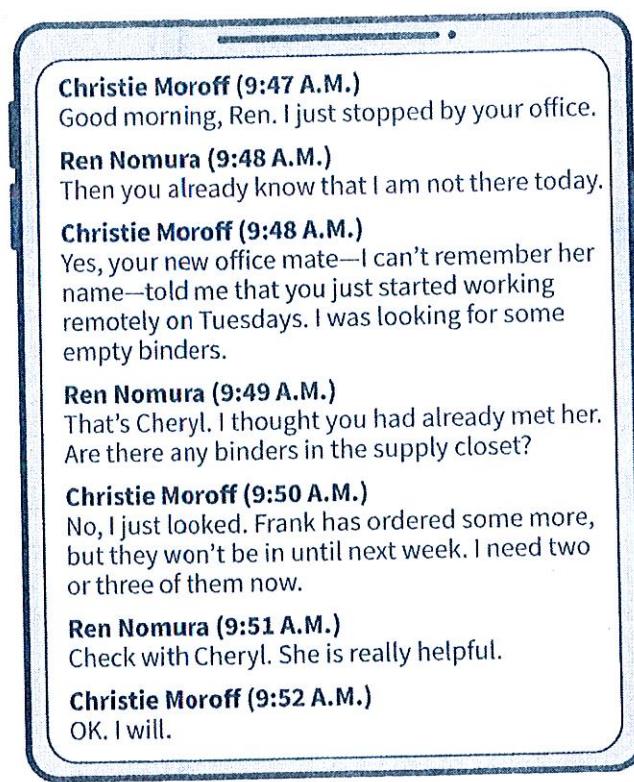
149. What is the purpose of the e-mail?

- (A) To confirm shipment of an order
- (B) To acknowledge the return of an order
- (C) To provide alternatives for an order
- (D) To thank a customer for placing an order

150. What color bag is currently NOT available?

- (A) The light blue one
- (B) The dark green one
- (C) The dark gray one
- (D) The light gray one

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



151. What is suggested about Mr. Nomura?
- (A) He does not usually work on Tuesdays.
  - (B) He shares an office with Ms. Moroff.
  - (C) He recently purchased office supplies.
  - (D) He works off-site one day a week.
152. At 9:51 A.M., what does Mr. Nomura most likely mean when he writes, "Check with Cheryl"?
- (A) Cheryl may have extra binders.
  - (B) Cheryl must approve a purchase.
  - (C) Cheryl will be able to locate Frank.
  - (D) Cheryl knows when a delivery will arrive.

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Questions 153-154 refer to the following form.

<b>Cortica Bank</b>	
Please fill out the following form to open a new bank account.	
<b>Is this your first account with Cortica Bank? <u>Yes</u> <input checked="" type="checkbox"/> <u>No</u></b>	
<b>Existing account number (if applicable): <u>190-37580</u></b>	
<b>New account type:</b> <u>Chequing</u> <input checked="" type="checkbox"/> <u>Savings</u> <input type="checkbox"/> <u>Investment</u>	
<b>Name:</b> <u>Frances Wilkes</u>	
<b>Mailing address:</b> <u>17 Jones Street</u> <u>North Sydney NSW 2060</u>	
<b>Phone number:</b> <u>(02) 7010 8624</u>	
<b>E-mail address:</b> <u>fwilkes@myemail.com.au</u>	
<b>Initial deposit amount (minimum \$500): <u>\$1,500</u></b>	
<b>Would you like to sign up for electronic communications? <u>Yes</u> <input checked="" type="checkbox"/> <u>No</u></b>	
If you select "Yes," we will contact you via voice mail, e-mail, or text. If you select "No," you will receive monthly paper statements in the mail.	
Please note that accounts take up to two business days to be established. Your funds will be available after this period. You will receive your debit card in the mail in up to five business days.	

153. What is indicated about Ms. Wilkes?
- (A) She has another account with Cortica Bank.
  - (B) She plans to open an investment account.
  - (C) She has lost a debit card.
  - (D) She placed an order for checks.
154. How will the bank most likely contact Ms. Wilkes?
- (A) By e-mail
  - (B) By text message
  - (C) By telephone
  - (D) By letter

Questions 155-157 refer to the following job advertisement.

## Construction Superintendent Jones-Richmond Construction (JRC)



Founded 25 years ago, JRC is a full-service general contractor serving clients throughout Winnipeg and the surrounding area.

### Responsibilities:

- Report to senior project manager
- Manage on-site construction activities
- Ensure compliance with safety regulations
- Negotiate purchases and contracts
- Establish construction schedules

### Qualifications:

- Minimum five years of commercial construction experience
- Willingness to travel to job sites daily (usually within a 50-kilometre radius)
- Strong written communication skills

To apply, submit a résumé and cover letter through [www.jrc.ca/apply](http://www.jrc.ca/apply).

155. What is suggested about Jones-Richmond Construction?
- (A) It is a new company.  
(B) It has won industry awards for its work.  
(C) It is based in Winnipeg.  
(D) It specializes in home construction projects.
156. What is NOT listed as a responsibility of the construction superintendent?
- (A) Setting schedules  
(B) Training inexperienced workers  
(C) Participating in contract discussions  
(D) Ensuring worker safety
157. According to the advertisement, what must a successful job applicant have?
- (A) A technical certification  
(B) A reference letter from a former employer  
(C) Senior management experience  
(D) The ability to visit construction sites each workday

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

To:	All Sledgehammer Gym Staff
From:	Lucas Sledge
Date:	September 15
Subject:	Payroll changes
Attachment:	Form

Dear Staff,

Thanks to your dedicated work, word of our little gym has spread. Over the past twelve months, enrollment has significantly increased and so has our teaching staff. Although this growth is wonderful, having to process the payroll by myself has become rather burdensome. Therefore, I have contracted Trumbull and Company to provide direct deposit of your wages into your bank accounts. — [1] —. Consequently, you no longer need to deposit your paycheck yourself. Also, you will now be able to get your pay stubs and tax information online. — [2] —.

To allow for these changes, I am asking everyone to provide me with the necessary banking details. Please complete the attached form and bring it to the office with a voided check no later than September 25. — [3] —. The new process will take effect in October. — [4] —. Please let me know if you have any questions.

Take care,  
Lucas

158. What is mentioned as a benefit of the new payment system?
- (A) It will reduce Mr. Sledge's workload.
  - (B) It will include more staff involvement.
  - (C) It will simplify tax collection.
  - (D) It will result in fewer payment errors.
159. What does Mr. Sledge ask employees to do?
- (A) Update their contact information
  - (B) Submit ideas on how to improve the gym
  - (C) Provide information about their bank account
  - (D) Sign up for a professional development class
160. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "If I am not around, please see my assistant."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

Questions 161–163 refer to the following article.

### Aussie Coffee Fair This Weekend

SYDNEY (4 June)—Coffee will be the main attraction this weekend at the Aussie Coffee Fair hosted by Homewares, the country's top kitchen appliance manufacturer. The event will be held at the Harbour Expo Centre.

The two-day event will feature a variety of coffee-oriented presentations by coffee growers and roasters, food writers, makers of kitchen equipment, and chefs. Foods and beverages will be available to view, taste, and buy at booths throughout the centre.

Sessions will feature demonstrations on cooking with coffee and tips for brewing the best cup of coffee, as well as information on nonfood uses for coffee. In addition, culinary experts will be on hand to meet with coffee enthusiasts for discussions designed to help them create a true coffeehouse experience in their own homes.

Entry to the Aussie Coffee Fair is free. However, registration is required as space is limited. For information and to register online, go to [www.aussiecoffeefair.com](http://www.aussiecoffeefair.com).

161. The word "top" in paragraph 1, line 3, is closest in meaning to
- (A) only
  - (B) leading
  - (C) highest
  - (D) modern
162. Who will NOT be conducting informational presentations at the fair?
- (A) Chefs
  - (B) Coffee growers
  - (C) Equipment makers
  - (D) Coffeehouse owners
163. What must people do to attend the fair?
- (A) Sign up on a Web site
  - (B) Call to make a reservation
  - (C) Buy a ticket at the event location
  - (D) Present a Homewares product receipt

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

**From:** melissa@grandgrainsbakery.com  
**To:** elinorotero@webmail.com  
**Date:** October 28  
**Re:** Desserts

Dear Ms. Otero,

I just followed up with our baker about your request to have an assortment of desserts instead of one large cake for the party you are hosting at your home on November 7. We suggest ordering three dessert pieces per person. The cost for three desserts is between \$10 and \$12 per person. Our most popular desserts are the mini cheesecakes, the berry tartlets, and the brownies.

I know you are using a separate caterer for the lunch, and they will help serve and clean up after the party. You also mentioned that you were considering whether to put the dessert table in your backyard or inside your house. Just keep in mind that if you order the cheesecakes, they should not be left out for more than two hours. If you give us very specific instructions about where to set up the desserts, our staff can leave them in the appropriate place without disturbing the party.

Once you make your dessert choices, simply let us know how many guests you expect, and we can take care of the rest.

Melissa Luhya  
Grand Grains Bakery

164. What is the purpose of the e-mail?
- (A) To advertise some new pastries
  - (B) To present options for an event
  - (C) To recommend serving a larger cake
  - (D) To request payment on an order
165. What does Ms. Luhya indicate about the mini cheesecakes?
- (A) They are the most expensive dessert.
  - (B) They are available in several flavors.
  - (C) They should not be unrefrigerated for a long time.
  - (D) They cannot be ordered in larger sizes.
166. The word "disturbing" in paragraph 2, line 6, is closest in meaning to
- (A) interrupting
  - (B) frightening
  - (C) rearranging
  - (D) moving
167. What information does Ms. Luhya request from Ms. Otero?
- (A) A street address
  - (B) An approximate budget
  - (C) The name of a caterer
  - (D) The number of guests

Questions 168-171 refer to the following e-mail.

To:	Cheryl Futrel <cfutrel@zephyrmail.com>
From:	Lydia Matsuda <service@candella.com>
Date:	June 9
Subject:	Home decorating

Dear Ms. Futrel,

Thank you for your interest in Candella Interior Design. — [1] —. We are proud to claim that we are the oldest and most successful online design consulting company in the region. We welcome you as a new client. — [2] —. From modest country homes to urban apartments, we do it all.

We understand from your original inquiry that you intend to sell your apartment soon and are primarily interested in how best to present it to prospective buyers. Here's how our design services work: the first step is completing an online questionnaire. — [3] —. Next, you will be matched with an online professional interior designer who can help you with all choices for paint colors, window treatments, and floor coverings. You will receive a room layout plan and a personalized list of ideas for furniture and accessories, with all products available for purchase online. — [4] —. As a special bonus, from now until July 1 our online retail partners have agreed to offer a 10 percent discount on products purchased through our links.

Finally, you will be glad to learn that we charge not by the hour but by the room for our design ideas, with the average price being about \$275 per room.

We look forward to hearing from you and working with you soon.

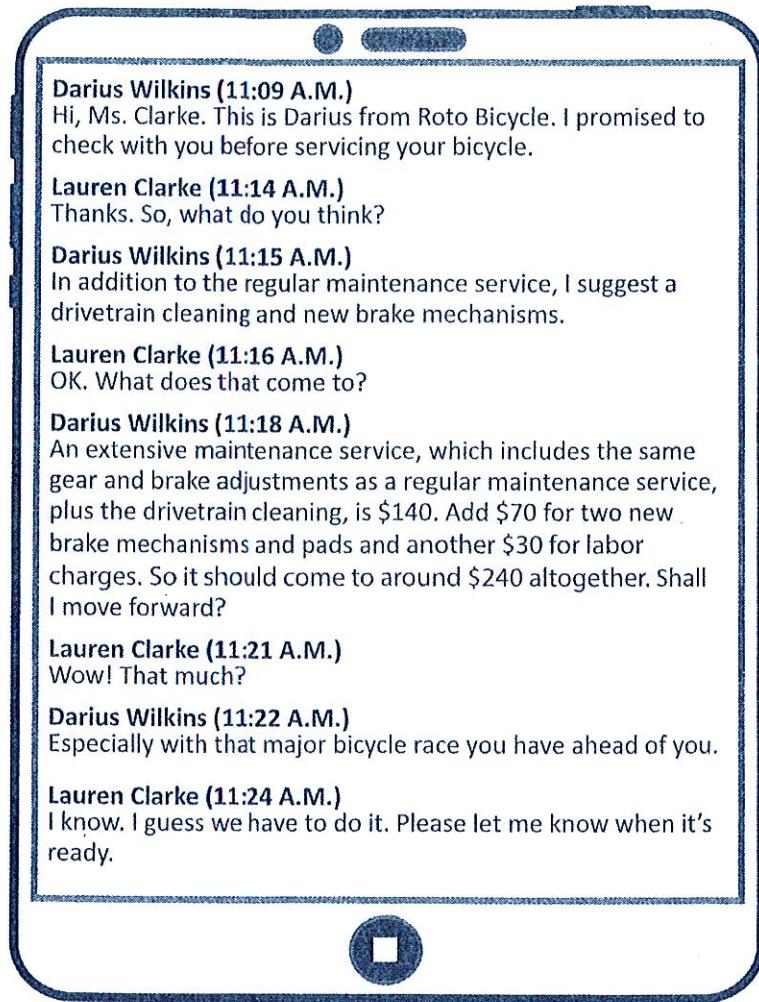
Sincerely,

Lydia Matsuda

- 168.** What is indicated about Candella Interior Design?
- (A) Its main office is located in a major city.  
 (B) Its staff members visit clients' houses.  
 (C) It has been in business longer than its competitors have been.  
 (D) It is a family-run business.
- 169.** Why does Ms. Futrel want to redecorate her apartment?
- (A) To prepare for a visit from relatives  
 (B) To make it attractive to potential buyers  
 (C) To replace furniture that she dislikes  
 (D) To use it as an example for her clients
- 170.** What will happen on July 1 ?
- (A) Room accessories will be distributed.  
 (B) Work will begin on a new project.  
 (C) The client list will be expanded.  
 (D) A special offer will end.
- 171.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "The answers will give us a sense of your taste and requirements."
- (A) [1]  
 (B) [2]  
 (C) [3]  
 (D) [4]

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



172. Why did Mr. Wilkins contact Ms. Clarke?
- (A) To recommend a new product
  - (B) To discuss a scheduling problem
  - (C) To confirm that a bicycle part has been ordered
  - (D) To request permission to do some work
173. What most likely cost about \$30?
- (A) New braking mechanisms
  - (B) Labor charges
  - (C) Basic maintenance service
  - (D) Drivetrain cleaning
174. At 11:21 A.M., what does Ms. Clarke imply when she writes, "That much"?
- (A) She did not realize how busy Mr. Wilkins is.
  - (B) The pressure in her tires was surprisingly low.
  - (C) The cost of repairs seems high.
  - (D) Repairing the bike will take more time than she expected.
175. What is suggested about Ms. Clarke?
- (A) She prefers to pay with cash.
  - (B) She is shopping for a new bicycle.
  - (C) She is unhappy with the quality of a repair.
  - (D) She will soon compete in a bicycle race.

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

E-Mail Message

To: Cassie Raferty <cassie@mailcurrent.ie>  
From: Youssef Zimri <zimri@zimrimechanical.ie>  
Subject: Following up  
Date: 12 September  
Attachment:  cmcclinic

Dear Ms. Raferty,

I am very happy with your work so far. Your suggestion to add photos from our archive certainly dressed up the "Company History" page. The help-wanted pop-up bubble on the home page also looks good. Hopefully, it will attract applicants with mechanical experience.

I'd like you to add one more project to our "Portfolio" page. We have finally finished replacing the plumbing and heating systems at Clary Medical Centre's satellite clinic in Galway. It was a challenging job, and I'm proud of our results. The attachment contains photos and a short description of what we did there.

Sincerely,

Youssef Zimri  
Owner, Zimri Mechanical

<https://www.clarymedicalcentre.ie>

About      [News](#)      Staff      Contact Us

**Clinic opening soon**

We have repurposed 47 High Street, Galway, into a satellite medical clinic and will celebrate with a grand opening party on Friday, 28 October. Remarks by Medical Director Dr. Celia O'Leary and local elected officials will begin promptly at 1:00 P.M., followed by a ribbon-cutting ceremony and tours until 4:30 P.M.

Thirty miles from the Clary Medical Centre's main campus, the Clary Clinic is housed in the historic Brandmore shoe factory, which closed more than two decades ago. During renovations, care was taken to maintain the exterior's nineteenth-century architectural features. The clinic's interior boasts eighteen examination rooms, a state-of-the-art x-ray facility, private offices for patient consultations, and a lab for processing patient samples.

Clinic staff will begin seeing patients on Tuesday, 1 November. To make an appointment, please call 020 915 1424.



176. Who most likely is Ms. Raferty?
- (A) A job recruiter
  - (B) A plumbing contractor
  - (C) A Galway historian
  - (D) A Web-site designer
177. What is indicated about Mr. Zimri?
- (A) He is trying to recruit an assistant architect.
  - (B) He is a member of Clary Medical Centre's board of directors.
  - (C) He is pleased with his firm's work at a former shoe factory.
  - (D) He is waiting for Dr. O'Leary's feedback on a portfolio.
178. According to the Web page, what will happen at the grand opening event?
- (A) Government officials will be in attendance.
  - (B) Sandwiches will be served.
  - (C) New building plans will be revealed.
  - (D) Former patients will be interviewed.
179. On the Web page, the word "maintain" in paragraph 2, line 3, is closest in meaning to
- (A) assert
  - (B) heal
  - (C) support
  - (D) preserve
180. According to the Web page, what is NOT part of the Clary Clinic?
- (A) A medical laboratory
  - (B) A pharmacy
  - (C) Medical imaging equipment
  - (D) Offices for clinicians

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

PURCHASE ORDER				
VENDOR		SHIP TO		
Pirate's Bounty Seafood 11 Harbor Street Charlottetown, Prince Edward Island, C1A 0A5		2 October Purchase Order: 5338		
Rochette's Commercial Refrigeration 2175 Lyons Avenue Guelph, Ontario, N1C 0A1 519-555-0112		Pirate's Bounty Seafood 11 Harbor Street Charlottetown, Prince Edward Island, C1A 0A5 Attn: Lenore Okiya 782-555-0145		
ITEM NUMBER	DESCRIPTION	QUANTITY	PRICE	TOTAL
BF550	Blizzard walk-in freezer  Features: 1.5m x 2m x 2.5m, adjustable shelves, aluminum flooring, galvanized steel panels	1	\$6,400.00	\$6,400.00
COMMENTS OR SPECIAL INSTRUCTIONS			SUBTOTAL	\$6,400.00
Restaurant expanding. Need unit by 17 November.			TAX	\$960.00
			GRAND TOTAL	\$7,360.00

To:	Lenore Okiya <l.okiya@piratesbounty.ca>
From:	Shaliya Umuma <customerservice@rochettestrrefrigeration.ca>
Date:	3 October
Subject:	Purchase Order 5338

Dear Ms. Okiya,

We received your purchase order for the Blizzard walk-in freezer. Unfortunately, the model you requested is on back order and will not be available for three months. We regret the inconvenience and would like to offer you some options.

I can offer you the Blizzard BF600, which measures 2m x 2.5m x 3m, at the discounted price of \$6,900 plus tax. It comes with the same features as the item you ordered. Alternately, we have a refurbished BF400 in stock. It's the same size as the BF550; however, while the BF550 includes a remote control for setting the temperature, the BF400 has a wall-mounted device for that purpose. The BF400 unit comes with a two-year warranty. It is priced at \$5,600 plus tax.

Please let me know how you wish to proceed. Just reply to this e-mail.

Shaliya Umuma, Customer Service Manager

181. Why does Pirate's Bounty Seafood need to purchase new equipment?
- (A) Its current refrigerator stopped working.
  - (B) The warranty on its current refrigerator has expired.
  - (C) The restaurant is increasing in size.
  - (D) The restaurant is moving to a new location.
182. What is the problem with the item Ms. Okiya ordered?
- (A) It was lost during shipping.
  - (B) It has been discontinued.
  - (C) It is temporarily out of stock.
  - (D) It has a damaged control panel.
183. What is NOT a feature of the Blizzard BF600 ?
- (A) It has a fast-freeze switch.
  - (B) It has adjustable shelves.
  - (C) It has aluminum flooring.
  - (D) It has galvanized steel panels.
184. According to the e-mail, what does the BF400 model come with?
- (A) A user manual
  - (B) A remote control
  - (C) A warranty
  - (D) A fax waiver
185. In the e-mail, the word "Just" in paragraph 3, line 1, is closest in meaning to
- (A) immediately
  - (B) kindly
  - (C) shortly
  - (D) simply

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

Fifth Annual International Marketing Society Conference 23–25 October, Grant Hotel and Conference Centre, London			
Day 1:			
Time	Description	Venue	
7:00 A.M. to 8:00 A.M.	Morning Social: Complimentary omelets, pastries, coffee, tea	Mezzanine	
8:30 A.M. to 10:00 A.M.	Marcos Secada, founder and CEO, Grindstone Marketing Group	Room 2	
10:30 A.M. to noon	Claire Song, business columnist and best-selling author	Room 10	
12:30 P.M. to 2:00 P.M.	Lunch (ticket purchase required)	Alexander Ballroom	

**To:** Nadir Kalwar <kalwar.n@kdbuildingconcepts.com>  
**From:** Olek Dzik <odzik.k@kdbuildingconcepts.com>  
**Date:** 12 May  
**Subject:** Upcoming marketing campaign  
**Attachment:**  Link to video

Nadir,

Thanks for your help with the corporate marketing plan. Attached is a link to the video created for us by Grindstone Marketing Group. It shows our 3-D printing equipment pouring fast-setting concrete, layer by layer. I think it looks great as is, and I believe it will be the most compelling aspect of our 1 June launch, especially if the Sheffield house is sold by then.

In case you haven't heard, our next construction project will be a home just a couple of kilometres from your office building!

Olek

### House Constructed Using 3-D Technology For Sale

SHEFFIELD (15 May)—An international construction firm specializing in innovative building technologies has completed one of Britain's first 3-D printed houses. The new structure is located on Morgan Road in Sheffield.

KD Building Concepts took less than two weeks to execute the first phase of the project, which entailed printing the concrete walls and installing the electrical and plumbing systems, according to company president Olek Dzik. In just two months, the fully landscaped house with two bedrooms

and two bathrooms was ready for market.

"Labour costs were cut in half thanks to 3-D printing technology," said Mr. Dzik, whose company has offices in France and Germany, as well as in Sheffield. "At KD Building Concepts, we are committed to building homes that are both affordable and luxurious."

The house was listed for sale this week by a local real estate broker. The asking price is £150,000.

Next on the horizon for KD Building Concepts is the construction of a home in Hamburg, Germany.

186. What is mentioned on the schedule?
- (A) Free breakfast is available for conference participants.
  - (B) The conference is five days long.
  - (C) A keynote address will be delivered at the end of the first day.
  - (D) A featured speaker has been replaced.
187. According to the schedule, what will happen at 10:30 A.M.?
- (A) A writer will give a presentation.
  - (B) Coffee will be served in the lobby.
  - (C) Lunch tickets will be sold in room 10.
  - (D) A revised schedule will be distributed.
188. What can be concluded about Mr. Dzik?
- (A) He wants a marketing video to be shortened.
  - (B) He has asked Mr. Kalwar for a new marketing plan.
  - (C) He organized a conference in London.
  - (D) He hired Mr. Secada's firm for a project.
189. What is suggested about Mr. Kalwar?
- (A) He is a videographer.
  - (B) He works in Germany.
  - (C) He is planning to buy a house in Sheffield.
  - (D) He specializes in construction materials.
190. What does the article indicate about the house created with a 3-D printer?
- (A) It cost £150,000 to build.
  - (B) It was finished in two months.
  - (C) It will be landscaped next week.
  - (D) Its bedrooms are all the same size.

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Questions 191-195 refer to the following job posting, flyer, and article.

**Gallery manager at Richard Lahiri Gallery in Cromwood**

Applicants for this full-time position must have experience in retail art with an established history of successfully attracting patrons interested in purchasing original works of art. Experience managing a social media account is also desired. The position will be primarily on-site; however, some remote hours can be scheduled. Candidates must be available to start work on or before April 1. Qualified applicants should contact gallery director Richard Lahiri at [rlahiri@richardlahirigallery.com](mailto:rlahiri@richardlahirigallery.com).

**Summer Scene Arts Program**

Starting on May 1, five art galleries in Cromwood will be hosting open houses every Friday from May through August. Come enjoy live music, refreshments, artist talks, and more on the Cromwood boardwalk. Activities start at 4:00 P.M. and continue until 9:30 P.M., rain or shine. Participating galleries are listed below.

**Rita Blake Art • Siitva Gallery • Richard Lahiri Gallery  
Patricia Dolivo Painting • Ashland Pottery and Crafts**

Funded by the Cromwood City Council and Regents Bank

## Summer Activities in Middleton County

Compiled by Lisa Yu-Seaver

### Cromwood Art Nights

Residents of Elmhurst, Melbridge, and Cromwood are invited to explore the local art scene in Cromwood this summer. The five galleries on the boardwalk overlooking the Wye River are holding special events each Friday as part of the Summer Scene Arts Program. This Friday, Richard Lahiri and his gallery manager, Geetu Gelang, will use a giant screen to demonstrate software for creating virtual art. The event will also feature craft vendors, food trucks, and live music. See [www.cromwood.gov/things-to-do](http://www.cromwood.gov/things-to-do) for more information.

### Movies in Brady Park

The popular summer movie series in Herrontown returns on June 16! Each Saturday evening, a classic film will be projected on Brady Park's Grand Lawn. Bring your picnic basket and a blanket and get comfortable! The schedule of films is available at [www.bradypark.org/activities](http://www.bradypark.org/activities).

191. What is stated in the job posting about the managerial position?
- (A) It is fully on-site.
  - (B) It is Mr. Lahiri's current job.
  - (C) It requires sales experience.
  - (D) It will be part-time until April 1.
192. According to the flyer, what will happen on May 1?
- (A) A public arts program will begin.
  - (B) A city council meeting will take place.
  - (C) A new art gallery will hold a grand opening.
  - (D) Regents Bank will be closed for the day.
193. What is suggested about Ashland Pottery and Crafts?
- (A) It is located near the Wye River.
  - (B) It specializes in virtual art.
  - (C) It hosts pottery workshops every Saturday.
  - (D) It is sponsoring a summer movie series.
194. What is suggested about Geetu Gelang?
- (A) She is a local musician.
  - (B) She will be selling her crafts on May 1.
  - (C) She plans to start a social media account.
  - (D) She was recently hired by the Richard Lahiri Gallery.
195. According to the article, where is Brady Park located?
- (A) In Cromwood
  - (B) In Elmhurst
  - (C) In Herrontown
  - (D) In Melbridge

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Questions 196-200 refer to the following article, memo, and policy.

### Senano Designs Buys Gendalla in \$60 Million Deal

LOS ANGELES (March 20)—Fashion powerhouse Senano Designs announced on Wednesday that it had acquired Gendalla, an up-and-coming luxury brand. The acquisition is part of Senano's plan to supplement its clothing products with a line of designer watches. Over the next two years, the company has further plans to expand its offerings to include fragrances and luggage. Lina Pacheco, Senano's chief

executive officer, said that such expansion is necessary to keep up and compete with other international fashion houses. Although based in Los Angeles, in recent years Senano has opened offices in Philadelphia, Chicago, and Miami. Ms. Pacheco says she was unfamiliar with Gendalla products until a year ago, when she saw one of their ads in an automobile magazine. "The products have a distinctive, modern style," Ms. Pacheco said, "which will go well with Senano's trendsetting clothes."

### MEMO

From: Oscar Johansen, Accounting department  
To: All Gendalla employees  
Date: March 22  
Subject: Travel expense policy  
Attachment: Policy

I have attached a copy of Senano's policy on travel expenses, which will go into effect when we officially become employees of Senano on March 31.

Note that Senano's policy is more restrictive than Gendalla's policy in several ways. For example, employees will no longer have one month to submit expense reports. However, the new policy will make some processes much easier: specifically, Senano's requirements for submitting expenses under \$50 are simpler than those under current Gendalla policy.

Carlie Dawson, an accounting director who works at Senano's headquarters, will come to our New York office to lead an information session about this and other policy-related changes on Thursday, March 28, at 2:00 P.M. I strongly encourage you to attend.

## Senano Designs

### Travel Expense Policy

- To be reimbursed for work-related travel, employees must submit a travel request at least two weeks before a trip, listing the reason for travel and estimating all expenses.
- Original receipts must be submitted for expenses above \$50. Any expenses below that do not require the submission of original receipts.
- All receipts and expense reports must be submitted within three weeks after a trip is completed. Expenses submitted after this time will require the approval of the department head.

Page 1

196. What does Gendalla mainly produce?
- (A) Watches  
(B) Luggage  
(C) Clothing  
(D) Fragrances
197. According to the article, why is Senano Designs acquiring Gendalla?
- (A) To sell products at a lower price  
(B) To expand its social media presence  
(C) To offer a more diverse range of products  
(D) To address declining sales in some cities
198. What are Gendalla's employees invited to do on March 28?
- (A) Suggest changes to a travel policy  
(B) Attend a meeting in the afternoon  
(C) Tour Senano's corporate headquarters  
(D) Make an appointment with an accountant
199. Where is Ms. Dawson's office?
- (A) In New York  
(B) In Chicago  
(C) In Philadelphia  
(D) In Los Angeles
200. How is Gendalla's current travel expense policy likely different from Senano's?
- (A) A receipt must be submitted for every expense.  
(B) Preapproval must be obtained for expenses over \$50.  
(C) The expense report must be signed by a manager.  
(D) Employees can submit their expense reports jointly.

**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 기출문제집 4 1000



TEST 06  
무료 동영상 강의

저자와 출판사의 사전 허락 없이 내용의 일부 혹은 전부를 인용 및 복제하거나 발췌하여 사용할 수 없습니다.



# 기출 TEST 06

## READING TEST

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

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

### PART 5

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

101. The new policy allows employees to set ----- own working hours under certain conditions.  
(A) they  
(B) their  
(C) theirs  
(D) themselves
102. Based on last year's data, Paik Company increased its sales projections ----- the current year.  
(A) when  
(B) for  
(C) if  
(D) or
103. Harbison's Department Store interviews applicants ----- standard business hours.  
(A) among  
(B) beside  
(C) during  
(D) onto
104. Takealong Industries' commercial propane heaters deliver more warmth to ----- areas.  
(A) wideness  
(B) widen  
(C) wider  
(D) widely
105. By switching to new project-management software, the editorial team has ----- improved its publication processes.  
(A) great  
(B) greatly  
(C) greater  
(D) greatest
106. The search committee ----- three candidates for the chief executive position.  
(A) nominating  
(B) nomination  
(C) has nominated  
(D) has been nominated
107. ----- a two-month delay, new carpeting was installed in the east conference room.  
(A) Additionally  
(B) Although  
(C) After  
(D) Furthermore
108. To boost -----, the Makeup Artist Academy is offering a free starter kit to new students.  
(A) enroll  
(B) enrolled  
(C) enrolling  
(D) enrollment

109. Because Lectula Furniture Company ----- its delivery times, we were able to set a firm opening date for the new hotel.
- (A) guarantees  
(B) advises  
(C) requires  
(D) delays
110. The computer technician was very ----- but was not able to solve my problem.
- (A) friendly  
(B) neutral  
(C) possible  
(D) frequent
111. To make room for conference attendees, ----- visitors to the office building should use the rear parking area tomorrow.
- (A) regular  
(B) regularly  
(C) regularize  
(D) regularity
112. Employees must wear their security badge in a way that is ----- visible when in the building.
- (A) clearly  
(B) recently  
(C) evenly  
(D) secretly
113. Ms. Phon wanted to attend the gallery opening; -----, the inclement weather made that impossible.
- (A) therefore  
(B) following  
(C) however  
(D) for example
114. Giving leadership tasks to warehouse package handlers often ----- them to work more productively.
- (A) adopts  
(B) reinforces  
(C) motivates  
(D) attracts
115. Kaybing Construction works ----- on large commercial projects in the Newfoundland area.
- (A) exclusively  
(B) exclusive  
(C) exclusivity  
(D) exclusives
116. Carly Logan plans -----, so Alan Zill has volunteered to be the stamp club's next treasurer.
- (A) resigning  
(B) to resign  
(C) resigns  
(D) to have resigned
117. Although the housing market slowed ----- the summer months, sales began to pick up again in the autumn.
- (A) apart  
(B) even  
(C) only  
(D) over
118. To remain fully functional, the exercise machines need to be cleaned -----.
- (A) rather  
(B) almost  
(C) routinely  
(D) openly
119. The extended warranty is good for ten years or 100,000 miles, ----- comes first.
- (A) whoever  
(B) either  
(C) whichever  
(D) another
120. Atlantic Grocers must offer online shopping options or ----- losing customers to other supermarkets.
- (A) risk  
(B) protect  
(C) cancel  
(D) hold

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121. ----- client is assigned to a personal financial adviser to whom inquiries should be addressed.
- (A) Each  
(B) All  
(C) Some  
(D) Most
122. Mr. Singh wants to form a ----- to explore some employee reward programs.
- (A) supervisor  
(B) suggestion  
(C) notification  
(D) committee
123. Please provide your phone number ----- the delivery driver needs to contact you.
- (A) whereas  
(B) despite  
(C) if not  
(D) in case
124. ----- of Pondview Tower are required to make rent payments on or before the first day of every month.
- (A) Owners  
(B) Buyers  
(C) Tourists  
(D) Tenants
125. Likoni Hospitality Group, one of Mombasa's largest employers, has a ----- impact on the local economy.
- (A) considerably  
(B) considerable  
(C) considering  
(D) consideration
126. ----- best sellers, Booksters offers a wide selection of classics and biographies.
- (A) Besides  
(B) Somewhat  
(C) Whose  
(D) Becoming
127. New food regulations require all Dean's Burgers packaging to contain the notice that ----- undercooked meat can be harmful.
- (A) consumer  
(B) consumption  
(C) consumes  
(D) consuming
128. Each Genutria snack bar contains as much protein as two eggs, with none ----- the fat and cholesterol.
- (A) of  
(B) by  
(C) out  
(D) minus
129. Fisko eyeglass frames come in various -----, including round, square, and oval.
- (A) sights  
(B) methods  
(C) shapes  
(D) materials
130. The CEO wants a greater portion of next year's budget ----- to research and development.
- (A) allocated  
(B) imprinted  
(C) economized  
(D) rationalized

## 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 advertisement.

### Estella Guitar Lessons: Play with the Best

Whether you play acoustic guitar ----- electric, taking lessons with an Estella Guitar teacher is the best way to improve your ability. With years of experience crafting playing techniques, ----- qualified instructors can tailor lessons to focus on the skills you want to fine-tune. Receive a customized learning plan to set goals and overcome the challenges that cause many players to get discouraged. ----- . An Estella Guitar teacher will help boost your confidence. **131.** **132.** **133.**

At Estella Guitar, we believe that playing music is a way of expressing yourself. ----- , we will help you go beyond the familiar chords and riffs to develop your own identity as a musician. Ready to get started? Visit [www.estellaguitar.com/lessons](http://www.estellaguitar.com/lessons) to get matched with the right instructor for you! **134.**

- 131.** (A) is  
(B) or  
(C) likely  
(D) from

- 134.** (A) So far  
(B) With that in mind  
(C) On a different note  
(D) At that point

- 132.** (A) our  
(B) ourselves  
(C) ours  
(D) us

- 133.** (A) Contact a technician for questions about repairs.  
(B) A high-quality instrument will help you to perform at your best.  
(C) The best resource for you as a learner is an expert to guide your progress.  
(D) It took them several years to master their instruments.

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

In-home delivery takes approximately one week after an order is shipped from our warehouse.

The actual time may vary based on the location of your ----- and your availability for accepting the  
**135.** item. Vernico Furniture will work with a carrier ----- an appointment that is convenient for you.  
**136.**

Typical hours are Monday through Friday between 8 A.M. and 5 P.M., ----- evening appointments  
**137.** can often be arranged. Upon arrival at your home, the item will be placed in the location you  
desire. ----- . Assembly is included as well.  
**138.**

- 135.** (A) garden  
(B) records  
(C) residence  
(D) organization

- 136.** (A) to schedule  
(B) is scheduling  
(C) as a schedule  
(D) that scheduled

- 137.** (A) if so  
(B) when  
(C) though  
(D) in the meantime

- 138.** (A) When buying a home, location is  
extremely important.  
(B) Refinishing furniture is a form of art.  
(C) Furnished apartments can be found  
online.  
(D) All packing materials will be removed.

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

To: Thao Pham <thaopham@mail.com>  
From: Leena Montoya <lmontoya@academemedia.com>  
Date: April 17  
Subject: Subscription

Dear Mr. Pham,

----- . Your subscription to *Medical Innovations Quarterly* has been canceled. ----- May 1, you  
139. 140. will no longer receive the print edition.

We hope that you will consider once again becoming a ----- of our publications. Academe Media  
141. publishes many high-quality scientific journals in addition to *Medical Innovations Quarterly*. Should  
you wish to subscribe to one by May 31, we can offer you a two-year subscription at the annual  
rate. Visit [www.academemedia.com/shop](http://www.academemedia.com/shop) and enter the code DOUBLE ----- checkout.  
142.

If you have any feedback that could help us improve our products or services, please call me  
directly at 212-555-0122.

Sincerely,

Leena Montoya  
Customer Service Manager, Academe Media

139. (A) Thank you for your timely order.  
(B) We have processed your request.  
(C) This is a payment reminder.  
(D) Please contact us to update your information.
140. (A) Starts  
(B) Started  
(C) Starter  
(D) Starting

141. (A) distributor  
(B) producer  
(C) reader  
(D) teacher
142. (A) until  
(B) upon  
(C) without  
(D) next

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Questions 143-146 refer to the following information.

In a commercial kitchen, all refrigerators are required to have a thermometer that ----- from 0°F (-18°C) to 220°F (104°C). To prevent the growth of bacteria, refrigerated foods must be stored at 41°F (5°C) or below. The head chef is responsible for checking these thermometers throughout the day to ensure that the kitchen is in compliance at all times.

Also important to consider is ----- . Thermometers should always be located in the warmest spot in the refrigerator. ----- . This location is also appropriate because it allows the thermometer to be easily ----- as soon as the door is opened.

143.

- (A) ranges
- (B) ranger
- (C) ranged
- (D) ranging

144.

- (A) size
- (B) safety
- (C) reliability
- (D) placement

145. (A) Remove them carefully.

- (B) This is typically inside the door.
- (C) It should be kept cool at all times.
- (D) They can also be purchased in bulk.

146. (A) sold

- (B) seen
- (C) repaired
- (D) removed

## PART 7

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

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

To: <m\_castillo@rapidonet.com.ph>  
From: <no-reply@rapidonet.com.ph>  
Date: 19 June  
Subject: Rapido Net

We have noticed some activity on your account. Your secret-question option for password recovery was updated at 3:16 P.M. today. If you initiated this update, no further action is necessary. If not, we can help you secure your account. Call 919-555-1066 to speak to an account representative.

If you would like to remove the secret-question password recovery option, you may use a verified e-mail address or phone number to access your account instead. Make the process even more secure by setting up two-step verification. Just ask our representative how.

Thank you for trusting Rapido Net as your Internet service provider.

TEST  
6

147. What is the purpose of the e-mail?

- (A) To welcome a new user to Rapido Net
- (B) To remind a user about a forgotten password
- (C) To confirm that a change was made to a user's account
- (D) To inform a user about new company policies

148. What is indicated about Rapido Net?

- (A) It provides faster Internet speeds than its competitors.
- (B) It offers extra security through two-step verification.
- (C) It automatically generates complex passwords for customers.
- (D) It has increased its monthly user fee.

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

To:	<lduberville@futuremail.co.uk>
From:	<support@globaltech.co.uk>
Date:	23 March
Subject:	Residential service

Dear Ms. Duberville,

Thanks for your order. We are very pleased to have you as a new customer and are contacting you to request that you set up an appointment for one of our representatives to install a Global Tech modem at your home. Please go online and select a 30-minute window out of the four we have posted to your account.

In preparation for our visit, please clear the area on the wall where you would like us to install the modem. Setting up the modem will take just a few minutes, after which you will be able to enjoy our service.

We will use the phone number listed on your account the morning of the appointment to confirm the visit. Let us know at this time if you have any questions for us.

Sincerely,

Gordon Mackey  
Customer Service, Global Tech

149. What kind of service has Ms. Duberville most likely contracted?
- (A) Window installation
  - (B) House cleanup
  - (C) Wall-to-wall carpeting
  - (D) Internet access
150. What will happen at the time selected by Ms. Duberville?
- (A) She will pick up some equipment at an office.
  - (B) She will receive a new Global Tech mobile phone.
  - (C) She will be visited by a Global Tech representative.
  - (D) She will be e-mailed a customer satisfaction survey.

Questions 151-152 refer to the following online chat discussion.

The image shows a simulated online chat interface with two participants: Katrina Finton and Steven Khen. The chat is timestamped from 1:46 P.M. to 1:52 P.M. The messages are as follows:

- Katrina Finton (1:46 P.M.)**: Hey, Steven. I am hoping to move into a new apartment soon, and the landlord requires a letter verifying my place of employment and my income. I have written up the letter. Would you be willing to sign it today as proof that I work here at Carrino Agency?
- Steven Khen (1:48 P.M.)**: Double-check with Ariana Seltzer first. The human resources department usually has a form they can provide for you.
- Katrina Finton (1:49 P.M.)**: I tried that. They don't have a set form.
- Steven Khen (1:50 P.M.)**: No problem then. Bring your document over.
- Steven Khen (1:51 P.M.)**: By the way, the meeting about the Zaine Company Web site was moved to 3:00 P.M. You already have all your designs for their Web site ready, right?
- Katrina Finton (1:52 P.M.)**: I'm all set.

151. At 1:49 P.M., what does Ms. Finton most likely mean when she writes, "I tried that"?
- (A) She signed a rental agreement.
  - (B) She submitted proof of income.
  - (C) She contacted Ms. Seltzer.
  - (D) She filled out a form.
152. What most likely is Ms. Finton's position?
- (A) Apartment manager
  - (B) Office administrator
  - (C) Human resources director
  - (D) Web designer

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Questions 153-155 refer to the following Web page.

The screenshot shows a web browser window with the URL <http://www.marilisprofessionalcoaching.com> in the address bar. The main content area has a title "Marilis Professional Coaching: January Events". Below it, there are three sections: "January 15 at 4:30 P.M.—Job Search Support", "January 16 at 4:30 P.M.—How to Market Yourself", and "January 17 at 4:30 P.M.—Interview Strategies". Each section contains a brief description. At the bottom, a note says "Go to [www.marilisprofessionalcoaching.com/register](http://www.marilisprofessionalcoaching.com/register) to sign up for any of these low-cost events. Note that all January events are virtual."

**Marilis Professional Coaching: January Events**

**January 15 at 4:30 P.M.—Job Search Support**  
Learn about the latest tools and techniques to help you find a rewarding entry-level job. Topics include the best Web sites for job announcements and how to use professional organizations to get job leads.

**January 16 at 4:30 P.M.—How to Market Yourself**  
To set yourself apart from other job candidates, you have to effectively communicate the value you'll bring to the company. This session will help you successfully promote yourself to potential employers, both in person and through social media.

**January 17 at 4:30 P.M.—Interview Strategies**  
Get tips on interview rules, common questions, and the process for what you need to do before, during, and after a job interview. This session will be interactive, featuring mock interviews with attendees.

Go to [www.marilisprofessionalcoaching.com/register](http://www.marilisprofessionalcoaching.com/register) to sign up for any of these low-cost events. Note that all January events are virtual.

153. What is the purpose of the Web page?
- (A) To promote career-assistance services
  - (B) To announce a local job fair for recent graduates
  - (C) To advertise open positions at social media companies
  - (D) To describe rewarding careers in Web design and creation
154. According to the Web page, what will happen on January 17 ?
- (A) Companies will post job opportunities.
  - (B) Employers will make hiring decisions.
  - (C) Job candidates will attend a group interview.
  - (D) Participants will practice responding to interviewers.
155. What is indicated about the events?
- (A) They occur each month.
  - (B) They take place online.
  - (C) They are for senior professionals.
  - (D) They are free of charge.

Questions 156-158 refer to the following review.

## Eston Development Worth a Look

by Marcus Watanabe

"Ideal residential developments combine twenty-first-century convenience with small-town charm." That is the philosophy found in the brochure of the Homestead at Eston, a recently completed housing development just outside the town of Eston. — [1] —

The community has wide streets, sidewalks, and three small parks surrounding a central square. The square features a café, a restaurant, and several shops. In the northeast corner of the development, there is an activity complex that includes a gym, theater, and swimming pool. — [2] —. "This means you never have to leave the

community unless you want to," said Marjorie Solomon, sales director. "Once you visit, you'll realize why so many people are purchasing homes here."

While never leaving your development struck me as an odd idea, the Homestead planners deserve praise for creating a very attractive place to live. — [3] —. The planners have obviously prioritized the environment. Natural habitats have been carefully preserved, and homes and other structures have been designed to conserve water and energy.

Model homes are currently available for tours. — [4] —. Open houses take place 12:30–4:00 P.M. Saturdays and Sundays. Alternatively, appointments can be made by calling 856-555-0129.

156. What is indicated about the activity complex?
- (A) It has a variety of desirable features.  
(B) It is currently under construction.  
(C) It has low membership fees.  
(D) It is located in the central square.
157. How can a prospective resident learn more about Homestead at Eston?
- (A) By viewing a model home online  
(B) By requesting a brochure  
(C) By visiting the community  
(D) By calling a current homeowner
158. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "Homestead, however, is more than just a pretty place."
- (A) [1]  
(B) [2]  
(C) [3]  
(D) [4]

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

<b>From:</b>	Stefan Fonsman <sfonsman@kaybunconstruction.ca>
<b>To:</b>	Rita Palore <rpalore@palorecement.ca>
<b>Subject:</b>	Palore Cement
<b>Date:</b>	March 2
Dear Ms. Palore,	
<p>Thank you for sending your estimate for the cement work on our apartment project in Smithville. The narrative accompanying your bid answered all of our questions, and my team was impressed by your firm's previous work and references. Your company is my first choice to take on the project.</p>	
<p>Nonetheless, I still need budget approval from my director, Anita Cho. Your proposed price is a bit steeper than anticipated. I will be speaking with Ms. Cho about this tomorrow morning. Based on your company's reputation for outstanding work, I am confident that she will sign off on your bid.</p>	
<p>I expect to get back to you by March 4.</p>	
<p>Regards,</p>	
<p>Stefan Fonsman Kaybun Construction</p>	

**159. What is one purpose of the e-mail?**

- (A) To introduce a new owner
- (B) To acknowledge receipt of an estimate
- (C) To invite team members to a presentation
- (D) To ask for additional work references

**160. When will Mr. Fonsman meet with Ms. Cho?**

- (A) On March 2
- (B) On March 3
- (C) On March 4
- (D) On March 5

Questions 161–163 refer to the following announcement.

### City of Altamesa seeks election workers

Who is qualified to be an election worker? Almost anyone, including homemakers and professionals, as well as those who are unemployed, self-employed, or retired.

Requirements:

- Available 6 A.M. to 1 P.M. or 1 P.M. to 8 P.M. on March 5, June 7, and November 1
- Is not a politician and does not live with or work for a politician
- Is 18 years of age or older
- Is comfortable interacting with the public
- Is organized and detail-oriented

Workers must attend a four-hour pre-election training workshop on March 4 and will be compensated based on their title:

Election Assistant, \$18/hour  
Election Clerk, \$20/hour  
Election Chief, \$22/hour

For details or to apply, visit [www.altamesaelections.gov/apply](http://www.altamesaelections.gov/apply).

161. What information is included in the announcement?
- (A) Rates of pay  
(B) Work site locations  
(C) The application deadline  
(D) The training workshop's start time
162. What does the announcement suggest is a requirement for being hired?
- (A) Interest in politics  
(B) A high school diploma  
(C) A voter registration card  
(D) Good communication skills
163. What is mentioned about the training workshop?
- (A) It is offered three times a year.  
(B) It is led by an experienced election official.  
(C) It is required for all election workers.  
(D) It is available both online and in person.

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

<b>*E-mail*</b>	
To:	Jihyang Lee <jlee@myemail.com>
From:	Robert Wang <rwang@frontstreetbank.com>
Date:	April 7
Subject:	Is VIS for you?
<p>Dear Ms. Lee:</p> <p>You are now able to enroll in Front Street Bank's new Voice Identification System (VIS). VIS is a fast, convenient, and secure way to access and control your bank accounts by phone. — [1] —. For example, you can make a payment on a Front Street Bank loan by saying "loan payment." You can check your credit-card transactions by saying "recent transactions." You can even transfer money between accounts by saying "transfer." Discover all the ways VIS can simplify your banking life at <a href="http://www.frontstreetbank.com/VIS">www.frontstreetbank.com/VIS</a>. — [2] —.</p> <p>Your voice identification is stored securely by Front Street Bank and can be used only with Front Street Bank. Call 615-555-0189 to set up VIS for your accounts. — [3] —. If in the future you no longer wish to use VIS to access your account, simply call to have one of our customer-service representatives delete your identification file.</p> <p>— [4] —. Thank you for being a valued Front Street Bank customer.</p> <p>Sincerely,</p> <p>Robert Wang, Branch Manager</p>	

164. What is the purpose of the e-mail?

- (A) To welcome a new customer
- (B) To report an account error
- (C) To confirm approval of a loan
- (D) To promote a new service

165. What is indicated about VIS?

- (A) It provides voice access to accounts.
- (B) It can be used at various financial institutions.
- (C) It requires customers to pay a fee.
- (D) It is available only during designated hours.

166. What should a customer do to cancel VIS?

- (A) Visit a local bank branch
- (B) Make a telephone call
- (C) Complete an online form
- (D) Send an e-mail to customer service

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

"You can perform numerous specific tasks."

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

Questions 168-171 refer to the following advertisement.

**Thumbnail Publishing Ltd.**

Four new titles in the Enterprise series have just been released. Buy one, get one 50 percent off when you purchase from our Web site by November 30 (excludes shipping). Order your copies today!

*Maestro* by Christine Menon

A biography of famous executive Haruto Yamada, with insight into how his career influenced business governance. Paperback €14.99

*Working Under Moonbeams* by Chang-Ho Jin

Commerce in twentieth-century Korea as illuminated through interviews with former trade company employees. Hardcover €22.99, Audiobook €8.99

*The Connections Unseen* by Mai Quang Vinh

A collection of transcribed lectures and archival photos from Gloria de Leon's 40-year career as a professor of business administration. Hardcover €25.99

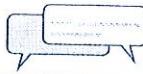
*Flashback* by Jack Olivier

A former Australian trade commissioner recalls the highs and lows of his diplomatic career in this engaging memoir. Paperback €14.99, Downloadable e-book €9.99

168. What is the company offering to customers?
- (A) A coupon for a specific author's books
  - (B) A discount for ordering two books online
  - (C) A reduced price for shipping
  - (D) A free copy of the publisher's catalog
169. Who is Mr. Yamada?
- (A) A government agent
  - (B) A career counselor
  - (C) A biography writer
  - (D) A company leader
170. What feature is shared by all of the books described in the advertisement?
- (A) They were written by the same author.
  - (B) They can be read in digital formats.
  - (C) They focus on business topics.
  - (D) They were translated into several languages.
171. What book includes historic images?
- (A) *Maestro*
  - (B) *Working Under Moonbeams*
  - (C) *The Connections Unseen*
  - (D) *Flashback*

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



**Priyanka Kapoor [9:41 A.M.]**  
We need to talk about the upcoming family physicians conference in London.  
Where do we stand?

**Alonso Gonzalez [9:44 A.M.]**  
I've already purchased airline tickets for all of us.

**Priyanka Kapoor [9:47 A.M.]**  
Great. Scott Harris will arrange our shuttle from the London airport to the conference venue. Will our mobile phones be functional outside of the Wi-Fi zones?

**Alonso Gonzalez [9:50 A.M.]**  
I've researched our mobile phone provider's international plan. It offers the ability to call and text but provides limited data options with slow download speeds.

**Brian Kim [9:53 A.M.]**  
Let's buy international SIM cards before we leave. We can get the prepaid cards with high-speed data and unlimited calling and texting. We won't have to worry about being connected to Wi-Fi.

**Priyanka Kapoor [9:57 A.M.]**  
That will solve the problem.

**Alonso Gonzalez [9:57 A.M.]**  
Good idea, Brian. Thanks. Now let's discuss meeting up for our meals.

**Priyanka Kapoor [9:59 A.M.]**  
Each day of the conference begins with a continental breakfast in the lobby. Let's meet there in the morning. I know of a great place for dinner, so let's plan on 6:00 P.M. the first evening. We'll decide about the other meals later.

172. Where do the writers most likely work?
- (A) At a travel agency
  - (B) At a medical office
  - (C) At a transportation company
  - (D) At a telecommunications firm
173. At 9:41 A.M., what does Ms. Kapoor most likely mean when she writes, "Where do we stand?"
- (A) She is requesting an update on preparations for a trip.
  - (B) She wants to assess her colleagues' interest in attending an event.
  - (C) She is inquiring about her colleagues' weekend activities.
  - (D) She is checking staff readiness to host a conference.
174. What can be concluded about the writers?
- (A) They will be traveling together.
  - (B) They are preparing a presentation.
  - (C) They have new mobile phone service.
  - (D) They are each attending a conference for the first time.
175. Why does Mr. Kim suggest SIM cards?
- (A) They are less expensive than international plans.
  - (B) They can be used on any device.
  - (C) They are in stock at a nearby electronics store.
  - (D) They do not require a Wi-Fi connection.

**Questions 176-180** refer to the following job advertisement and e-mail.

**BLISSFUL HORSE STABLES**

Part-time worker needed to feed, wash, and groom horses. Must be able to work a minimum of eight hours a week, including occasional weekend hours. Although training is available, applicants who have experience working with horses are preferred. To apply, send an e-mail to Dorothy Lu, dlu@blissfulhorvestables.com.au, and attach your résumé.

Blissful Horse Stables is the region's largest horse-boarding facility. It has been owned and operated by one family since 1988. Our business offers both long- and short-term boarding contracts. We have state-of-the-art indoor and outdoor exercise rings and a five-acre grazing pasture for our equine friends. A veterinarian is always on call.

**\*E-mail\***

From:	ota.kyle@opalmail.com.au
To:	dlu@blissfulhorvestables.com.au
Subject:	Part-time position
Date:	1 August
Attachment:	<input type="checkbox"/> ota.rfg

Dear Ms. Lu,

This e-mail is in response to the advertisement that appeared in yesterday's edition of the *Colby Today*. At this time, I work for Ness Large Animal Clinic as a technician's assistant, but only three days a week. The part-time position you are advertising would enable me to do something I enjoy while increasing my working hours. I am happy to provide references upon request.

All the best,

Kyle Ota

176. What is NOT indicated about Blissful Horse Stables?
- (A) It provides grooming services.
  - (B) It requires a minimum stay of three days.
  - (C) It has a large, grassy field for grazing.
  - (D) It is a family-run business.
177. In the job advertisement, the word "facility" in paragraph 2, line 1, is closest in meaning to
- (A) simplicity
  - (B) chance
  - (C) openness
  - (D) center
178. What most likely is *Colby Today*?
- (A) A regional newspaper
  - (B) A newsletter for horse owners
  - (C) A television program
  - (D) A tourism brochure
179. What is implied about Mr. Ota?
- (A) He has experience working with animals.
  - (B) He graduated from a local school.
  - (C) He would like to become a journalist.
  - (D) He is not able to work on weekends.
180. What has Mr. Ota most likely attached to his e-mail?
- (A) A diploma
  - (B) A résumé
  - (C) A letter of reference
  - (D) An article about horse care

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

<a href="https://www.pinkferngardens.co.nz/contact">https://www.pinkferngardens.co.nz/contact</a>			
About	Shop Online	Locations	Contact Us
<p>Located in Picton, New Zealand, Pink Fern Gardens sells a wide variety of plants, both edible and decorative. Please use the form below to submit your questions and comments.</p>			
<p><b>Name:</b> <input type="text" value="Mia Dixon"/></p>			
<p><b>E-mail:</b> <input type="text" value="mdixon@sunmail.co.nz"/></p>			
<p><b>Comment:</b></p> <p>I saw the callout to local growers on your social media feed. A few years ago, I started a large community food garden with my neighbours here in Helensville for us to tend in our free time. This year, we have more plants than we can consume ourselves. Specifically, we have dozens of potted mint and cardamom seedlings as well as other uncommon herbs, and I wonder if you are interested in expanding your offerings of herbs. We also have a half dozen two-year-old lemon tree saplings that are between two and three feet tall.</p>			

<b>To:</b>	<input type="text" value="mdixon@sunmail.co.nz"/>
<b>From:</b>	<input type="text" value="purchasing@pinkferngardens.co.nz"/>
<b>Date:</b>	<input type="text" value="12 January"/>
<b>Subject:</b>	<input type="text" value="Your comment"/>
<p>Dear Ms. Dixon,</p> <p>Pink Fern Gardens is always seeking uncommon plants. As for your citrus saplings, we are currently purchasing those from licensed growers only. There is a disease affecting certain varieties, so we must be cautious. We learned our lesson regarding this last autumn!</p> <p>We do buy other plants from independent growers, as long as the seedlings are potted and market ready. Here are the types of seedlings we buy and the wholesale price we pay for each plant: ferns (\$8), vines (\$6), annual flowers (\$5), and herbs for cooking, especially oregano, mint, and rosemary (\$2). Please stop by at your convenience with samples of your offerings, and we can discuss our needs further in person.</p> <p>Kind regards,</p> <p>Ken Yoneda</p> <p>Purchaser, Pink Fern Gardens</p>	

181. What motivated Ms. Dixon to contact Pink Fern Gardens?
- (A) A positive review from a customer
  - (B) An online post from Pink Fern Gardens
  - (C) An article about Pink Fern Gardens
  - (D) A phone message from Mr. Yoneda
182. What is indicated about Ms. Dixon?
- (A) She wants to turn her hobby into a full-time business.
  - (B) She would like a part-time job at Pink Fern Gardens.
  - (C) She founded a community garden with her neighbors.
  - (D) She is president of a gardening club in Helensville.
183. According to Mr. Yoneda, what happened last year?
- (A) Some of his employees resigned.
  - (B) Some trees his company purchased were unhealthy.
  - (C) His company obtained a license to export citrus trees.
  - (D) His company ran out of fruit trees to sell.
184. What does Mr. Yoneda ask Ms. Dixon to do?
- (A) Send him a list of supplies
  - (B) Contact an independent grower
  - (C) Buy seeds from Pink Fern Gardens
  - (D) Bring some plants to Pink Fern Gardens
185. How much would Mr. Yoneda pay Ms. Dixon for one of her potted seedlings?
- (A) \$8.00
  - (B) \$6.00
  - (C) \$5.00
  - (D) \$2.00

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

<https://www.elektroproofrepair.com/about>

**Trust Elektroproof Repair to get your computer running right again!**

Elektroproof Repair's no-surprises policy offers flat fees for labor at three price points: \$145, \$200, and \$350. These fees do not include the cost of software or replacement parts. The majority of our repairs incur the \$200 fee.

NOTE: Because of a dramatic increase in demand, we now require appointments for all services. For an initial consultation with one of our highly qualified technicians, simply select from the available time slots on our schedule page. When you schedule your appointment, we require a \$60 nonrefundable deposit which will be credited toward the cost of services rendered.

If you have any questions, please e-mail us at [inquiries@elektroproofrepair.com](mailto:inquiries@elektroproofrepair.com). Whenever possible, we will contact you the same day or on the following business day. Most repairs are completed within three to five business days.

E-Mail Message

To: Jessica Nelson <[cjnelson17@saffronmail.com](mailto:cjnelson17@saffronmail.com)>  
From: Arthur Jacquet <[cajacquet@elektroproofrepair.com](mailto:cajacquet@elektroproofrepair.com)>  
Date: January 14  
Subject: Re: Tea spill, please help!

Dear Ms. Nelson,

Thank you for contacting Elektroproof Repair. You asked if you could bring in your laptop for inspection tomorrow, January 15. Unfortunately, we are currently booked solid through January 18. The earliest available time slot is 8:00 A.M. on January 19. Please let me know if you would like to book that slot or if you have any questions.

Sincerely,

Arthur Jacquet, Elektroproof Repair

[https://www.buyertobuyerintel.com/repair\\_services/electronics/computer\\_devices](https://www.buyertobuyerintel.com/repair_services/electronics/computer_devices)

★★★★★

#### Elektroproof Repair

I spilled tea on the keyboard of my faithful old laptop, and while I dried the exterior rather quickly, I was afraid the internal components might have been ruined. Luckily for me, Elektroproof Repair came to the rescue! After booking my consultation on the Web site, I waited anxiously for a reply. Within an hour, I got an e-mail directly from the owner. Although the time slot I had requested was not available, when I responded to his e-mail to express how urgently I needed my laptop, the owner said they had an unexpected cancellation and asked if I could bring it in that very morning, which I did. Since my computer was not turned on at the time of the accident, an Elektroproof Repair technician was able to dry the computer's insides and prevent damage to the hard drive or internal circuits. Other than a new battery, no other part was needed, and Elektroproof Repair had my laptop fully functional and back in my hands within 24 hours.

—Jessica Nelson

186. According to the Web page, what is true about Elektroproof Repair?
- (A) It recently raised its prices.
  - (B) It is hiring more repair technicians.
  - (C) It has experienced a sudden increase in business.
  - (D) It requires full payment before work can begin.
187. According to the e-mail, what is the earliest date when Ms. Nelson could bring in her laptop for service?
- (A) On January 14
  - (B) On January 15
  - (C) On January 18
  - (D) On January 19
188. What is most likely true about Mr. Jacquet?
- (A) He owns the business.
  - (B) He is a technician.
  - (C) He is a receptionist.
  - (D) He delivers repaired equipment.
189. According to the review, what was Ms. Nelson's main concern about her laptop?
- (A) That the parts inside it might be damaged
  - (B) That it was too old to be repaired
  - (C) That it was responding too slowly
  - (D) That its operating system had a virus
190. What is suggested about the repair of Ms. Nelson's computer?
- (A) It included installing new operating software.
  - (B) It was completed more quickly than advertised.
  - (C) It involved the replacement of internal circuits.
  - (D) It required an upgrade to the hard drive.

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**Questions 191-195** refer to the following advertisement, e-mail, and receipt.

**Learn to play guitar at Alexis Instruments!**

Alexis Instruments will offer group and individual guitar instruction beginning April 2. Each of our locations has been updated with newly constructed classrooms and practice rooms. Our instructors have years of experience teaching and playing as professional musicians. Call an Alexis Instruments store today for availability and pricing.

To:	Lucia Rivera <luciarivera@rapidonet.com>
From:	Krista Towers <ktowers@alexisinstruments.com>
Date:	April 26, 8:30 A.M.
Subject:	Order TS1058293

Dear Ms. Rivera,

I am following up on the order you placed with us on April 23. We have only one guitar of the model you want in stock. It was used as a display sample on the floor of our salesroom here in Santa Barbara. This means it is out of the box and has been played by customers browsing the store. Our in-house luthier has thoroughly inspected the guitar, and it is still in excellent condition. There are no scratches, scuffs, or dents on it whatsoever. Because you purchased the instrument on the understanding that it was brand new, we want to offer you two options:

1. If you do not want the floor model, you may cancel the order and receive an immediate full refund.
2. If you would like the floor model, we will ship it immediately and offer you a 10 percent discount off the original retail price.

If you choose the latter, we will make sure the guitar is delivered to your local store in time for your first lesson there tomorrow. We apologize for the inconvenience.

Sincerely,  
Krista Towers  
Alexis Instruments

**Alexis Instruments**  
**Order number: TS1058293**  
**Date: April 26**

Description	Price
Domingo 313 full-body acoustic guitar	\$450.00
10% discount on guitar	-\$45.00
Three-year repair and maintenance plan, good at any Alexis Instruments location	\$75.00
Sales tax	\$34.80
Total	\$514.80

Ship To	Bill To
Alexis Instruments, store #23 3914 Joseph Drive Chico, CA 95926	Lucia Rivera 11437 Shady Grove Lane Chico, CA 95926

191. What is the purpose of the advertisement?
- To sell guitars
  - To promote lessons
  - To attract music teachers
  - To announce a new location
192. What is most likely true about the store where Ms. Towers works?
- It has been renovated.
  - It is hiring new employees.
  - It has more inventory than other locations.
  - It has extended its hours of operation.
193. What does the e-mail indicate about the guitar?
- It is in need of repairs.
  - It has been on a shelf at the store in Chico.
  - It was previously owned by an Alexis Instruments customer.
  - It is the only one of its model currently available.
194. What can be inferred about Ms. Rivera?
- She damaged her guitar.
  - She requested a refund.
  - She was previously enrolled in an online class.
  - She purchased the floor model.
195. According to the receipt, what is true about Alexis Instruments?
- It repairs instruments in its stores.
  - It has two stores in Santa Barbara.
  - It is holding an annual sale.
  - It was founded by a professional musician.

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

To:	All Instructors
From:	Jee-Young Choi
Subject:	New fee schedule
Date:	August 15

Dear Teachers,

Thank you for lending your skills as artists and educators to the Mirabel Museum of Art. Please use the updated fee schedule below when creating your monthly invoices.

Category	Description	Duration	Fee
Tour	Lead group tour	60 minutes	\$50
Tour	Lead group tour	90 minutes	\$75
Class	Teach art class	75 minutes	\$65
Class	Teach art class	120 minutes	\$110
Development	Plan new course content	Varies	\$200
Training	Instruct museum staff on a specialized topic	Varies	\$25/hour

Electronic payments should be available ten business days after invoice submission.

Jee-Young Choi, Education Coordinator

<b>Devonte Merriweather</b> d.merriweather@camail.ca		
<b>Invoice #00278</b>		
<b>For:</b> Services at the Mirabel Museum of Art <b>Sent:</b> September 30		
Date	Description	Fee
September 22	Tour: Special exhibit	\$50
September 22	Class: Drawing for Beginners	\$65
September 25	Class: Sculpting with Clay	\$110
<b>Total</b>		\$225

To:	Devonte Merriweather <d.merriweather@camail.ca>
From:	Jee-Young Choi <jy.choi@mirabelmuseumofart.ca>
Subject:	Payment
Date:	October 6

Dear Mr. Merriweather,

Thank you for submitting your September invoice. I noticed that you neglected to charge us for developing the curriculum for your sculpting class, which you taught for the first time on September 25. I checked with Carol Swann, and she said that because invoice #00278 has already been paid, it would be best if you submitted a second invoice for the development. I will ask her to process it quickly when I receive it.

You will be happy to know that the feedback from your students was very positive. I will e-mail scans of their feedback forms later today.

Best,

Jee-Young Choi, Education Coordinator

196. What is suggested in the first e-mail about the Mirabel Museum of Art?
- (A) It hires art teachers to lead tours.
  - (B) It offers private tours to museum members.
  - (C) Its art classes are free to the public.
  - (D) Its next staff training will take place in ten days.
197. What does the invoice suggest about Mr. Merriweather?
- (A) He worked at the museum on September 30.
  - (B) He has expertise in more than one art form.
  - (C) One of his art classes was canceled.
  - (D) Some of his artwork was exhibited in September.
198. How long was the sculpting class that Mr. Merriweather taught?
- (A) 60 minutes
  - (B) 75 minutes
  - (C) 90 minutes
  - (D) 120 minutes
199. According to the second e-mail, who most likely is Ms. Swann?
- (A) A bookkeeper
  - (B) An art teacher
  - (C) Mr. Merriweather's assistant
  - (D) Director of the Mirabel Museum of Art
200. What can be concluded about Ms. Choi?
- (A) She forgot to read some student feedback forms.
  - (B) She believes that Mr. Merriweather is owed \$200.
  - (C) She meets once a month with teachers.
  - (D) She rejected Mr. Merriweather's October invoice.

**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 기술문제집 4 1000



TEST 07

무료 동영상 강의

저자와 출판사의 사전 허락 없이 내용의 일부 혹은 전부를 인용 및 복제하거나 발췌하여 사용할 수 없습니다.

기출 TEST  
**07**

## 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. Passengers must keep ----- boarding passes and luggage with them at all times.  
(A) their  
(B) his  
(C) my  
(D) our
102. The company's policy allows business travel by ----- train and airplane.  
(A) both  
(B) either  
(C) further  
(D) hardly
103. The production technicians are ----- for maintaining our factory equipment.  
(A) responsibly  
(B) responsible  
(C) responsibility  
(D) responsibilities
104. The team found Ms. Dietrich's advice on managing office staff to be especially -----.  
(A) helpful  
(B) thankful  
(C) regular  
(D) extra
105. The film crew ----- in Namibia earlier this week to prepare for the promotional tourism campaign.  
(A) to arrive  
(B) having arrived  
(C) arrived  
(D) arriving
106. The committee expects to be finished with the negotiations ----- 4:00 P.M.  
(A) over  
(B) until  
(C) on  
(D) by
107. United Medical Board is an ----- panel of physicians that makes recommendations for hospital improvements.  
(A) expertise  
(B) expert  
(C) expertness  
(D) expertly
108. Digital payments are ----- accepted at all Southern Coach bus stations.  
(A) tightly  
(B) far  
(C) after  
(D) now

109. The fund-raising event for the library was successful, ----- the author's reading was canceled.
- (A) seldom  
(B) though  
(C) rarely  
(D) secondly
110. To ----- the status of your delivery, select the Track Order option in the drop-down menu.
- (A) place  
(B) want  
(C) check  
(D) look
111. Our project-based mentoring approach enables executives with limited time ----- junior staff.
- (A) to counsel  
(B) should counsel  
(C) counseling  
(D) counseled
112. Mr. Yerkes is updating our quarterly sales ----- after receiving the final report from the Boston office.
- (A) measures  
(B) grounds  
(C) instructions  
(D) figures
113. ----- up your desk with beautiful paper products from Norimi Stationery.
- (A) Brightens  
(B) Brighten  
(C) Brightened  
(D) Brightening
114. Ultitemp, an application that allows users to ----- room temperature remotely, is currently available only in Asia.
- (A) control  
(B) impose  
(C) announce  
(D) encourage
115. ----- the cost of travel, the cost of attending the conference is reasonable.
- (A) Along  
(B) Even if  
(C) Aside from  
(D) Because
116. Customers are ----- anticipating the latest model pickup truck from Askio Automobiles.
- (A) eagerly  
(B) sharply  
(C) voluntarily  
(D) rapidly
117. Once you have Mr. Garcia's -----, please post the job listing to the usual Web sites.
- (A) approve  
(B) approves  
(C) approval  
(D) approving
118. Dabby's Restaurant broadened its customer base by making ----- changes to its menu.
- (A) extensive  
(B) precious  
(C) commercial  
(D) accurate
119. The redesigned intersection ----- shortens the street-crossing distance for pedestrians, making it safer.
- (A) effectively  
(B) effects  
(C) effective  
(D) effected
120. Workshop attendees are asked to ----- from asking questions until the end of the formal presentation.
- (A) refrain  
(B) forbid  
(C) retreat  
(D) hesitate

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121. The Tamano Foundation accepts grant ----- related to a wide range of scientific research.
- (A) proposes  
(B) proposed  
(C) proposals  
(D) proposing
122. Gateway Electronics will cancel any orders that have not been picked up ----- five days.
- (A) about  
(B) during  
(C) within  
(D) from
123. ----- who arrives at the company parking garage after 10:00 A.M. must contact security for an access code.
- (A) Each  
(B) Those  
(C) Everything  
(D) Anyone
124. To get to the conference room, turn left ----- after passing the employee cafeteria.
- (A) immediately  
(B) recently  
(C) originally  
(D) lately
125. The wellness ----- at Trayer Media Group directly led to greater employee satisfaction with the company.
- (A) initiate  
(B) initiator  
(C) initiated  
(D) initiative
126. We will keep producing our signature shoe designs ----- there is demand for them.
- (A) or else  
(B) as long as  
(C) as well as  
(D) in between
127. Regular applications of fertilizer improve seedling health and ----- enhance the growth of leafy vegetables.
- (A) drama  
(B) dramatic  
(C) dramatically  
(D) dramatize
128. Wantner Manufacturing received this year's Top Employer Award in ----- of its people-centered workplace environment.
- (A) service  
(B) accordance  
(C) recognition  
(D) dedication
129. The editor noted some ----- content and marked the text to be deleted.
- (A) repetition  
(B) repetitious  
(C) repetitiously  
(D) repetitiousness
130. Bay City Zoo members get ----- access to members-only activities, such as after-hours guided tours.
- (A) exclusive  
(B) unknown  
(C) creative  
(D) previous

## PART 6

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

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

To: Naomi Richter <naomirichter@mailcurrent.com>  
 From: Watanu Sakamoto <wsakamoto@RHNimports.com>  
 Date: 23 November  
 Subject: Follow-up  
 Attachment: Logistics coordinator description

Dear Ms. Richter,

Thank you for coming to our office to interview for the assistant import manager position last week. We were impressed with your credentials and enthusiasm. ----- we are moving ahead 131. with another candidate, we would like to offer you a different position that just became available: logistics coordinator.

----- . The attached document contains the detailed job description and pay rate. This 132. 133. has not yet been posted publicly. If you are -----, please let me know by the end of this week. 134.

Sincerely,

Watanu Sakamoto  
 Human Resource Manager, RHN Imports

- |   |  |
|---|--|
| <p>131. (A) Rather<br/>       (B) Although<br/>       (C) Similarly<br/>       (D) Consequently</p> <p>132. (A) There are several other internal applicants.<br/>       (B) Unfortunately, the position is no longer available.<br/>       (C) My assistant will schedule your second interview.<br/>       (D) Your experience and skill set make you a great fit.</p> | <p>133. (A) opportunity<br/>       (B) authorization<br/>       (C) application<br/>       (D) capacity</p> <p>134. (A) interest<br/>       (B) interests<br/>       (C) interested<br/>       (D) interesting</p> |
|---|--|

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

The Oakville Horticulture Club ----- a plant sale on Saturday, 9 September. The sale will be held  
**135.** from 9:00 A.M. to 4:00 P.M. at the Oakville Community Centre at 478 Hill Avenue. There will be great deals on hanging baskets, grasses, and herbs. ----- . We ----- have a delicious selection  
**136. 137.** of fruits and vegetables available for purchase. Enjoy live talks and demonstrations ----- the day. For more information, visit the Oakville Horticulture Web site:  
**138.**  
[www.oakvillehorticultureclub.co.uk/events](http://www.oakvillehorticultureclub.co.uk/events).

- 135.** (A) host  
(B) hosted  
(C) is hosting  
(D) has hosted

- 137.** (A) later  
(B) also  
(C) nearly  
(D) merely

- 136.** (A) Come early to get the best selection.  
(B) Plants help make your home beautiful.  
(C) Join the club for a discount on local garden tours.  
(D) The community center was just renovated.

- 138.** (A) within  
(B) forward  
(C) following  
(D) throughout

Questions 139-142 refer to the following letter.

July 2

Dear Mr. Arakaki:

I am writing to inform you of scheduled road maintenance on Briggs Avenue. Beginning on July 15, Briggs Avenue ----- reduced to one lane from Elm Street to Bay Road. ----- . Although your ----- is not located in this section of Briggs Avenue, traffic on most of the street will move more slowly than usual while work is being performed. You may ----- consider advising your employees to take alternate routes to work during this time. The project is expected to be completed on or before October 22. Thank you for your cooperation and assistance.

Sincerely,

Amalia Villalobos  
Director of Transportation  
Enclosure

139. (A) was  
(B) will be  
(C) can be  
(D) has been

140. (A) Briggs Avenue is only two miles away.  
(B) The event will take place on Elm Street.  
(C) Please refer to the enclosed map of the affected area.  
(D) However, all city services will close during this time.

141. (A) mailbox  
(B) school  
(C) signage  
(D) business

142. (A) fortunately  
(B) instead  
(C) likewise  
(D) therefore

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Questions 143-146 refer to the following article.

### Franklin Planetarium to Move Downtown

(June 3)—After 48 years in its present location on Mayfield's south side, the Franklin Planetarium is moving to a new home. Construction is underway on the downtown facility, part of a complex that includes the new Natural History Museum. Both ----- are expected to open to the public next **143.** September.

The current planetarium's main attraction is a 300-seat theater, where visitors can view projections of stars and planets on the dome above. ----- a larger theater, the new planetarium **144.** will feature an upgraded digital projection system. ----- . Visitors will be able ----- the night sky **145.** more clearly and explore other planets and galaxies through new, interactive displays. **146.**

- 143.** (A) trails  
(B) buildings  
(C) campuses  
(D) performances

- 146.** (A) to see  
(B) will see  
(C) who saw  
(D) by seeing

- 144.** (A) In addition to  
(B) In particular  
(C) In agreement with  
(D) For instance

- 145.** (A) There are currently three other museums in the Mayfield area.  
(B) Attendance at the planetarium has been up in recent years.  
(C) Planning for the new planetarium began five years ago.  
(D) There will be room for three short-term exhibits as well.

**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.

**NOTICE**

As part of our routine maintenance of Selino Apartments, all public areas of our building will be painted according to the following schedule:

- Stairwells, first and second floors: 12 April
- Hallways, first and second floors: 13 April
- Stairwells, third and fourth floors: 14 April
- Hallways, third and fourth floors: 15 April

The elevators will be available during this time. Please use caution, and do not touch any wet paint.

Management, Selino Apartments

147. For whom is the notice most likely intended?

- (A) Painting contractors
- (B) Elevator repair workers
- (C) Graphic artists
- (D) Apartment residents

148. When will work on the stairwells of all floors most likely be completed?

- (A) On April 12
- (B) On April 13
- (C) On April 14
- (D) On April 15

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



- 149.** How can people receive the benefit from the coupon?
- (A) By placing a takeout order
  - (B) By spending a minimum amount of money
  - (C) By ordering two meals
  - (D) By attending the opening day celebration
- 150.** What is mentioned about Jin-Hwa Grill?
- (A) It is celebrating an anniversary.
  - (B) It has more than one location.
  - (C) It recently began serving Korean food.
  - (D) It has expanded its hours of operation.

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

To:	Bindu Gil <bgil@opalmail.com>
From:	Neela Balay <n_balay@celebrate.com>
Date:	June 18
Subject:	Follow-up

Dear Ms. Gil,

Regarding our telephone conversation earlier today, here in writing is the change I would like to make to Saturday's delivery.

I am requesting that you now deliver the flowers to the Grand Dining Room at the Kaltan Hotel instead of the Saji Banquet Hall. I apologize for this last-minute switch, but the banquet hall manager contacted me just last night to inform me about an electrical system malfunction that will require a weekend repair. Since the office party I am planning cannot be postponed, I have had to reserve this other venue.

I would appreciate receiving the delivery by 4:00 P.M.

Best regards,

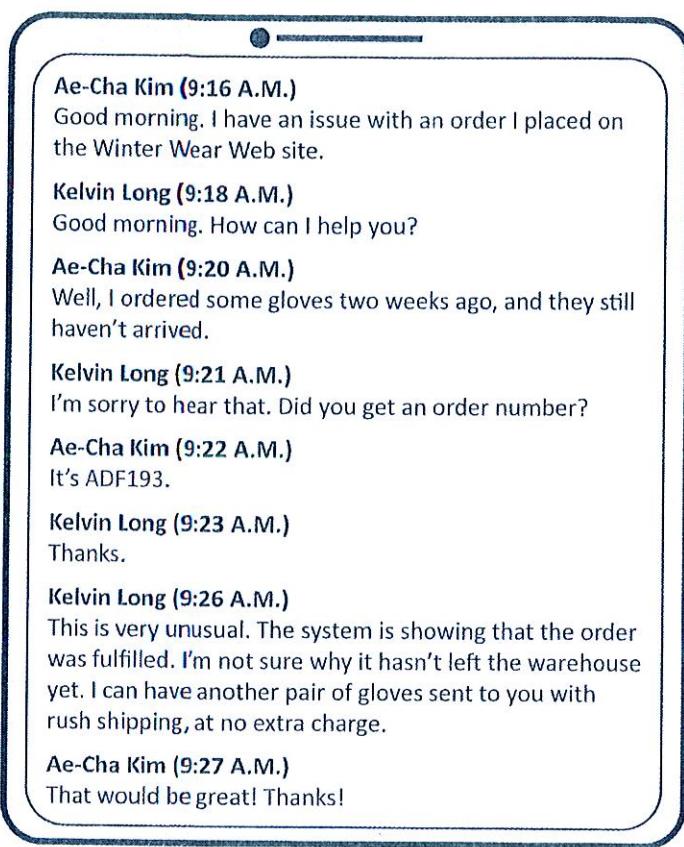
Neela Balay

- 151.** Why did Ms. Balay send an e-mail to Ms. Gil?
- (A) To reschedule a weekend business trip
  - (B) To invite her to an office party
  - (C) To request the services of an electrician
  - (D) To confirm some spoken instructions
- 152.** What does Ms. Balay expect to receive on Saturday afternoon?
- (A) Flowers
  - (B) Tickets
  - (C) A signed contract
  - (D) An updated cost estimate

TEST 7

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



153. What problem does Ms. Kim have?
- (A) She received the wrong order.
  - (B) Her order has not arrived.
  - (C) An item was damaged in transport.
  - (D) An item is missing from her order.
154. At 9:26 A.M., what does Mr. Long most likely mean when he writes, "This is very unusual"?
- (A) He is frustrated by the slow computer system.
  - (B) He is sorry about taking so long to answer Ms. Kim's question.
  - (C) He is surprised about the warehouse issue.
  - (D) He is confused about which style of gloves was ordered.

Questions 155-157 refer to the following e-mail.

To:	Jessica Yu <jyu@myemail.com>
From:	Customer Service <cs@velascobank.com>
Date:	July 15
Subject:	Customer account security

Dear Ms. Yu,

For security reasons we need our customers to review their contact information with Velasco Bank every year. — [1] —. This year, the deadline to review your contact information is July 29. — [2] —. You may check your information on our Web site at [www.velascobank.com](http://www.velascobank.com), or you can do so on the Velasco Bank mobile app. Simply log in to your digital banking account, go to “Settings,” and then go to “Contact.” — [3] —. Review your phone number and e-mail address to make sure they are both up-to-date. Then select them as your primary contact methods. If you are not yet enrolled in digital banking, we recommend doing so online at [www.velascobank.com/myaccount](http://www.velascobank.com/myaccount).

— [4] —. If you have any questions, please visit any of our branches or call us at 410-555-0156 Monday through Friday, 7:00 A.M. to 5:00 P.M.

Thank you,

Velasco Bank Customer Service

155. What is the purpose of the e-mail?

- (A) To inquire about an account closure
- (B) To inform customers of a change in banking hours
- (C) To ask a customer to confirm personal data
- (D) To provide information about a bank deposit

156. According to the e-mail, what should a customer do to register for digital banking?

- (A) Go to the bank's Web site
- (B) Contact a customer service representative
- (C) Visit a local bank branch
- (D) Install a mobile app

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

“This can be done in one of two ways.”

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

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

### Sumner Woodcrafting

Sumner Woodcrafting of Memphis, Tennessee, was established nearly 45 years ago by Kiran Sumner, with the goal of providing personalized service to customers seeking high-quality, handmade furniture. Now semiretired, Mr. Sumner still takes orders and responds to questions himself through the company's customer-service telephone line at 901-555-0185 on Thursdays and Fridays. Sumner Woodcrafting offers a wide selection of custom-made bedroom sets, tables, desks, cabinetry, and more—all made from high-quality solid woods.

Prices for handcrafted furniture are naturally higher than for furniture that is mass-produced in a factory. Because our master crafters do exceptionally fine work, our customers never regret spending a bit more for pieces built to last for generations.

Note that it can take up to two months to create a piece of furniture once it is ordered. Delivery fees are based on distance from our workshop. Unpacking and placing the item is available for an additional \$50.

For photos of our workshop, artisan biographies, customer reviews, and ordering information, please visit us online at [www.sumnerwoodcrafting.com](http://www.sumnerwoodcrafting.com).

- 158.** What is mentioned about Sumner Woodcrafting?
- (A) Its prices are highly competitive.
  - (B) It offers free delivery in Memphis.
  - (C) Its founder handles telephone inquiries.
  - (D) It allows customers to tour its workshop.
- 159.** The word “fine” in paragraph 2, line 2, is closest in meaning to
- (A) small
  - (B) sharp
  - (C) skillful
  - (D) agreeable
- 160.** What is suggested about Sumner Woodcrafting’s products?
- (A) They are extremely long-lasting.
  - (B) They contain both natural and human-made materials.
  - (C) They often require assembly after delivery.
  - (D) They are usually ordered for offices.

Questions 161-163 refer to the following article.

COLLINSVALE (28 March)—Over the last decade, instability in the pricing of raw materials has become the biggest concern for manufacturers. The issue now surpasses recruitment and technology, which had previously been ranked by businesses as the top two concerns respectively.

The reasons are not difficult to understand. For electronics manufacturers, materials typically represent 20 percent of all expenses, while makers of processed food can spend anywhere between 40 and 60 percent on materials. Thus, even a 10 percent rise in the cost of sugar can dramatically affect a factory's bottom line. Companies that can predict rising costs may be able to temper the effects of market volatility, but even the best forecasting cannot anticipate every change in the marketplace.

161. What is the article mainly about?
- (A) An improvement in manufacturing methods
  - (B) A recent shift in consumer preferences
  - (C) The introduction of environmental regulations
  - (D) The changes in costs faced by producers
162. Why does the writer mention electronics manufacturers?
- (A) To illustrate innovation over ten years
  - (B) To show the impact of global trade
  - (C) To explain recent staffing difficulties
  - (D) To make a comparison between industries
163. The word "temper" in paragraph 2, line 9, is closest in meaning to
- (A) set
  - (B) toughen
  - (C) moderate
  - (D) combine

TEST 7

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

The Lowenstein Bookstore in Mission Bay invites you to this month's book discussion featuring author Hilda Flores. The event will be held on Thursday, April 10, from 7:00 P.M. to 8:30 P.M. Ms. Flores will talk about her new novel, *Grinding the Gears*. — [1] —. The latest adventure in the popular Inspector Svensson series, *Grinding the Gears* finds the beloved inspector investigating strange equipment malfunctions at a national physics research laboratory. — [2] —.

Ms. Flores will discuss the background research she performed while writing the book. — [3] —. A question and answer session will follow the presentation. The event is free for all to attend. — [4] —. The bookstore requires that attendees register at least one day in advance.

**164.** What is being announced?

- (A) The opening of a new bookstore
- (B) A presentation by a book author
- (C) A book describing a research project
- (D) An upcoming movie based on a book

**165.** What type of book is *Grinding the Gears* ?

- (A) A nonfiction story
- (B) A biography of a scientist
- (C) A collection of short stories
- (D) A mystery novel

**166.** What is indicated about registration?

- (A) It closes on April 9.
- (B) It requires payment of a fee.
- (C) It is optional but encouraged.
- (D) It cannot be completed online.

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

"Part of her fact-finding involved interviewing government scientists."

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

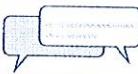
Questions 168-171 refer to the following e-mail.

*E-mail*	
To:	Customer Service <customerservice@kishintech.com>
From:	Dmytro Petrov <d.petrov@silkmail.com>
Date:	November 5
Subject:	Assistance with Kishin XT20 digital recorder
<p>To Whom It May Concern:</p> <p>I purchased the Kishin XT20 digital recorder to record several days' worth of conference presentations. Now, after my first day at the event, I am trying to transfer the audio files to my laptop, but I am not having any luck. I have followed all the instructions in the user manual as well as the tips found in the FAQ section of the product's Web page. I have even tried alternative cords and the laptops in the hotel's business center, so I do not believe computer hardware to be the issue.</p> <p>I am supposed to cover the remaining two days of this conference for work. My business partners expect me to return with as much information as I can. The Kishin XT20 digital recorder is of no use to me if I cannot properly share the files. Can you please help?</p> <p>Best regards,</p> <p>Dmytro Petrov</p>	

168. What problem does Mr. Petrov have with his device?
- (A) He cannot move audio files to his computer.
  - (B) He dislikes its appearance.
  - (C) He is unable to rename the files.
  - (D) He is unsatisfied with the sound quality.
169. Why does Mr. Petrov mention a Web page?
- (A) To suggest that an image is misleading
  - (B) To explain that he obtained additional information
  - (C) To recommend changing a product description
  - (D) To inquire about compatible accessories
170. The word "cover" in paragraph 2, line 1, is closest in meaning to
- (A) protect
  - (B) contain
  - (C) extend over
  - (D) report on
171. What is true about Mr. Petrov?
- (A) He volunteered to try some equipment.
  - (B) He is currently traveling with his business partners.
  - (C) He will share conference material with his colleagues.
  - (D) He will soon receive a new laptop from his company.

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



**Kristin Burton (8:16 A.M.)**  
This is my first time posting on this small-business forum. Has anyone here experienced problems when ordering one of Atlara's credit card readers?

**Marcos Menke (9:04 A.M.)**  
Are you referring to the little unit that attaches to your mobile phone or the larger, stand-alone tablet model?

**Kristin Burton (9:30 A.M.)**  
The phone unit. I started an online shop using the Atlara Web hosting service and added pictures of the necklaces and rings I create. But most of my sales are still in person. So I just need a way to accept in-person payments when I'm out at fairs or markets.

**Marcos Menke (10:19 A.M.)**  
Just go to [www.atlara.com/pos/hardware](http://www.atlara.com/pos/hardware) and add what you want to your cart.

**Kristin Burton (11:21 A.M.)**  
That's the problem. The system won't let me order it. I get the error message "Your account cannot be verified."

**Suzanne Shroer (11:42 A.M.)**  
I think I know. You have to upload scans of your business registration, a government photo ID, and a statement from your business bank account.

**Kristin Burton (12:23 P.M.)**  
I already did all that, and I still got the error message.

**Suzanne Shroer (12:33 P.M.)**  
If that is the case, try logging back in and following the process again.

**Cindy Acosta (1:05 P.M.)**  
You probably need to call the support line. I found them to be very helpful with my issues a few months ago.

**Kristin Burton (1:10 P.M.)**  
I've spoken with three people already.

172. What does Mr. Menke ask Ms. Burton to clarify?
- (A) The type of device she is trying to buy
  - (B) The experience she had with a Web site
  - (C) The way she charges her mobile phone
  - (D) The amount she was charged for a service
173. What does Ms. Burton sell?
- (A) Art supplies
  - (B) Board games
  - (C) Jewelry
  - (D) Furniture
174. What does Ms. Shroer suggest?
- (A) Filling out a service request
  - (B) Adjusting a card reader's settings
  - (C) Submitting some documentation
  - (D) Creating a separate business account
175. At 1:10 P.M., what does Ms. Burton most likely mean when she writes, "I've spoken with three people already"?
- (A) She is impressed with a company's response.
  - (B) She has previously called the support line.
  - (C) She has thoroughly researched some specifications.
  - (D) She has confirmed that the product was shipped.

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

<https://www.sunnywelcomehotel.co.in>

At the Sunny Welcome Hotel in Kolkata, we work hard to ensure that you enjoy your stay.

Please note:

- Each room has a coffeemaker and complimentary coffee and tea. Guests may purchase snacks and other beverages in the vending areas located on each floor.
- Guests with small children may request a rollaway bed or crib for their rooms for no additional charge.
- The business center is open from 9:00 A.M. to 5:00 P.M. each day.
- The swimming pool and children's playground are open during daylight hours. Children must always be supervised by an adult.
- A deposit is necessary to guarantee a room reservation. The deposit will only be refunded if the reservation is cancelled or changed more than 24 hours prior to arrival.
- Guests may check in as early as 2:00 P.M. Checkout after noon on the day of departure is subject to an additional charge.
- Guests are required to present a passport or driver's license at the time of check-in.
- We offer free shuttle service to the airport. Guests can make arrangements at the front desk.
- Our reception desk is staffed 24 hours a day.

To: generalmanager@sunnywelcomehotel.co.in  
From: samuelramon@myemail.co.uk  
Date: 13 May  
Subject: Reservation number EX52417

Hello,

My family and I were very comfortable in the family suite at the Sunny Welcome Hotel in Kolkata last year, and we were looking forward to returning this year for a week starting on 17 April. Unfortunately, we suddenly had to postpone our trip until June, so I called the hotel on the morning of 17 April to change our reservation dates. I thought everything was in order, but when I opened my credit card statement this month, I discovered an additional charge from the Sunny Welcome Hotel.

Could you please look into the matter? I believe that an error has been made and that I should be reimbursed. I would appreciate having the money credited to my account. We still plan to return to Kolkata later this year and anticipate an enjoyable stay at your hotel.

Yours sincerely,

Samuel Ramon

176. According to the Web page, what are hotel guests asked to provide at check-in?
- (A) A home address
  - (B) Payment in advance
  - (C) Proof of identification
  - (D) A confirmation number
177. What is NOT included with a stay at the Sunny Welcome Hotel?
- (A) Hot beverages
  - (B) A light breakfast
  - (C) Airport shuttle service
  - (D) Use of a swimming pool
178. What does Mr. Ramon indicate in his e-mail?
- (A) He usually travels alone.
  - (B) He has family living in Kolkata.
  - (C) He is planning to move to Kolkata.
  - (D) He has stayed at the Sunny Welcome Hotel before.
179. Why most likely was Mr. Ramon charged a fee by the Sunny Welcome Hotel?
- (A) He canceled a reservation less than a day before arrival.
  - (B) He requested a rollaway bed for his room.
  - (C) He checked out of his room after midday.
  - (D) He reserved a work space in the business center.
180. What does Mr. Ramon request?
- (A) A credit to his account
  - (B) A discount on a future hotel stay
  - (C) A room upgrade to a family suite
  - (D) An extension of a hotel stay

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

E-Mail Message

**From:** Dexter Abbott  
**To:** Nina Sosa  
**Date:** 20 August  
**Subject:** Next steps

Dear Ms. Sosa,

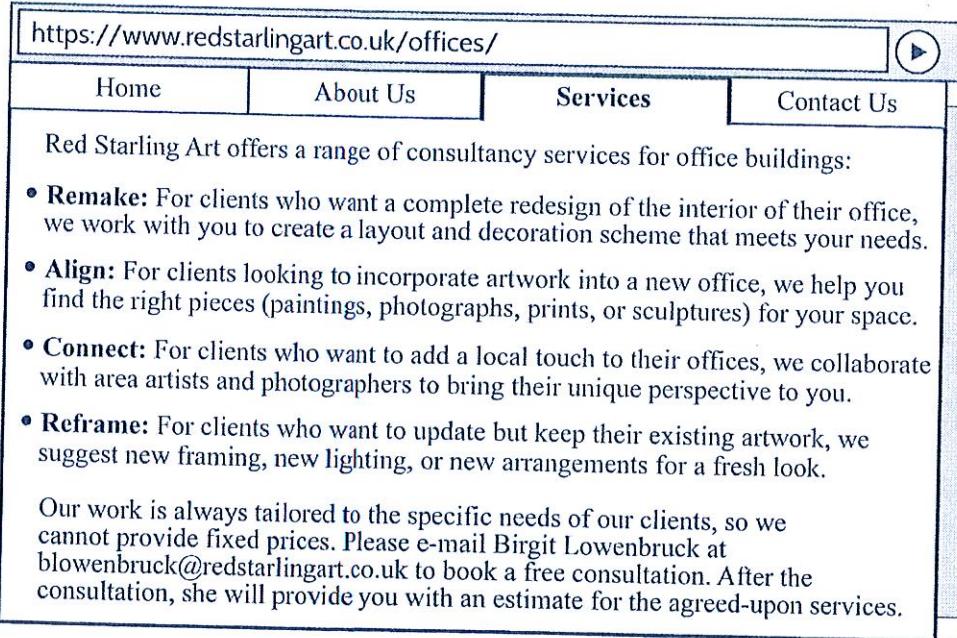
I have good news. The plans for the layout of the new Fountain Road office building have just been approved by Lanfei Chan at our corporate office. We now need to start thinking about the artwork for the main open-plan office area on the third floor of the building. This is one of our last tasks before the office opens in October.

I have heard that Red Starling Art has a good reputation for helping with office interiors. Could you look at the company's Web site today and find out if any of its services might be suitable for us? I am wondering whether photography or paintings would look best in the space. What do you think? I am still waiting to hear back from Maxwell Willis in Finance about the budget for art, so please do not agree to anything with Red Starling Art until we know more.

Thank you,

Dexter Abbott, Facilities Manager  
KLX Accountancy

<https://www.redstarlingart.co.uk/offices/>



The screenshot shows a web browser window with the URL 'https://www.redstarlingart.co.uk/offices/' in the address bar. The page has a navigation menu with tabs for Home, About Us, Services (which is highlighted), and Contact Us. Below the menu, there is a heading 'Red Starling Art offers a range of consultancy services for office buildings:' followed by a bulleted list of four services: Remake, Align, Connect, and Reframe. At the bottom of the page, there is a paragraph of text about their tailored services and how to contact them.

Red Starling Art offers a range of consultancy services for office buildings:

- **Remake:** For clients who want a complete redesign of the interior of their office, we work with you to create a layout and decoration scheme that meets your needs.
- **Align:** For clients looking to incorporate artwork into a new office, we help you find the right pieces (paintings, photographs, prints, or sculptures) for your space.
- **Connect:** For clients who want to add a local touch to their offices, we collaborate with area artists and photographers to bring their unique perspective to you.
- **Reframe:** For clients who want to update but keep their existing artwork, we suggest new framing, new lighting, or new arrangements for a fresh look.

Our work is always tailored to the specific needs of our clients, so we cannot provide fixed prices. Please e-mail Birgit Lowenbruck at [blowenbruck@redstarlingart.co.uk](mailto:blowenbruck@redstarlingart.co.uk) to book a free consultation. After the consultation, she will provide you with an estimate for the agreed-upon services.

181. What is suggested about the Fountain Road office building?
- (A) It opened last October.
  - (B) It is the corporate headquarters of KLX Accountancy.
  - (C) It has more than one floor.
  - (D) It has a conference center.
182. In the e-mail, what does Mr. Abbott ask Ms. Sosa to do?
- (A) Finish a task she started last week
  - (B) Approve plans for the layout of an office
  - (C) Agree to a price for purchasing artwork
  - (D) Research interior design options online
183. Who is responsible for the budget for artwork?
- (A) Mr. Abbott
  - (B) Ms. Chan
  - (C) Mr. Willis
  - (D) Ms. Sosa
184. What Red Starling Art service would be most suitable for the Fountain Road office building?
- (A) Remake
  - (B) Align
  - (C) Connect
  - (D) Reframe
185. According to the Web page, how can someone learn the cost of Red Starling Art's services?
- (A) By submitting information through the Contact Us page
  - (B) By going to a Web page with cost information
  - (C) By submitting a document to Ms. Lowenbruck
  - (D) By attending a consultation with Ms. Lowenbruck

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

To:	jdixon@milkalenterprises.com
From:	humanresources@milkalenterprises.com
Date:	April 28
Subject:	Employee survey responses

Dear Ms. Dixon,

I read through all the responses to the semiannual employee survey, and I want to highlight a few points that were repeatedly raised. We can use this list of suggestions to help determine our priorities.

- Suggestion 1. A more flexible policy for working from home
- Suggestion 2. An expanded in-office recycling strategy
- Suggestion 3. More financial rewards for excellent work
- Suggestion 4. More opportunities for technical training

Also, if you approve, I would like to simplify the survey form before we administer it again. The open-ended questions make the data difficult to analyze. I propose incorporating more yes-no questions or rating scales to determine how much a colleague agrees or disagrees with a statement.

Kind regards,

Judith Hathaway, Human Resources

## MEMO

To: All Staff  
From: Jenna Dixon, General Manager  
Date: May 8  
Subject: Volunteers needed

I am seeking volunteers to form a committee that will launch an office recycling program. Having such a program was one of the most frequently identified needs mentioned on the recent employee survey. This program will prevent recyclables, including plastics, glass, metal, paper, and cardboard, from ending up in landfills.

Also, we need a volunteer to be the coordinator of this committee. I will be happy to meet with this coordinator to discuss first steps. Note that time spent on coordination tasks would be in addition to your regular work duties. A small amount of funds will be made available to be spent on program setup costs.

**MEMO**

To: All Staff  
From: Mohammad Asghari  
Date: June 13  
Subject: Bins are here

As chairperson of the In-office Recycling Committee, I am happy to report that we now have recycling bins in the kitchen for glass bottles, soda cans, and cardboard and paper. It took us some time to get this program started because finding containers narrow enough to squeeze three between the door and the refrigerator proved challenging. But I was finally able to purchase some.

Please note that the recycling facility we are working with has stringent guidelines on what they accept, so I am creating illustrated instructions to hang above each bin. Those will be up tomorrow, and committee members will be monitoring our collection system to make sure the program is going smoothly. Please contact me with any questions, concerns, or feedback.

186. In the e-mail, how does Ms. Hathaway suggest improving future surveys?
- (A) By changing the format of some questions
  - (B) By collecting the responses anonymously
  - (C) By conducting them more frequently
  - (D) By using specialized software
187. What suggestion from the survey results is Ms. Dixon acting on?
- (A) Suggestion 1
  - (B) Suggestion 2
  - (C) Suggestion 3
  - (D) Suggestion 4
188. According to Mr. Asghari, why was a new program delayed?
- (A) Some orders took a long time to be processed.
  - (B) Some equipment needed to be moved.
  - (C) A coordinator needed to approve it.
  - (D) A room had space limitations.
189. What is suggested about Mr. Asghari?
- (A) He has led a training series on recycling.
  - (B) He paid for some items using the company's money.
  - (C) He meets with Ms. Dixon on a weekly basis.
  - (D) He was acknowledged in a company newsletter.
190. What is Mr. Asghari planning to do?
- (A) Recruit volunteers
  - (B) Contact suppliers
  - (C) Display signs
  - (D) Take inventory

GO ON TO THE NEXT PAGE 

**Questions 191-195** refer to the following job advertisement, Web page, and review.

Kooper's Vision is seeking an optician for its eyewear department. Must have a valid Massachusetts optician license and at least three years of relevant experience. The position requires excellent customer service skills and a strong awareness of current fashion trends in the industry. Responsibilities include helping clients choose frames, ordering eyeglasses, and filing insurance claims.

This full-time position is available at Kooper's Vision at Danvers Mall. Contact store manager Tanisha Mosley at 978-555-0101. Must be available to start during the last week of August.

<https://www.coopersvision.com>

## **Kooper's Vision at Danvers Mall**

### **Hours:**

Monday	10 A.M.-7 P.M.
Tuesday	10 A.M.-7 P.M.
Wednesday	10 A.M.-7 P.M.
Thursday	10 A.M.-7 P.M.
Friday	10 A.M.-7 P.M.
Saturday	10 A.M.-6 P.M.
Sunday	10 A.M.-4 P.M.

During the month of August, enjoy 50% off the second pair of eyeglasses.

Kooper's Vision is your local optical center for all your eye-care needs in Danvers, Massachusetts. We are located on the upper level of the Danvers Mall next to Eight Days Sporting Goods. Call 978-555-0101 today to schedule your annual eye exam. Exams by appointment only.

## Optical Centers Reviews

Rating: 5 stars ★★★★★

I have been wearing eyeglasses since I was ten years old. I now have five children, and four of them wear glasses, so I have visited many opticians over the years. My recent visit to Kooper's Vision on August 31 was, by far, the best.

Ms. Palmer offered her help when she saw that I was overwhelmed by the eyeglass selection at Kooper's Vision. She looked at the shape of my face and steered me toward a few pairs of glasses that were perfect for me! She knew exactly what looked best on me and advised me about the size, color, quality, and cost of the frames I considered. Ms. Palmer also explained the different types of lenses and lens coatings available. I could not decide which was my favorite pair of eyeglasses, so I bought two pairs! I was incredulous when she told me it was her first day working at the store—she was the best optician I have ever had!

Melvin Drake

191. According to the job advertisement, what is true about the open position?
- (A) It comes with health insurance.
  - (B) It starts at the end of August.
  - (C) It includes a fashionable company uniform.
  - (D) It requires that candidates work on a team.
192. What is indicated about Kooper's Vision on the Web page?
- (A) It stays open later on Saturday.
  - (B) It is located on the lower level of a mall.
  - (C) It offers a selection of sports eyeglasses.
  - (D) It requires an appointment for an eye exam.
193. What is most likely true about Ms. Palmer?
- (A) She works with Ms. Mosley.
  - (B) She previously worked at a fashion shop.
  - (C) She earned an optician license two years ago.
  - (D) She is the new owner of Kooper's Vision.
194. According to the review, how did Ms. Palmer help Mr. Drake?
- (A) By recommending frames that fit his face
  - (B) By extending the length of his appointment
  - (C) By choosing glasses for his children
  - (D) By upgrading the coating on his eyeglass lenses
195. What is suggested about Mr. Drake?
- (A) He thinks his prescription has changed.
  - (B) He started wearing eyeglasses recently.
  - (C) He frequently shops at Danvers Mall.
  - (D) He received a discount on his purchase.

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

<https://www.hellosnackvending.com/services>

## Our Services

Hello Snack Vending offers a variety of vending and coffee services for company break rooms and vending machines.

**Service 1 (Micromarket)**—We set up a small market in your break room, with customized products available on open shelves. Micromarkets are self-service and feature electronic payments. Shelving and fixtures are provided.

**Service 2 (Pantry)**—We stock your break room cabinets with a variety of products that you select. Pantry service is paid for in advance, freeing users from paying per item.

**Service 3 (Coffee)**—We keep your break room stocked with coffee, tea, and all related essentials. We supply you with group-sized coffee makers, coffee, and individually sized creamer and sugar varieties.

**Service 4 (Traditional Vending)**—We regularly stock your vending machine with a customized selection of carbonated beverages, juice, and water.

**Service 5 (Healthy Vending)**—We regularly stock your vending machine with a wide selection of healthy snacks.

E-Mail Message

To: customercare@hellosnackvending.com  
From: dlewis@kivowitzcompany.com  
Date: November 14  
Subject: Vending service

Hello,

My company recently bought a gently used nonrefrigerated vending machine, which has been placed in our employee break room. I am looking for a stocking service to fill it so that the staff can start using it.

Does your company only stock vending machines that you own, or do you also offer a stocking service for other machines? If you can service ours, I would like to know more about the snacks you have available to fill the machine. Could you please send me a list of the products you offer?

Thank you for your assistance.

Best regards,

Denikia Lewis  
Kivowitz Company

To:	Denikia Lewis <dlewis@kivowitzcompany.com>
From:	Customer Care <customercare@hellosnackvending.com>
Date:	November 15
Subject:	Re: Vending service
Attachment:	List

Dear Ms. Lewis,

Thank you for your e-mail. We would be happy to stock your machine even if it is not owned by our company. However, if your machine is old, it can be difficult to obtain parts for it, and older machines break more often. The cost of repairs can get high, making it more cost-effective for you to use one of our vending machines. Can you provide me with the model number?

I have attached the list you requested. We can accommodate special requests if you have any. I also recommend renting a drink machine from us, because we find that employees usually enjoy having a cold drink with their snacks.

Please contact me if you have additional questions.

Sincerely,

Dominik Scheibler  
Customer Care Representative

196. What is mentioned about Service 1 ?  
 (A) It comes with a fixed product selection.  
 (B) It allows users to pay electronically.  
 (C) It requires an annual contract.  
 (D) It includes shelving for an extra fee.
197. What does Ms. Lewis suggest about her company's vending machine?  
 (A) It is in poor condition.  
 (B) It was recently serviced.  
 (C) It was overpriced.  
 (D) It is currently empty.
198. What does Mr. Scheibler ask Ms. Lewis to send him?  
 (A) A signed contract for the service  
 (B) A picture of her vending machine  
 (C) A list of needed parts  
 (D) A model number
199. What is included in the list Mr. Scheibler attached to his e-mail?  
 (A) The snacks that his company offers  
 (B) The dates that his company can make deliveries  
 (C) The brand of vending machines that his company uses  
 (D) The costs involved with vending services
200. What additional service does Mr. Scheibler suggest?  
 (A) Service 2  
 (B) Service 3  
 (C) Service 4  
 (D) Service 5

**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.**

# 도의 정기시험 기출문제집 4 1000



TEST 08  
무료 동영상 강의

저자와 출판사의 사전 허락 없이 내용의 일부 혹은 전부를 인용 및 복제하거나 발췌하여 사용할 수 없습니다.

기출 TEST  
08

## 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 order is estimated to arrive ----- November 15.  
(A) by  
(B) until  
(C) at  
(D) down
102. Please make sure that ----- personal belongings are safely stored out of sight.  
(A) you  
(B) yourself  
(C) yours  
(D) your
103. Be sure to fold all the clothes ----- before placing them in bags for customers.  
(A) neatly  
(B) deeply  
(C) highly  
(D) surely
104. Visitors should not take ----- while touring the restricted areas of the facility.  
(A) photographic  
(B) photographing  
(C) photographs  
(D) photographed
105. The new novel by mystery writer Meredith Delgado will be ----- in bookstores nationwide on July 9.  
(A) regular  
(B) available  
(C) convenient  
(D) completed
106. Cashiers should call for an ----- cashier when more than three customers are in line.  
(A) addition  
(B) additions  
(C) additional  
(D) additionally
107. Nga Ho, currently the sales manager for the southern division, will take on a new ----- within the Trang Media Group in February.  
(A) view  
(B) access  
(C) role  
(D) session
108. To prevent the sauce from scorching while being heated, stir it ----- with a wooden spoon.  
(A) continues  
(B) continue  
(C) continuously  
(D) continuous

109. Naito Travel Agency is ----- experienced guides to lead tours in Japan.
- (A) seeking  
(B) spreading  
(C) working  
(D) focusing
110. ----- a mineral-rich spring was discovered nearby, Hotel Denzali became a popular tourist destination.
- (A) That  
(B) After  
(C) How  
(D) Every
111. To save time, download your tickets to your mobile phone ----- arriving at the venue.
- (A) since  
(B) before  
(C) although  
(D) without
112. Several companies have already ----- bids to paint logos on our delivery trucks.
- (A) submit  
(B) submission  
(C) submitted  
(D) submitting
113. The jewel-toned fabrics featured in Norfolk Fashion's spring collection gave the ----- a luxurious look.
- (A) marks  
(B) portions  
(C) types  
(D) garments
114. Please do not share your resident access code with ----- living in communities other than Arbor Hill Apartments.
- (A) anyone  
(B) either  
(C) most  
(D) each
115. The social media specialist should always be looking for ways to make people more ----- of the Zintaman brand.
- (A) concise  
(B) aware  
(C) precious  
(D) defined
116. All Tayton residents ----- their unwanted appliances at the public works facility for a small fee.
- (A) can discard  
(B) have been discarded  
(C) to be discarding  
(D) discarding
117. Following numerous requests from customers, Manilla Lunchbox has ----- added vegetarian options to its menu.
- (A) extremely  
(B) typically  
(C) finally  
(D) closely
118. Crutchfield Heating and Cooling installs gas, oil, and electric furnaces from the industry's ----- manufacturers.
- (A) leading  
(B) leader  
(C) leads  
(D) leadership
119. To reduce stress and ----- productivity, Sciallo Corp. offers free lunchtime fitness classes to its employees.
- (A) distribute  
(B) boost  
(C) sweat  
(D) tone
120. Yoshimi Fashion customers ----- a secure online shopping experience.
- (A) are guaranteed  
(B) to guarantee  
(C) guaranteeing  
(D) having guaranteed

GO ON TO THE NEXT PAGE

121. Using last year's record profits, Mr. Shakar was able to invest ----- a new grocery delivery service.
- (A) about  
(B) near  
(C) in  
(D) of
122. Central Oregon Power must renew the ----- at least 30 days before the current one expires.
- (A) contractor  
(B) contract  
(C) contracting  
(D) contracted
123. Please park on the west side of the building ----- parking spaces closer to the entrance can be used by customers.
- (A) instead of  
(B) so that  
(C) resulting from  
(D) as if
124. The report was authored ----- by Chae-Won Sohn in the research department and by Ray Hahn, the head of marketing.
- (A) joint  
(B) joints  
(C) jointed  
(D) jointly
125. The Teason Resort offers ----- activities for children and adults throughout the day.
- (A) capable  
(B) dense  
(C) absent  
(D) numerous
126. Because the museum receives generous donations, it ----- raises the price of admission tickets.
- (A) nearly  
(B) likely  
(C) generally  
(D) rarely
127. Global Data LLC will promote Hae-In Ahn to Chief Financial Officer ----- June 1.
- (A) effective  
(B) effecting  
(C) effected  
(D) effect
128. The upcoming focus group will be an online meeting during ----- each participant can join via a videoconferencing program.
- (A) through  
(B) there  
(C) which  
(D) who
129. Patricia Park developed a proprietary ----- for Sprayeze, an all-organic cleaning compound.
- (A) menu  
(B) formula  
(C) article  
(D) decision
130. Rayel Pharmaceutical provides a list of its ----- and their affiliations on its Web site.
- (A) research  
(B) researching  
(C) researched  
(D) researchers

## PART 6

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

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

To: mnandy@gmantics.com  
From: jblaire@blaireaccounting.ca  
Re: AUTOMATIC REPLY  
Date: 9 January, 10:34 AM

Hello, and thank you for contacting Blaire Accounting. I will be out of the office until 31 January.

I will respond to your message when I ----- . If you need ----- assistance, please contact Susan  
131. 132.  
Lewis, my administrative assistant, at slewis@blaireaccounting.ca. You can ----- call her directly  
133.  
at 416-555-0193. -----  
134.

Jean Blaire, President

131. (A) recover  
(B) return  
(C) begin  
(D) finish
132. (A) immediate  
(B) immediately  
(C) immediacy  
(D) immediacies
133. (A) also  
(B) lightly  
(C) similarly  
(D) again
134. (A) Ms. Blaire will be back in the office earlier than expected.  
(B) Please come and see us if you ever find yourself in Toronto.  
(C) It is essential to hire a competent payroll and tax accountant.  
(D) Ms. Lewis is in the office on weekdays from 9 A.M. to 5 P.M.

Questions 135-138 refer to the following notice.

**Attention customers of Metro Coffee:**

We are excited to announce that we ----- a second Metro Coffee store! As you know, we recently  
135. expanded our offerings to include baked goods as well as coffee. As a result, our ----- has  
136. increased significantly. To keep up with demand, we decided that a second store was necessary.  
----- . Our new space is substantially ----- but offers the same wide selection of items. Make  
137. 138.  
sure to stop by and check out our new location today!

135. (A) will open  
(B) can open  
(C) are opening  
(D) have opened

138. (A) large  
(B) larger  
(C) largely  
(D) largest

136. (A) debt  
(B) payroll  
(C) business  
(D) investment

137. (A) Metro Coffee has been a part of the  
community for nine years.  
(B) We roast our coffee beans right here  
on-site.  
(C) Many people enjoy eating a pastry  
while drinking a cup of coffee.  
(D) It is located two miles away in the  
historic district.

Questions 139-142 refer to the following memo.

To: All Ferrese Hotel Employees  
From: Sergio Prieto, Hotel Manager  
Date: Monday, July 4  
Subject: Global Shipping Partners Conference

The Ferrese Hotel will be hosting the Global Shipping Partners Conference next week, from Tuesday to Sunday. ----- , management expects to see many more customers in the hotel's 139. restaurants and gift shops. ----- . I will be hiring temporary staff to ensure that ----- can meet 140. these increased demands. Please take the time to help them learn our ----- when they are 141. here. Doing so will ensure that all operations run smoothly while the conference is taking place. 142.

139. (A) If not  
(B) After all  
(C) Therefore  
(D) In the meantime

140. (A) Restaurant renovations are almost completed.  
(B) Conference registration forms have been posted online.  
(C) Applications will be reviewed later this week.  
(D) The business center will also be busier than usual.

141. (A) it  
(B) we  
(C) both  
(D) something

142. (A) lines  
(B) steps  
(C) names  
(D) routines

TEST 8

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Questions 143-146 refer to the following article.

DALLAS (July 28)—Zura Technology Solutions (ZTS) announced today that it has completed the ----- of an office building located at 425 Van Kirk Street here in Dallas. The building, most 143. recently the headquarters of Brickhall Insurance, will serve as ZTS's ----- base of operations. 144. The company's relocation from Fort Worth is expected to be complete by the end of the calendar year. 145. “Our decision to acquire the building reflects ZTS's ongoing commitment to the Dallas area and will enable us to better serve our customers, business partners, and stakeholders,” said Gloria Rubirosa, ZTS's CEO. “From our new home in Dallas, we 146. to work hard to meet the needs of each and every one of our customers around the world.”

143. (A) construction  
(B) cleaning  
(C) inspection  
(D) purchase

146. (A) continued  
(B) continuing  
(C) would have continued  
(D) will continue

144. (A) voluntary  
(B) primary  
(C) short-term  
(D) occasional

145. (A) ZTS's leadership team sees the move as strategic.  
(B) For example, it provides a range of services to small businesses.  
(C) There are only a few available sites in the Main Street District.  
(D) Over 15,000 people are employed by ZTS worldwide.

## PART 7

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

Questions 147-148 refer to the following advertisement.

**Zoya's Basket**  
12 Tilton Street, Tenafly, NJ 07670  
[www.zoyasbasket.com](http://www.zoyasbasket.com)

Do you love all the products at Zoya's Basket? Here's a reason to love them even more! Sign up for our reward program and get up to 5% back on everything Zoya's offers! Use your cash rewards in the store or online.

- Vitamins and supplements
- Nut and seed butters
- Jams, jellies, and fruit spreads
- Whole grains and cereals
- Health and wellness products

We ship throughout New Jersey. Shipping is free with a minimum \$35 purchase. Please allow up to three days for delivery.

TEST 8

147. What is one purpose of the advertisement?

- (A) To announce a sale on discontinued products
- (B) To ask consumers for feedback on their favorite items
- (C) To encourage consumers to join a reward program
- (D) To advertise a special offer on fresh fruits and vegetables

148. What is indicated about deliveries?

- (A) They require a signature.
- (B) They arrive within three days.
- (C) They are free with a coupon code.
- (D) They must be scheduled at the time the order is placed.

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Questions 149-150 refer to the following advertisement.

## Grecian Terrace Hotel

Host your next business conference at our five-star hotel on the beautiful Messenian Gulf. Our facility has spacious meeting rooms overlooking the sea and the picturesque beach. The hotel is the perfect setting for a corporate retreat for your staff. Enjoy a team bonding experience while taking advantage of gourmet meals, great views, and first-rate entertainment.

Contact: Helena Samaras, Hospitality Manager  
[hsamaras@grecianterrace.com.gr](mailto:hsamaras@grecianterrace.com.gr)  
+30 2721 093365

149. For whom is the advertisement most likely intended?
- (A) Residents of Kalamata
  - (B) Overseas visitors on holiday
  - (C) Corporate travel planners
  - (D) Local catering companies
150. What is indicated about the Grecian Terrace Hotel?
- (A) It just renovated its dining room.
  - (B) It is under new management.
  - (C) It has several locations.
  - (D) It is near the seaside.

Questions 151–152 refer to the following report.

Cozile Slippers Social Media Report for December	
Metric	Results
Number of posts this month	8
For each post, average number of times the post was viewed	223,648
Average number of individuals who viewed each post	87,122
Average number of advertisements for Cozile Slippers per post	1
Average number of times a link to an advertisement in a post was clicked	24,015
Average total interactions per post (number of likes, shares, and comments)	674

Data for corporate internal use only

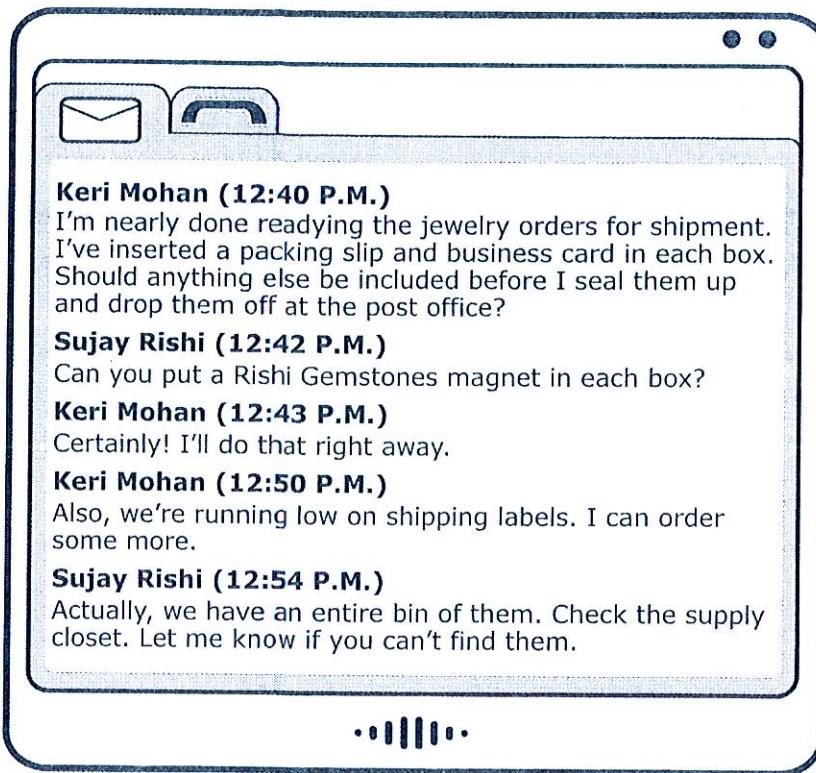
151. For whom is the report most likely intended?

- (A) Cozile Slippers' suppliers
- (B) Cozile Slippers' marketing team
- (C) Cozile Slippers' shipping department
- (D) Cozile Slippers' most loyal customers

152. What is indicated in the report?

- (A) Every post contained more than one advertisement for Cozile Slippers.
- (B) Most individuals commented on each post they viewed.
- (C) Each post was viewed by an average of about 87,000 individuals.
- (D) Few individuals viewed a post more than one time.

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



153. What does Ms. Mohan ask about?
- (A) What to include in some boxes
  - (B) When an order will be shipped
  - (C) How to safely package the jewelry
  - (D) Where the business cards are stored
154. At 12:54 P.M., what does Mr. Rishi most likely mean when he writes, "Actually, we have an entire bin of them"?
- (A) Ms. Mohan can give away the magnets.
  - (B) Ms. Mohan can reorganize the supply closet.
  - (C) Ms. Mohan should not order more labels.
  - (D) Ms. Mohan should not go to the post office.

Questions 155-157 refer to the following notice.

## Twin Lakes

*The best place to live in Tietersburg!*

Please join the staff of Twin Lakes for our monthly resident information meeting.

**Date and time:** Tuesday, March 21, 7:00 P.M.–8:30 P.M.

**Location:** Community Center conference room (across the hall from the rental office)

**Agenda items and presenters:**

1. Property enhancements: overview of plans for fence repair and new landscaping in the pool area—Mr. Abgarian, groundskeeping and maintenance supervisor
2. Community garden: details for garden plot sign-up and annual biggest tomato contest—Ms. Kantor, events and activities coordinator
3. Water main work on Huron Street: progress update—Mr. Carter, Department of Public Works, City of Tietersburg
4. Utility rates: discussion about the rise in quarterly utility fees charged to Twin Lakes property management by the city—Mr. Underwood, general manager
5. New business: creation of Resident Advisory Board—Ms. Davis, leasing and resident relations manager
6. Questions and comments
7. Adjournment

**155.** What most likely is Twin Lakes?

- (A) A group of shops
- (B) A gardening center
- (C) An amusement park
- (D) A housing complex

**156.** What is Mr. Abgarian's role in the meeting?

- (A) To provide information about scheduled improvements
- (B) To explain details of an annual contest
- (C) To plan the repair of a broken water pipe
- (D) To set the fees people will pay

**157.** Who has job responsibilities outside of Twin Lakes?

- (A) Ms. Kantor
- (B) Mr. Carter
- (C) Mr. Underwood
- (D) Ms. Davis

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Questions 158-160 refer to the following notice.

**Lingate Chemical Corporation**  
**Laboratory Safety Rules**



The following is a partial list of rules you must follow while in the laboratory. Before beginning work in the lab, all workers are also required to read our most recent safety manual and complete our basic safety course. Please contact Mr. Kang if you need to complete these prerequisites.

- Wear mandatory lab coat, goggles, and footwear.
- Follow directions on posted signs in case of an accident.
- Know how to properly operate all safety equipment (fire extinguishers, eye wash stations, etc.).
- Know the location of all emergency exits.
- Refrain from eating or drinking in the laboratory.
- Report any unsafe conditions, accidents, or spills immediately to your supervisor.
- In an emergency, exit immediately, call emergency services, and then contact your supervisor.

- 158.** Who is the notice most likely intended for?
- (A) Students
  - (B) Employees
  - (C) Cleaning crews
  - (D) Emergency personnel
- 159.** Why would Mr. Kang be contacted?
- (A) To obtain safety equipment
  - (B) To report unsafe conditions
  - (C) To arrange to complete a course
  - (D) To submit revisions to the safety manual
- 160.** What is NOT a stated rule for working in the laboratory?
- (A) Goggles must be worn.
  - (B) Exits must remain open.
  - (C) Food must not be eaten.
  - (D) Accidents must be reported.

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

To:	All staff
From:	Liza Chu, IT Department
Date:	June 8, 1:13 P.M.
Subject:	Network issues

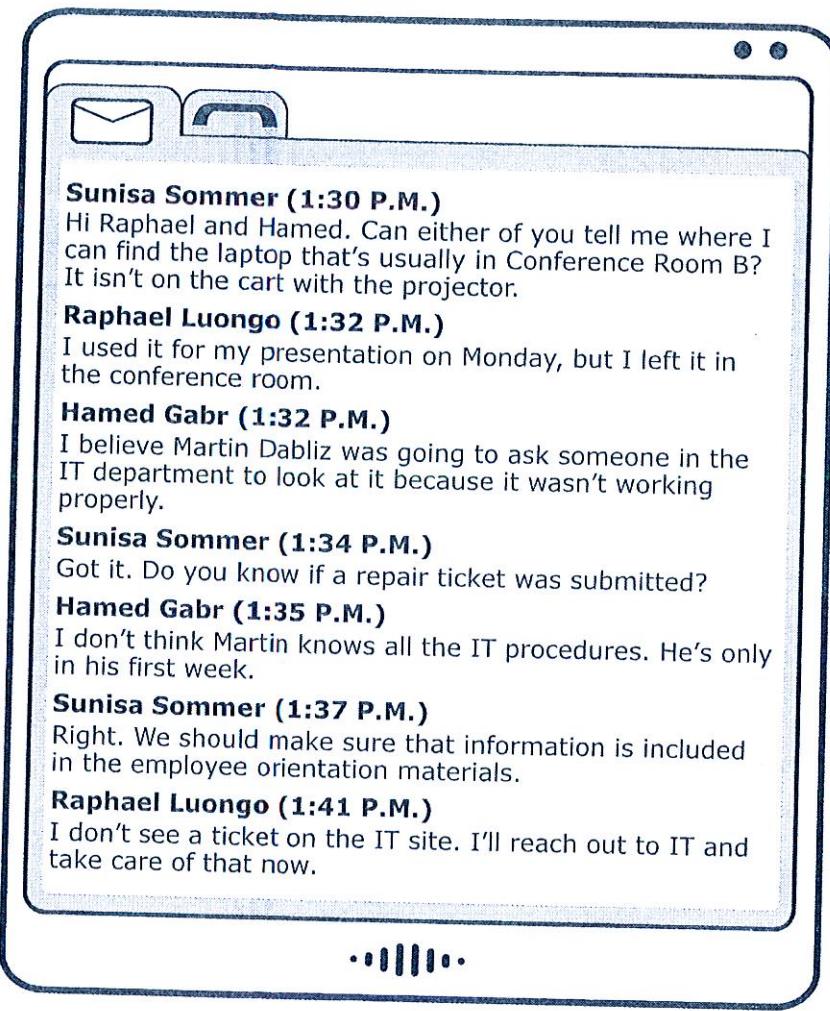
Good afternoon everyone. — [1] —.

At 10:00 this morning, the Information Technology team did some network maintenance, resulting in a series of issues across the building. — [2] —. We quickly received reports of printer malfunctions, missing network drives, difficulty loading e-mail messages, and other problems. — [3] —.

We have now stabilized the situation, but if you should still encounter these or similar issues, please attempt first to address them by restarting your computer. — [4] —.

161. What is the e-mail about?
- (A) Scheduling a team meeting
  - (B) Setting up a new e-mail account
  - (C) Concerns about Web browsing security
  - (D) Problems with a computer network
162. What probably happened before Ms. Chu sent the e-mail?
- (A) Employees requested assistance from the IT department.
  - (B) Log-on procedures for company accounts were changed.
  - (C) Computer equipment was removed from the building.
  - (D) Some staff members received new printers.
163. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "If you continue to have problems after doing so, then give us a call."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

Questions 164-167 refer to the following text-message chain.



164. Why does Ms. Sommer message her colleagues?
- (A) To alert them that a projector is broken.
  - (B) To ask where a computer has been put.
  - (C) To request help creating a presentation.
  - (D) To find out whether a conference room is available.
165. At 1:34 P.M., what does Ms. Sommer most likely mean when she writes, "Got it"?
- (A) She found the repair ticket.
  - (B) She now has access to a Web site.
  - (C) She knows the correct procedure to follow.
  - (D) She understands what happened.
166. What is suggested about Mr. Dabliz?
- (A) He was recently hired.
  - (B) He is Mr. Gabr's supervisor.
  - (C) He is the chief technology officer.
  - (D) He was interviewed on Monday.
167. What will Mr. Luongo probably do next?
- (A) Revise a company policy.
  - (B) Repair the laptop himself.
  - (C) Contact the IT department.
  - (D) Update the training materials.

Questions 168–171 refer to the following e-mail.

**\*E-mail\***

To:	Lindsey Galloway <lgalloway@sportsupplies.com>
From:	Samuel Bains <samuelbains@exertreks.com>
Date:	August 16
Subject:	Exertreks boots for winter activities

Hello Ms. Galloway,

I am sorry I missed your call this morning. The answers to your questions are given below.

We here at Exertreks have recently completed the development of our Winter Hikers. Like our other models, they are waterproof, but the Winter Hikers are most appropriate for use in extreme cold. The boots are lined with a proprietary material that is highly effective at retaining body heat. They are also durable, light, and comfortable. For orders of 50 pairs or more of the Winter Hikers, the wholesale price per pair is \$65. The recommended retail price is \$89. We can deliver your order in two weeks.

Presale reviews of the boots by experts in outdoor sports have been enthusiastic. You can expect the Winter Hikers to be a big hit with your customers this year. I look forward to hearing from you soon to answer any other questions and to help you with your first order.

Sincerely,

Samuel Bains

168. What is implied in Mr. Bains's e-mail?
- (A) Ms. Galloway asked him to check on an order she recently placed.
  - (B) Ms. Galloway left a message for him asking for information.
  - (C) He asked Ms. Galloway to return a call he had made the day before.
  - (D) He and Ms. Galloway met earlier in the day.
169. What is NOT mentioned about the boots?
- (A) Their color
  - (B) Their weight
  - (C) Their durability
  - (D) Their warmth
170. The word "hit" in paragraph 3, line 2, is closest in meaning to
- (A) match
  - (B) arrival
  - (C) success
  - (D) request
171. What does Mr. Bains want Ms. Galloway to do?
- (A) Give the boots a good review online
  - (B) Contact him to arrange delivery of some boots
  - (C) Charge customers \$65 for each pair of boots
  - (D) Sell him insulation material to be used in the boots

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Questions 172-175 refer to the following Web page.

<https://www.hurnhamhistoricalsociety.org/news>

### Tuesday Evening Lecture Series

We are pleased to announce that our third annual lecture series will be hosted by the Hurnham Heritage Museum on Tuesday evenings over the next six weeks. — [1] —. Each guest speaker will focus on objects from the museum's permanent collection. — [2] —. The first lecture, on June 15 at 7:00 P.M., features Georgia Hinds, head curator of the Knowles Art Gallery. — [3] —. Ms. Hinds will use a writing desk, a chest, and a household table to discuss what furniture can reveal to us about the lives of the first Hurnham residents over 200 years ago.

The lecture series is open to the public and includes free admission to the Hurnham Heritage Museum. — [4] —. The Fasseller Café, next door to the museum, will stay open late **on** Tuesdays to accommodate lecture attendees and the general public.

*Posted on June 8*

**◀** **▶** **▼**

172. What is true about the lecture series?
- (A) It highlights modern arts and crafts.
  - (B) It schedules events on a monthly basis.
  - (C) It is sponsored by local art galleries.
  - (D) It is being offered for the third year.
173. Who owns the objects that Ms. Hinds will speak about?
- (A) The Hurnham Historical Society
  - (B) The Knowles Art Gallery
  - (C) The Hurnham Heritage Museum
  - (D) The Fasseller Café
174. What is suggested about the town of Hurnham?
- (A) It was founded more than a hundred years ago.
  - (B) It has an aging population.
  - (C) It attracts many artists.
  - (D) It was a center for furniture production.

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

"These include items such as furniture, needlework, diaries, musical instruments, and clothing."

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

Questions 176-180 refer to the following table of contents and book review.

***Leadership: Essays on Being a Great Leader***  
Skymill Publishing  
Joan Cristophe, Senior Editor

**Table of Contents**

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Beyond the Meeting Agenda: Leadership in Action Francisca Conde	2
Leadership Lessons from Local Business Xiaofeng Li	34
Think Small...Details Matter Ron Blake	51
Low-Tech Managers in Business T. Walker Prince	83
Future Leadership Models Roderick Muller	119

**Book Review: *Leadership: Essays on Being a Great Leader***

As a businessperson, I am glad there is a publisher whose sole focus is on business. Skymill Publishing's latest book is a great one for leaders in all industries. Joan Cristophe has sought out some of the world's best minds to write essays for this book that will provide readers with some unique perspectives. In her own introduction, she argues that there is a greater need than ever before for more effective leaders in business.

Cristophe expertly arranges the essays in this collection so that the voices of each author complement one another. The essay by Xiaofeng Li is the perfect example of this. It is strategically sandwiched between Francisca Conde's essay on leadership in action and Ron Blake's essay on focusing on the details. Roderick Muller's essay is the sole disappointment. Surprisingly little new information or insight is offered on its pages, and the writing style is rather flat. Besides that, the collection is excellent, and readers with an interest in leadership in many different situations will find useful nuggets of wisdom and vision within.

176. According to the table of contents, who is Ms. Cristophe?
- (A) The owner of Skymill Publishing
  - (B) A book editor
  - (C) A local business person
  - (D) An industry leader
177. What is indicated about Skymill Publishing?
- (A) It recently won an award.
  - (B) It specializes in business books.
  - (C) It is currently hiring.
  - (D) It is releasing its first book.
178. According to the book review, what is the topic of the book introduction?
- (A) The current need for strong business leadership
  - (B) Learning from famous business leaders
  - (C) Popular training programs in corporations
  - (D) Process improvements that work
179. In the book review, the word “sole” in paragraph 2, line 5, is closest in meaning to
- (A) underlying
  - (B) entire
  - (C) only
  - (D) usual
180. On what page does the essay with notably minimal new information begin?
- (A) Page 34
  - (B) Page 51
  - (C) Page 83
  - (D) Page 119

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

**Tanyalog Industries Policy 4-02**

The cafeteria (3rd floor) is open to all employees and guests from 8:00 A.M. to 2:30 P.M. Food from the cafeteria may be eaten there or brought on trays to the following conference rooms: Chestnut Room (1st floor), Burnside Room (2nd floor), Smith Room (3rd floor), and Danville Room (4th floor).

Using the rooms at lunchtime does not require a reservation. However, please do not enter the room if it is already occupied by staff members for a business meeting. The room schedule is displayed on a digital panel by the door of each conference room.

All food items and trash must be removed from the conference room after use. Bins are located directly outside each of the conference rooms.

No food or drink is allowed in the Essex Room (3rd floor) or the Martinelli Room (4th floor).

<b>From:</b>	Eugene Lasich
<b>To:</b>	All Expansion Committee Members
<b>Subject:</b>	Tanyalog Industries Expansion Meeting
<b>Date:</b>	September 10

Committee Members,

Please join me for the first meeting of the Expansion Committee on Monday, September 17. All attendees should arrive at the Martinelli Room at 10:00 A.M. Then, at 12:00 P.M., we will break for lunch and you can visit the cafeteria to receive a complimentary meal. Just show your visitor's badge at Window 4. All committee members should bring their trays to the conference room on the third floor right beside the cafeteria, where we will continue our meeting from 12:45 P.M. until 4:00 P.M.

Thank you. We look forward to your input at the meeting.

Eugene Lasich, Expansion Committee Chair  
Tanyalog Industries

181. According to the policy, what is shown on a digital panel?
- (A) The agenda for an upcoming meeting
  - (B) Rules for meeting room use
  - (C) Details about a room's availability
  - (D) Instructions for room devices
182. What are conference room users asked to do before leaving a room?
- (A) Sign the attendance sheet
  - (B) Close the door
  - (C) Turn off the lights
  - (D) Clean up the space
183. In the e-mail, the word "complimentary" in paragraph 1, line 4, is closest in meaning to
- (A) free
  - (B) healthy
  - (C) favorable
  - (D) balanced
184. What should committee members do at Window 4?
- (A) Collect meeting materials
  - (B) Show proof of identification
  - (C) Submit their food orders
  - (D) Return their used trays
185. Where will committee members most likely be at 1:00 P.M.?
- (A) In the cafeteria
  - (B) In the Smith Room
  - (C) In the Essex Room
  - (D) In the Martinelli Room

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

### Hiking Permits to Be Required for Upton Parks

UPTON (January 8)—Starting on May 25, hikers will be required to obtain a permit for each day they hike on certain trails in Upton parks. The designated trails include some of the most popular hiking spots in the area. The permits are free of charge and require only that hikers register online at [www.uptonparks.org](http://www.uptonparks.org) or at any Upton Parks Department office. Upon registering, hikers will receive a permit that they can print out or display on a mobile device.

The move is part of an effort to reduce foot traffic on the most used trails, but some hikers are concerned. “I might not be able to get a permit for my favorite trails if none are left when I want to go,” says Regina Faroni, an Upton parks hiker. “In addition, I often check the weather in the morning and then decide if it’s a good day to hike,” she says. Having to apply for a permit could prevent her from taking spontaneous hikes. “On the other hand, it would reduce the number of hikers on certain trails,” Faroni admits.  
—EJ Harjo, *Upton Digest*

*E-mail*	
From:	Arlo Gomes < <a href="mailto:arlog@uptonhikingclub.org">arlog@uptonhikingclub.org</a> >
To:	Upton Parks Department < <a href="mailto:info@uptonparks.org">info@uptonparks.org</a> >
Subject:	Hiking permits
Date:	January 22

To Whom It May Concern,

I read in the *Upton Digest* that hikers soon will be required to register for permits to hike on certain trails. As the organizer of the Upton Hiking Club, I would like more details on how this will affect our club. For example, is there a list of hiking trails that will require permits? I checked your Web site and could not find one.

Is it also the case that the number of permits issued will vary from trail to trail? About seventeen to twenty club members participate in our group hikes. I’m concerned that we may not get enough permits to hike together. Are there special considerations for large groups?

Finally, I am concerned that the permit requirement will not allow our club members to get together for a hike on the spur of the moment. We often will take an unplanned hike if we find that several members have a free day.

I hope you are able to respond soon, as we are already planning our spring and summer hikes.

Regards,

Arlo Gomes  
Organizer, Upton Hiking Club

**\*E-mail\***

From:	Upton Parks Department <info@uptonparks.org>
To:	Arlo Gomes <arlog@uptonhikingclub.org>
Subject:	RE: Hiking permits
Date:	January 23
Attachment:	Permit_Information_DRAFT

Hello, Mr. Gomes,

Thank you for your e-mail. I apologize that our Web site has not yet been updated with the information you were searching for and that the article in the *Upton Digest* was not clear. I have attached a proposed list of the twelve trails that will require permits and the number of permits that will be issued per day for each trail. The list will be finalized next month.

Permits can be reserved up to two weeks in advance, and the number of permits available for most trails is substantially higher than the number of Upton Hiking Club members who join your group hikes. Same-day permits can be obtained.

If you have not already done so, you can sign up on our Web site for our weekly newsletter. Doing so will ensure that you get advance notice of any updates to our policies.

Jenny Grieb, Public Relations, Upton Parks Department

186. According to the article, why will permits be required for some trails?
- To raise money to maintain the parks
  - To encourage visitors to explore park activities other than hiking
  - To ensure the trails are not too crowded
  - To determine which trails are most frequently used
187. Why did Mr. Gomes contact the Upton Parks Department?
- To request information
  - To obtain trail maps
  - To apply for a group permit
  - To discuss membership options
188. What concern does Mr. Gomes share with the *Upton Digest* reader?
- Too many trails will require permits.
  - Last-minute permits may not be available.
  - It is expensive to get a hiking permit.
  - Overnight permits will be for groups only.
189. How many permits will likely be offered for most trails?
- Fewer than twelve
  - Twelve to seventeen
  - Eighteen to twenty
  - More than twenty
190. According to the second e-mail, what does the newsletter provide?
- Articles written by the Upton Hiking Club
  - Details about trail conditions
  - Information about policy changes
  - Access to additional permits

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

<b>Your Move Vehicle Rental Company</b>
Reservation Number: 15288242
Pickup Location: 2833 Centennial Rd., Muncie, IN 47303
Date and Time: October 31, 10:00 A.M.
Drop-off Location: Same as pickup
Date and Time: October 31, 6:30 P.M.
Vehicle Description: 5-meter moving van
If you need to change your reservation, you can do so via your online account until three days before your scheduled pickup. After that point, contact customer support at <a href="mailto:reservations@yourmove.com">reservations@yourmove.com</a> . Please include your reservation number in the e-mail subject.

<b>To:</b>	reservations@yourmove.com
<b>From:</b>	selina_os@chestnutmail.com
<b>Date:</b>	October 29
<b>Subject:</b>	Reservation 15288242
<p>Hello,</p> <p>I reserved a moving van online and was given an estimated price of \$150. However, I mistakenly listed the same location for both pickup and drop-off. I'd like to know if there is a drop-off location closer to my destination in Cumberland. If so, can you please help me update the reservation?</p> <p>Sincerely,</p> <p>Selina Osman</p>	

**E-Mail Message**

To: selina\_os@chestnutmail.com  
 From: reservations@yourmove.com  
 Date: October 30  
 Subject: RE: Reservation 15288242

Dear Ms. Osman,

We have a rental office just outside Indianapolis, about a ten-minute drive from Cumberland. If that is the drop-off location, you would have about 90 kilometers of driving from the starting point in Muncie. Based on this, we have updated your price estimate as follows.

Rental: 5-meter moving van for 1 day = \$39.99

Rental: wheeled furniture cart = \$6.99

Rental: furniture pads (set of 12) = \$9.99

Distance: \$1.05 per kilometer = \$94.50 (90 kilometers estimated)

Vehicle damage insurance = \$19.99

Total = \$171.46

Please note that this total does not include taxes. The final price may vary based on the actual distance driven and will be calculated once the vehicle is returned to the drop-off location. Until that time, your credit card on file will be charged for the rental equipment only.

Sincerely,

Alistair Muhn  
 Your Move Vehicle Rental Company

- 191.** When will a vehicle be rented?
- On October 28
  - On October 29
  - On October 30
  - On October 31
- 192.** What can be concluded about Ms. Osman?
- She has used the same rental company previously.
  - She has been planning a move for a long time.
  - She did not read the rental agreement carefully.
  - She was unable to change her reservation online.
- 193.** Who is Mr. Muhn?
- A furniture mover
  - A vehicle insurance agent
  - A reservation agent
  - A storage facility manager
- 194.** What is indicated about a furniture cart?
- It costs \$6.99 per day to rent.
  - It does not have to be returned.
  - It folds up for easy transport.
  - It is part of a set.
- 195.** What is true about the new cost estimate?
- It is higher than the original estimate.
  - It must be paid in full immediately.
  - It includes the cost of fuel.
  - It expires in three days.

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

**\*E-mail\***

To: Soon-Yee Kim  
From: Frank Zubiri  
Date: February 12  
Subject: Welcome

Dear Ms. Kim,

Welcome to Jacobi Technologies' sales team! Your first day is Monday, February 28. Please arrive at the Green Building, 1 Jacobi Circle, Naperville, at 9 A.M. Your team supervisor, Sophia Holland, will lead you through your first day. Here is an outline of what to expect.

1. Sign your employment contract and receive an ID badge.
2. Visit your assigned cubicle on the fourth floor of the Yellow Building.
3. Attend a luncheon with members of your team in the Yellow Building conference room.
4. Join other new hires for a guided tour of the campus. Look for an e-mail about this within a few days.

Best regards,

Frank Zubiri  
Senior Director, Human Resources

**\*E-mail\***

To: New Hires Distribution List  
From: Toru Hada  
Date: February 15  
Subject: Campus Tour Dates

The next tour dates are February 21 and 28 and March 7 and 14. To sign up, simply reply to this e-mail with your full name and the date corresponding to your start day. Tours begin at 3:00 P.M. and last about an hour. Please meet me in the Blue Building lobby a few minutes before 3:00 P.M. Note that the Blue Building is on Jacobi Circle between the Green and Yellow Buildings. The tour will include stops at the labs, our sustainable power plant, and all employee amenities.

Should you have any questions about your start day, the tour, or any of the employee onboarding materials, please do not hesitate to contact me.

<https://www.jacobitechnologies.com/about>

Jacobi Technologies develops, manufactures, and sells advanced microprocessors that power smart TVs, laptop computers, and other electronic devices. The company has more than 8,000 employees in Naperville, Illinois, and another 4,000 in Providence, Rhode Island.

Jacobi Technologies acquired its 900-acre Naperville property in 1950. Since then, the company has invested more than \$3 billion in constructing ten Earth-friendly buildings and a sustainable infrastructure, including a waste-to-energy power plant. In addition to state-of-the-art research labs and production facilities, the campus boasts special amenities for workers, including two cafés, a gym, outdoor basketball and tennis courts, and a childcare center.

196. According to the first e-mail, what is one thing that Ms. Kim will do on her first day at work?
- (A) Learn to use some company software
  - (B) Watch a video for new hires
  - (C) Eat a meal with her team
  - (D) Receive a laptop computer
197. Who most likely is Mr. Hada?
- (A) A human resources staff member
  - (B) A sales team leader
  - (C) A technology expert
  - (D) A café worker
198. Where will Ms. Kim most likely be at 3 P.M. on February 28?
- (A) In her cubicle in the Yellow Building
  - (B) In the lobby of the Blue Building
  - (C) In the Yellow Building conference room
  - (D) In Ms. Holland's office
199. What is suggested about guided tours at Jacobi Technologies?
- (A) They are open to both employees and nonemployees.
  - (B) They stop at both indoor sites and outdoor sites.
  - (C) They last approximately two hours.
  - (D) They include a brief talk by a researcher.
200. According to the Web page, what is true about Jacobi Technologies?
- (A) It will soon open a childcare facility.
  - (B) It acquired the Naperville property ten years ago.
  - (C) It charges employees a fee to use the company gym.
  - (D) It operates more than one campus.

**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.**

# **도의 정기시험 기출문제집 4 1000**



**TEST 09**  
무료 동영상 강의

저자와 출판사의 사전 허락 없이 내용의 일부 혹은 전부를 인용 및 복제하거나 발췌하여 사용할 수 없습니다.

기출 TEST  
09

## 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. Liu is known for negotiating employee disputes -----.  
(A) calm  
(B) calmly  
(C) calmest  
(D) calmness
102. The city is accepting proposals for the redesign of Oshida Public Park ----- January 25.  
(A) when  
(B) until  
(C) a few  
(D) whether
103. Sales ----- maintain client files and provide logistical support.  
(A) assists  
(B) assisted  
(C) assisting  
(D) assistants
104. Tonight at Harbor Falls Library, writer Delroy Greene will be ----- stories from his childhood in Jamaica.  
(A) dividing  
(B) sharing  
(C) using  
(D) awarding
105. Mr. Kam has invited all staff members to attend ----- retirement party.  
(A) he  
(B) his  
(C) him  
(D) himself
106. Stanley Point Theater in downtown Detroit will produce four plays and three ----- next season.  
(A) actors  
(B) audiences  
(C) tickets  
(D) musicals
107. There is enough money ----- in the budget to cover travel expenses.  
(A) remains  
(B) remainder  
(C) remained  
(D) remaining
108. Romm Industries staff trained nine new associates who were hired ----- the same day.  
(A) as  
(B) into  
(C) on  
(D) once

109. Taylor Kanagawa wrote several books on effective team management ----- his 40-year career at Sapp Publishers Ltd.
- (A) between  
(B) while  
(C) beside  
(D) during
110. The community clinic project is designed to improve health ----- in isolated areas.
- (A) outcomes  
(B) reasons  
(C) corrections  
(D) grades
111. Jingshen Airlines announced that it will be hiring 200 ----- employees next year.
- (A) add  
(B) adding  
(C) additional  
(D) additionally
112. The customer was impressed by how ----- Mr. Schmid operated the complicated machinery.
- (A) skillfully  
(B) primarily  
(C) obviously  
(D) richly
113. Staff are invited to participate in a ----- of social events during the first week of May.
- (A) series  
(B) status  
(C) theory  
(D) guest
114. The contract states that Solcus Corporation will be ----- for any costs resulting from work delays.
- (A) accountable  
(B) manageable  
(C) knowledgeable  
(D) flexible
115. Author Minh Phan's latest novel was ----- influenced by Vietnamese folk stories.
- (A) heavy  
(B) heavily  
(C) heaviest  
(D) heavier
116. Tourists are expected to flock to the Sorachi Discovery Museum when it opens ----- in Mikasa, Hokkaido.
- (A) soon  
(B) as  
(C) almost  
(D) initial
117. The factory floor is divided into four ----- sections: one for each stage of product assembly.
- (A) previous  
(B) eligible  
(C) distinct  
(D) installed
118. Handouts for the afternoon seminar must be prepared ----- the lunch break.
- (A) down  
(B) beside  
(C) before  
(D) off
119. Chat Mobile will determine, based on end-of-the-year sales numbers, ----- the company will open any additional stores.
- (A) whether  
(B) who  
(C) since  
(D) that
120. The red line will ----- only express stops from Finn Street to Boone Street on weekends.
- (A) made  
(B) makes  
(C) make  
(D) making

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121. The company's latest video game, *Hunting for Treasure*, has been praised ----- by reviewers.
- (A) enthusiastically  
(B) enthusiastic  
(C) enthusiasm  
(D) enthusiast
122. During the off-season, the Great Mountain Amusement Park operates on ----- hours.
- (A) reduced  
(B) employed  
(C) slow  
(D) busy
123. The construction project will ----- 30 residential units and 10 commercial spaces.
- (A) overall  
(B) first  
(C) about  
(D) include
124. Ms. Pham's employment contract cannot be finalized ----- her starting salary is still being negotiated.
- (A) once  
(B) because  
(C) after  
(D) until
125. Office supplies are available in our resources cabinet for ----- who needs them.
- (A) anyone  
(B) whichever  
(C) such  
(D) more
126. Through its network of local agents, new housing start-up Philocenia intends to ----- the rental sector.
- (A) exercise  
(B) indicate  
(C) participate  
(D) revolutionize
127. Rapid Books has the payroll solutions every company needs, allowing users ----- invoices in three easy steps.
- (A) sent  
(B) have sent  
(C) sending  
(D) to send
128. Epyk Electronics will open eight additional retail stores ----- the next two years.
- (A) above  
(B) behind  
(C) about  
(D) within
129. The three-day workshop focuses on the public speaking ----- that are central to delivering memorable presentations.
- (A) strategies  
(B) strategized  
(C) strategically  
(D) strategic
130. Critics agree that the movie *An Unusual Introduction* ----- combines computer-generated images and live action.
- (A) seamlessly  
(B) collectively  
(C) factually  
(D) distantly

## 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.

### Sky Air First Pass

Thank you for flying Sky Air First with ----- . We hope you enjoy your flight.  
**131.**

You can take advantage of our best prices on future flights ----- purchasing a Sky Air First Pass.  
**132.**

For a ----- annual fee, you will get special discounts, seat upgrades, and the use of our exclusive  
**133.**  
travelers' lounge. ----- . Ask your flight attendant for more information and an application.  
**134.**

131. (A) them  
(B) theirs  
(C) us  
(D) ours

132. (A) at  
(B) on  
(C) by  
(D) to

133. (A) lowers  
(B) low  
(C) lowly  
(D) lowest

134. (A) We hope you will fly Sky Air First again.  
(B) You will also get priority boarding.  
(C) Please find your seat immediately.  
(D) The flight delay will be minimal.

TEST 9

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Questions 135-138 refer to the following article.

### CJOK Radio Show Welcomes New Staff

QUEENSVILLE (7 July)—Local radio station CJOK announced Katherine Dees as the new producer of the popular show *Out and About in Queensville*. Ms. Dees is now ----- for 135. coordinating schedules, booking guests for the show, and managing media relations.

-----, the station hired sound editor Virginia Thacker and production assistant Reggie Dietrich 136. to support Ms. Dees in her new role. ----- . 137.

*Out and About in Queensville*, which has been airing for 30 years, is performed live weekly from September to May in the Orpheum Theater in downtown Queensville. The show 138. ----- musical guests, writers, and storytellers for an hour of weekly programming.

135. (A) responsive  
(B) responsibly  
(C) responding  
(D) responsible

138. (A) gives  
(B) marks  
(C) features  
(D) holds

136. (A) Even so  
(B) In fact  
(C) For example  
(D) In addition

137. (A) CJOK was founded 60 years ago.  
(B) These recent hires follow the retirement  
of producer Ed Evans.  
(C) Ms. Dees was born and raised in  
Cedarburg.  
(D) CJOK has more than one popular show  
in its lineup.

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

To: Sandra Barga <sbarga97@hjmail.ca>  
From: Artie Romanche <service@northwestbags.ca>  
Date: 12 July  
Subject: Order number 71280

Dear Ms. Barga:

We received your recent order asking for your name to be stitched on a Klamath Kool handbag.

We are, ----- , eager to complete your order. Unfortunately, our seamstress who fulfills  
139. personalisation requirements will be on leave for the next three days. We wanted to let you know  
that her ----- will cause a delay in shipping your bag.  
140.

----- for the wait, we would like to offer you a 10 percent discount on your current order. Or, if  
141. you prefer, you can opt for free personalisation on your next order. ----- . At Northwest Bags,  
142. we strive for 100 percent customer satisfaction!

Sincerely,  
Artie Romanche  
Customer Service Representative, Northwest Bags

139. (A) still  
(B) besides  
(C) of course  
(D) nevertheless
140. (A) absence  
(B) arrival  
(C) request  
(D) investigation
141. (A) Compensated  
(B) To compensate  
(C) For compensating  
(D) It is compensation
142. (A) The choice is yours.  
(B) We appreciate your review.  
(C) The bag will look great with your initials  
on it.  
(D) We are the only local retailer offering  
custom services.

TEST 9

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Questions 143-146 refer to the following article.

### Sehelec Announces Wind-Solar Hybrid Project

MUMBAI (15 March)—Sehelec Ltd. announced it will begin construction on a 500-megawatt wind-solar hybrid power ----- outside of Bangalore, India. ----- . Sehelec expects to begin operations within 24 months, and it will sell the power to Indian energy giant Novaseon Industries.

"Our contract with Novaseon to provide ----- power moves us closer to our long-term corporate goal," said Sumit Varma, CEO of Sehelec. "Our objective is to achieve a capacity of 20 gigawatts within five years. Doing so will make us one of India's largest green power companies. And that, in turn, will help the country ----- its carbon-reduction target."

143. (A) plant  
(B) planter  
(C) planting  
(D) planted

145. (A) renew  
(B) renewers  
(C) renewable  
(D) to renew

144. (A) Windy conditions can cause damage to tall buildings.  
(B) The facility will consist of a mix of solar panels and wind turbines.  
(C) Electric vehicles have fewer emissions than other vehicles have.  
(D) The pace of upgrades to India's power grid slowed slightly this year.

146. (A) understand  
(B) explain  
(C) block  
(D) reach

## 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 menu.

**Carina's Café Lunch Specials**

Monday through Friday from 11:00 A.M. to 3:00 P.M.

For only \$8, combine the soup of the day with one of the following items:

Turkey Sandwich – Turkey, avocado, tomato, lettuce, and mayonnaise on wheat bread

Vegetable Panini – Sourdough bread filled with tomato, cucumber, spinach, and mayonnaise, then grilled

Mushroom Chicken Cavatappi – Chicken in a mushroom, celery, and onion sauce, served over S-shaped pasta

Vegetable Wrap – Fresh tomato, cucumber, and carrots with hummus (made with our secret recipe) on flatbread

147. What does each lunch special include?

- (A) A soup
- (B) Carrots
- (C) Tomatoes
- (D) A beverage

148. What item contains an ingredient that is only available from Carina's Café?

- (A) Turkey sandwich
- (B) Vegetable panini
- (C) Mushroom chicken cavatappi
- (D) Vegetable wrap

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

**Certified Aqua Instructor Workshop**

This workshop helps fitness professionals become certified aqua instructors by demonstrating how to design challenging and effective aquatic classes. Join instructor Deshonte Smith for a full-day course to learn a sequence of pool-based workouts that will motivate your students. Mr. Smith started his journey to instructor certification by taking classes at Valley Floor Fitness. He is also a professor at Wilkinson University.

The workshop costs \$99 and will be held at Valley Floor Fitness in Missoula on August 27 from 9 a.m. to 5 p.m. For more information and to register, e-mail Maya Cramer at [certification@valleyfloorfitness.com](mailto:certification@valleyfloorfitness.com).

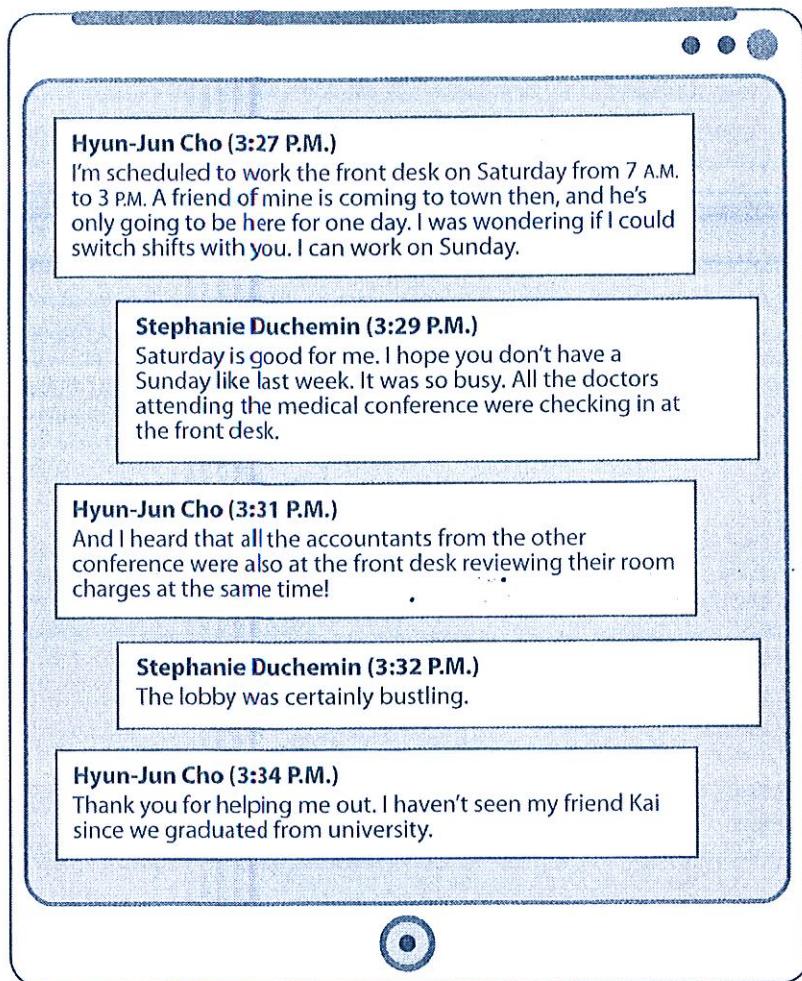
- 149.** The word "design" in paragraph 1, line 2, is closest in meaning to

(A) find  
(B) create  
(C) draw  
(D) name

- 150.** What is indicated about the workshop?

(A) It will be held at a pool at Wilkinson University.  
(B) It is being offered on two different dates.  
(C) It is available at a discounted rate in August.  
(D) It will be taught by a former student of Valley Floor Fitness.

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



151. At 3:29 P.M., what does Ms. Duchemin most likely mean when she writes, "Saturday is good for me"?
- (A) She prefers to work morning shifts.
  - (B) She is able to do a favor for Mr. Cho.
  - (C) She will attend a conference.
  - (D) She would like to meet Mr. Cho's friend.
152. Where most likely do Mr. Cho and Ms. Duchemin work?
- (A) At a hotel
  - (B) At a university
  - (C) At a medical center
  - (D) At an accounting firm

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

To:	Madalena Navas <mnavas@cordovacreations.com>
From:	Hugo Jones <hkjones@sunmail.com>
Date:	April 2
Subject:	Thank you

Dear Ms. Navas,

I enjoyed speaking with you about the associate manager position last week, and as I mentioned, I am very excited about the possibility of working with you at Cordova Creations. I wanted to let you know that I have received a job offer from another company, and I have to respond to that hiring manager soon. I realize it has only been a few days since my interview, but if it is at all possible for you to update me on the status of my application before the end of the week, that would be very helpful. I have long admired Cordova Creations and would really like to be a part of it. I am hoping to hear positive news from you.

Thank you,  
Hugo Jones

153. What does Mr. Jones indicate in his e-mail?

- (A) He used to work with Ms. Navas.
- (B) He is an associate manager.
- (C) Another company wishes to hire him.
- (D) His interview has been scheduled for next week.

154. What does Mr. Jones want to know by the end of the week?

- (A) Whether an important decision has been made yet
- (B) Whether Ms. Navas is available for a meeting
- (C) Whether Ms. Navas would like to apply for a new position
- (D) Whether the company will expand its product offerings

Questions 155-157 refer to the following article.

### Hibiscus Supply to Run Its Own Container Ship

BUSAN (15 October)—As international shipping continues to increase, companies that transport goods between continents have found themselves competing for expensive space on container ships. — [1] —. Delays in getting goods to factories and into stores have become more common. — [2] —.

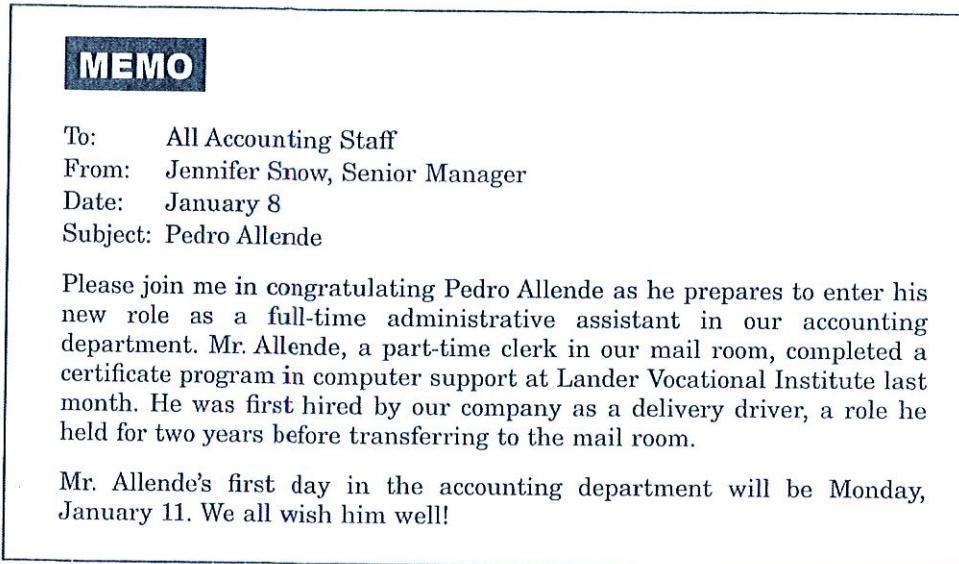
As one of the biggest exporters of home building supplies in the country, Hibiscus Supply is particularly vulnerable to these issues. — [3] —. To avoid potential shipping

problems, Hibiscus Supply has decided to operate its own container ship to export products overseas. — [4] —.

According to Hibiscus Supply president James Koh, operating the company's own ship should improve efficiency at ports and decrease overall shipping costs. Says Mr. Koh, "The cost to ship with freight companies has doubled in the past year. By shipping our products ourselves, we'll be able to avoid passing shipping-related price increases on to our customers."

155. What products does Hibiscus Supply most likely sell?
- (A) Construction materials
  - (B) Pillows and sheets
  - (C) Wholesale food items
  - (D) Spare automobile parts
156. Why does Hibiscus Supply want to operate its own container ship?
- (A) To provide shipping services to other companies
  - (B) To ship its products quickly and cheaply
  - (C) To deliver its products to unusual locations
  - (D) To ship more goods than most freight companies can handle
157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "The newly acquired ship is scheduled to begin running later this month."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

Questions 158-160 refer to the following memo.



158. Why did Ms. Snow send the memo?
- (A) To invite employees to an office party
  - (B) To announce a change to an employee's job
  - (C) To inform employees about a reduction in work hours
  - (D) To request employee feedback on a departmental policy
159. The word "prepares" in paragraph 1, line 1, is closest in meaning to
- (A) assembles
  - (B) returns
  - (C) reaches out
  - (D) gets ready
160. What is indicated about Mr. Allende?
- (A) He currently works as a delivery driver.
  - (B) He recently completed a training program.
  - (C) He previously assisted Ms. Snow in a different department.
  - (D) He will begin working part-time next week.

Questions 161-163 refer to the following advertisement.

**Help Wanted: Machinist**

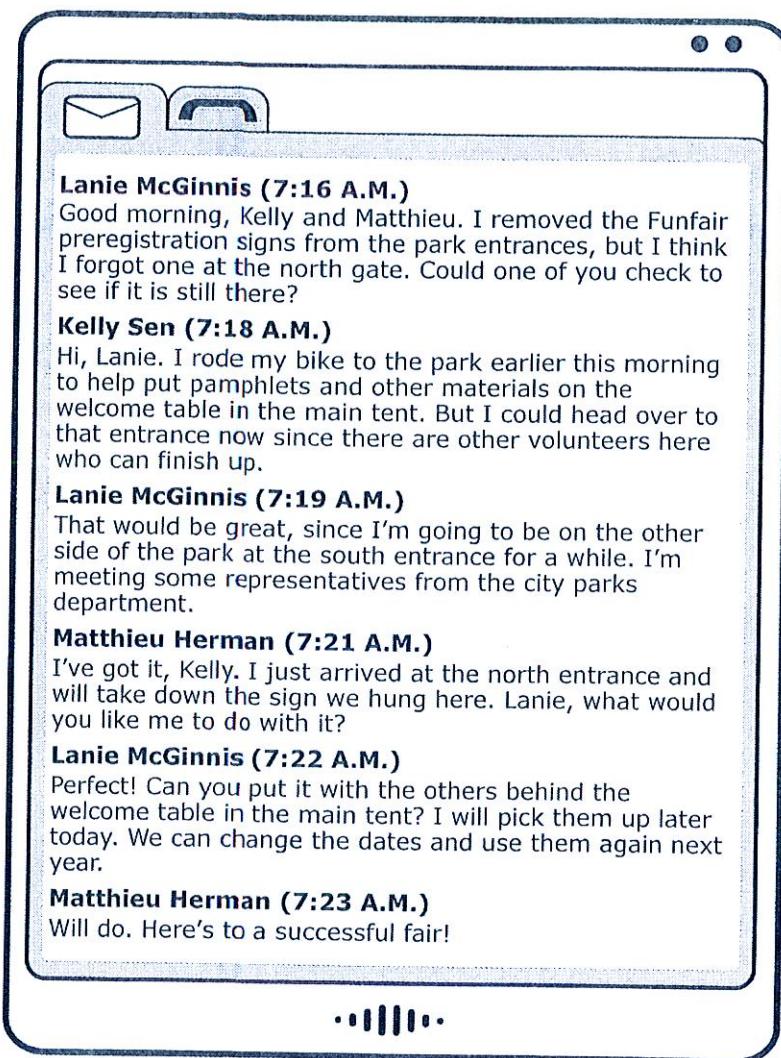
Camerley Corp. of Napier, New Zealand, has an opening for an experienced machinist to work in our 15,000-square-metre fabrication plant, which produces custom tools and machine parts for a variety of industries. Requirements for the position include:

- Ability to collaborate with engineers to fabricate tools and machine parts
- Familiarity with specialised equipment
- Skill with doing precision work based on technical drawings
- Comfort working with metal and various other materials, such as wood and plastics
- Ability to work both independently and as part of a team

To apply, please send CV and two references to [jobs@camerleycorp.co.nz](mailto:jobs@camerleycorp.co.nz).

- 161.** What type of business placed the advertisement?
- (A) A land developer  
(B) A car-repair shop  
(C) A factory  
(D) A hardware store
- 162.** What material is NOT specified in the advertisement?
- (A) Metal  
(B) Glass  
(C) Wood  
(D) Plastic
- 163.** What is listed as a requirement for the job?
- (A) Training in business-to-business sales  
(B) A university degree in engineering  
(C) Experience creating technical drawings  
(D) The ability to work alone and with others

Questions 164-167 refer to the following text-message chain.



- 164.** What is probably true about the writers?
- (A) They are registering people for a bike-to-work program.
  - (B) They are coordinating a public event.
  - (C) They work for a city parks department.
  - (D) They are members of a club that walks in a park.
- 165.** What was Ms. Sen doing?
- (A) Erecting a tent
  - (B) Designing pamphlets
  - (C) Placing items on the welcome table
  - (D) Attaching signs to the park entrance
- 166.** At 7:21 A.M., what does Mr. Herman mean when he writes, "I've got it, Kelly"?
- (A) He has already taken down a sign.
  - (B) He will perform a task requested by Ms. McGinnis.
  - (C) He will return unused materials to the office.
  - (D) He realizes that Ms. Sen does not need help.
- 167.** What does Ms. McGinnis instruct Mr. Herman to do?
- (A) Help her locate the main tent
  - (B) Meet her at the south entrance
  - (C) Write down participants' information
  - (D) Leave an object behind the welcome table

**TEST 9**

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Questions 168-171 refer to the following fact sheet.

**Zealandia Airlines Fact Sheet for Fiscal Year Ending 30 June**

**Service Levels and Capacity:** Zealandia Airlines provides regional service among four cities. In each case, average flight capacity exceeded the company goal of 85 percent.

**On-Time Performance (OTP):** For the purpose of measuring OTP, flights are considered “on time” when they reach their destination within fifteen minutes of the scheduled arrival time. Regional airlines are subject to fines when OTP drops below 50 percent. The following chart shows Zealandia’s commendable OTP rates for the recent fiscal year.

City	OTP
Kelton Falls	52%
Grangerton	68%
Satcherville	79%
Barbour City	64%

**Proposed Expansion:** Zealandia Airlines provides regional passenger air service and is seeking to expand its fleet to begin providing commercial airfreight delivery. Establishing this service is a component of the airline’s growth plan and corporate vision. The airline is currently in negotiations with aviation authorities to explore options.

**Terminal and Service Improvements:** Zealandia Airlines is participating in discussions with airport management about comprehensive renovations to its passenger lounge and café and has offered to commit \$5 million from its budget to the project. Company executives have also finalized a plan and committed funds to overhaul its rewards program. The initiative supports the aim to be a leading service provider among similar airlines and capture an increasing percentage of the market share.

168. The word “exceeded” in paragraph 1, line 2, is closest in meaning to
- (A) surpassed
  - (B) excelled
  - (C) perfected
  - (D) decided
169. According to the fact sheet, what is true about Zealandia Airlines?
- (A) Executives aim to improve its flight capacity.
  - (B) Most of its flights arrive at their destinations on time.
  - (C) It is larger than 85 percent of regional airlines.
  - (D) It has received a fine from aviation authorities.
170. What does Zealandia Airlines want to provide in the future?
- (A) Private charter flights
  - (B) Luxury travel tours
  - (C) Commercial shipping
  - (D) Aircraft leasing
171. How does Zealandia Airlines hope to improve service for passengers?
- (A) By remodeling the passenger waiting area
  - (B) By moving to a new location within the terminal
  - (C) By upgrading the seating inside the aircraft
  - (D) By offering improved meal service on all flights

Questions 172-175 refer to the following press release.

## New Fleet for Northeast Railways

Northeast Railways expects to spend \$5.6 billion to replace its fleet of 65 passenger trains, many of which are more than 40 years old. — [1] —.

The company has entered into a contract with Logiens Transport for a new fleet of trains that will operate on electrified tracks when those track systems are available and on diesel fuel at all other times. — [2] —. The trains will be capable of traveling at speeds of up to 130 kilometers per hour and will produce

far less pollution than the current fleet does.

Logiens also promises an enhanced passenger experience. The train cars will have panoramic windows, improved ventilation, and wider aisles. — [3] —.

Northeast's contract with Logiens also includes equipment and replacement parts and provides a long-term service agreement. — [4] —.

172. What is Logiens Transport's role?
- (A) To recommend ways to reduce pollution
  - (B) To acquire financing for a purchase
  - (C) To familiarize train engineers with new technology
  - (D) To manufacture and service the replacement fleet
173. What information is included in the press release?
- (A) The date on which the trains will be delivered
  - (B) The budget for replacing the current trains
  - (C) The annual cost for parts and service
  - (D) The number of passenger seats in each train car
174. What is suggested about the tracks that Northeast Railways uses?
- (A) They are owned by the government.
  - (B) They are not shared with freight trains.
  - (C) Most are in urgent need of repair.
  - (D) Some are not electrified.
175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "Each reclinable seat will have an individual power supply and USB port."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

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

To:	headquartersstaff@seonwulawfirm.com
From:	iqalandar@seonwulawfirm.com
Date:	October 1, 9:39 A.M.
Subject:	Remote work setup
Attachment:	Equipment request form

Dear Associates,

On December 3, our headquarters will close for a month for renovation. As all of you normally work out of these offices in San Francisco, please plan to work off-site and collect everything you may need (your laptop, files, etc.) before December 1. Entry to the building will be restricted after that date.

If you would like a temporary space at our San Jose offices, please e-mail me, and I will reserve one for you. If you plan to work from home and need additional equipment (such as a printer), fill out the attached form from our technology department and return it to me. A representative of that department will mail the equipment to your home address.

We realize this work on the building is a disruption, but timing it with our slow season should make the situation easier. We think you will be happy with the changes when the building reopens on January 5. If you have any questions, please reach out to me.

Best,

Ian Qalandar, Manager  
Seonwu Law Firm  
(415) 555-0177

**Seonwu Law Firm—Equipment Request Form**

**Employee name:** Jason Kang

**Employee ID:** 102899

**E-mail:** jkang@seonwulawfirm.com

**Date to receive:** November 30

**Equipment:** desktop monitor, printer

---

(This section is to be completed by the technology department.)

**Request completed:**  Yes  No

**Request filled by:** Aubrey Smith

**Equipment serial numbers:** VN3902556, MXE96400

**Date sent:** November 27 via overnight mail

176. What is indicated about Seonwu Law Firm?
- (A) It focuses on real estate law.
  - (B) It has a large advertising budget.
  - (C) It serves clients across the country.
  - (D) It is headquartered in San Francisco.
177. According to the e-mail, what will the technology department do?
- (A) Install updates on employee laptops
  - (B) Send office equipment to employees
  - (C) Train employees to use new software
  - (D) Place equipment in renovated offices
178. What is suggested in the e-mail about Seonwu Law Firm?
- (A) It plans to expand its operations.
  - (B) It mostly employs remote workers.
  - (C) It is usually not busy in December.
  - (D) It handles many high-profile cases.
179. What can be concluded about Mr. Kang?
- (A) He chose not to work in the San Jose office.
  - (B) He is a senior partner at the Seonwu Law Firm.
  - (C) He will be on vacation after November.
  - (D) He has requested a larger office.
180. What most likely is Ms. Smith's occupation?
- (A) Lawyer
  - (B) Office manager
  - (C) Technical support staff
  - (D) Administrative assistant

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

**Planning a Tour of Your Facility**  
by Didiane Lessard

Plant tours are commonplace in many factories, but not all tours are as effective as they could be. Too many companies make the mistake of adopting a one-size-fits-all approach rather than tailoring tours to maximize their usefulness. A potential investor and a casual tourist will probably not be impressed by the same things, so it is best to be clear about the tour's purpose early on. Here are some guidelines to make each tour as effective as possible.

**Be selective.** Unless your tour is for a safety inspection, your guests do not need (or want) to see every part of your factory. Choose a few sections that will interest your guests and give them a better sense of your product. For example, journalists will want to create a story about your plant, so show them the parts of the plant that have historical significance, such as a room with the company's original production equipment.

**Timing is everything.** Always be mindful of the physical demands of the tour. Even the hardiest guest will tire of standing or walking for long periods. It is a good idea to schedule breaks in tours lasting longer than an hour. The time spent in a single section matters also. If you allow guests only five minutes in an area, they will soon forget it. On the other hand, even the most impressive room gets boring after half an hour.

**Personality is NOT everything.** While having a personable and friendly tour guide is essential, your guests are coming to see what goes into making your product. Tour guides get asked a variety of questions, some unexpected, so a comprehensive knowledge of the production processes is important (and absolutely vital during inspections). You also want someone who will keep the tour moving—visitors will appreciate a tour that begins and ends on time.

To:	Masumi Toda <mt978@vidatechsystems.com>
From:	Ana Miftaroski <am680@vidatechsystems.com>
Date:	May 1
Subject:	Upcoming plant tour
Attachment:	<input type="checkbox"/> Lessard_article

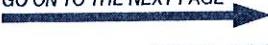
Hi, Masumi,

I have attached an April 15 article by Didiane Lessard to help you plan the tour we will be giving later this month. I especially agree with the section on timing. Since the tour, by necessity, will have to cover the entire plant, it must be conducted as efficiently as possible. As for a guide, I would have recommended Nathan Zarate, but he will be traveling on May 21. Perhaps Maja Clausen could do it. She has also worked here for several years; she is very knowledgeable about our facility, processes, policies, and procedures. I am confident that she will be able to handle any questions the visitors might ask.

Ana Miftaroski, Vice President of Operations

181. What is one problem mentioned about factory tours in the article?
- (A) They are often rescheduled at the last minute.
  - (B) They give the same information to all types of visitors.
  - (C) They fail to supply protective gear that fits everyone.
  - (D) They allow groups that are too large.
182. According to the article, what is the maximum amount of time that a tour should stay in one area?
- (A) 10 minutes
  - (B) 20 minutes
  - (C) 30 minutes
  - (D) 60 minutes
183. What is NOT indicated in the article as a characteristic of a good tour guide?
- (A) A friendly personality
  - (B) The ability to stand for long periods
  - (C) A deep knowledge of processes
  - (D) The ability to pay close attention to time
184. For whom is Mr. Toda most likely planning a tour?
- (A) Casual tourists
  - (B) New employees
  - (C) Potential investors
  - (D) Safety inspectors
185. When is the tour scheduled to take place?
- (A) On April 15
  - (B) On April 21
  - (C) On May 1
  - (D) On May 21

TEST  
9

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Questions 186-190 refer to the following Web page, schedule, and testimonial.

<https://www.zonecatering.com/home>

Home	Menus	Testimonials	Contact Us
------	-------	--------------	------------

Zone Catering provides food trucks at film and television production sites throughout California. Just let us know where you need a food truck and how many people you need to feed. We can serve your entire cast and crew. Our trucks also move with you and your team if you are shooting scenes in various locations.

At Zone Catering, we offer a wide variety of cuisines. All the fruits and vegetables we use in our menus are grown here in California. Our menus are easily adapted to accommodate dietary restrictions. For convenience, our food trucks offer both full meals and individual items. We can serve meals buffet-style, or people can order directly from the truck.

Let us take care of the catering for your production. You will find our food delicious, and you will find our service friendly and convenient. We even offer 24-hour support in case any issues arise while we are at your location. We hope to serve you soon!

Zone Catering Food Trucks		
<b>Schedule Date:</b> <u>June 10</u>		
Film	Shooting Location	Contact Person
<i>Trappings</i>	Harpin Lot	Erin Begg
<i>Make the Meeting</i>	192 Laredo Street	Mark Lillo
<i>Tutors and Tuxedos</i>	Tandor Fields	Jun-Seo Kil
<i>Jatem and the Storm</i>	Spectrum Hall	Donna Gawason

https://www.zonecatering.com/testimonials

Home	Menus	<b>Testimonials</b>	Contact Us
------	-------	---------------------	------------

June 10—I have been in the acting business for over 25 years and am sometimes disappointed by the food trucks on film production sites. That was not the case today when we were filming *Make the Meeting*. The food truck had excellent coffee, and the strawberries in the large fruit salad were so fresh and tasty! Even though there was a long line of customers on an extremely hot and uncomfortable day, the server was able to get everyone's food ready quickly. She was friendly and easygoing, too! Even the food truck was pleasant-looking—the mural painted on the side of the truck was beautiful! I hope to see Zone Catering food trucks at future film shooting locations.

—Robert Chiodo

186. What does the Web page indicate about Zone Catering?
- (A) It specializes in providing food at music concerts.
  - (B) It has lower prices than its competitors.
  - (C) It recently moved its corporate office to California.
  - (D) It provides customer support 24 hours a day.
187. According to the schedule, who was the contact person for the filming of *Trappings* on June 10?
- (A) Erin Begg
  - (B) Mark Lillo
  - (C) Jun-Seo Kil
  - (D) Donna Gawason
188. Where was the food truck that Mr. Chiodo visited?
- (A) At Harpin Lot
  - (B) At 192 Laredo Street
  - (C) At Tandor Fields
  - (D) At Spectrum Hall
189. What is probably true about the salad Mr. Chiodo ordered?
- (A) It had an unusual taste.
  - (B) It was too big for him to finish.
  - (C) It included several types of berries.
  - (D) It contained fruit grown in California.
190. What is indicated about the food truck server in the testimonial?
- (A) She had difficulty working in the heat.
  - (B) She paints murals in her spare time.
  - (C) She prepares orders quickly.
  - (D) She has worked in her industry for 25 years.

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

To:	Hae-won Jeong
From:	Julia Laurent
Date:	July 28
Subject:	Dallas hotels
Attachment:	List of downtown accommodations

Dear Hae-won,

I plan to attend the National Digital Marketing Conference in October. I know you have traveled to this conference in Dallas many times. This will be my first time attending, and I'm not sure which hotel to book. I have attached a list of accommodations that are near the convention center. Right now, I am leaning toward the Bonita Suites Hotel, but I would like to know which property you would recommend.

I hope you have settled into your new position with the digital marketing department. I am looking forward to the conference and hope to see you again there.

Kind regards,

Julia Laurent  
E-mail Marketing Specialist  
The 3R Marketing Firm

List of Downtown Accommodations (from <a href="http://www.topbusinesshotels.com/search/Dallashotels">www.topbusinesshotels.com/search/Dallashotels</a> )		
Hotel	Rate	Description
The Oaktree Hotel	\$204/night	Luxury hotel in the heart of downtown Close to the convention center Outdoor pool, three on-site restaurants Close to shopping
Alessi Dallas Hotel	\$155/night	Quaint boutique hotel in downtown Dallas Lobby restaurant for breakfast and dinner Near convention center and history museum
Bonita Suites Hotel	\$125/night	New hotel in downtown convention center area Office and kitchen in each suite Computer center with printers located in lobby Meeting space available for groups Free on-site parking available

To:	Julia Laurent
From:	Hae-won Jeong
Date:	July 29
Subject:	RE: Dallas hotels

Dear Julia,

I will be attending the National Digital Marketing Conference this year as well! I love traveling to Dallas every year for this conference because it is a great networking opportunity. Since this is your first time attending, I recommend you go to the newcomers' reception on the first night. The conference executive planning committee is putting it on, and it could be an excellent occasion to socialize with other conference goers.

I will be staying at the Alessi Dallas Hotel. It is the closest to the convention center, and the rooms are comfortable. For you, I would suggest the one you already seem to prefer. It so happens that the newcomers' reception will be held in one of the event rooms there. It is a little farther away but still convenient. As a friendly reminder, we are advised not to book hotels with rates that exceed our company's limit of \$175/night.

I look forward to seeing you in October. It will be lovely to catch up.

Best,

Hae-won Jeong  
Digital Marketing Director  
The 3R Marketing Firm

191. What is the purpose of the first e-mail?
- To schedule a meeting with a client
  - To ask for assistance with a project
  - To seek a suggestion from a colleague
  - To congratulate a colleague who was promoted
192. According to the list, what is suggested about the Bonita Suites Hotel?
- It is located in a historic building.
  - It features resources for business travelers.
  - It is near many downtown tourist attractions.
  - It charges a daily fee for parking.
193. What is true about Ms. Jeong?
- She has not attended a marketing conference before.
  - She prefers the Alessi Dallas Hotel for its restaurant.
  - She thinks Ms. Laurent should stay at the Bonita Suites Hotel.
  - She works for a different company than Ms. Laurent.
194. Why would Ms. Jeong most likely suggest that Ms. Laurent avoid the Oaktree Hotel?
- It does not have an on-site restaurant.
  - Its room rate exceeds the company's limit.
  - Its clients are mostly noisy tourists.
  - It is too far from the conference location.
195. What does the second e-mail indicate about the National Digital Marketing Conference?
- Its location changes to a different city each year.
  - Last year it was held at the Alessi Dallas Hotel.
  - Ms. Jeong is on its executive planning committee.
  - It includes an event for first-time attendees.

GO ON TO THE NEXT PAGE 

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

<p>Dover Water Supply 7400 Rodney Boulevard, Dover, DE 19904</p> <p>March 12</p> <p>Ms. Na-Ri Cam 361 Farming Avenue Dover, DE 19902</p> <p>Dear Ms. Cam,</p> <p>This letter is to confirm that Dover Water Supply will begin service at your address on Wednesday, April 6. Your customer account number, which is the same as your water meter number, is DWS4289.</p> <p>Billing is monthly, and payment is due on the fifteenth of each month. Bills can be paid by mailing a check to our main address or by entering your account number and payment information on our secure page at <a href="http://www.doverwatersupply.com/billing">www.doverwatersupply.com/billing</a>.</p> <p>We will be performing a system flush of the pipes in your area on Monday, April 4. Customers may temporarily see discoloration or sediment in their water around that time. Please visit our Web site for more information. You can also contact Customer Support at <a href="mailto:questions@doverwatersupply.com">questions@doverwatersupply.com</a> or call us at (302) 555-0135.</p> <p>Sincerely, <i>Matthew Ensign</i> Matthew Ensign Account Representative, Dover Water Supply</p>
---

<b>*E-mail*</b>
<p>To: <input type="text" value="questions@doverwatersupply.com"/></p> <p>From: <input type="text" value="Na-Ri Cam &lt;n.cam@mailcurrent.com&gt;"/></p> <p>Date: <input type="text" value="March 17"/></p> <p>Subject: <input type="text" value="Account number DWS4289"/></p>
<p>Hello,</p> <p>I am in the process of moving to my new home in Dover. I received a letter stating that my water service will start on April 6. It also said something about pipes being flushed on April 4. Should I expect to see discoloration when I start using my water? Are there any steps I should take?</p> <p>Also, I tried to use your secure page, but it gave me an error message saying that my account number was not valid. I will need your help in getting online access by the May 15 due date.</p> <p>Thank you for any information you can provide.</p> <p>Na-Ri Cam</p>

E-Mail Message

To: Na-Ri Cam <n.cam@mailcurrent.com>  
From: Customer Support <questions@doverwatersupply.com>  
Date: March 18  
Subject: RE: Account number DWS4289

Dear Ms. Cam,

Thank you for your message. Your water might look cloudy on April 6 when you first turn on your faucets. We recommend that you keep the water running until it is clear before you use it. I assure you that the water is not harmful in any way. The minerals that cause the discoloration occur naturally, and our latest water analysis showed very high quality.

I apologize for the problem you described. I have fixed it, so you should not have any further trouble.

If you have any other questions, please don't hesitate to reach out to us again.

Best regards,

Ramona Hizon  
Customer Support, Dover Water Supply

196. What is one purpose of the letter?
- (A) To list customer benefits
  - (B) To alert customers to a price change
  - (C) To confirm the start of a service
  - (D) To describe changes to a Web site
197. What most likely does Ms. Cam want to do online on May 15 ?
- (A) Request a new water meter
  - (B) Complete a customer survey
  - (C) Report a leaking pipe
  - (D) Pay a water bill
198. According to the second e-mail, what should Ms. Cam do on April 6 ?
- (A) Boil her drinking water for five minutes
  - (B) Allow her water to run for some time
  - (C) Contact her neighbors
  - (D) Request a service visit
199. In the second e-mail, what is indicated about the water from Dover Water Supply?
- (A) It is safe to use.
  - (B) It is measured every month.
  - (C) It is distributed to many cities.
  - (D) It is naturally free of minerals.
200. What can be concluded about Ms. Hizon?
- (A) She resolved the issue with Ms. Cam's account.
  - (B) She sent a copy of the water analysis to Ms. Cam.
  - (C) She will offer Ms. Cam a discount for new customers.
  - (D) She lives in Ms. Cam's area.

**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.**

# 도의 정기시험 기출문제집 4 1000



TEST 10  
무료 동영상 강의

저자와 출판사의 사전 허락 없이 내용의 일부 혹은 전부를 인용 및 복제하거나 발췌하여 사용할 수 없습니다.

기출 TEST  
10

## READING TEST

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

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

### PART 5

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

101. According to the department head, ----- are ready to begin work on the Arborney Bridge project.  
(A) us  
(B) we  
(C) our  
(D) ours
102. The policy prohibiting visitor access to the laboratory must be ----- followed.  
(A) strictly  
(B) bitterly  
(C) sizably  
(D) colorfully
103. Yoon-Hee Kim is the ----- graduate of Serrica University to lead a Fortune 500 company.  
(A) most  
(B) for  
(C) first  
(D) nearly
104. Contact Frank Marilli in the IT department ----- you have any problems with the new database software.  
(A) and  
(B) then  
(C) but  
(D) if
105. A ----- efficiency expert will be visiting our work site in early November.  
(A) led  
(B) leader  
(C) leading  
(D) leads
106. At Gallant's Pet Store, customer ----- are accepted between 9:00 A.M. and 6:00 P.M.  
(A) behaviors  
(B) relations  
(C) orders  
(D) types
107. The management at Carette Industries ----- values the work of the research team.  
(A) high  
(B) highly  
(C) highest  
(D) higher
108. Pentrex Pharmacy is able to ----- most prescriptions within one business day.  
(A) care  
(B) earn  
(C) fill  
(D) lift

109. The ----- of a parking structure for Huron General Hospital will begin on June 1.
- (A) construct  
(B) constructed  
(C) construction  
(D) constructs
110. Some of the flower beds surrounding Dale Valley Lodge had to be replanted ----- the recent rainstorm.
- (A) after  
(B) among  
(C) opposite  
(D) beside
111. Several water stations ----- along the route of next week's marathon.
- (A) being installed  
(B) will be installed  
(C) to install  
(D) installed
112. The Crown Lagoon Hotel has 150 rooms, each with a ----- view of the city.
- (A) valid  
(B) recent  
(C) modern  
(D) scenic
113. Overall, charitable donations rose last year, ----- specific dollar amounts are not yet available.
- (A) although  
(B) neither  
(C) whenever  
(D) so
114. We strongly advise you to back up the data stored on your electronic device ----- turning it in for repairs.
- (A) once  
(B) both  
(C) then  
(D) before
115. Because Ms. Garcia enjoys creating charts and graphs, her supervisor ----- asks her to make materials for presentations.
- (A) frequent  
(B) frequents  
(C) frequenting  
(D) frequently
116. Manufacturers of high-end products are dealing with excess ----- because consumers are buying fewer luxury items.
- (A) confidence  
(B) inventory  
(C) capacity  
(D) energy
117. The Hayle Group, ----- consists of business consultants and lawyers, advocates for tax policy reforms.
- (A) themselves  
(B) someone  
(C) whoever  
(D) which
118. Daishi Asayama is one of three applicants being ----- to oversee the Kingston franchises.
- (A) decided  
(B) corrected  
(C) considered  
(D) practiced
119. The reviewer of Ms. Chen's book noted that her research was -----.
- (A) impressed  
(B) impressive  
(C) impress  
(D) impression
120. Mr. Pereira has worked in our legal department ----- his transfer to the Atlanta office ten years ago.
- (A) since  
(B) between  
(C) without  
(D) like

121. Pennypack Markets soon plans to break ground on its largest ----- center in the area.
- (A) distributive  
(B) distribute  
(C) distributable  
(D) distribution
122. Ms. Miller ----- welcomed the speakers who will be leading the workshops.
- (A) accessibly  
(B) abundantly  
(C) briefly  
(D) momentarily
123. Mr. Nayar ----- the need for enhanced safety protocols long before the government issued a report on the topic.
- (A) stresses  
(B) stressing  
(C) will stress  
(D) had stressed
124. Angelia Financial recently announced ----- changes to its benefits package that were greeted enthusiastically by its staff.
- (A) judgmental  
(B) substantial  
(C) magnetic  
(D) chaotic
125. ----- poems written by Mike Hanover are included in the new edition of *Menwyn's Anthology*.
- (A) Whichever  
(B) Several  
(C) Something  
(D) None
126. For a list of local farms that supply food to restaurants, please ----- to the Hueland Farm Association Web site.
- (A) elect  
(B) adapt  
(C) present  
(D) refer
127. Samidu Communications is soliciting suggestions from its staff about ways of improving employee -----.
- (A) produced  
(B) productive  
(C) productivity  
(D) productively
128. Mr. Ben-Moshe always reserves the banquet room at Saitomi's Kitchen ----- the sales team has a holiday event.
- (A) whenever  
(B) regarding  
(C) whether  
(D) besides
129. Annika Dulin ----- the marketing department at Tollason Industries' planning meeting tomorrow.
- (A) will represent  
(B) had represented  
(C) to represent  
(D) be representing
130. Do not post any statements about the company on social media without prior -----.
- (A) authorization  
(B) supplement  
(C) consequence  
(D) responsibility

## PART 6

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

Questions 131-134 refer to the following article.

### Kray Villa Museum To Celebrate Grand Opening

DEERFIELD (May 2)—The official opening of the Kray Villa Museum will take place on May 29 at 10 A.M. To mark the occasion, various festivities will be held throughout the day. ----- . Visit **131.** [www.krayvillamuseum.org](http://www.krayvillamuseum.org) for details.

The museum is housed in the imposing structure ----- was home to the once-influential Kray **132.** family beginning in the late 1800s. Having laid abandoned for the last 30 years, the property was purchased 2 years ago by the Deerfield Historical Society. Subsequently, the gardens were restored to appear as they did when the first generation of Krays moved into the villa.

----- , furnishings of the kind most likely used by the family are on display. **133.**

During the museum's opening festivities, a live band ----- music that was popular in the late **134.** nineteenth century.

131. (A) This year's celebrations are part of a weeklong national campaign.  
(B) Results of the survey will be presented at 6:00 P.M.  
(C) Programs will be distributed at the next meeting.  
(D) Admission is free, but a donation is suggested.
132. (A) such  
(B) that  
(C) what  
(D) all
133. (A) Conversely  
(B) Additionally  
(C) In the meantime  
(D) To this end
134. (A) will perform  
(B) had to perform  
(C) was performing  
(D) could have performed

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

To: All employees  
From: Cecil Radu, Information Technology Manager  
Date: April 8  
Re: Network alert

We are experiencing some problems with our local network. Some of the affected services include the ----- company Web site and the payroll database. We have also received 135. information ----- network data becoming corrupted and files not saving properly. Therefore, to 136. ensure that you do not lose any work, please avoid using the network this morning while my team addresses these ----- . We anticipate that the systems will be fully functional by this 137. afternoon. ----- . 138.

135. (A) internalizing  
(B) internalize  
(C) internally  
(D) internal

136. (A) as  
(B) in  
(C) about  
(D) with

137. (A) issues  
(B) clients  
(C) articles  
(D) proposals

138. (A) The network server will be expensive.  
(B) Your computer may be corrupted.  
(C) Thank you for your patience.  
(D) Contact the IT help desk.

Questions 139-142 refer to the following notice.

April 2

Dear TP&G Customer,

Takoradi Power & Gas (TP&G) is committed to providing every customer with dependable electricity service. To this end, we need to make some improvements to our ----- . A maintenance crew will be upgrading transformers in your neighbourhood on or about 22 April, beginning at 10 A.M. ----- , we will need to shut off the electricity to residences in your area from approximately 140. 10 A.M. to 1 P.M. on that day. ----- . We hope that by 141. 142. this notice, any disruptions caused by the planned outage will be minimized.

139. (A) office  
(B) system  
(C) vehicles  
(D) records

142. (A) sent  
(B) to send  
(C) will send  
(D) sending

140. (A) If not  
(B) Nonetheless  
(C) Unfortunately  
(D) On the other hand

141. (A) We apologize for the temporary inconvenience.  
(B) We respond to most service requests within 24 hours.  
(C) Other companies specialize in lighting installations.  
(D) Here are some tips for reducing your energy bill.

TEST 10

GO ON TO THE NEXT PAGE

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

To: hanna.kalita@netmail.co.uk  
From: patientoutreach@ebmp.co.uk  
Date: 12 June  
Subject: Invitation to patient portal

Dear Ms. Kalita,

East Burberry Medical Practice has recently rolled out its patient portal, Burmed Connect. This service ----- to help you manage your healthcare at your convenience. You are invited to create 143. an account to access the portal. Once enrolled, you will be able to book appointments with our doctors as well as view your medical records and request prescriptions. ----- , you can use 144. Burmed Connect to send messages to your doctor. Only you and your doctor will be able to see any messages exchanged between the two of you. ----- . 145.

To create an account, start by going to [www.eastburberrymedicalpractice/patient-portal.co.uk](http://www.eastburberrymedicalpractice/patient-portal.co.uk). If you experience any difficulties with the ----- process, please call 20 5550 0169. 146.

Sincerely,

Emma Richardson, Patient Outreach Coordinator

143. (A) has been intended  
(B) will be intended  
(C) was intended  
(D) is intended

146. (A) selection  
(B) registration  
(C) invention  
(D) deletion

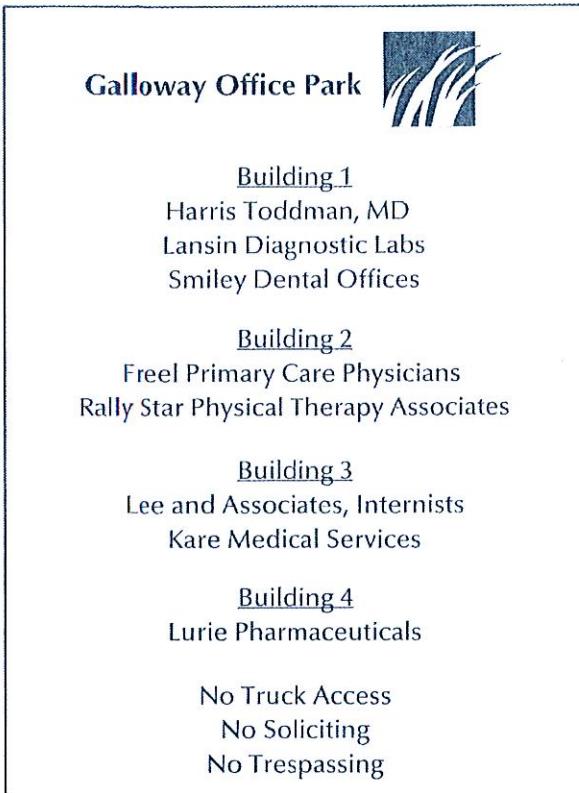
144. (A) Furthermore  
(B) Instead  
(C) However  
(D) Otherwise

145. (A) Our previous portal will no longer be updated.  
(B) The health app can be downloaded from our Web site.  
(C) Protecting your privacy is a responsibility we take seriously.  
(D) You will be locked out of your account after a third failed attempt.

## 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.



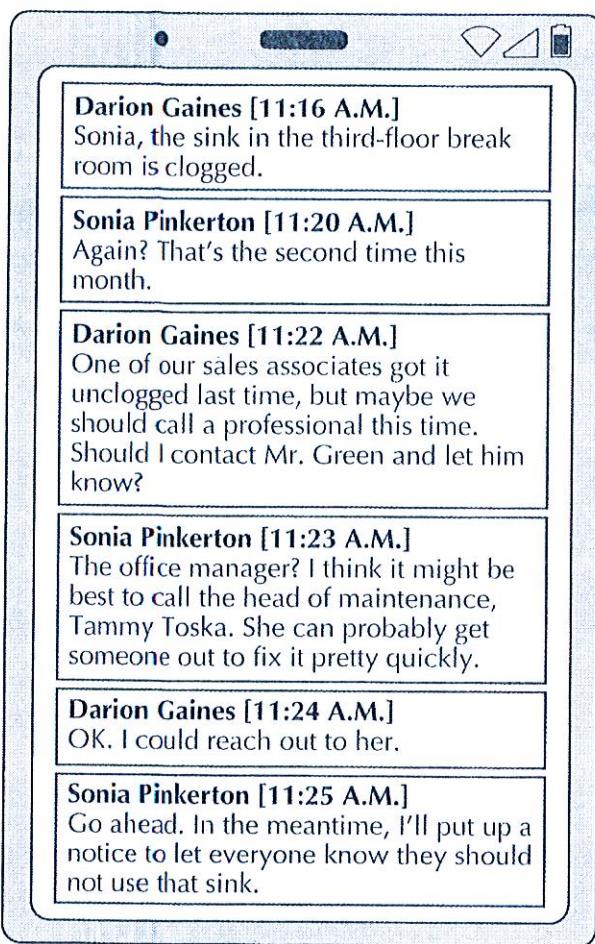
147. Where would the sign most likely be found?

- (A) On an office desk
- (B) In a hospital waiting room
- (C) In the lobby of a real estate agency
- (D) Near the entrance of an office complex

148. What type of businesses are listed on the sign?

- (A) Health care
- (B) Legal services
- (C) Manufacturing
- (D) Finance

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



149. Who most likely is Mr. Green?
- (A) A custodian
  - (B) A plumber
  - (C) A manager
  - (D) A sales associate
150. At 11:25 A.M., what does Ms. Pinkerton most likely mean when she writes, "Go ahead"?
- (A) Mr. Gaines may enter the break room.
  - (B) Mr. Gaines should contact Ms. Toska.
  - (C) Mr. Gaines should post a notice.
  - (D) Mr. Gaines can try to repair the sink.

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

E-Mail Message

To: Ramdeo Khemradj <rkhemradj@topofthehill.jm>  
From: Kerensa Mayne <kmayne@topofthehill.jm>  
Date: 17 August  
Subject: Information  
Attachment: Latest draft

Hi, Ramdeo.

Please take a look at the latest draft and let me know what you think. I changed the layout—desserts are now on the inside back cover—and provided descriptions of the additional dinner dishes that you and your kitchen staff will be introducing next month.

I haven't updated the prices yet though, as I haven't decided whether we will need to increase some of them.

I'm sure you agree with me that the design firm did a great job upgrading the kitchen and making the dining room brighter and more inviting.

Kerensa

151. Who most likely is Mr. Khemradj?

- (A) An interior decorator
- (B) A restaurant owner
- (C) An architect
- (D) A head chef

152. What most likely is attached to the e-mail?

- (A) A price list
- (B) A revised menu
- (C) A photograph of food
- (D) A lighting plan for a dining room

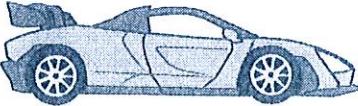
Questions 153-154 refer to the following application form.

Page Turner Booksellers Employment Application Form			
Date of Application: 1 September			
<b>PERSONAL DATA</b>			
Name: Arturo Rami	Address: 10 Beamish Street, Werribee, VIC 3030		
E-mail: arturo.rami@mail.com.au		Telephone: 03 9555 3744	
<b>EMPLOYMENT DESIRED</b>			
Desired position	Assistant Store Manager		
Available start date	20 September		
Preferred location	<input type="checkbox"/> Seaholme	<input checked="" type="checkbox"/> Werribee	<input type="checkbox"/> Port Melbourne
Preferred status	<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Part-time	<input type="checkbox"/> Temporary
<b>EDUCATION</b>			
Educational Institution	Diploma/Certificate/Degree Earned		
South Bank High School	High school diploma		
Dymocks University	Bachelor's degree		
<b>EMPLOYMENT HISTORY</b>			
Employer	Position	Duration	
The Garment Barn	Sales associate	2 years	
Altona Marketing	Assistant manager	3 years	
<b>EXPLANATION OF INTEREST IN THE POSITION</b>			
I flourish in a fast-paced and demanding work environment, which my most recent employers are known for. I expect the same is true of Page Turner Booksellers, which tends to be quite busy. Moreover, with my bachelor's degree in retail management, I believe I am well suited for the position.			

153. What is suggested about Page Turner Booksellers?
- (A) It has multiple locations.
  - (B) It is near South Bank High School.
  - (C) It will open a new store on September 20.
  - (D) It currently has only full-time positions available.
154. What is NOT indicated about Mr. Rami?
- (A) He studied retail management.
  - (B) He recently moved to Werribee.
  - (C) He has experience working in sales.
  - (D) He prefers working in a busy setting.

Questions 155-157 refer to the following advertisement.

## Donovan Auto Lube



Donavan Auto Lube (DAL) is the first choice for residents of Knebworth who want to keep their cars running smoothly. We provide oil changes, tyre rotations, and routine inspections. Our team of certified auto technicians can service all vehicle makes and models. Customers may schedule an appointment or simply drive up to any DAL location during our business hours of 8:00 A.M. to 8:00 P.M., Monday to Saturday, and 11:00 A.M. to 5:00 P.M. on Sunday.

This summer, DAL offers a special promotion: a 5-quart oil change, oil filter replacement, and comprehensive maintenance check for just £15. This offer is available at all DAL locations throughout Herfordshire but may not be combined with any other promotional offer. The quoted price does not include value-added tax and does not cover any additional maintenance, repairs, and parts that a vehicle inspection may call for.

Visit DAL for all your automotive needs.

155. The word “running” in paragraph 1, line 2, is closest in meaning to
- (A) flowing
  - (B) speeding
  - (C) controlling
  - (D) functioning
156. When can a customer NOT be served at Donovan Auto Lube?
- (A) On Monday at 8:00 A.M.
  - (B) On Wednesday at 6:00 P.M.
  - (C) On Saturday at 4:00 P.M.
  - (D) On Sunday at 6:00 P.M.
157. What is true about the promotional offer?
- (A) It is not valid outside of Knebworth.
  - (B) It includes replacement of a filter.
  - (C) It does not apply to a maintenance check.
  - (D) It includes all taxes.

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

Kasem Ngam is a renowned speaker and author from Nonthaburi province in Thailand. — [1] —. Immediately upon graduating from Sangsuwan University in Bangkok, he joined Chanthara Gas & Electric (CG&E). Over a period of 25 years, he made a name for himself as one of CG&E's most dedicated and respected employees, even gaining national and international recognition. — [2] —.

Mr. Ngam currently runs a consulting firm that he started four years ago to help businesses develop innovative new technologies to power the modern world. — [3] —. He is the author of numerous articles on a variety of topics, including solar panels and hydrogen-powered vehicles. — [4] —. His honors include a Pax Innovation Award for *The Future's Fuel*, his book on biofuels, which has been translated into several languages. His forthcoming book, *Pricing Our Power: Funding the New Green Energy*, will be published in May.

- 158.** What industry does Mr. Ngam most likely work in?

(A) Energy  
(B) Travel  
(C) Finance  
(D) Journalism

- 159.** What is indicated about Mr. Ngam?

(A) He is writing his first book.  
(B) He knows several languages.  
(C) He operates his own business.  
(D) He is a recent university graduate.

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

"The last position he held at the company was director of research and development."

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

Questions 161-163 refer to the following article.

### Jobs Coming to Willettville

WILLETTVILLE (March 8)—Tanney's Discount Mart (TDM) announced today that it will hold a job fair in Willettville later this month. The company, headquartered in nearby Lyter City, is looking to fill 300 positions at its new distribution center, set to open here next month. In addition to seeking technicians and supervisors, the company wants to fill positions in the processing, stock inspection, and maintenance departments.

"TDM's distribution centers use modern automated systems, which creates a big need for qualified technical staff in particular," Kent Siler, TDM's president, said in a press

release announcing the job fair.

The event will be held from 9:30 A.M. to 6:30 P.M. on Thursday, March 20, in the ballroom of the Twin Ridges Hotel. Details can be found by visiting [tdm.com/careers](http://tdm.com/careers).

"This recruiting event will help us find the staff we need to meet the anticipated growth in demand for our products," said Mr. Siler. "TDM continues to expand its position in discount retail. So far this year, we have opened three stores, and we have five more slated to open by the end of next year." Mr. Siler noted, moreover, that TDM offers competitive wages for full-time and part-time employment.

161. What is stated about TDM's new distribution center?
- (A) It is the company's first distribution center to use automated systems.
  - (B) It is the largest facility the company has built.
  - (C) It is scheduled to open in April.
  - (D) It was designed by an architectural firm in Willettville.
162. What is NOT mentioned about the job fair?
- (A) The kinds of jobs offered
  - (B) The day and date it will be held
  - (C) The types of refreshments served
  - (D) The source for detailed information
163. What does Mr. Siler indicate about TDM?
- (A) It is a growing business.
  - (B) It sponsors an annual job fair.
  - (C) It is staffed mostly by part-time workers.
  - (D) It relies heavily on online sales.

Questions 164-167 refer to the following online chat discussion.

**Rashaan Little (5:40 P.M.)**  
Hi, Amanda and Desmond. Earlier today I learned that the town has hired our company to demolish the lighthouse.

**Amanda Richards (5:43 P.M.)**  
So did I. I have mixed feelings about taking down that structure, though.

**Desmond Williams (5:43 P.M.)**  
This is the first time that I'm learning about that. I was out of the office all day today.

**Rashaan Little (5:44 P.M.)**  
How so, Amanda?

**Amanda Richards (5:46 P.M.)**  
Well, given that business has been quite slow lately, our company needs the work. Then again, the lighthouse has historic value: it has been a major landmark of Burlingate for 100 years.

**Rashaan Little (5:48 P.M.)**  
I realize that. But the company can't afford to pass up this opportunity for the reason you mentioned. Besides, lighthouses have largely become outdated.

**Desmond Williams (5:49 P.M.)**  
Not really. There's always a need for ships to get warnings about dangerous locations. Lighthouses have served that function for years.

**Rashaan Little (5:51 P.M.)**  
True, but modern technological equipment exists now that simplifies navigation and increasingly makes lighthouses a thing of the past. Anyway, let's meet tomorrow at 10:00 A.M. to discuss how we'll carry out this job.

164. In what type of business do the writers most likely work?
- (A) Building demolition  
(B) Shipping technology  
(C) Corporate accounting  
(D) Historical preservation
165. What is indicated about the company the writers work for?
- (A) It recently purchased ultramodern equipment.  
(B) It has experienced a decline in business.  
(C) It is regularly hired by the town council.  
(D) It has been in business for 100 years.
166. At 5:48 P.M., what does Mr. Little most likely mean when he writes, "I realize that"?
- (A) He knows why Mr. Williams had been absent.  
(B) He recognizes the significance of the lighthouse for the town.  
(C) He understands how important the company is for the town.  
(D) He is aware that Ms. Richards knows much about the town's history.
167. What will the writers most likely do tomorrow morning?
- (A) Advertise new job openings  
(B) Attend a town council meeting  
(C) Go on a tour of the lighthouse  
(D) Start planning for an upcoming project

Questions 168-171 refer to the following brochure.

**Contempo Spaces  
Window Treatment Package**

If you are considering redecorating the windows of your living room, dining room, or bedroom, Contempo Spaces has the perfect treatment design package for you. — [1] —. We will help you put together the right combination of shades, panels, drapes, and valances—all perfectly tailored to fit your windows.

Here's how it works:

- First, one of our style representatives will come to your home and measure and photograph the windows in each room.
- During that visit, our representative will show you samples of the many styles of fabrics and hardware available in our product line. — [2] —. Or, you can opt to visit our showroom after the home visit and make your selections there.
- One or two days after you've made your window treatment decisions, we will send you an invoice, listing the cost for materials, installation, and labor. The quoted price is valid for thirty days. Upon receipt of payment, materials will be ordered. It usually takes from seven to fourteen days for them to reach our store. — [3] —.
- Finally, we will contact you to schedule the date and time of installation. — [4] —. Depending on the size of the project, installation can take two to eight hours.

168. What is the purpose of the brochure?

- (A) To explain a new policy
- (B) To describe a popular product
- (C) To advertise a special discount
- (D) To present a standard process

169. After how many days might the total cost listed in an invoice change?

- (A) Two
- (B) Seven
- (C) Fourteen
- (D) Thirty

170. What is indicated in the brochure about installation?

- (A) It is not available for all window treatments.
- (B) It is the responsibility of the customer.
- (C) It takes no more than eight hours to complete.
- (D) It is subcontracted to an outside vendor.

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

"Our entire style collection can be viewed on our Web site."

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

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

To:	Morgan Tebele <mtebele@newsom.com.na>
From:	Esme Mukaya <emukaya@skyleopard.com.na>
Date:	21 August
Subject:	Offer

Dear Mr. Tebele,

Whether you are refinancing a loan, training personnel, or marketing your financial services online, having fast, reliable Internet access is essential for bank managers like you. Sky Leopard Communications delivers just that, thanks to its highly advanced network and dedicated workforce.

In fact, a recent survey conducted by the Namibian Association of Small-Business Owners (NASO) revealed that 75 percent of its members prefer our services over those of our competitors.

The reason: in addition to our state-of-the-art Internet infrastructure and our outstanding pool of technicians, we offer premium Internet connectivity through our High-Velocity Internet Access (HIVIA) service plan. HIVIA provides download and upload speeds that are three times faster than those of our closest competitor.

Sky Leopard Communications offers new customers and those using one of our other service plans the opportunity to try HIVIA for free for 30 days. To subscribe, visit us at [www.skyleopard.com.na](http://www.skyleopard.com.na) or call us at 061-987-555. If at any time during the one-month trial period you are not satisfied with this plan, you can unsubscribe from the service at no cost to you.

Sincerely,

Esme Mukaya, Sales

172. What business is Mr. Tebele most likely in?
- (A) Web design
  - (B) Hospitality
  - (C) Marketing
  - (D) Banking
173. What is indicated about Sky Leopard Communications?
- (A) It offers a discount to NASO members.
  - (B) It is popular with small-business owners.
  - (C) It recently launched a new service plan.
  - (D) It is looking to increase its workforce.
174. The word “outstanding” in paragraph 3, line 1, is closest in meaning to
- (A) diverse
  - (B) available
  - (C) excellent
  - (D) remaining
175. What can be concluded about the HIVIA service plan?
- (A) It is more expensive than other plans.
  - (B) It was created following a customer survey.
  - (C) It requires the purchase of special equipment.
  - (D) It can be canceled within the first month at no charge.

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

## Introduction to Project Management

Online Webinar

18 January, 9 A.M.-2 P.M.

Presenter: Shrijana Patel

Cost: €45

(Register by 10 January and receive a 10% discount!)

This live webinar offers attendees a better understanding of how to improve the role that project management plays in their organizations. The presentation will provide the basics of managing projects and workers. Participants will learn strategies and best practices to effectively oversee their projects and foster buy-in from key players.

Participants will explore a simple step-by-step process for managing projects and learn how to use tools and documents such as scope statements and communication plans. The presenter will also cover topics such as developing a project's business case and facilitating productive team meetings.

To:	Maya Liu
From:	Leonard Chung
Subject:	Webinar
Date:	2 January

Dear Ms. Liu:

Thank you for sending me the webinar announcement. As a novice supervisor, I need to get all the training I can, but I'm not sure whether I will be able to take advantage of this particular offering. I am scheduled to present a detailed project update at my company's quarterly division meeting on the same day, and I don't think anyone else on the team would be able to take my place.

Do you know whether the webinar will be recorded or whether there will be a similar webinar at a later date? I have no schedule conflicts after 29 January.

Leonard Chung

176. What is indicated about the webinar?
- (A) It includes a session on preparing for job interviews.
  - (B) It will show participants how to use specific tools.
  - (C) There is no charge for participants.
  - (D) Registration closes on January 10.
177. In the webinar description, the word “cover” in paragraph 2, line 3, is closest in meaning to
- (A) protect
  - (B) spread
  - (C) ask for
  - (D) talk about
178. What is one purpose of the e-mail?
- (A) To explain a scheduling conflict
  - (B) To request a deadline extension
  - (C) To apologize for arriving late to an event
  - (D) To ask for help in preparing a presentation
179. What is suggested about Mr. Chung?
- (A) He plans to record his presentation.
  - (B) He often trains new project managers.
  - (C) He attends webinars on a regular basis.
  - (D) He has relatively little experience as a supervisor.
180. On what date is Mr. Chung scheduled to give a presentation?
- (A) January 2
  - (B) January 10
  - (C) January 18
  - (D) January 29

**Questions 181-185 refer to the following article and review.**

GALWAY (4 March)—Adelle Rosier, a third-generation soap maker, opened her shop in Galway eight years ago. Nestled behind Eglinton Gourmet Market on Raven Terrace, her business, Rosier and Finch, is booming.

Ms. Rosier credits the success to her commitment to lifelong learning. “Yes, my handcrafted soaps, shampoos, and lotions are luxurious,” she said. “But there are a lot of high-quality skin-care products out there. So after learning the trade from my family, I have increased my sales knowledge by taking online courses in business-to-business (B2B) marketing.”

Ms. Rosier adds that those courses built her confidence in selling her products

directly to hotels. “Thanks to what I learned in my B2B strategies courses, I managed to persuade a number of boutique hotels in Europe to try my products.” And so Rosier and Finch skin-care products are available in guest rooms at, for instance, the Bruadair Hotel in Galway, the Florinda Grand in Lisbon, Portugal, and the Zerra Inn in Reykjavik, Iceland.

Ms. Rosier further points out that many of her customers first learn of her products during a hotel stay. Afterward, they visit the shop in person or go online to purchase the items for themselves.

Rosier and Finch is located at 12 Raven Terrace and can be found online at [www.rosierandfinch.co.ie](http://www.rosierandfinch.co.ie).

[https://www.florindagrand.pt/en/guest\\_reviews](https://www.florindagrand.pt/en/guest_reviews)

I had to arrange a last-minute business trip to my company’s Portugal office, and the usual hotel I book was completely full. Based on some online recommendations, I decided to stay at Florinda Grand. While this charming hotel is much smaller than the usual places I stay, it has every comfort one would want during a business trip. In addition to a tastefully decorated and comfortable room, there were gourmet treats on my pillowcase and the finest soap, shampoo, and other toiletries available for me to enjoy. My only regret is that I was in Lisbon for just three days. Next time I visit the Lisbon office, I will stay longer and book a room at the Florinda Grand.

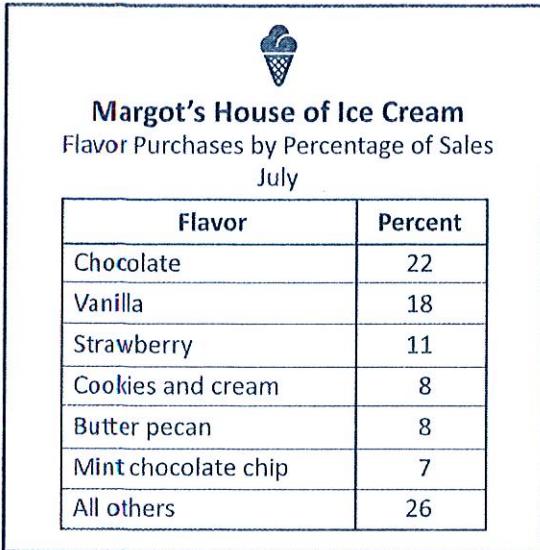
—posted by Ashton Wu, 7 June

181. What is the purpose of the article?
- (A) To provide annual hotel ratings
  - (B) To announce the opening of a store
  - (C) To profile a small-business owner
  - (D) To discuss online shopping trends
182. How did Ms. Rosier improve her marketing skills?
- (A) By visiting family members overseas
  - (B) By joining a professional association
  - (C) By working in the hotel industry
  - (D) By participating in online classes
183. What is stated about Rosier and Finch?
- (A) It sells its products to other businesses.
  - (B) It has shops in cities around the world.
  - (C) It is redesigning its e-commerce site.
  - (D) It offers courses on soapmaking.

184. What is suggested about Mr. Wu?
- (A) He manages Eglinton Gourmet Market.
  - (B) He purchased Rosier and Finch products online.
  - (C) He met Ms. Rosier on a business trip.
  - (D) He likes Rosier and Finch products.
185. According to the review, what was Mr. Wu not pleased about?
- (A) The length of his trip
  - (B) The decorations in the room
  - (C) The comfort of the pillows
  - (D) The size of the hotel

GO ON TO THE NEXT PAGE 

Questions 186-190 refer to the following sales report, memo, and article.



**MEMO**

**To:** All Store Managers

**From:** June Willcox, CEO, Margot's House of Ice Cream

**Subject:** New Stores

**Date:** October 5

Margot's House of Ice Cream is proud to welcome the following new stores.

Store Number	Location	Opening Date	Manager
66	Framingham, Massachusetts, United States	September 1	Inga Slavin
67	Appleton, Wisconsin, United States	September 7	Zheng Tong
68	Wollongong, New South Wales, Australia	September 14	Geoffrey Pratt
69	Rotorua, New Zealand	September 15	Kehinde Ilogu
70	Greater Sudbury, Ontario, Canada	September 29	Hallie Strafford

For the next six months, we will be supporting these stores with advertisements in their local media markets.

In December, we plan to open stores in Italy and Switzerland. Demand for our quality product is higher than ever, our market share is increasing, and we are not finished expanding! Stay tuned for more information!

## Popular Ice Cream Purveyor Comes to New Zealand

By Ysai Mendez

ROTORUA (2 November)—Residents of Rotorua have been flocking to Cargill Street, where Margot's House of Ice Cream has opened its first store in New Zealand.

"I don't know what their secret is, but their ice cream really is something special," said Jeremy Frank, a schoolteacher who was enjoying ice cream cones with his family on a recent afternoon. "We've been here several times already since they opened. I think we'll be regulars."

"I love strawberry, and their strawberry is the best I ever had," added his daughter, Olivia Frank, age 10.

Margot's House of Ice Cream was founded five years ago in San Francisco by Margot Summers, a former chemistry major. Its ice cream contains at least 11 percent milk fat. Milk used in production, according to company CEO June Willcox, is sourced locally or regionally whenever possible.

Kehinde Ilogu, the manager of the Rotorua store, says that the number of visitors has been rising steadily.

"We plan to keep the momentum going by having special events once a month," he said. "Next up is the strawberry festival. New Zealand's strawberry season will be getting started. In addition to our superb ice cream, we'll offer strawberries dipped in chocolate, strawberry cupcakes, and strawberry milkshakes. We look forward to a great future in Rotorua."

186. According to the sales report, what flavor of ice cream is purchased at the same rate as Butter pecan?
- (A) Chocolate
  - (B) Vanilla
  - (C) Cookies and cream
  - (D) Mint chocolate chip
187. What is true about the products listed in the sales report?
- (A) They contain at least 11 percent milk fat.
  - (B) They are made with artificial flavors.
  - (C) They will increase in price soon.
  - (D) They are sold mainly in San Francisco.
188. What is indicated in the memo about the company's new managers?
- (A) They were trained in Italy and Switzerland.
  - (B) They will receive advertising support for six months.
  - (C) They expect their stores to become profitable in December.
  - (D) They offered special promotions on opening day.
189. What will soon happen at store 69 ?
- (A) More ice cream flavors will be added to the menu.
  - (B) A child's birthday will be celebrated.
  - (C) An assistant manager will be hired.
  - (D) A range of special treats will be sold.
190. Who is most likely to enjoy the strawberry festival?
- (A) Mr. Mendez
  - (B) Ms. Willcox
  - (C) Ms. Frank
  - (D) Ms. Summers

GO ON TO THE NEXT PAGE

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

**\*E-mail\***

To:	Emi Tokuda <etokuda@paterradepartmentstores.com>
From:	Paul Soderman <p.soderman@galahadindustrialmachinery.com>
Date:	January 25
Subject:	Our discussion

Dear Ms. Tokuda,

I'm writing to confirm the details of our telephone conversation earlier today.

As we discussed, Galahad Industrial Machinery will install and maintain one self-service checkout kiosk in each of the four locations operated by Paterra Department Stores in Haddonfield. The installation charge for each kiosk will be \$2,000 per unit. Installation will be scheduled at a mutually agreed-upon day and time.

Our maintenance fee, covering all four kiosks, is \$120 per month. Our technicians will be available 24 hours a day, 7 days a week, to service the kiosks. All equipment will meet or exceed international quality standards, and all our work is guaranteed.

A formal written agreement will be sent to you by registered mail. We look forward to working with you.

Sincerely,

Paul Soderman, Managing Director  
Galahad Industrial Machinery

To:	Paul Soderman <p.soderman@galahadindustrialmachinery.com>
From:	Emi Tokuda <etokuda@paterradepartmentstores.com>
Date:	April 2
Subject:	Equipment removal and reinstallation

Dear Mr. Soderman,

Please be advised that we have decided to close our store at 1506 Maple Street. We plan to transfer the inventory and all equipment to our new location at 3300 Town Square Plaza. The transfer is planned for mid-June, but we have not yet set a date.

I will contact you next month to confirm the date and arrange a convenient time for your work crew to install the self-service kiosk. I understand that, per our agreement dated January 25, your charge for the reinstallation will be the same as for the initial installation at the Maple Street store.

Yours truly,

Emi Tokuda, Managing Director  
Paterra Department Stores

**MEMO**

To: All Paterra Staff  
From: Eleanor Bianchi, Branch Manager  
Date: June 5  
Re: Move update

Thanks to your hard work, our new store in the Town Square Plaza is on track to open on June 15. One of the problems with the store we are currently working out of is that it is not on a bus line. By contrast, the location we will be moving to is served by bus number 689, so we expect to have a larger number of customers at that location. We are only waiting for the last of our display shelves to be delivered from our warehouse so that we can finish the display in the gardening department.

In appreciation of your efforts, I've brought pastries from Aniqa's Bakery. I've put these treats on the break-room counter. Enjoy!

191. In the first e-mail, what is stated about Galahad Industrial Machinery?
- (A) It completes repairs within one day.
  - (B) It is available to do maintenance service at all times.
  - (C) It has technicians with international work experience.
  - (D) It has an office in Haddonfield.
192. What is true about the reinstallation of the self-service kiosk?
- (A) It will be done personally by Mr. Soderman.
  - (B) It will cost Paterra Department Stores \$2,000.
  - (C) It will cause a change in the monthly maintenance fee.
  - (D) It will require a new agreement to be signed.
193. When will Ms. Tokuda discuss her moving plans with Mr. Soderman?
- (A) In March
  - (B) In April
  - (C) In May
  - (D) In June
194. What is suggested about the Paterra store at 1506 Maple Street?
- (A) It is not accessible by bus.
  - (B) It will be renovated and reopened.
  - (C) It is far from the warehouse.
  - (D) It contains a bakery section.
195. According to the memo, what must still be done at the new Paterra store location?
- (A) Some products must be priced.
  - (B) Some areas must be painted.
  - (C) Some doors must be replaced.
  - (D) Some shelves must be delivered.

**TEST 10**

GO ON TO THE NEXT PAGE

Questions 196-200 refer to the following article, invitation, and e-mail.

## **Survey: Consumers Prefer Physical Stores**

A recent consumer survey has shown that 33% of respondents prefer to touch the products they intend to purchase. Moreover, 61% of those surveyed said they are likely to spend more when shopping at a brick-and-mortar store rather than at an online store.

These data, backed up by other consumer preference studies, are causing many merchants who generate all their revenue from online sales to open physical stores as a supplement to their online presence.

The advantage of a physical space is that it helps retail owners build brand loyalty. "In terms of convenience, nothing beats online," says Marlene Fitzroy, who owns Toddles, a children's store in Shelburn, and an online site, [toddles.com](http://toddles.com). "But a

physical space fosters a sense of community that keeps local customers coming back and attracts new ones."

Ms. Fitzroy, a frequent speaker at local business events, is not only a strong supporter and promoter of customer engagement; she also practices what she preaches.

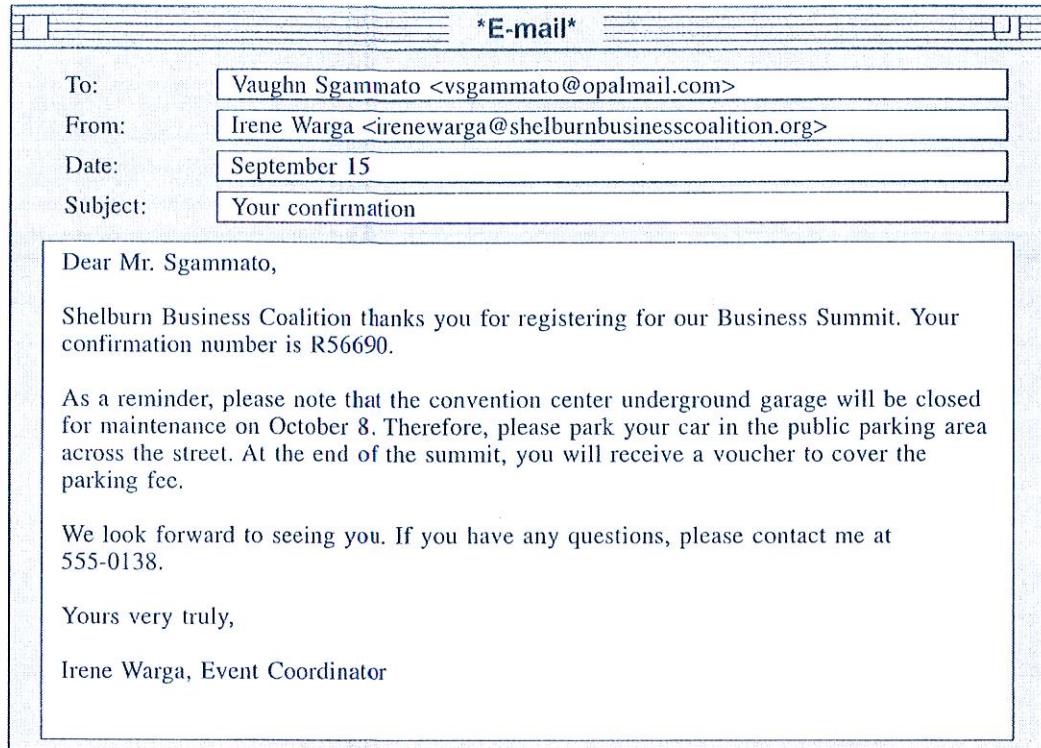
"Four times a year, we host a special sales event during which children can enjoy themselves with a variety of activities," she said. "These events are a hit with both the children and their parents. And even if the parents don't buy anything on such occasions, the next time they need a children's toy, game, book, or puzzle, they'll probably think of us."

### Shelburn Business Coalition (SBC)

Businesspeople from Shelburn and the surrounding area are invited to join us at the Shelburn Convention Center on October 8 for our annual Business Summit.

Our keynote speaker this year will be Mr. Hansraj Deshpande, founder and CEO of Wintereden Hoteliers. Other speakers, all local business owners, are Ms. Omodele Akindjo, Ms. Marlene Fitzroy, Mr. Jasper Klinkhamer, and Mr. Alvin Liu. Topics to be covered include building a strong workforce, establishing a line of credit, engaging with customers, and attracting venture capital.

By registering for this event, you will automatically be added to our e-mail list. Please visit our Web site, [www.shelburnbusinesscoalition.org](http://www.shelburnbusinesscoalition.org), for the full schedule.



196. According to the article, what action is being considered by many online sellers?
- (A) Redesigning their Web sites
  - (B) Increasing their advertising budgets
  - (C) Opening physical store locations
  - (D) Developing new lines of products
197. What does Ms. Fitzroy say she offers her customers?
- (A) A convenient place to shop
  - (B) Discounts on children's clothing
  - (C) An enjoyable shopping experience
  - (D) Special deals on toys
198. Who most likely will speak on the topic of engaging with customers?
- (A) Ms. Akindjo
  - (B) Ms. Fitzroy
  - (C) Mr. Deshpande
  - (D) Mr. Liu
199. What is most likely true about Mr. Sgammato?
- (A) He was added to a mailing list.
  - (B) He will be starting a business.
  - (C) He received a discount on his registration fee.
  - (D) He has never attended an SBC event before.
200. What is Mr. Sgammato expected to do upon arrival at a convention center?
- (A) Ask to see Ms. Warga
  - (B) Park his car across the street
  - (C) Obtain a confirmation number
  - (D) Pick up some conference material

**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 기출문제집 4 1000

## ANSWERS

TEST 01

TEST 02

TEST 03

TEST 04

TEST 05

TEST 06

TEST 07

TEST 08

TEST 09

TEST 10

## 기출 TEST 1

동영상 강의



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

## 기출 TEST 2

동영상 강의



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

## 기출 TEST 3

동영상 강의



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

## 기출 TEST 4

동영상 강의



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



**기출 TEST 5**

동영상 강의 

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

**기출 TEST 6**

동영상 강의 

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

**기출 TEST 7**

동영상 강의 

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

**기출 TEST 8**

동영상 강의 

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

## 기출 TEST 9

동영상 강의



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

## 기출 TEST 10

동영상 강의



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



ANSWER SHEET

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त्रिवेदी	संस्कृत	पाठ्य
३०	प्र०	४०

Test 01 (Part 5~7)

Test 02 (Part 5~7)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80
81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120

## ANSWER SHEET

수험번호 : .....  
응시일자 : 20 년 월 일

### ETS® TOEIC® 토익® 정기시험 기출문제집

성 명	한 글
성 명	한 자
성 명	영 자

#### Test 03 (Part 5~7)

101	Ⓐ	121	Ⓑ	141	Ⓒ	161	Ⓓ	181	Ⓔ	201
102	Ⓑ	122	Ⓒ	142	Ⓓ	162	Ⓔ	182	Ⓕ	202
103	Ⓒ	123	Ⓓ	143	Ⓔ	163	Ⓕ	183	Ⓖ	203
104	Ⓓ	124	Ⓔ	144	Ⓕ	164	Ⓖ	184	Ⓗ	204
105	Ⓔ	125	Ⓕ	145	Ⓖ	165	Ⓗ	185	Ⓘ	205
106	Ⓕ	126	Ⓖ	146	Ⓗ	166	Ⓘ	186	Ⓛ	206
107	Ⓖ	127	Ⓗ	147	Ⓛ	167	Ⓜ	187	Ⓝ	207
108	Ⓗ	128	Ⓛ	148	Ⓜ	168	Ⓝ	188	Ⓣ	208
109	Ⓛ	129	Ⓜ	149	Ⓝ	169	Ⓣ	189	Ⓤ	209
110	Ⓜ	130	Ⓝ	150	Ⓣ	170	Ⓤ	190	Ⓛ	210
111	Ⓝ	131	Ⓣ	151	Ⓤ	171	Ⓛ	191	Ⓜ	211
112	Ⓣ	132	Ⓤ	152	Ⓛ	172	Ⓜ	192	Ⓝ	212
113	Ⓤ	133	Ⓛ	153	Ⓜ	173	Ⓝ	193	Ⓣ	213
114	Ⓛ	134	Ⓝ	154	Ⓣ	174	Ⓣ	194	Ⓤ	214
115	Ⓜ	135	Ⓣ	155	Ⓤ	175	Ⓛ	195	Ⓛ	215
116	Ⓝ	136	Ⓣ	156	Ⓛ	176	Ⓜ	196	Ⓜ	216
117	Ⓣ	137	Ⓛ	157	Ⓜ	177	Ⓝ	197	Ⓣ	217
118	Ⓤ	138	Ⓝ	158	Ⓣ	178	Ⓣ	198	Ⓤ	218
119	Ⓛ	139	Ⓣ	159	Ⓤ	179	Ⓛ	199	Ⓛ	219
120	Ⓜ	140	Ⓣ	160	Ⓛ	180	Ⓜ	200	Ⓜ	220

#### Test 04 (Part 5~7)

101	Ⓐ	121	Ⓑ	141	Ⓒ	161	Ⓓ	181	Ⓔ	201
102	Ⓑ	122	Ⓒ	142	Ⓓ	162	Ⓔ	182	Ⓕ	202
103	Ⓒ	123	Ⓓ	143	Ⓔ	163	Ⓕ	183	Ⓖ	203
104	Ⓓ	124	Ⓔ	144	Ⓕ	164	Ⓖ	184	Ⓗ	204
105	Ⓔ	125	Ⓕ	145	Ⓖ	165	Ⓗ	185	Ⓣ	205
106	Ⓕ	126	Ⓖ	146	Ⓗ	166	Ⓣ	186	Ⓤ	206
107	Ⓖ	127	Ⓣ	147	Ⓤ	167	Ⓛ	187	Ⓛ	207
108	Ⓗ	128	Ⓤ	148	Ⓛ	168	Ⓜ	188	Ⓜ	208
109	Ⓛ	129	Ⓜ	149	Ⓝ	169	Ⓝ	189	Ⓣ	209
110	Ⓜ	130	Ⓝ	150	Ⓣ	170	Ⓣ	190	Ⓤ	210
111	Ⓝ	131	Ⓣ	151	Ⓤ	171	Ⓛ	191	Ⓛ	211
112	Ⓣ	132	Ⓤ	152	Ⓛ	172	Ⓜ	192	Ⓜ	212
113	Ⓤ	133	Ⓛ	153	Ⓜ	173	Ⓝ	193	Ⓣ	213
114	Ⓛ	134	Ⓝ	154	Ⓣ	174	Ⓣ	194	Ⓤ	214
115	Ⓜ	135	Ⓣ	155	Ⓤ	175	Ⓛ	195	Ⓛ	215
116	Ⓝ	136	Ⓣ	156	Ⓛ	176	Ⓜ	196	Ⓜ	216
117	Ⓣ	137	Ⓛ	157	Ⓜ	177	Ⓝ	197	Ⓣ	217
118	Ⓤ	138	Ⓝ	158	Ⓣ	178	Ⓣ	198	Ⓤ	218
119	Ⓛ	139	Ⓣ	159	Ⓤ	179	Ⓛ	199	Ⓛ	219
120	Ⓜ	140	Ⓣ	160	Ⓛ	180	Ⓜ	200	Ⓜ	220



## ANSWER SHEET

### ETS® TOEIC® 토익® 정기시험 기출문제집

수험번호 : \_\_\_\_\_

응시일자 : 20 년 월 일

성명	한글
국적	한자
연령	영자

#### Test 05 (Part 5~7)

101	④	121	③	141	②	161	⑥	181	⑤	201
102	③	122	④	142	①	162	⑦	182	⑥	202
103	②	123	⑤	143	⑧	163	⑨	183	⑦	203
104	①	124	⑥	144	⑩	164	⑪	184	⑧	204
105	⑨	125	⑦	145	⑫	165	⑬	185	⑯	205
106	⑩	126	⑧	146	⑭	166	⑮	186	⑰	206
107	⑪	127	⑨	147	⑬	167	⑯	187	⑱	207
108	⑫	128	⑩	148	⑭	168	⑮	188	⑲	208
109	⑬	129	⑪	149	⑮	169	⑯	189	⑳	209
110	⑭	130	⑫	150	⑭	170	⑮	190	㉑	210
111	⑮	131	⑬	151	⑮	171	⑯	191	㉒	211
112	⑯	132	⑭	152	⑮	172	⑯	192	㉓	212
113	⑰	133	⑮	153	⑮	173	⑯	193	㉔	213
114	⑱	134	⑯	154	⑮	174	⑯	194	㉕	214
115	㉑	135	㉒	155	㉑	175	㉒	195	㉖	215
116	㉒	136	㉓	156	㉑	176	㉒	196	㉗	216
117	㉓	137	㉔	157	㉑	177	㉒	197	㉘	217
118	㉔	138	㉕	158	㉑	178	㉒	198	㉙	218
119	㉕	139	㉖	159	㉑	179	㉒	199	㉚	219
120	㉖	140	㉗	160	㉑	180	㉒	200	㉛	220

#### Test 06 (Part 5~7)

101	④	121	③	141	②	161	⑥	181	⑤	201
102	③	122	④	142	①	162	⑦	182	⑥	202
103	②	123	⑤	143	⑧	163	⑨	183	⑦	203
104	①	124	⑥	144	⑩	164	⑪	184	⑧	204
105	⑨	125	⑦	145	⑫	165	⑬	185	⑯	205
106	⑩	126	⑧	146	⑭	166	⑮	186	⑰	206
107	⑪	127	⑨	147	⑬	167	⑯	187	⑱	207
108	⑫	128	⑩	148	⑭	168	⑮	188	⑲	208
109	⑬	129	⑪	149	⑮	169	⑯	189	㉑	209
110	⑭	130	⑫	150	⑭	170	⑮	190	㉒	210
111	⑮	131	⑬	151	⑮	171	⑯	191	㉓	211
112	⑯	132	⑭	152	⑮	172	⑯	192	㉔	212
113	⑰	133	⑮	153	⑮	173	⑯	193	㉕	213
114	㉑	134	㉒	154	㉑	174	㉒	194	㉖	214
115	㉒	135	㉓	155	㉑	175	㉒	195	㉗	215
116	㉓	136	㉔	156	㉑	176	㉒	196	㉘	216
117	㉔	137	㉕	157	㉑	177	㉒	197	㉙	217
118	㉕	138	㉖	158	㉑	178	㉒	198	㉚	218
119	㉖	139	㉗	159	㉑	179	㉒	199	㉛	219
120	㉗	140	㉘	160	㉑	180	㉒	200	㉛	220

ANSWER SHEET

일정

수험번호

Test 07 (Part 5~7)

A large grid of 100 numbered circles arranged in 10 rows and 10 columns. The numbers range from 101 to 200, starting at the bottom-left and increasing towards the top-right. Each circle contains a small number and a dot for connecting.

Test 08 (Part 5~7)



ANSWER SHEET

일정 : 2019년 10월 20일  
수험번호 : 1234567890

한글  
영자  
영자  
영자

Test 09 (Part 5~7)

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

Test 10 (Part 5~7)

A large grid of 100 numbered circles for a dot-to-dot activity. The numbers are arranged in a 10x10 pattern, starting from 1 in the top-left corner and ending at 100 in the bottom-right corner. Each circle contains a number, and the circles are arranged in a staggered pattern where each row is offset by one circle relative to the row above it.



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무료 듣영상, 카드, 단어장, 체점서비스

값 19,800원



9 7889 17 23950 8  
ISBN 978-89-17-23950-8  
ISBN 978-89-17-99000-3(세트)

14740

