

READING

In this section of the test, you will have the chance to show how well you understand written English. There are three parts to this section, with special directions for each part.

**YOU WILL HAVE ONE HOUR AND FIFTEEN MINUTES
TO COMPLETE PARTS 5, 6, AND 7 OF THE TEST.**

Part 5: Incomplete Sentences

Directions: You will see a sentence with a missing word. Four possible answers follow the sentence. Choose the best answer to the question, and fill in the corresponding oval on your answer sheet.

101. Once you start using the new software, you will be able to do your work much more _____.
(A) easy
(B) easily
(C) easier
(D) easement
102. The director asked us to have the report completed _____ 5:00 today at the latest.
(A) until
(B) after
(C) to
(D) by
103. Since they came to us with such an _____ offer, signing the contract was an easy decision.
(A) attract
(B) attracted
(C) attraction
(D) attractive
104. Currently they _____ lower prices than any of their competitors.
(A) are offering
(B) to offer
(C) did offer
(D) offered
105. Samantha worked very hard and put in a lot of overtime hours because she wanted a salary _____.
(A) raise
(B) growth
(C) expansion
(D) improvement
106. They will spend most of next week interviewing candidates before they _____ who to hire.
(A) decide
(B) are deciding
(C) will decide
(D) decided
107. We had two different experts examine the equipment, but neither of them could _____ the source of the problem.
(A) presume
(B) achieve
(C) release
(D) detect
108. The new designs submitted for the state highway development project _____ highly confidential.
(A) is
(B) are
(C) do
(D) was

109. The weekly staff meetings begin at 8:30 sharp, and everyone is expected to arrive _____.
 (A) promptness
 (B) promote
 (C) promptly
 (D) prompt
110. In order to avoid the inconvenience of missed appointments, the office will send you _____ two days before your appointment date.
 (A) an agenda
 (B) a reminder
 (C) an alert
 (D) a memento
111. _____ we've hired several temporary employees, we are still having a hard time getting all the work done on time.
 (A) Because
 (B) Since
 (C) Although
 (D) Despite
112. Traffic _____ our taxi so much, that by the time we got to the train station, the train had already left.
 (A) delayed
 (B) postponed
 (C) inhibited
 (D) annoyed
113. I _____ eat at expensive restaurants because I don't have a lot of extra money.
 (A) always
 (B) often
 (C) usually
 (D) seldom
114. _____ he graduated from the university, he got a job at a good company.
 (A) After
 (B) Later
 (C) Next
 (D) Following
115. If we _____ more time, we would be able to do a more thorough job.
 (A) would have
 (B) will have
 (C) have
 (D) had
116. You should _____ with your boss before committing yourself to such a time-consuming project.
 (A) will speak
 (B) speak
 (C) speaking
 (D) spoken
117. They are leaving by car early tomorrow morning and expect _____ in Denver before noon.
 (A) arrive
 (B) to arrive
 (C) arriving
 (D) will arrive
118. It is not easy to get a position at that company because they are very _____ about who they hire.
 (A) prospective
 (B) enthusiastic
 (C) selective
 (D) explicit
119. My boss has given me some really excellent _____ about dealing with difficult clients.
 (A) advice
 (B) advise
 (C) advisory
 (D) adverse
120. It is hoped that the extended store hours will _____ more evening shoppers to the mall.
 (A) embrace
 (B) contain
 (C) attract
 (D) acquire

121. I don't recommend buying that model of car because it is _____ cheap nor reliable.
 (A) not
 (B) both
 (C) either
 (D) neither
122. We need to buy a more _____ photocopier because the one we have now is always breaking down.
 (A) unique
 (B) durable
 (C) affordable
 (D) contemporary
123. We are using this space only _____ until the renovations on our new office are completed.
 (A) temporarily
 (B) alternately
 (C) partially
 (D) timely
124. We decided that the office didn't suit our needs because it was not very _____.
 (A) space
 (B) spaced
 (C) spacious
 (D) spaciousness
125. Last month's customer satisfaction survey _____ several areas where we could improve our services.
 (A) combined
 (B) unfolded
 (C) enlarged
 (D) revealed
126. Of all the people who applied for the position, Mr. Sato is the _____.
 (A) qualified
 (B) more qualified
 (C) most qualified
 (D) qualification
127. I think the new rug will look much more attractive _____ that table.
 (A) bottom
 (B) under
 (C) down
 (D) floor
128. We agreed that hiring an outside accountant to _____ the company's financial records would be a good idea.
 (A) audit
 (B) audition
 (C) auditory
 (D) auditorium
129. We will have the building _____ by a construction specialist before we close the deal.
 (A) inspect
 (B) inspected
 (C) inspects
 (D) to inspect
130. Ms. Lee _____ with us only since November but she is already familiar with most of our projects.
 (A) works
 (B) worked
 (C) is working
 (D) has been working

Part 6: Text Completion

Directions: You will see four passages, each with four blanks. Each blank has four answer choices. For each blank, choose the word, phrase, or sentence that best completes the passage.

Questions 131–134 refer to the following notice.

Your Paycheck

Checks _____ on a biweekly basis by department heads. Arrangements can

131. (A) distribute
(B) distributed
(C) are distributed
(D) are distributing

be made with the Accounting Department to have checks mailed to the employee's home address instead, if desired. Each employee should review the check stub carefully. _____ contains a breakdown of all deductions, including state

132. (A) It
(B) He
(C) She
(D) They

and local taxes, retirement fund contributions, and insurance payments. Any inaccuracies should be reported to the Accounting Department as soon as possible. _____. The

133. (A) Your supervisor submits your time sheet to the Accounting Department each week
(B) The Accounting Department has a staff of three full-time accountants
(C) Year-end bonuses are paid out each December
(D) Every effort will be made to correct any errors in a timely manner

Human Resources Department conducts monthly workshops that explain in detail how each paycheck deduction is calculated. Anyone interested in _____

134. (A) assisting
(B) attending
(C) accessing
(D) approving

a workshop should contact the Human Resources Department.

Questions 135–138 refer to the following memo.

To: All office staff
From: Rita Johnson
Re: Employee Appreciation Banquet
Date: March 15, 20--

It's time to start planning for the _____ Employee Appreciation

135. (A) daily
(B) monthly
(C) annual
(D) biannual

Banquet. I know you all look forward to this every spring. As you know, the winner of the Employee of the Year Award is chosen by the staff.

_____. The winner will be announced on

136. (A) The banquet menu will be posted a few days before the event
(B) Please get your nominations to me before the end of the month
(C) All members of our staff are highly trained in their respective fields
(D) Companies often give awards in recognition of their staff members' achievements

the night of the banquet.

I have received your comments and complaints and have been looking into a new _____ for this year's banquet. We are hoping to hold it at

137. (A) location
(B) program
(C) decoration
(D) entertainment

the Hamilton Hotel. The rooms there are large, and the hotel is conveniently accessible by public transportation.

I have also paid attention to your comments about the food and will work with the hotel chef to develop a menu that provides a variety of choices. Please _____ me know if you have any further suggestions

138. (A) allow
(B) leave
(C) tell
(D) let

regarding this year's banquet.

Questions 139–142 refer to the following letter.

Dear Customer,

Your Quimby Bank Certificate of Deposit (CD), number 005589403, will mature on January 12 with a value of \$5,095.86. If you _____ no action,

139. (A) take
(B) taken
(C) taking
(D) will take

your CD will automatically renew for another six months and will earn the interest rate in effect on January 12. The following reinvestment options are also available to you.

1. An Authorization to Renew Form is _____ with this letter. If you

140. (A) enclose
(B) encloses
(C) enclosed
(D) enclosing

wish to add funds to your CD, simply complete and return the form to us no later than five business days before the maturity date.

2. Quimby Bank Investment Advisers are available to discuss your financial situation with you. _____. Call the

141. (A) It is never too soon to start saving in order to ensure financial security in your retirement years
(B) They can help you understand how a CD and other investment options can fit in with your overall financial plan
(C) Many individuals choose to invest in CDs as part of their financial planning
(D) Many young people are choosing professions in finance

Quimby Bank Customer Service Office to _____ an appointment.

142. (A) make up
(B) put in
(C) turn on
(D) set up

Thank you for banking with Quimby.

Sincerely,

Ramona Higgins

Ramona Higgins
Vice President

Questions 143–146 refer to the following notice.

City Bus Lines
Notice of Fare Increases and Schedule Changes

Fare Increases

As of May 31 there will be a 25% increase in all bus fares on the City Bus Lines. The normal fare will go up to \$2.50 during regular hours and \$3.50 during rush hour. Senior citizens possessing a valid City Bus Line Senior Citizen Identification Card will be _____ \$1.25 to ride the bus

143. (A) paid
(B) charged
(C) reimbursed
(D) compensated

during regular hours and \$2.00 during rush hour.

Schedule Changes

The number 42 bus, which _____ leaves the train station every

144. (A) promptly
(B) usually
(C) currently
(D) previously

half hour, will leave the train station every 45 minutes as of May 31.

The number 56 bus, serving the Greenville neighborhood, will no longer run as of May 31. _____

145. (A) Regular riders of this line can use the number 35 bus on Oak Avenue .
(B) It will be replaced with a newer, more modern bus that runs on electricity
(C) Other cities are also rerouting buses and discontinuing service in some areas
(D) Residents of Greenville have complained about the lack of bus service in their neighborhood

Any questions or concerns _____ these changes should be directed to

146. (A) refusing
(B) regaining
(C) referring
(D) regarding

the City Bus Lines Office of Public Relations.

Part 7: Reading Comprehension

Directions: You will see single and multiple reading passages followed by several questions. Each question has four answer choices. Choose the best answer to the question, and fill in the corresponding oval on your answer sheet.

Questions 147–148 refer to the following advertisement.

Sale! Sale! Sale!

**Grover's Office Supply Store announces
its annual winter sale!**

**All paper items are on sale, with discounts
from 15% to 25% off our already low prices.**

Sale ends Saturday.

Join our Frequent Buyer's Club and save even more. Stop by the manager's desk for an application. Once we have your contact information in our computer files, you will receive notices of special sales and discounts available to Frequent Buyer's Club members only.

Grover's Office Supply Store.
Supplying your office with all its paper needs.

147. Which of the following items are most likely on sale?
- (A) Envelopes
 - (B) Desks
 - (C) Filing cabinets
 - (D) Computers
148. How can a customer become a member of the Frequent Buyer's Club?
- (A) Visit the store before Saturday
 - (B) Speak with the manager
 - (C) Send a request by mail
 - (D) Contact the club president

Questions 149–150 refer to the following notice.

**Norwich Office Towers
Maintenance and Cleaning Department
Notice of Painting and Repair Work**

The west bank elevators will be closed for routine maintenance and repair starting Monday, August 17. Tenants and visitors are asked to use the east bank elevators or the west or east stairs during this time. The west bank elevators will be back in operation on Monday, August 24, at which time the east bank elevators will be closed. All elevator maintenance and repair work should be completed by the end of the month. Stairs and hallways will be painted during the months of September and October. A complete painting schedule will be posted before September 1.

- | | |
|--|---|
| <p>149. What will the elevators be closed for?</p> <ul style="list-style-type: none">(A) Painting(B) Repair(C) Cleaning(D) Rescheduling | <p>150. How long will the work on all elevators take?</p> <ul style="list-style-type: none">(A) One week(B) Two weeks(C) One month(D) Two months |
|--|---|

Questions 151–152 refer to the following instructions.

- 1.** Remove the back cover, using a small screwdriver to loosen the screw.
 - 2.** Remove batteries and replace with two new AAA batteries. Use the + and - signs to position them correctly. Dispose of used batteries properly.
 - 3.** Replace the cover and tighten the screw with the screwdriver.
 - 4.** Reset the time using the side buttons.
- The GMX 200 is guaranteed to keep time accurately for one full year from date of purchase. Should it malfunction in any way during this time period, your money will be refunded in full.

- | | |
|---|--|
| <p>151. What are these instructions for?</p> <ul style="list-style-type: none">(A) Repairing a cover(B) Setting the date(C) Getting a refund(D) Changing the batteries | <p>152. What is the GMX 200?</p> <ul style="list-style-type: none">(A) A calendar(B) A screwdriver(C) A clock(D) A garbage disposal |
|---|--|

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

AMY OSGOOD	10:05
I left my illustration samples behind. Can you check my desk?	
MAI CHEN	10:08
I found them. What do you want me to do with them?	
AMY OSGOOD	10:09
I'm not sure. I'm on my way to meet the client now.	
MAI CHEN	10:10
I could leave them with the guard in the lobby for you to pick up. Where are you?	
AMY OSGOOD	10:12
In front of the Melrose hotel. If I go back for them now, I might be late for the meeting.	
AMY OSGOOD	10:13
Maybe you should just messenger them over.	
MAI CHEN	10:14
I could. But I think you have time to come back for them yourself. It's your call.	
AMY OSGOOD	10:16
You're right. Drop them off in the lobby, and I'll pick them up.	
MAI CHEN	10:17
OK!	

153. What is suggested about Mai Chen?
- (A) She works for Ms. Osgood's client.
 - (B) She is Ms. Osgood's assistant.
 - (C) She works as a messenger.
 - (D) She is at the hotel.

154. What does Mai Chen mean when she writes, "It's your call" ?
- (A) Ms. Osgood should phone the client right away.
 - (B) Ms. Osgood should make the decision herself.
 - (C) Ms. Osgood is responsible for the client.
 - (D) Ms. Osgood is the owner of the samples.

Questions 155–157 refer to the following article.

The International Experience Project (IEP) provides young professionals with the opportunity to gain work experience abroad. IEP was founded by Margery Wilson four years ago. "When I graduated from college," she explained, "My dream was to work abroad for one or two years, learn another language, and experience living in another country. –[1]– That was six years ago. At that time, there were no employment agencies that specialized in helping job seekers like myself. So I decided to start my own. –[2]–"

Since its beginnings, IEP has provided jobs for several thousand young professionals in countries all around the world. "Knowing a foreign language helps," says Wilson, "but it isn't a prerequisite for all jobs." In fact, many of the companies that provide employment for her clients also provide language training. IEP finds jobs for people in all fields, from economics to science to teaching. –[3]– "All you need is a college degree, an interest in other countries, and an adventurous spirit," says Wilson. –[4]–

155. What kind of business is IEP?
- (A) An employment agency
 - (B) A travel agency
 - (C) A language school
 - (D) A teacher training school
156. What is a requirement for using IEP's services?
- (A) Foreign language skills
 - (B) Experience living abroad
 - (C) A science background
 - (D) A college degree

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

"I knew I wanted to do this, but I didn't know how to find a job abroad."

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

Questions 158–160 refer to the following advertisement.

For Sale

Fully equipped convenience store on North Main Street close to downtown. Annual sales of \$2,198,456. Sells snacks, groceries, newspapers, gasoline, etc. Ample customer parking behind. Spacious two-bedroom owner's apartment on second floor. Asking \$750,000. Includes building and grounds, all equipment, and \$85,000 in inventory. No brokers, please. Shown by appointment only. Call Maria at White Horse Realty—243-8674.

158. What is above the store?
(A) A place to live
(B) A snack bar
(C) A place for equipment
(D) An office
159. How much is the store being sold for?
(A) \$85,000
(B) \$750,000
(C) \$835,000
(D) \$2,198,456
160. The word *inventory* in line 4 is closest in meaning to _____.
(A) rents
(B) accounts
(C) furnishings
(D) merchandise

Questions 161–163 refer to the following article.

The Clear Sound Communications takeover of local telephone service, which was originally welcomed with great optimism, now seems to be heading down the road toward disaster. Ever since Clear Sound bought out the FreeTel Company just under six months ago, it has experienced loss of income, loss of customers, and, perhaps worst of all, the loss of its reputation as a company that delivers on its promises.

When Clear Sound came into the area, it promised that all its telephone customers would have access to high-speed Internet service by the end of the year. Not only has the company failed to deliver on this promise, but customers

who are receiving Clear Sound Internet service have expressed great dissatisfaction with it. "The connection goes out all the time. You just can't count on it when you need it," a Clear Sound customer complained at a town meeting last week. Customers have also claimed that repair service is slow and overpriced. Clear Sound, on the other hand, claims that such problems are minor and not widespread. "Every company experiences an adjustment period," explained Richard Whittier, Clear Sound public relations officer. "Before one more year has passed, you can be certain that all operations will be running smoothly and customers will be 100% satisfied," he said.

161. When did Clear Sound take over the FreeTel Company?
- (A) Early last week
 - (B) A little less than six months ago
 - (C) A little more than six months ago
 - (D) Near the end of the year
162. What kind of company is Clear Sound?
- (A) Telephone only
 - (B) Telephone and Internet
 - (C) Delivery service
 - (D) Transportation
163. How do Clear Sound customers currently feel about the company?
- (A) Pleased
 - (B) Optimistic
 - (C) Unhappy
 - (D) Bored

Questions 164–167 refer to the following article.

A job interview is your chance to make a good impression on a potential employer, and the way you dress is an important part of the impression you make. It is not an occasion to show how fashionably you can dress. Rather, it is the time to present yourself as a serious professional who conveys a sense of confidence. –[1]– The colors you wear help to give this impression. Choose dark colors, such as black, navy blue, or charcoal gray, and stay away from warm browns and greens. –[2]– In addition to a dark color, the suit you wear should have a conservative, neatly-tailored cut.

–[3]– Your accessories are an important part of your overall look. For men this means wearing ties with simple patterns and quiet colors. Also, men should not wear any type of jewelry, even of the highest quality gold or silver, except for a wrist watch or tie clip. Women should wear plain earrings. Matching necklaces or bracelets are permissible as long as they are not gaudy or loud.

Finally, make sure your feet are dressed as well as the rest of you. –[4]– Avoid any kind of fancy footwear. Your footwear should look neat and fit you comfortably. You may think that no one will look at your feet, but if you wear super high heels, garish buckles, or bright colors on your shoes, you are calling attention to them in a way you don't want.

164. Who is this article for?

- (A) Tailors
- (B) Job hunters
- (C) Fashion designers
- (D) Clothing retailers

165. Why are dark colors recommended?

- (A) They feel warmer.
- (B) They are fashionable.
- (C) They look professional.
- (D) They show off accessories.

166. What kind of shoes should be worn?

- (A) Brightly colored
- (B) Comfortable
- (C) High heeled
- (D) Fancy

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

"Don't forget to pay attention to details."

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

Questions 168–171 refer to the following information sheet.

INFORMATION FOR VISITORS

GETTING AROUND

- Two major bus routes, #34 and #56, pass in front of the building. Bus schedules and bus route maps are available at the front desk.
- The Market Mall subway station is five blocks away. Subway maps and information are available at the subway station.
- Taxis are available at the taxi stand near the main entrance.

MEALS

- A full-service restaurant and a café are located just off the main lobby. Daily breakfast at the café is included with the price of your room.
- Ask at the front desk for a listing of local restaurants.

SHOPPING

- The downtown shopping district, famous for its elegant fashion boutiques, is located just 5 blocks away.
- Market Mall, the city's premier shopping mall, is three miles away and is served by the #34 bus line. Whether you are looking for clothes, jewelry, books, gifts, linens, or office supplies, you are sure to find it at the Market Mall.
- A pharmacy and grocery store are located just across the street.

TOURISM

- The city boasts a number of fine museums, including the National History Museum and the Museum of Fine Arts. The Sun Tours Travel Company offers bus tours of historic locations around the city. Please ask at the front desk for more information.
- Hotel guests are entitled to a discount at the City Aquarium. Get your discount coupon at the front desk.

EMERGENCIES

In case of an emergency, dial 01 for the hotel manager.

168. Where would you find this information sheet?
- (A) In a hotel
 - (B) In a tourist agency
 - (C) In a shopping mall
 - (D) In an office building
169. What can you buy in the shopping district?
- (A) Books
 - (B) Office supplies
 - (C) Clothes
 - (D) Linens
170. What is indicated about the mall?
- (A) It is near a taxi stand.
 - (B) It has a grocery store.
 - (C) It has several restaurants.
 - (D) It is near public transportation.
171. Where can you probably buy cough medicine?
- (A) In the shopping district
 - (B) Across the street
 - (C) In the lobby
 - (D) At the Market Mall

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

MARITZA GUZMAN	2:15
Hi. This is Maritza in Customer Service. Has the Wilmarx order gone out yet? You know, the finance firm.	
ERIC JONES	2:20
I checked, and it looks like it went out on a truck early this morning.	
MARITZA GUZMAN	2:23
Can you tell me the contents of the order?	
ERIC JONES	2:25
The record shows 1 large conference table, Style A, and 8 matching chairs.	
MARITZA GUZMAN	2:28
I was afraid of that. It was supposed to be 18.	
ERIC JONES	2:30
I have your instructions right here. It says 8 chairs. I can send you a copy if you want.	
MARITZA GUZMAN	2:33
No, it's not you. I know I asked for 8, but I really meant 18. That's what the client ordered. How soon could you ship the rest?	
ERIC JONES	2:37
They could go out on tomorrow morning's truck.	
MARITZA GUZMAN	2:39
When would they arrive?	
ERIC JONES	2:41
By Friday. A day later than today's shipment.	
MARITZA GUZMAN	2:43
That should be OK. I'll let the client know right away.	

172. What department does Mr. Jones work in?
- (A) Shipping
 - (B) Design
 - (C) Finance
 - (D) Customer Service
173. What is the problem with the shipment?
- (A) The table is too large.
 - (B) It was shipped too late.
 - (C) There are not enough chairs.
 - (D) It was shipped by truck instead of by plane.
174. At 2:33, what does Ms. Guzman mean when she writes, "... it's not you"?
- (A) The instructions were not meant for Mr. Jones.
 - (B) Mr. Jones is not the one who made a mistake.
 - (C) Mr. Jones should not have taken the order.
 - (D) She does not want to speak with Mr. Jones.
175. What will Ms. Guzman do next?
- (A) Meet with Mr. Jones
 - (B) Check the shipment
 - (C) Take another customer's order
 - (D) Contact the Wilmarx company

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

Computer Training Center

CLASS SCHEDULE

Word Processing Basics

Section 1: M, W 1–3

Section 2: T, Th 6–8

Advanced Word Processing

Section 1: W, F 9–12

Database Basics

Section 1: M, W 4–6

Section 2: Saturday, 9–1

Advanced Database

Section 1: M, W 1–3

INFORMATION FOR STUDENTS

- You may choose either section 1 or section 2 of any course.
- All courses last three months.
- Course fees are \$300 for courses meeting four hours a week, and \$500 for courses meeting six hours a week. Materials fees are \$25 for word processing classes and \$45 for database classes.
- Register online by visiting our website, www.computertrainingcenter.com, or call us at 456-8874.

To: marvinpeabody@nzinc.com

From: samsilliman@nzinc.com

Sent: 21 September 20-- , 9:35

Subject: computer training

Marvin,

I am attaching the latest schedule from the Computer Training Center. As we have discussed in person, your computer skills are not quite up to par and you would benefit from taking one of these courses. We also discussed the fact that your first-year employee probationary status is still in effect and that you are required to take some training courses during this time. Please sign up for one of these courses as soon as possible. I would encourage you to choose a beginning word processing class, as your skills in that area are woefully lacking. You have a good knowledge of database software, though you could benefit from an advanced-level class if that is what interests you most. The choice, of course, is up to you, but I recommend word processing. In choosing your class schedule, please remember that you must be present at our weekly staff meetings (Wednesday afternoons at 2:00). As soon as you have decided on a course and schedule, please contact Elizabeth Mortimer in the Human Resources Department and she will take care of the registration process for you. We at NZ, Inc. will, of course, take care of all the fees. All you have to do is attend the classes. Please e-mail me as soon as you are registered for a course.

Sam Silliman

176. Which class will Marvin probably take?
(A) Word Processing Basics, Section 1
(B) Word Processing Basics, Section 2
(C) Database Basics, Section 2
(D) Advanced Database, Section 1
177. How will Marvin register for the class?
(A) By visiting the training center website
(B) By calling the training center
(C) By talking with the human resources officer
(D) By e-mailing Sam Silliman
178. How much will Marvin pay for his course?
(A) \$0
(B) \$300
(C) \$325
(D) \$545
179. Who is Sam Silliman?
(A) The Computer Training Center manager
(B) Elizabeth Mortimer's employee
(C) A computer instructor
(D) Marvin's supervisor
180. How long has Marvin been working at NZ, Inc.?
(A) Exactly three months
(B) Less than one year
(C) A little more than a year
(D) For several years

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

We are starting an Internship Program in Information Technology. We will offer 10 internships for undergraduate and graduate students as well as for recent graduates who have finished their degrees within the last 12 months. All of the interns will receive an hourly salary plus a bonus at the end of the internship.

The first internships will begin on June 1. They will last for a minimum of two months.

Every intern will work on projects with a supervisor. These projects include Networking, Business Software, and Computer Maintenance—Crash Prevention. Applicants who speak a second language are encouraged to apply and will be assigned to our special Global Communications project.

First preference will be given to employees' children and relatives. The application deadline is April 15. Write to interns@excel.com to learn more about the internships and to request an application.

From: Jon Samuels [Jon@gomail.com]
To: Excel Company [interns@excel.com]
Sent: Friday, April 1, 20-- 1:29 P.M.
Subject: Application for Internship Program

I would like to learn more about the Internship Program in Information Technology. My mother, who works as an electrical engineer at your company, told me about this opportunity.

I am a junior at National University. Although my major is business administration, I am also interested in information technology and am considering studying this subject in graduate school. Can business majors apply for the internship?

I will be leaving for a trip to Korea in May to visit relatives and brush up on my second language, Korean. I won't return from my trip until four days after the first internships begin. Could I start my internship then? I can work until the beginning of September.

If I qualify for the internship, please send me an application as soon as possible, as well as any other information I may need.

Thank you.

181. What qualification does Jon have that will give him preference over other applicants?
- (A) His mother works for the company.
 - (B) He is majoring in business administration.
 - (C) He speaks Korean.
 - (D) He took classes in electrical engineering.
182. How long does Jon have to complete his application?
- (A) 2 weeks
 - (B) 3 weeks
 - (C) 2 months
 - (D) 12 months
183. What does Jon want to study in graduate school?
- (A) Business administration
 - (B) Information technology
 - (C) Communications
 - (D) Korean language
184. What project will Jon probably be assigned to work on?
- (A) Networking
 - (B) Business Software
 - (C) Computer Maintenance
 - (D) Global Communications
185. When does Jon want to start his internship?
- (A) May 1
 - (B) June 1
 - (C) June 5
 - (D) September 4

Questions 186–190 refer to the following fax, price sheet, and order form.

FAX TRANSMISSION

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FAX TRANSMISSION

Linton Systems, Inc.
154 North Washington Street
Bradford, NY

To: Cosmo Catering Company
17 River Road
Bradford, NY

FROM: Elaine Conway
Office Manager

DATE: August 30

We are planning an all-day conference for October 15 and will need catering services for lunch. We expect around 40–45 people to attend. Some will be vegetarian, but we will also want some meat dishes available. We would need you to provide dishes and silverware, but we will use our own tables and chairs. Please fax menus, prices, and ordering information. Thank you.

**Cosmo Catering Company
Menu and Price List**

Lunch Buffets

Option 1

1 chicken entrée
1 meat entrée
salad
2 desserts

Option 2

1 chicken entrée
1 meat entrée
1 vegetarian entrée
salad
3 desserts

Option 3

2 vegetarian entrées
1 meat entrée
salad
2 desserts

Prices

Up to 25 people— Option 1: \$250
Option 2: \$350
Option 3: \$200

Up to 50 people— Option 1: \$500
Option 2: \$700
Option 3: \$400

Up to 100 people— Option 1: \$1,000
Option 2: \$1,400
Option 3: \$800

*Above prices include all dishes and silverware, tablecloths and napkins (white only), and setup and takedown.

*Tables and chairs are available for \$2 per person.

Orders must be accompanied by a 25% deposit, local checks only. The remainder is due on the date of service. Credit cards and cash are not accepted.

Discounts

- All orders placed a month in advance will receive a 10% discount.
- Use your own dishes and silverware and receive a 15% discount.

**Cosmo Catering Company
Order Form**

Customer: Linton Systems (contact Elaine Conway)

No. of guests: 50

Menu choice: Lunch buffet, option 3

Delivery date/time: October 15/11:00 am

Address: 115 Oak St., suite 10

Notes: use service entrance in rear

186. What kind of event is being hosted at Linton Systems?
(A) Annual office party
(B) Awards banquet
(C) Client lunch
(D) Conference
187. Which lunch buffet options include three different entrées?
(A) All of them
(B) Option 1 only
(C) Options 2 and 3
(D) Option 2 only
188. What does the customer have to do to get a 10% discount?
(A) Pay with cash
(B) Rent tables and chairs
(C) Use her own silverware
(D) Order before September 15
189. What does the customer have to send with the order?
(A) Her credit card number
(B) Choice of tablecloth color
(C) A check for the deposit
(D) A dessert order
190. How much will the lunch buffet cost Linton Systems, without discounts?
(A) \$200
(B) \$400
(C) \$500
(D) \$800

Questions 191–195 refer to the following advertisement, cover letter, and reference letter.

www.findjobsaaa.com			
Search Jobs	Post a Job	Reviews	Resume Writer
<p>Paralegal Busy downtown law firm seeks certified paralegal to assist three attorneys. Duties include legal research, assisting with documents, providing legal information to clients, and some word processing. Requires minimum of two years paralegal experience and word processing and database skills. Knowledge of French or Italian desirable. Closing date: May 15. Visit our website: www.werlaw.com Please do not call. Job type: Full-time</p> <p>Apply Now</p>			

I am interested in the certified paralegal position you posted. I have recently completed a paralegal training course and received my certificate last March. I am currently looking for a job in a small downtown firm. I am proficient with the commonly used word processing and database programs. I have a working knowledge of French and will be taking an Italian course starting June 15. My job experience includes three years as an office assistant at an architectural firm. I have not worked for the past year, as I was busy with my paralegal training course. My application includes my résumé and one letter of reference.

I would really enjoy the opportunity to work at a firm such as yours.

James Jones

ALABASTER ARCHITECTS
3490 MAIN STREET, SUITE 15
WINCHESTER

August 10, 20—

To whom it may concern,

This is to serve as a letter of reference for James Jones, who worked in our firm as an office assistant for three years under my supervision. Mr. Jones was someone we could always count on. He always did what he said he was going to do and fulfilled his duties in a timely manner. He was never late for work and rarely absent. His cheerful manner and sense of humor contributed to a pleasant atmosphere in our office. We were sorry when he left our firm in order to pursue the paralegal training course but understood that it was difficult to study while working full time. I highly recommend Mr. Jones for any position in an office setting.

Sincerely,
Adele Winters

191. What will happen on May 15?
- (A) The company will stop accepting applications for the job.
 - (B) A final decision about hiring will be made.
 - (C) Job interviews for the job will begin.
 - (D) The new employee will start work.
192. What is one of the duties of the advertised job?
- (A) Interviewing clients
 - (B) Working on legal documents
 - (C) Answering phone calls
 - (D) Making appointments
193. What job requirement does James Jones NOT meet?
- (A) Paralegal certificate
 - (B) Knowledge of a foreign language
 - (C) Computer software skills
 - (D) Paralegal work experience
194. Where did James Jones work before?
- (A) At a Spanish school
 - (B) At a law office
 - (C) At an architectural firm
 - (D) At a French company
195. What does Ms. Winters say about Mr. Jones?
- (A) He is reliable.
 - (B) He is rarely on time.
 - (C) He lacks training.
 - (D) He needs supervision.

Questions 196–200 refer to the following itinerary, flyer, and e-mail.

Travel Itinerary for Mr. Peter Pole

Tuesday, May 10

9:30 A.M.—Depart on Sky Airways flight 456
3:00 P.M.—Arrive Fairmont. Airport bus to hotel
Hotel: City View Hotel, 34 Mascoma Boulevard

Thursday, May 12

8:00 A.M.—Depart on National Railways train No.97
11:30 A.M.—Arrive Springfield. Taxi to hotel
Hotel: Willow Gardens Inn, 567 Anderson Street

Saturday, May 14

8:45 A.M.—Depart on Sky Airways flight 687
3:15 P.M.—Arrive Barrington. Taxi home

Iris Hotel

*Your home away from home
in beautiful downtown Springfield.*

Whether you are visiting Springfield
for business or pleasure, the Iris Hotel
is ready to welcome you.

Rates

Single	\$175/ night
Double	\$210/night

Check out our special weekend rates, available
on Saturday and Sunday nights, year-round.

Single	\$135/ night
Double	\$170/night

All our guests enjoy a complimentary breakfast
served in our café. Room service is
available for a small fee.

See you soon!

www.irishotelspfld.com

To: Polly Parsons
Subject: travel plans
From: Peter Pole
Date: May 1

Hi Polly,

Thank you for forwarding the travel itinerary. Everything looks good, except one thing. Since I'll be arriving in Springfield by train, I think I would prefer to stay at the Iris Hotel. It's right downtown and within walking distance of the train station, so it doesn't make sense to stay at that hotel out by the airport. So please see if you can get me a single room at the Iris for the nights I'll be in Springfield. Also, please don't forget to have the quarterly reports ready for me to take to Fairmont, as I will be reviewing them with the office staff there.

Thank you for everything.

Peter

196. How will Mr. Pole get from Springfield to Barrington?
(A) Bus
(B) Taxi
(C) Train
(D) Plane
197. What is indicated about the Willow Gardens Inn?
(A) It is close to the airport.
(B) It is Mr. Pole's favorite hotel.
(C) It costs more than the Iris Hotel.
(D) It has reduced rates on weekends.
198. What is included in the cost of rooms at the Iris Hotel?
(A) Shuttle bus ride to the airport
(B) Room service
(C) Parking
(D) Breakfast
199. If Mr. Pole stays at the Iris Hotel, how much will his room cost per night?
(A) \$135
(B) \$170
(C) \$175
(D) \$210
200. Who is Ms. Parsons, most likely?
(A) The head of the Fairmont office
(B) Mr. Pole's assistant
(C) A hotel manager
(D) A travel agent