

READING TEST

In the Reading test, you will read a variety of texts 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 text book.

PART 5

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

101. To avoid errors using the new coding system, you should _____ before beginning to code.

☐ A. find it out

☐ B. take it up

☒ C. look it over

☐ D. move it away

102. We would like to inform our employees that any complaints should be _____ to their union representative at first.

☐ A. outlined

☒ B. addressed

☐ C. focused

☐ D. applied

103. The safety inspector has advised us that our health and safety facilities are more than _____.

☐ A. considerable

☐ B. decent

☒ C. adequate

☐ D. accountable

104. If they _____ more aware of the trends, they could have avoided bankruptcy.

☐ A. were

☐ B. are

☒ C. have been

☐ D. had been

105. The grand ballroom _____ the welcoming party is being held is located on the fourteenth floor of the Halton Hotel.

☐ A. upon

☒ B. where

☐ C. when

☐ D. in

106. The seminar will adjourn _____ five o'clock.

☐ A. in

☐ B. on

☐ C. at

☐ D. the

107. The unemployment rate _____ sharply despite government policies designed to increase public sector employment

☐ A. was rising

☐ B. will have risen

☐ C. has risen

☐ D. risen

108. Ms. Taylor has called the managers to _____ her in the main conference room to discuss next year's budget.

☐ A. met

☐ B. meet

☐ C. have met

☐ D. will meet

109. Further studies will be conducted to develop _____ sound guidelines for year-round gaining

☐ A. economy

☐ B. economic

☐ C. economical

☐ D. economically

110. Thank you very much for your letter of May 25, _____ the financial statement for our company.

☐ A. enclose

☐ B. encloses

☐ C. enclosed

☐ D. enclosing

111. Personal information gathered about customers _____ in leasing a solar panel system is only accessible to appropriate personnel.

☐ A. interested

☐ B. interests

☐ C. interesting

☐ D. interest

112. Lightwave Kitchen Goods Ltd. reserves the _____ to deny any liability for damages caused by abnormal use.

☐ A. residence

☐ B. right

☐ C. endeavor

☐ D. encompass

113. Ms. Landry's articles in her weekly column are so _____ well written that newspaper sales double every Friday.

☐ A. exceptionally

☐ B. exception

☐ C. exceptions

☐ D. exceptional

114. Our company has chosen the Swedish vendor _____ they guarantee the best after-sales service.

☐ A. and

☐ B. because

☐ C. but

☐ D. so

115. After you go two kilometers, this road will turn _____ an interstate highway.

☐ A. around

☐ B. about

☐ C. into

☐ D. off

116. Marketing is important; _____ we're hiring a new public relations firm.

☐ A. therefore

☐ B. even though

☐ C. nevertheless

☐ D. but

117. Shipping details will be entered into the computer _____ we have received the authorization.

☐ A. once

☐ B. whoever

☐ C. sometimes

☐ D. unless

118. Our offices will be closed on Thursday and Friday for the holidays, but we expect to resume _____ business hours on Monday.

☐ A. regular

☐ B. regulars

☐ C. regularity

☐ D. regularly

119. The guaranteed lowest prices and best selection make Discount Mart _____ to all other retailers in the city.

☐ A. advanced

☐ B. better

☐ C. improved

☐ D. superior

120. The Department of Social Welfare's report this year indicated that it is focusing _____ on the homeless and long-term unemployed.

☐ A. distinctly

☐ B. individually

☐ C. exceptionally

☐ D. particularly

121. _____ you need detailed information about the city's attractions, please visit the city's official travel website.

- ☐ A. Despite
- ☐ B. For
- ☐ C. If
- ☐ D. Whether

122. Since the suit Mr. Jennings bought was too tight, he _____ it to the department store.

- ☐ A. refunded
- ☐ B. exchanged
- ☐ C. tailored
- ☐ D. returned

123. The government will _____ new policies today to obtain information about entrepreneurs operating businesses online.

- ☐ A. convince
- ☐ B. achieve
- ☐ C. perform
- ☐ D. implement

124. Should you require special leave for reasons other than _____ listed in the company regulations, please discuss the matter with the Personnel Department.

- ☐ A. who
- ☐ B. whom
- ☐ C. them

☐ D. those

125. Our company prides itself on making many special recreational and educational programs _____ to its workers.

- ☐ A. presentable
- ☐ B. reachable
- ☐ C. available
- ☐ D. enjoyable

126. The conference's keynote speaker addressed _____ impacts of digital technology on the current music industry.

- ☐ A. variety
- ☐ B. variably
- ☐ C. variation
- ☐ D. various

127. The new dome built in the center of town houses many new facilities, including a hotel with rooms that have a spectacular view of the stadium that is _____.

- ☐ A. impress
- ☐ B. impression
- ☐ C. impressive
- ☐ D. impressing

128. After a highly profitable first six months, the restaurant's profits for the second half of the year were a great _____.

- ☐ A. disappoints

☐ B. disappointed

☐ C. disappointing

☐ D. disappointment

129. Most small business owners are required to file their taxes _____.

☐ A. quarterly

☐ B. usually

☐ C. anymore

☐ D. still

130. The report on existing home sales showed an unexpected _____ in sales last year, but the number of unsold homes has increased.

☐ A. extension

☐ B. production

☐ C. grade

☐ D. rise

131. The team members have the same opinions on the matter _____ they shared the same information.

☐ A. following

☐ B. more than

☐ C. because

☐ D. unless

132. If Korea Trading is _____ the contract, it is expected that these tentative projections will be revised to include detailed, specific activities.

☐ A. awarding

☐ B. award

☐ C. awards

☐ D. awarded

133. We regret to inform all tenants that _____ circumstances beyond our control, the water supply will be shut down between 2:00 and 4:00 p.m. this afternoon.

☐ A. as to

☐ B. due to

☐ C. in spite of

☐ D. in place of

134. Prepare comprehensive, timely and _____ researched responses to consultations relating to advisory services.

☐ A. highly

☐ B. wholly

☐ C. thoroughly

☐ D. exactly

135. We are going to receive a special bonus this month because sales _____ the second quarter reached a record high.

☐ A. at

☐ B. in

☐ C. on

☐ D. to

136. As part of the trade conference, there will be a discussion _____ international trade policy.

- ☐ A. by
☐ B. to
☐ C. with
☐ D. on

137. Mr. Chang will serve as _____ director until a permanent director can be found.

- ☐ A. act
☐ B. acting
☐ C. actor
☐ D. acted

138. All deliveries within the city limits will be free this weekend _____ celebration of National Furniture's tenth anniversary.

- ☐ A. at

☐ B. in

☐ C. of

☐ D. under

139. _____ long it may take, no final decision will be made until after all the short-listed applicants have been interviewed twice.

- ☐ A. However
☐ B. Whenever
☐ C. Although
☐ D. Despite

140. Can you explain all the _____ I see on my pay statement?

- ☐ A. deduct.
☐ B. deductions
☐ C. deductibles
☐ D. deducting

PART 6

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

Questions 141 – 143 refer to the following passage.

Health food has finally come to vending machines. A company called NautreB has introduced the GreenZone, a _____(141)_____ beverage and snack food

vending machine that includes thirty different top natural and organic brands including everything from organic Cool Iced Tea to Nature Dried Fruit and Heaven Nuts.

A nutritionist and the best-selling author of Health 5 Food, Dr. Sandra Esmond, says people in the workplace are ready to embrace healthier choices in vending machines. "We will see all types of traditional vending locations adapting to this trend quickly," Esmond says.

GreenZone offers _____(142)_____ nutritious snack foods and beverages. Based on Greenpoints, a system which rates food for its nutrient density, the foods offered in GreenZone's vending machines _____(143)_____ exceed traditional snack foods.

141.

☐ A. combine

☐ B. combination

☐ C. combinational

☐ D. combinable

142.

☐ A. potentially

☐ B. amply

☐ C. highly

☐ D. totally

143.

☐ A. far

☐ B. much

☐ C. so

☐ D. very

Questions 144 – 146 refer to the following passage.

Item #15345: Oak Computer Desk with Hutch

This oak computer desk with matching hutch is one of our bestselling items this summer.

The computer desk and hutch set _____(144)_____ just enough space to ensure efficient storage and the practical organization of your belongings. The upper drawers have removable doors to easily accommodate large objects, while the main drawer slides open to expose a convenient keyboard tray and CPU cupboard. In addition, the lower shelves are _____(145)_____, allowing

them to be used for both two monitors or a monitor and a printer. Available in laminated engineered wood in aged tobacco finish, this desk and hutch set is _____(146)_____ and packaged for efficient shipping. All products come with a money-back guarantee.

144.

☐ A. occupies

☐ B. measures

☐ C. seeks

☐ D. features

145.

☐ A. adjustable

☐ B. alternative

☐ C. distorted

☐ D. diversified

146.

☐ A. assemble

☐ B. assembles

☐ C. assembled

☐ D. assembly

Questions 147 - 149 refer to the following passage.

Dear James:

Thank you for your recent interest in the accounting position you _____(147)_____ for with the Accounting Division of Gary Armstrong Corporation.

We have reviewed your qualifications. And it is with regret that I must inform you that we have _____(148)_____ applicants whose qualifications are better suited for this particular position.

We have also reviewed your background for other possible positions, and we do not currently have one that would effectively use your qualifications and experience.

We do not anticipate more openings in the _____(149)_____ future. We will however keep your application on file and contact you should a suitable position become available. Sincerely,

Sharavy Sala,
Sharon Sala
Human Resources Department

147.

☐ A. A. applied

☐ B. B. applying

☐ D. D. others

☐ C. C. applicant

149.

☐ D. D. application

☐ A. A. nearby

148.

☐ B. B. nearness

☐ A. A. another

☐ C. C. nearly

☐ B. B. the other

☐ D. D. near

☐ C. C. other

Questions 150 – 152 refer to the following passage.

February 12, 2007

To: All tenants

Re: Annual Power Systems Inspection

Dear Tenants,

This is to inform that there _____(150)_____ a 4-Power system inspection to be conducted on

Friday, February 16, after business hours. We ask that you please turn off all _____(151)_____, including your computer systems, before leaving your office on Friday evening.

We expect to have the work completed and running during your regular business hours. However, we do apologize for any inconvenience, and we thank you for your _____(152)_____.

150.

☐ D. will be

☐ A. is

151.

☐ B. was

☐ A. indication

☐ C. has been

☐ B. allowances

☐ C. application

☐ B. cooperate

☐ D. appliances

☐ C. cooperative

152.

☐ D. cooperation

☐ A. cooperates

PART 7

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

Questions 153 – 157 refer to the following passage.

From: Jim Collins<jcollins@tmail.net>

To: Customer Service<customerservice@gmobile.com>

Subject: Incorrect overcharge

Date: August 16

Dear Customer Service,

I have been a satisfied G-mobile customer for the past year and a half. Last month I downgraded my plan from the 800-minute to the 600-minute plan, as I was barely using half of the minutes in the 800-minute plan. I received my bill

yesterday, and I saw that I was charged for mobile to mobile calls, which made my bill 110 dollars, when my monthly bill should be 50 dollars. Apparently my unlimited mobile to mobile calling feature was removed for some reason when I downgraded my plan. I've had the unlimited mobile to mobile feature since I first signed up with G-mobile. My plan with this feature would have ensured that I pay a fixed amount every month. I'd like to ask you to take a look into this matter.

From: Customer Service<customerservice@gmobile.com>

To: Jim Collins<jcollins@tmail.net>

Subject: RE: Incorrect overcharge

Date: August 17

Thank you for taking the time to contact G-Mobile about your billing and charges. My name is Gene and I'm here to assist you with any questions or concerns you might have regarding your services.

I understand that you stated you've had unlimited mobile to mobile calling on your line which was not added in your downgrade and that you were overcharged for last month's bill.

I have also reviewed the account and do not see any memos showing that the feature was specifically requested to be added to the account. We would hate to lose you as a valued G-Mobile customer over such an issue, however at this time we cannot apply any credit for this issue.

What I can offer is bonus minutes or a free month of service, either of which would be applied in your next billing cycle. Please let us know if this is acceptable. I would also request that you go to our website and complete a survey on your degree of satisfaction concerning my handling of this issue.

It is always our goal to provide world-class customer care, as anything less is unacceptable. If you have any further questions or concerns please feel free to reply to this e-mail, or contact our customer care toll free at 1-800-974-8921. You can also reach us by dialing 611 from your mobile phone. We are available 24 hours a day, 7 days a week to assist you. Thank you for giving me the opportunity to assist you with your concern. G-Mobile appreciates your business.

153. What is the purpose of the first e-mail?

- ☐ A. To request a review of information
- ☐ B. To correct a billing error
- ☐ C. To announce a change to terms of service
- ☐ D. To confirm a service appointment

154. What is indicated about Mr. Collins?

- ☐ A. He has been satisfied with his phone service for the last three years.
- ☐ B. He has called customer service about his phone bill.
- ☐ C. He expects to pay the same amount for his phone service each month.
- ☐ D. He has signed up for an international calling plan.

155. How much money will Mr. Collins have lost if he accepts a free month of service?

- ☐ A. \$10
- ☐ B. \$40
- ☐ C. \$50
- ☐ D. \$70

156. What does Gene encourage Mr. Collins to do?

- ☐ A. Write to the accounts department
- ☐ B. Order an additional service online
- ☐ C. Sign a two-year service contract
- ☐ D. Visit a website to fill out questionnaire

157. What does Gene offer Mr. Collins?

- ☐ A. Two free months of service
- ☐ B. A number of extra minutes
- ☐ C. A gift card

☐ D. A new phone

Questions 158 – 160 refer to the following passage.

From: Susan Ireland
To: Renee Powers, Human Resources Manager
Subject: Evaluation of Franklin Group "Meetings" Seminar

Renee,

As you know, I attended the Franklin Group "Meetings" Seminar last week. It was well worth the time spent, and I believe it should be made available to all supervisory employees.

The complete title is "Improving the Effectiveness of Business Meetings." There are two formats available: a public seminar or a kit for in-house presentations. The cost for attending the seminar is \$35 per person. The kit costs \$500 and has enough material to train 50 employees.

Obviously, purchasing the kit is more cost-effective, and after attending the seminar, I feel that I am sufficiently prepared to run an in-house workshop. Therefore, I would recommend purchasing the Franklin Group Meetings kit to help our managers and supervisors hold more efficient meetings. I brought back some literature from the seminar that I will send to your office today.

If you like this idea, please contact me so that we can discuss possible dates for the workshop.

Thanks,
Susan

158. What amount did Ms. Ireland pay to attend the seminar?

☐ A. \$10

☐ B. \$35

☐ C. \$70

☐ D. Nothing

159. What does the writer of the e-mail message recommend?

☐ A. That all employees attend the seminar

☐ B. That the human resources manager attend the seminar

☐ C. That the company buy the kit

☐ D. That managers and supervisors hold more efficient meetings

160. How will other employees probably be trained?

- ☐ A. At the public seminar
- ☐ B. In-house
- ☐ C. By reading books
- ☐ D. By selecting a format

Questions 161 – 164 refer to the following passage.

An Interview with an Airline Genius

At a time in which everyone seems to have the same complaints about traveling such as poor service and long delays, Atlantic Jet is a breath of fresh air. Flying on an Atlantic Jet is actually enjoyable. I recently met with Mark Hamil, founder of Atlantic Jet, to discuss how it all began.

Hamil says that the idea of starting his own airlines came to him while he was sitting in Chicago's O'Hare Airport waiting for a flight. "There I was, running late for a meeting because my flight was cancelled. My friend who was flying on a private corporate jet called me up and offered me a ride," he recalls. "I thought how great it would be if my company had its own jet, too, but of course we couldn't afford one. I thought, though, what if we could buy just part of one." After doing some research, Hamil found out that his idea was unique.

The idea of people sharing ownership in a jet was a new concept, but received a lot of positive feedback. Many people and companies would love to have a private plane available, and with Atlantic Jet, it becomes possible. Hamil explains, "They pay for a quarter or a half of a plane, and depending upon the percentage they own, that's how much they get to use it. I mean, very few companies need a plane all the time, so why pay for it?"

"The most important thing is to always have enough planes available for the customers to use." In fact, an Atlantic member is guaranteed a plane at the airport of his or her choice within 24 hours of notification.

Hamil's idea for a new type of airline has proven so popular that he hasn't even had to advertise. "We have

about a one-year waiting list right now. Most people hear about us from satisfied customers."

161. What is the main purpose of the magazine article?

- ☐ A. To announce the launch of a low-cost airline
- ☐ B. To introduce new airline services of a flight company
- ☐ C. To explain how to satisfy airline passengers
- ☐ D. To describe the success of an airline company

162. What did Mr. Hamil say about starting Atlantic Jet?

- ☐ A. He wanted to provide attractive passenger services.
- ☐ B. He wanted to have the ownership of planes shared.
- ☐ C. He wanted to make flights easier to reschedule.
- ☐ D. He wanted to offer airline tickets at lower prices.

163. What is emphasized about Atlantic Jet?

- ☐ A. It always has extra seats for members.
- ☐ B. It guarantees punctual flights.
- ☐ C. It ensures the availability of flights.
- ☐ D. It provides on-time shuttle services.

164. According to the article, how do most people learn about Atlantic Jet?

- ☐ A. The airline has been rated as the best performing airline by business travelers.
- ☐ B. Customers recommend the airline to others.
- ☐ C. People see TV advertisements about the airline.
- ☐ D. Lots of discount coupons from the airline are given to travelers.

Questions 165 – 166 refer to the following passage.

SAMSON PLUMBING EQUIPMENT

Richmond Street
London, England

ORDER FORM

Order Placed by		Ship Order to	
Name:	Lee Baldwin	Name:	Richard Burke
Company:	Samson Plumbing	Company:	Blackwell & Co.
Street	1354 Holdon St.	Street	60 King George Rd.
City:	London	City:	Kent
Country:	UK	Country:	UK
Business Phone:	04-336-5689	Business Phone:	09-485-9857
Fax:	04-336-5687	Fax:	09-485-9856

item Number	Description	Quantity	Unit Price	Total
G768546	SAMSON PVC 6 pipe	1 (full unit)	GS 3,450	GS 3,450
G675455	SAMSON PVC 4 bracket	2 units	GS 780	IGS 1,560
G667566	SAMSON SS 6 box	1	GS 600	GS 600
	Order Total			GS 5,610

Method of Payment: Please choose one

Credit Card

X Check (enclosed)

Money Order

Remit to merchant's account

For further information, contact Ms. Elaine Thompson in Shipping & Receiving at 1324-666-2465

165. Who will receive these plumbing parts?

- ☐ A. Mr. Samson
- ☐ B. Mr. Thompson
- ☐ C. Richard Burke
- ☐ D. Lee Baldwin

166. How will the order be paid for?

- ☐ A. The check is enclosed with the order.
- ☐ B. Personal check

- ☐ C. Direct deposit into the company's account
- ☐ D. Company credit card

Questions 167 – 169 refer to the following passage.

12 Blue Bird Drive
Newark, NJ
064587
12 May 2007
Paul Thorntree
Spotless Cleaner's
145 Market Drive
Newark, NJ
Dear Mr. Thorntree,

I recently had three jackets dry cleaned at Spotless Cleaner's. Unfortunately, when I got home and looked at one of the jackets, I noticed there was a large rip on one of the sleeves. I immediately returned the item to your building on Market Drive, but the sales clerk told me that the company was not responsible for any damages incurred during cleaning. I have been doing business with Spotless Cleaner's for three years and have always received excellent service, but I am quite distressed about this recent incident. I would like the company to pay for the repair of this item, and to give me a full refund on the cost of dry cleaning all three items. Please contact me as soon as possible to discuss this matter. I can be reached Monday to Friday after 6 p.m., and Saturday and Sunday anytime. My home number is 632-365-1456. You can also reach me at my office at 653-362-9876.

Regards,
Linda Applebee

167. What is the purpose of the letter?

- ☐ A. To complain about service
- ☐ B. To apply for a membership

☐ C. To discuss a late payment

☐ D. To order a clothing item

168. What does Mrs. Applebee request from the company?

☐ A. A receipt

☐ B. A refund

☐ C. An apology

☐ D. A coupon

169. What does Mrs. Applebee say about Spotless Cleaner's?

☐ A. It has a bad reputation.

☐ B. It does not repair clothing.

☐ C. It usually provides good service.

☐ D. It is the only dry cleaner's in town

Questions 170 – 174 refer to the following passage.

High-Speed Train Service

Mitteldorf-Kohlberg Line

LV MITTELDORF

ARR KOHLBERG

5:45*	10:30
7:30**	11:50
8:15	12:35
11:00**	3:20
12:20*	5:05
4:35	8:55

Times listed in bold are FM.

*Makes intermediate stops at Dadstein and Grauling
** Monday, Wednesday, and Friday only*

Reservations are required on all trains.

One-way ticket prices as of April 1:

business Class: \$175

Tourist Class: \$135

Round-trip fares are double the one-way fare

To: Park Travel Agency
From: Hilda Heinz
Subject: Train ticket

Dear Mr. Park,

Thank you for forwarding the train schedule to me. I'm not an early riser, but I need to be in Kohlberg by the early afternoon, so I'll take the second train in the morning next Tuesday the 22nd. I'll return the following Friday. I haven't seen the return schedule, but time is not so important for my return. Would you please make me a reservation that would have me back in Mitteldorf by about 5 or 6 in the afternoon? I prefer to travel business class, of course. Please bill my account and have the ticket sent to my office.

Thank you, as always, for your kind and efficient service.

Hilda Heinz

170. What time does the earliest train arrive in Kohlberg?

☐ A. 3:20

☐ B. 5:05

☐ C. 8:55

☐ D. 10:30

171. How long is a nonstop trip between Mitteldorf and Kohlberg?

☐ A. Three and a half hours

☐ B. Four hours and twenty minutes

☐ C. Four hours and forty-five minutes

☐ D. Five and a half hours

172. Which train does Ms. Heinz plan to take on Tuesday?

☐ A. 5:45

☐ B. 7:30

☐ C. 8:15

☐ D. 11:00

173. How much will Ms. Heinz pay for her round-trip ticket?

☐ A. \$135

☐ B. \$175

☐ C. \$270

☐ D. \$350

174. When does Ms. Heinz want to arrive in Mitteldorf on her return?

☐ A. As early as possible

☐ B. Before noon

☐ C. In the early afternoon

☐ D. In the late afternoon

Questions 175 – 177 refer to the following passage.

The San Pedro Community Art Gallery will be closed from December 1st to January 15th. During this time, the gallery will be undergoing renovations to its interior. Over the past few years, many people have complained that the inside of the gallery has begun to fall apart. Walls throughout the building have begun to crack and there have been numerous problems with its electrical wiring. To fix this, the city council has given 2 million dollars to install a new wiring system and walling in the building. This money will also be used to purchase new furniture and apply a new paint job to the interior of the facility. We would like to apologize in advance for any inconvenience that the closure may cause, but we hope that you will come by after January 15th to see the new and improved San Pedro Community Art Gallery. We will even be having a special grand opening event on the 16th to allow visitors to see the changes to the gallery and to have a chance to meet some famous local artists. Thank you for your attention and please feel free to call 512-1900 if you have any questions about the renovations or the gallery's reopening.

175. What is the purpose of this announcement?

- ☐ A. To inform about the temporary dosing
- ☐ B. To notify of the permanent shutdown
- ☐ C. To attract more tourists to the gallery
- ☐ D. To raise some money to the renovation

176. What will the city council's fund NOT be used for?

- ☐ A. Installing the new wiring
- ☐ B. Repairing the wail
- ☐ C. Buying new artwork
- ☐ D. Getting some furniture

177. When can the people see well-known artists?

- ☐ A. January 1
- ☐ B. January 2
- ☐ C. January 15

☐ D. January 16

Questions 178 – 182 refer to the following passage.

Cascade Office Equipment

Order date: August 20, 2007

Order number: 1188

Ship to: Ms. Jane Little

Myers Lab Products

22 Wilshire Rd

New York, NY 26905

Quantity	Item #/Description	Item price	Subtotal
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4	03021/Desk Lamp	\$19.99	\$79.96
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5	A311/File Folder Kits	\$20.45	\$102.25
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5	XE-18/Fold-up Chairs	\$12.50	\$62.50
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10	900-1 A/File Sleeves	\$4.99	\$49.90
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1	A319/Wail Unit	\$50.00	\$50.00
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2	E220/Blackboard	\$25.00	\$50.00
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Subtotal \$394.61

10% discount \$39.46

Total \$355.15

Comments: Thank you for your order, Ms. Little. You are a valuable client to us. To thank you for your continued business, we are happy to provide you with a 10% bonus on your current order. Please contact us with any questions or if we can be of additional service (customerservice@casoffice.com).

.....

To: customerservice@casoffice.com

From: jtittle@myers.com

Date: August 22, 2007

Subject: Thank you!

Dear Customer Service,

Thank you for your excellent service and quality products. The 10% discount was a bonus! Your speedy delivery, which arrived this morning, has allowed us to finish our office furnishing in time for the arrival of our new executives!

We will contact you with our next order (as we're planning to build an additional office area soon).

Best regards,

Jane

Myers Lab Products, Purchasing

178. Which information is MOT included in the invoice?

- ☐ A. The number of items ordered
- ☐ B. The price of each item
- ☐ C. The sender's address
- ☐ D. The markdown rate

179. How much more would Ms. Little have saved if she had ordered another desk lamp?

- ☐ A. \$79.96
- ☐ B. \$19.99
- ☐ C. \$39.98
- ☐ D. \$1.99

180. Why did Ms. Little write to Cascade?

- ☐ A. To request quicker service in the future
- ☐ B. To correct a mistake on the invoice
- ☐ C. To place her next order
- ☐ D. To show her appreciation for the special treatment

181. How long did it take to receive the items?

- ☐ A. They came on the same day
- ☐ B. They took less than a week.
- ☐ C. They arrived exactly a week later.
- ☐ D. They took longer than a week.

182. What is the main reason why Jane is planning to order from Cascade again?

- ☐ A. The items in the store are the cheapest in town.
- ☐ B. Her company is planning an extension project.
- ☐ C. She forgot to order some items in her last order.
- ☐ D. The store is planning to have a big sale soon.

Questions 183 – 184 refer to the following passage.

From: Helen Martin

To: All advertising associates

Subject: Employee Lunch

Hello everyone,

I just wanted to remind you all that the annual employee luncheon will be held this Friday, March 16th. It will be held at 1 p.m. at the Emerald Country Club. Lunch will be provided, but we would like each associate to bring one dessert. There is a sign-up sheet in the break room next to the water cooler. Also, this year we will be celebrating the achievements of Bob Hopey, the Director of Advertising, who will be retiring at the end of March. Mr. Hopey has worked for

Best Advertising for thirty years, and was responsible for the successful merger with McKinley Advertising in 2004. He will be missed greatly, and we are asking each associate to contribute \$25 for a goodbye gift. The gift will be handed to him at the luncheon.

Please give the money to Barbara Whales in Human Resources by Thursday, March 15th.

Thanks,

Helen Martin

183. What information is discussed in the email?

- ☐ A. A possible merger with another company
- ☐ B. A plan to hire a new director
- ☐ C. A schedule for an upcoming event
- ☐ D. A request to reschedule a meeting

184. What will Bob Hopey most likely receive on March 16th?

- ☐ A. A promotion
- ☐ B. A retirement gift
- ☐ C. Retirement benefits
- ☐ D. A campaign proposal

Questions 185 – 187 refer to the following passage.

Home Office Furniture Sale

January 6 through January 13

We have a wide range of home office furniture, office desks and office chairs, available to you up to 50% off their regular prices. We are always striving to offer the best value in office furniture at reasonable prices for our clients. We aim to deliver the very best goods available in the marketplace. Our diverse home office

furniture inventory ranges from home office desks made of wood to genuine leather sofas. Currently, we have many office chairs and computer office desks on display at our store. Come by now and check out our wide selection that covers everything from showroom samples to overstocked items to previously owned furniture.

Mahogany conference table with 7 high-back fabric chairs - Now \$800 (originally \$1,500)

Used home office bookshelf made of wood in excellent condition - \$600 (originally \$1,000)

More reduced special prices:

Beautiful handcrafted wooden desk for \$600 apiece (originally \$900)

Top-quality leather couch for \$700 (originally \$1500)

If you are a non-profit organization, please inquire about possible added discounts. Come early for the best selection as everything is going quickly!

Manchester Home Furnishings Outlet

2500 Range Road, Summerville

515-555-4900, www.manchester_office.com

Monday-Friday 10 a.m.-5 p.m.

Saturdays 11 a.m.-6 p.m. *

Sundays 11 a.m.-3 p.m.

* Saturday hours extended during special sale. Regular Saturday hours are 11-4.

185. What is mentioned in the advertisement?

☐ A. All of the products are imported from overseas.

- ☐ B. The store will soon go out of business.
- ☐ C. Free delivery service is available to non-profit organizations
- ☐ D. Some of the products are used.

186. What is the special price for the leather couch?

- ☐ A. \$300
- ☐ B. \$500
- ☐ C. \$700
- ☐ D. \$1,500

187. What time does the store usually close on Saturdays?

- ☐ A. 4:00 p.m.
- ☐ B. 5:00 p.m.
- ☐ C. 6:00 p.m.
- ☐ D. 7:00 p.m.

Questions 188 – 192 refer to the following passage.

October 12, 2006

Dear Ms. Arlington,

In the previous letter, which was sent to you on October 3rd, our employee notified you that we still had not received our products from you. I believe that the order was put in on September 13th, which is more than two weeks before we sent out the notification to you. We have been patient with you, however, you've once again disappointed us. I have attached a copy of the receipt I received the day I placed the order for your reference. Since we have never received any of the products we ordered a month ago, which were supposed to be delivered in a week, we would like you to refund us the payment. The price is shown on the receipt, but just to remind you, it is \$229.50. Unfortunately, we will not be able to do any business with you anymore, for we have lost a few customers by disappointing them with non-delivery of the products we promised them, which you had promised us.

I would like the refund sent to us as soon as possible. Thank you.

Matt Pulse
Beauty Supply CEO
New York, 59444

THANK YOU FOR YOUR PAYMENT

Customer Service of Wig Hair

140 Administration Building

Seattle, WA 9824-1046

Phone 1: (566) 355-3343

Phone 2: (800) 775-4323

FAX: (566) 353-9640

Email: Wigs@make.com

Payment Id: SR960858

Payment Date & Time: 9/13/2006 12:28:31 PM

Name: Matt Pulse

Address: 110 2nd St. New York. 59444

City: New York

Phone: (254) 835-6778

Email: Matt@Beautysupply.com

Items in Payment: 5

Item Number: 5

SKU: 0001

Quantity: 1

Name: Human Hair 5 sets

Amount: \$229.50

Total Amount: \$229.50

Total: \$229.50

This charge will appear in your account as an ACH transaction.

188. What is the letter mainly about?

- ☐ A. Requesting exchange for receiving different products
- ☐ B. Ordering products from a wig company
- ☐ C. Asking for money back for products ordered
- ☐ D. Complaining about the quality of the products

189. What can you tell about Mr. Pulse?

- ☐ A. He is excited to receive his products.
- ☐ B. He is anxious to sell the products.
- ☐ C. He is very angry for the bad quality of hair.

☐ D. He is upset for not receiving the products.

190. What is the result of Wig Hair company failing to deliver the products?

☐ A. He lost a few customers.

☐ B. He wasted lots of money for nothing.

☐ C. His company cannot sell any hair products anymore.

☐ D. Most of his customers will not buy hair products from his store anymore.

191. When was the order placed?

☐ A. October 3rd

☐ B. October 12th

☐ C. September 1st

☐ D. September 13th

192. What is most likely to happen in the future?

☐ A. He will try to visit Wig Hair to see their new products.

☐ B. He will introduce other stores to Wig Hair.

☐ C. He will not buy any of Wig Hair products.

☐ D. He will sue Wig Hair for their terrible service.

Questions 193 – 195 refer to the following passage.

AAA Travel Agency

4/55 Aakasaka, Tokyo, 152-8821

Tel: (03) 5423-1112

Fax: (03) 5423-1118

Mr. Eddie Nelson

8 November 4/53 Robbongi, Tokyo, 152-8455

Dear Mr. Nelson,

Thank you for choosing to travel with AAA Travel Agency. As requested, your flights have all been reserved and confirmed for your upcoming business trip. Please note that we were unable to reserve direct flights, since it is the peak season and tickets can be hard to come by.

Carefully review the itinerary below and let us know by no later than November 15 if you'd like to make any additional changes. After that date, it will not be possible to change any information, and a cancellation of the tickets will incur extra fees. As previously discussed, these tickets are non-refundable after your final purchase.

Departure date: October 20 Arrival date: October 21

Departing from: Tokyo Arrival at: London

Boarding at: 10:10 P.M. Arrival time: 4:00 A.M.

Flight: Asian Air #153

Departure date: November 3 Arrival date: November 4

Departing from: London Arrival at: Tokyo

Boarding at: 2:00 P.M. Arrival time: 9:15 P.M.

Flight: Asian Air #855

If you'd like to ask me any questions or discuss the details, please don't hesitate to contact me at tyaki@aaatravel.co.jp or call me at (03) 5423-1116.

Sincerely, Toyosaka Yaki, Manager

Toyosaka Yaki, Manager AAA Travel Agency

193. What is the purpose of the letter?

- ☐ A. To announce a change in an itinerary
- ☐ B. To promote a vacation package
- ☐ C. To refund the flight tickets
- ☐ D. To confirm upcoming travel plans

194. What is indicated about Mr. Nelson?

- ☐ A. He will fly first class.
- ☐ B. He is traveling for business.
- ☐ C. He is a frequent Asian Air customer.
- ☐ D. He will take direct flights to Tokyo

195. When will Mr. Nelson leave Tokyo?

- ☐ A. October 20
- ☐ B. October 21
- ☐ C. November 3
- ☐ D. November 4

Câu 169 (5đ) :

Questions 196 – 200 refer to the following passage.

An interview with the senior manager of a swim team

Interviewed by Maria Cohen

Maria Cohen: So, tell me, what does it take to do your job?

Evelyn Art: Well, I'm in charge of scheduling practices and the athletes' health, but I also have to ensure the team's motivated. In addition, I oversee their diets as well. I keep track of what they eat and design nutritional plans to keep them in top shape. Most people are stunned when they see all of the different work I'm responsible for.

Maria Cohen: How did you get involved in swimming?

Evelyn Art: I've always loved the water, and I was a swimmer in college. After I got injured, I couldn't compete, so I started managing a local team.

Maria Cohen: How do you feel about your job?

Evelyn Art: I really enjoy the challenges it presents more than the success I've had. That's what really motivates me. My parents, on the other hand, were a bit disappointed at first since they wanted me to follow in their footsteps and become a surgeon. But, I was never any good at biology and chemistry.

Maria Cohen: Do you have any regrets?

Evelyn Art: One thing is that I get to go abroad, but I never get to do any sightseeing because I'm always with the athletes. I really wish I spend more time in the cities I visit. I also plan to go back to school and study sports psychology to help me better understand my swimmers.

196. Why are most people surprised about Evelyn Art's work with athletes?

- ☐ A. It allows time for other interests.
- ☐ B. It includes many different duties.
- ☐ C. It involves business management.
- ☐ D. It requires certification as a dietician.

197. According to the interview, what is NOT a responsibility of Evelyn Art?

- ☐ A. Checking the swimmers' diets
- ☐ B. Increasing motivation
- ☐ C. Scheduling the team's competitions
- ☐ D. Managing the athletes' health

198. What do Evelyn Art's parents do for a living?

- ☐ A. They are swimmers.
- ☐ B. They are researchers in chemistry.
- ☐ C. They are biologists.
- ☐ D. They are doctors.

199. How does Evelyn Art feel about her job?

- ☐ A. She has always been stressed by a fear of failure.

☐ B. She regrets not leading her team to success.

☐ C. She likes experiencing challenges.

☐ D. She is happy about having much free time.

200. What does Evelyn Art say she hopes to do?

☐ A. Compete in the world finals

☐ B. Go sightseeing

☐ C. Attend a trainers' workshop

☐ D. Start a sports business