**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.

further information,

service representatives while the billing

please contact one of our representatives during our business hours, nine to si , Monday through Friday.

1. In order

department is closed. A. handled

1. replied
2. So that C. attended
3. For D. e empted
4. On

102. The amount of snowfall for the

104. There is a growing of residents who oppose construction of a shopping center on Kingston and Flag

area has been

light as the

avenues.

weather this winter has been mild.

1. predict
2. predictive C. predictable

D. predictably

103. Questions concerning the billing process will be by customer

1. town
2. anger C. list

D. rate

1. It appears to be a impossible plan to charge fees to cars visiting the city park on the weekend.
   1. nearing
   2. nears C. nearly

D. neared

1. You can find whatever office

you need in the storage area on the basement floor.

* 1. supply

B. supplies

C. supplied

D. supplier

1. Following criticism by government regulators, the company will issue

safety guidelines in the near future.

* 1. revise B. revised

C. revision

D. revising

1. We need all the help we can get and would like everyone in the office to

us in getting this job completed on time.

* 1. resist

1. Any transactions will be reported to the Monitoring Department, which supervises all the processes of the banking operations.
   1. reserved
   2. e tinct
   3. an ious

D. improper

1. Investor interest in Telco Mines is at its point ever due to rumors of recent discoveries of precious metals.
   1. more highly
   2. most highly

C. highest

D. higher

B. desist

C. insist

D. assist

1. Ms. Atkins welcomes all customers into the office with the offer of a beverage.
   1. habit
   2. habits
   3. habitual D. habitually
2. I e tend my sincere \_ to the family and friends of John Miller, who has suddenly left us at the age of 54.
   1. appreciation
   2. description
   3. condolences C. living
   4. charges D. lived
3. Electron Recycling has developed a

117. Enclosed is a

of the

profitable business by recycling metals company’s current activities and future

retrieved from

components. A. discarded

electronic

plans, so read it carefully and leave your comments on it.

1. total
2. e tended B. product
3. unoccupied C. registration
4. suppressed D. summary

114. The application process is highly

with only 5% of applicants ultimately selected for positions.

A. competition

B. competitive

C. competitors

D. competitively

118. The head of the department

………....... the banquet room for a party should submit a required form to the Catering Department.

1. use
2. used

C. using

D. will use

1. My cousin’s advice

about selling our stock saved us thousands.

* 1. amazingly
  2. amazed C. amazing

D. amazement

1. Salary increases will not be higher than the cost of \_.
   1. life
   2. live
2. Our policy guarantees that any damaged products incurred in transit will be immediately with new ones, or a full refund will be issued.
   1. prepared
   2. consumed
   3. revised D. replaced
3. Tom is a charity event tonight for the victims of the hurricane.
   1. constructing
   2. assembling
   3. making

124. By the time Mr. Greenfield returns from his business trip, the company’s new policy .

A. was decided

D. putting on B. will be deciding

1. The award was contested by one of the .
   1. competitors

C. had decided

D. will have been decided

125. Emily Hong won her third

1. competition
2. competing
3. competitive

international archery competition by defeating Katherine Schwab last Sunday.

A. following

1. I recommend that the presentation you will give ne t week be of the overall market trends.
   1. critic
   2. immediate
   3. constant
   4. consecutive

B. appreciative

C. understanding

D. reflective

1. In order for us to Ms. Brown’s suitability as department manager, she has been requested to provide two letters of reference.
   1. evaluate
2. Speakers should be prepared

their findings to the audience and be able to answer questions regarding them.

* 1. has presented
  2. presenting
  3. present D. to present

1. persuade
2. object
3. compensate
4. Mr. Chu will demonstrate how to switch from one server to this afternoon.
   1. another
   2. other
   3. each other A. constructed
   4. one B. constructing
5. After considering her education and work background, the manager

Ms. Hannah for the position.

* 1. recommend
  2. recommending
  3. to recommend

C. construction

D. to construct

132. If the postage is incorrect, the package to the sender and a small fee will be charged.

1. was returned

D. recommended B. is going to return

129. When the installation process is

and an "OK” screen appears on the computer, please remove the last CD and click"reboot.”

A. complete

1. entire
2. whole

C. will be returned

D. returns

133. National Enzyme is pleased to announce that Richard Mihalik will

the title of Director of Quality Assurance.

A. undertake

D. total B. become

130. Please ensure that all outstanding debts are cleared within seven days of------

-of this notification, otherwise legal action will follow.

A. receipt

B. balance

C. admission

C. assume

D. devote

134. Very few visitors are enough to identify the damaged portion of the delicate mosaic tiles on the bottom of the ancient pool.

A. obvious

D. spending B. observable

131. The city council admits that

of the new tunnel will seriously disrupt vehicular and pedestrian traffic over the ne t 9 months.

C. alert

D. discovering

1. Special safety \_ must be taken by city workers when digging near electrical lines.
   1. systems
   2. precautions
   3. guidelines
   4. rules
2. Marcy was hired to oversee the Asian branch because of
3. Please do not to share your opinions in the comment space below so that people can find and consider possible alternatives.

A. provide B. hesitate

C. qualify

D. compete

1. Because of security concerns, all

management e perience. A. her

1. hers
2. herself
3. she

137. The management has e pressed

job applicants are

before interviews are granted.

A. screamed B. screened

C. scrawled

D. scraped

carefully

its total faith in the abilities and performance of the present and will not be seeking to replace him.

140. Although most of the consumers surveyed said they understood the importance of the new healthcare reform

1. occupant
2. resident

policy, many were

details of that policy.

A. profitable

with the

C. incumbent B. filled

D. competent C. unfamiliar

D. difficult

**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.

The Little Tea Room Blumberg 77 Adlkofen, Germany

Dr. Johannes Spieker Hinterkirchstrasse 15 Frieburg, Germany

Dear Dr. Spieker: January 7, 20\_

I wanted to write and personally thank you for your kind effort in helping to tend to one of our (141) at our restaurant in her time of need. Briana Hilton, the woman you helped resuscitate on Monday, gave me your name and address when I spoke to her on the phone today. You \_ (142) be glad to know that she is recovering in the hospital and is almost ready to be released.

As it turns out, you assumed correctly that the woman was suffering from a severe and sudden allergic reaction to nuts. She had neglected to inform the waitress that she couldn't eat any food containing nuts. Your skill and presence of mind saved her from suffering a terrible tragedy.

Please bring your family in for a complimentary meal at your earliest convenience so (143) I may thank you in person.

Sincerely, Henrik Andresen

Henrik Andresen, Manager

141.

A. A. doctors

1. A. had better
2. B. could

B. B. nurses C. C. will

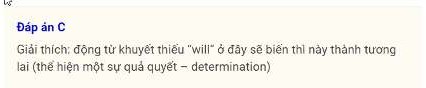
C. C. customers

D. D. employees

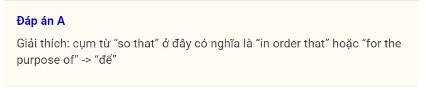


142.

D. D. are



143.

1. A. that
2. B. thus
3. C. there
4. D. this

# Questions 144 – 146 refer to the following passage.

**The High Park Harvest Festival**

A trio of colorful fall events gets underway in October with a horse and wagon ride (144) High Park from Grenadier Café to Colborne Lodge.

**All ages. Oct. 1. $2.** Storytelling, face painting, nature-themed crafts, and a market place full of autumn treats take (145) residence at the Children's Garden. Ages three and up. Oct. 1. Free. When the sun sets, brave the Haunted High Park tour, a moonlit stroll set to the eerie tales of old Chicago. Pre- registration is required.

**Ages eight and up. Oct. 27 and 28.** Adults $10, ages eight and up $5.

The playground in the northwest corner of the park becomes pumpkin carving central, when creations are set adrift on the water (146) the annual High Park Pumpkin Float. Warm up afterward with some hot cider and storytelling. **Ages two to ten Oct. 29. $2 per pumpkin.**

144.

A. after

C. up

D. care

1. before
2. during

146.

A. until

1. through B. while

145.

A. off

C. during

D. between

B. on

# Questions 147 – 149 refer to the following passage.

147.

|  |  |  |
| --- | --- | --- |
| **STARGATE SAUNA AND SPA**  Recover, rela , and revive at the Stargate Sauna and Spa. Start with a sauna or steam, soak in a rela ing spa, (147) revitalize and soothe your soul with one of Stargate’s massages.  Choose from a traditional Chinese massage, Korean style, aromatherapy, body scrub, or a good old-fashioned head and foot massage. With over 20 professional licensed masseurs on staff every day, we are sure to have the style to suit your  (148) \_. | | |
| We have separate, lu urious, lounge areas for men and women to rela in. So the ne t time you feel the need to (149) yourself, come and check us out.  LEVEL 3, ST LAWRENCE SQUARE MALL BUSINESS HOURS; 10AM — I I PM PHONE: (205) 755-6987 | | |
|  |  | C. promises |

1. soon D. charges
2. after C. then

149.

A. repair

D. later B. recreate

148.

A. needs

1. rejuvenate
2. renovate

B. duties

# Questions 150 - 152 refer to the following passage.

Korea Daily International Edition

# Maple Home and Life Insurance to Cut 1,500 jobs

The oldest insurance agency in Busan is planning to eliminate at least 1,500 jobs by the end of the year. The mass layoff has already (150) with the first 400 people receiving their termination slips last Friday. Maple Home and Life is one of five financial services companies in Korea that has decided to downsize this year. " (151) labor costs is the only way we can avoid bankruptcy," said the company's vice-president.

Financial analyst Yoon Kwang-ung says that an une pected amount of insurance claims due (152) a season of forest fires, occurring in a weakening economy, has caused the mass layoff. But employees are not satisfied with these and other e cuses they are hearing in the media. "We want answers. And we won't leave until we get them," said Hwang Woo-suk, who plans to march in a protest outside the insurance office tomorrow

150.

A. A. begin

C. C. Operating D. D. Cutting

B. B. began

C. C. begun

152.

A. A. to

D. D. beginning B. B. from

151.

A. A. Creating

C. C. at

D. D. in

B. B. Building

**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.

1. To avoid errors using the new coding system, you should before beginning to code.
   1. find it out
2. considerable
3. decent
4. adequate

B. take it up D. accountable

C. look it over

D. move it away

1. We would like to inform our employees that any complaints should be

to their union representative at first.

* 1. outlined
  2. addressed
  3. focused
  4. applied

1. The safety inspector has advised us that our health and safety facilities are more than .
2. If they more aware of the trends, they could have avoided bankruptcy.
   1. were
   2. are
   3. have been
   4. had been
3. The grand ballroom the welcoming party is being held is located on the fourteenth floor of the Halton Hotel.
   1. upon
   2. where
   3. when B. economic
   4. in C. economical
4. The seminar will adjourn five o’clock.
   1. in
   2. on
   3. at
   4. the
5. The unemployment rate sharply despite government policies designed to increase public sector employment
   1. was rising
   2. will have risen
   3. has risen
   4. risen
6. Ms. Taylor has called the managers to her in the main conference room to discuss next year’s budget.
   1. met
   2. meet
   3. have met
   4. will meet
7. Further studies will be conducted to develop sound guidelines for year- round gaining
   1. economy

D. economically

1. Thank you very much for your letter of May 25, the financial statement for our company.
   1. enclose
   2. encloses
   3. enclosed
   4. enclosing
2. Personal information gathered about customers \_ in leasing a solar panel system is only accessible to appropriate personnel.
   1. interested
   2. interests
   3. interesting
   4. interest
3. Lightwave Kitchen Goods Ltd. reserves the to deny any liability for damages caused by abnormal use.
   1. residence
   2. right
   3. endeavor
   4. encompass
4. Ms. Landry's articles in her weekly column are so well written that newspaper sales double every Friday.
   1. exceptionally A. once
   2. exception B. whoever
   3. exceptions C. sometimes
   4. exceptional D. unless
5. Our company has chosen the Swedish vendor they guarantee the best after-sales service.
   1. and
   2. because
   3. but
   4. so
6. After you go two kilometers, this
7. Our offices will be closed on Thursday and Friday for the holidays, but we expect to resume business hours on Monday.
   1. regular
   2. regulars
   3. regularity
   4. regularly

road will turn highway.

1. around
2. about
3. into
4. off

an interstate

1. The guaranteed lowest prices and best selection make Discount Mart to all other retailers in the city.
   1. advanced
   2. better
   3. improved
   4. superior
2. Marketing is important; we’re hiring a new public relations firm.
   1. therefore
   2. even though
   3. nevertheless
   4. but
3. Shipping details will be entered into the computer we have received the authorization.

120. The Department of Social Welfare’s report this year indicated that it is focusing

on the homeless and long-term unemployed.

1. distinctly
2. individually
3. exceptionally
4. particularly

121.

you need detailed

D. those

information about the city’s attractions, please visit the city’s official travel website.

125. Our company prides itself on making many special recreational and

1. Despite
2. For
3. If
4. Whether
5. Since the suit Mr. Jennings bought

educational programs workers.

1. presentable
2. reachable
3. available

to its

was too tight, he department store.

it to the

1. enjoyable

126. The conference’s keynote speaker

* 1. refunded

addressed

impacts of digital

* 1. exchanged
  2. tailored
  3. returned

1. The government will new policies today to obtain information about entrepreneurs operating businesses online.
   1. convince
   2. achieve
   3. perform

technology on the current music industry.

1. variety
2. variably
3. variation
4. 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

D. implement B. impression

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

1. who
2. whom
3. them

C. impressive

D. impressing

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

.

* 1. disappoints
  2. disappointed A. awarding
  3. disappointing B. award
  4. disappointment C. awards

1. Most small business owners are required to file their taxes .
   1. quarterly
   2. usually
   3. anymore
   4. 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

D. still B. due to

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

C. in spite of

D. in place of

134. Prepare comprehensive, timely and

1. extension researched responses to
2. production
3. grade
4. rise

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

1. following
2. more than
3. because
4. unless

consultations relating to advisory services.

1. highly
2. wholly
3. thoroughly
4. exactly

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

1. at
2. in
3. on

132. If Korea Trading is the

contract, it is expected that these tentative projections will be revised to include detailed, specific activities.

1. to
2. As part of the trade conference, there will be a discussion international trade policy.
   1. by
   2. to
   3. with
   4. on
3. Mr. Chang will serve as director until a permanent director can be found.
   1. act
   2. acting
   3. actor
   4. acted
4. All deliveries within the city limits will be free this weekend celebration of National Furniture’s tenth anniversary.
   1. at
   2. in
   3. of
   4. under
5. long it may take, no final decision will be made until after all the short-listed applicants have been interviewed twice.
   1. However
   2. Whenever
   3. Although
   4. Despite
6. Can you explain all the I see on my pay statement?
   1. deduct.
   2. deductions
   3. deductibles
   4. 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. |  |

1. 141.
   1. combine

C. highly

D. totally

1. combination
2. combinational

143.

A. far

1. combinable B. much
2. 142.
   1. potentially

C. so

D. very

1. amply

# 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

1. distorted
2. diversified
   1. measures
   2. seeks

146.

A. assemble

* 1. features B. assembles

145.

A. adjustable

C. assembled

D. assembly

B. alternative

# 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

1. B. applying D. D. others
2. C. applicant
3. D. application

149.

A. A. nearby

148.

1. A. another
2. B. nearness
3. 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.

1. is
2. was

D. will be 151.

A. indication

C. has been B. allowances

C. application B. cooperate

D. appliances C. cooperative

152.

A. cooperates

D. cooperation

**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](mailto:jcollins@tmail.net)>

To: Customer Service<[customerservice@gmobile.com](mailto: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](mailto:customerservice@gmobile.com)>

To: Jim Collins<[jcollins@tmail.net](mailto: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.

1. What is the purpose of the first e-mail?
   1. To request a review of information
   2. To correct a billing error
   3. To announce a change to terms of sen/ice
   4. To confirm a service appointment
2. What is indicated about Mr. Collins?
   1. He has been satisfied with his phone service for the last three years.
   2. He has called customer service about his phone bill.
   3. He expects to pay the same amount for his phone service each month.
   4. He has signed up for an international calling plan.
3. How much money will Mr. Collins have lost if he accepts a free month of service?

A. $10

B. $40

C. $50

D. $70

1. What does Gene encourage Mr. Collins to do?
   1. Write to the accounts department
   2. Order an additional service online
   3. Sign a two-year service contract
   4. Visit a website to fill out questionnaire
2. What does Gene offer Mr. Collins?
   1. Two free months of service
   2. A number of extra minutes
   3. A gift card
   4. A new phone

# Questions 158 – 160 refer to the following passage.



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

A. $10

B. $35

C. $70

D. Nothing

1. What does the writer of the e-mail message recommend?
   1. That all employees attend the seminar
   2. That the human resources manager attend the seminar
   3. That the company buy the kit
   4. That managers and supervisors hold more efficient meetings
2. How will other employees probably be trained?
   1. At the public seminar
   2. In-house
   3. By reading books
   4. 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?”

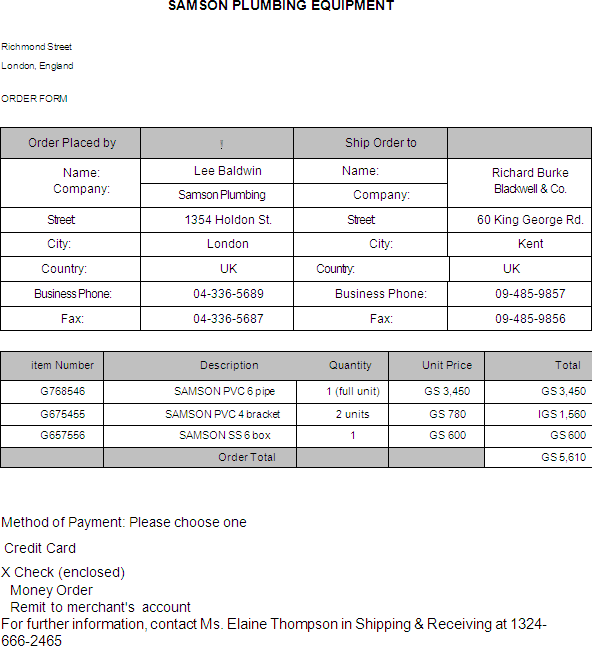
"The most important thing is to always have enough planes available for the customers to use.” In fact, an Atlantic member is guaranteed a plane at the airport of his or her choice within 24 hours of notification.

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.”

1. What is the main purpose of the magazine article?
   1. To announce the launch of a low-cost airline
   2. To introduce new airline services of a flight company
   3. To explain how to satisfy airline passengers
   4. To describe the success of an airline company
2. What did Mr. Hamil say about startingAtlantic Jet?
   1. He wanted to provide attractive passenger services.
   2. He wanted to have the ownership of planes shared.
   3. He wanted to make flights easier to reschedule.
   4. He wanted to offer airline tickets at lower prices.
3. What is emphasized about Atlantic Jet?
   1. It always has extra seats for members.
   2. It guarantees punctual flights.
   3. It ensures the availability of flights.
   4. It provides on-time shuttle services.
4. According to the article, how do most people learn about Atlantic Jet?
   1. The airline has been rated as the best performing airline by business travelers.
   2. Customers recommend the airline to others.
   3. People see TV advertisements about the airline.
   4. Lots of discount coupons from the airline are given to travelers.

# Questions 165 – 166 refer to the following passage.



1. Who will receive these plumbing parts?
   1. Mr. Samson
   2. Mr. Thompson
   3. Richard Burke
   4. Lee Baldwin
2. How will the order be paid for?
   1. The check is enclosed with the order.
   2. Personal check
   3. Direct deposit into the company's account
   4. 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 withSpotless

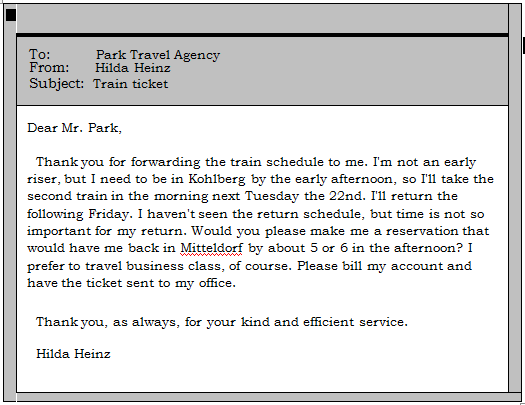
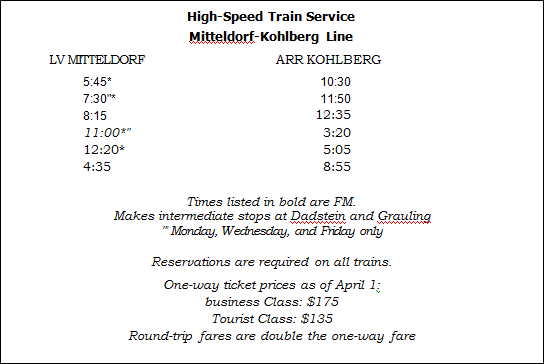
Cleaner’s for three years and have always received excellent service, but I am quite distressed about this recent incident. I would like the company to pay for the repair of this item, and to give mea full refund on the cost of dry cleaning all three items. Please contact me as soon as possible to discuss 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

1. What is the purpose of the letter?
   1. To complain about service
   2. To apply for a membership
   3. To discuss a late payment
   4. To order a clothing item
2. What does Mrs. Applebee request from thecompany?
   1. A receipt
   2. A refund
   3. An apology
   4. A coupon
3. What does Mrs. Applebee say about Spotless Cleaner’s?
   1. It has a bad reputation.
   2. It does not repair clothing.
   3. It usually provides good service.
   4. It is the only dry cleaner’s in town

# Questions 170 – 174 refer to the following passage.



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

A. 3:20

B. 5:05

C. 8:55

D. 10:30

1. How long is a nonstop trip between Mitteldorf and Kohlberg?
   1. Three and a half hours
   2. Four hours and twenty minutes
   3. Four hours and forty-five minutes
   4. Five and a half hours
2. Which train does Ms. Heinz plan to take on Tuesday?

A. 5:45

B. 7:30

C. 8:15

D. 11:00

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

A. $135

B. $175

C. $270

D. $350

1. When does Ms. Heinz want to arrive in Mitteldorf on her return?
   1. As early as possible
   2. Before noon
   3. In the early afternoon
   4. 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.

1. What is the purpose of this announcement?
   1. To inform about the temporary dosing
   2. To notify of the permanent shutdown
   3. To attract more tourists to the gallery
   4. To raise some money to the renovation
2. What will the city council’s fund NOT be used for?
   1. Installing the new wiring
   2. Repairing the wail
   3. Buying new artwork
   4. Getting some furniture
3. When can the people see well-known artists?
   1. January 1
   2. January 2
   3. January 15
   4. 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 #/DescriptionItem priceSubtotal**

4 03021/Desk Lamp $19.99 $79.96 5A311/File Folder Kits $20.45 $102.25 5 XE-18/Fold-up Chairs$12.50 $62.50 10 900-1 A/File Sleeves $4.99 $49.90

1 A319/Wail Unit $50.00 $50.00 2 E220/Blackboard $25.00 $50.00 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](mailto:customerservice@casoffice.com)).

.................................................................................................................................

**To**: [customerservice@casoffice.com](mailto:customerservice@casoffice.com)

**From**: [jtittle@myers.com](mailto: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

1. Which information is MOT included in the invoice?
   1. The number of items ordered
   2. The price of each hem
   3. The sender’s address
   4. The markdown rate
2. 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

1. Why did Ms. Little write to Cascade?
   1. To request quicker service in the future
   2. To correct a mistake on the invoice
   3. To place her next order
   4. To show her appreciation for the special treatment
2. How long did it take to receive the items?
   1. They came on the same day
   2. They took less than a week.
   3. They arrived exactly a week later.
   4. They took longer than a week.
3. What is the main reason why Jane is planning to order from Cascade again?
   1. The items in the store are the cheapest in town.
   2. Her company is planning an extension project.
   3. She forgot to order some items in her last order.
   4. 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 willbe provided, but we would like each associate to bring one dessert. There is a sign-upsheet in the break room next to the water cooler. Also, this year we will be celebratingthe achievements of Bob Hopey, the Director of Advertising, who will be retiring atthe end of March. Mr. Hopey has worked for

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

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

Thanks, Helen Martin

1. What information is discussed in the email?
   1. A possible merger with another company
   2. A plan to hire a new director
   3. A schedule for an upcoming event
   4. A request to reschedule a meeting
2. What will Bob Hopey most likely receive on March 16th?
   1. A promotion
   2. A retirement gift
   3. Retirement benefits
   4. 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.

1. What is mentioned in the advertisement?
   1. All of the products are imported from overseas.
   2. The store will soon go out of business.
   3. Free delivery service is available to non-profit organizations
   4. Some of the products are used.
2. What is the special price for the leather couch?

A. $300

B. $500

C. $700

D. $1,500

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

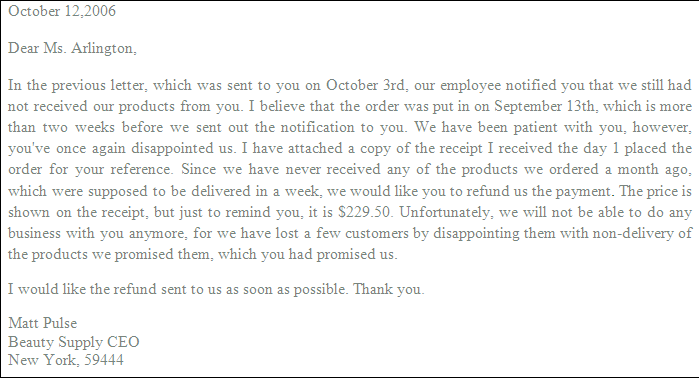
A. 4:00 p.m.

B. 5:00 p.m.

C. 6:00 p.m.

D. 7:00 p.m.

# Questions 188 – 192 refer to the following passage.





1. What is the letter mainly about?
   1. Requesting exchange for receiving different products
   2. Ordering products from a wig company
   3. Asking for money back for products ordered
   4. Complaining about the quality of the products
2. What can you tell about Mr. Pulse?
   1. He is excited to receive his products.
   2. He is anxious to sell the products.
   3. He is very angry for the bad quality of hair.
   4. He is upset for not receiving the products.
3. What is the result of Wig Hair company failing to deliver the products?
   1. He lost a few customers.
   2. He wasted lots of money for nothing.
   3. His company cannot sell any hair products anymore.
   4. Most of his customers will not buy hair products from his store anymore.
4. When was the order placed?
   1. October 3rd
   2. October 12th
   3. September 1st
   4. September 13th
5. What is most likely to happen in the future?
   1. He will try to visit Wig Hair to see their new products.
   2. He will introduce other stores to Wig Hair.
   3. He will not buy any of Wig Hair products.
   4. 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](mailto:tyaki@aaatravel.co.jp) or call me at (03) 5423-1116.

Sincerely, Toyosaka Yaki, Manager

Toyosaka Yaki, Manager AAA Travel Agency

1. What is the purpose of the letter?
   1. To announce a change in an itinerary
   2. To promote a vacation package
   3. To refund the flight tickets
   4. To confirm upcoming travel plans
2. What is indicated about Mr. Nelson?
   1. He will fly first class.
   2. He is traveling for business.
   3. He is a frequent Asian Air customer.
   4. He will take direct flights to Tokyo
3. When will Mr. Nelson leave Tokyo?
   1. October 20
   2. October 21
   3. November 3
   4. 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.

1. Why are most people surprised about Evelyn Art’s work with athletes?
   1. It allows time for other interests.
   2. It includes many different duties.
   3. It involves business management.
   4. It requires certification as a dietician.
2. According to the interview, what is NOT a responsibility of Evelyn Art?
   1. Checking the swimmers' diets
   2. Increasing motivation
   3. Scheduling the team’s competitions
   4. Managing the athletes’ health
3. What do Evelyn Art’s parents do for a living?
   1. They are swimmers.
   2. They are researchers in chemistry.
   3. They are biologists.
   4. They are doctors.
4. How does Evelyn Art feel about her job?
   1. She has always been stressed by a fear of failure.
   2. She regrets not leading her team to success.
   3. She likes experiencing challenges.
   4. She is happy about having much free time.
5. What does Evelyn Art say she hopes to do?
   1. Compete in the world finals
   2. Go sightseeing
   3. Attend a trainers’ workshop
   4. Start a sports business
6. The growing number of vacant housing units on the for more than 6 months implies that excessive supply still exists.
   1. sale
   2. place
   3. advertisement
   4. market
7. The new store, \_\_ is currently undergoing construction, will have its grand opening sometime next spring.
   1. who
   2. where
   3. when
   4. which
8. The information below is being provided in response to \_ requests for teleconference referrals.
   1. frequent
   2. frequented.
   3. frequenting
   4. frequently
9. After a long and gruesome season, Jeff Willis has been performing \_ better since the playoffs started a week ago.
   1. significance
   2. significant
   3. significancy
   4. significantly
10. Loris Cleaning Services informed its customers that all forms of plastic materials

wax-coated plastic cases will be accepted for recycling.

* 1. despite
  2. although
  3. however
  4. except

1. The lawmakers passed a new resolution that requires all car manufacturers to

their vehicles to tougher safety tests.

* 1. prohibit
  2. discard
  3. support
  4. subject

1. Situated within the beautiful Ozark valley, the Endymion Resort is one of the most located conference sites in the state.
   1. absolutely
   2. willingly
   3. agreeably
   4. certainly
2. Funds from the government grant will be allocated to or distributed the affected areas.
   1. among
   2. toward
   3. after
   4. during
3. Travelers getting on a connecting flight are \_ to have their passports out and ready for inspection.
   1. registered
   2. commended
   3. advised
   4. advanced
4. Meta-Power offers independent of energy-efficient household products and tips on how to maintain a simpler and more self-sufficient lifestyle.
   1. reviews
   2. reviewer
   3. reviewing
   4. reviewed
5. I appreciate the information you sent my inquiry about Satin Finish Paints.
   1. regard
   2. regards
   3. regarded
   4. regarding
6. For safety reasons, only trained employees are to use this equipment.
   1. permitted
   2. associated
   3. decided
   4. written
7. Edwards will be honored his personal and his team’s achievements

tomorrow during the San Fernando Valley Engineers’ Council’s annual meeting.

* 1. by
  2. over
  3. for
  4. at

1. Our Customer Service Department has recently received numerous \_ about the new KF8-3000 products.
   1. complain
   2. complaining
   3. complainer
   4. complaints
2. The company admitted that it had been entirely at fault and announced that all professional fees that it had collected were to be fully .
   1. refunds
   2. refunding
   3. refunded
   4. is refunded
3. The report shows that builders reserve the right to control the volume of the construction project on own.
   1. their
   2. theirs
   3. they
   4. them
4. uncomfortable it may be, proper protective gear absolutely must be worn by anyone renting the equipment.
   1. Almost
   2. Nevertheless
   3. Seldom
   4. However
5. If Mr. Tsujioka won a free trip anywhere, he \_ to go to Brazil.
   1. could have chosen
   2. would choose
   3. will choose
   4. would have been choosing
6. Now that the engine capacity of model minivan has been enhanced, we can increase our target market to include single men.
   1. ourselves
   2. us
   3. our
   4. we
7. All shareholders must fill out a slip in order to get money.
   1. withdraw
   2. withdrawing
   3. withdrawal
   4. with drawn
8. staff member interested in attending the conference should contact William Betts at extension 1452.
   1. Both
   2. Any
   3. Few
   4. All
9. Would the person muddy jogging ciothes were found in the staff shower room please claim them at the lost and found office?
   1. who
   2. that
   3. whose
   4. which
10. In selecting a jury for important cases, want to select people who will be impartial and objective in their decisions.
    1. author
    2. authorization
    3. authorship
    4. authorities
11. Some managers are supposed to meet each other at the end of the month to talk

their monthly performance reviews.

* 1. under
  2. about
  3. along
  4. into

1. In a desperate move to increase their revenues to meet their sales goal, the company is planning to offer a special discount its customers.
   1. by
   2. to
   3. with
   4. upon
2. They at 6:00, so all orders should be completed by then.
   1. take to
   2. leave to
   3. start
   4. wrap up
3. The purpose of this planning meeting is to ensure that our move to the new site will not cause any in our services.
   1. illusion
   2. corruption
   3. instruction
   4. interruption
4. much we now rely on the electronic filing system, some important files need to be kept in paper files.
   1. However
   2. Almost
   3. Nevertheless
   4. Otherwise
5. Travel Guide Magazine has rated Korean Airlines first in terms of customer-oriented service five consecutive years.
   1. by
   2. with
   3. for
   4. to
6. The Midtown Community Center offers free swimming lessons and exercise classes

local residents.

* 1. as
  2. at
  3. by
  4. to

1. The company you work for is willing to take advantage of new technology, but

are concerned about adverse consequences.

* 1. other
  2. others
  3. the other
  4. another

1. The discount for students only to those who attend a local public school.
   1. apply
   2. applies
   3. application
   4. applications
2. The hotel installed a touchscreen computer to help guests \_ a restaurant, get weather updates, or obtain other useful information.
   1. assist
   2. remind
   3. locate
   4. conduct
3. there were so many options, everyone was satisfied.
   1. If
   2. Why
   3. Because
   4. When
4. All e-mails for Ms. Lee will be to me while she is on her annual leave.
   1. affiliated
   2. fluctuated
   3. forwarded
   4. flustered
5. Mr. Hague finished the job interview, he felt relieved.
   1. While
   2. Because of
   3. During
   4. After
6. The company was happy to receive a number of strong resumes in response to the announcement of career in it advertising department.
   1. occurrences
   2. occasions
   3. actions
   4. opportunities
7. Mr. Chang will serve as director until a permanent director can be found.
   1. act
   2. acting
   3. actor
   4. acted
8. It appears that Chef Roberts has succeeded in a third restaurant which will match the quality of his other two locations.
   1. opening
   2. open
   3. opens
   4. opened
9. Some of our clients have complained that the time it takes to get a from a service representative is enough to make them not want to use our services again.
   1. response
   2. responding
   3. responded
   4. respond

**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.

SALT LAKE CITY - Deseret Management Corporation (DMC) announced the promotion of Clark Gilbert to the newly created position of President and Chief Executive Officer of Deseret News on Thursday. Gilbert will continue as President and CEO of Deseret Digital Media (DDM), a DMC company. Formed in 2009, DDM (141) the website operations of DeseretNews.com, KSL.com, DeseretBook.com, MormonTimes.com, and LDSChurchNews.com.

Deseret News is Utah’s oldest continually published daily newspaper. Editor Joe Cannon and Publisher Jim Wall will continue in their current positions, reporting to Gilbert.

Mark Willes, President and CEO of DMC, stated, "Clark Gilbert brings a unique background to his expanded responsibilities. He previously served on the Deseret News board. He was a consultant for (142) ten years at leading newspaper organizations including The New York Times, The Boston Globe, and Scripps Newspapers. He is (143) suited to help us reinvent the print version of the Deseret News, while at the same time accelerating the growth of DeseretNews.com.”

* 1. applies
  2. B. reaches
  3. oversees
  4. supplies
  5. partly
  6. B. often
  7. nearly
  8. quite
  9. ideally
  10. B. conveniently
  11. markedly
  12. normally

Questions 144 - 145 refer to the following passage. To: Front Office

From: Geraldine Bennett Re: Doing our part

Dear Mr. Cobalt,

I'm writing to you to express my concern about Pascal's reputation as a wasteful company. I'm sure you read the recent letter to the editor in the Sydney Daily News regarding our non-recyclable plastic bottles and caps. Since the letter was printed, (144) have received complaints from hundreds of customers who are threatening to boycott our company if we don't change our practices. We have also received flyers from (145) manufacturing companies offering to help us become a more environmentally friendly company. I have looked briefly into some of these options on my own time but would like to ask your permission to do more.

I would like (146) 20 hours of my upcoming workweek to this cause in hopes of coming up with a viable plan for Pascal's future as a company that cares about recycling. I hope you will agree with me that our environment is worth us making an effort. Please respond as soon as possible.

Sincerely,

Geraldine Bennett, Administrative Assistant Pascal's Pharmaceuticals

* 1. we
  2. B. he and I
  3. they
  4. your
  5. varies
  6. B. variety
  7. various
  8. variale
  9. devote
  10. B. devoting
  11. to devote
  12. devotion

Questions 147 – 149 refer to the following email.

|  |
| --- |
| From : Pauline Campbell [<mailto:pauline.campbell@power.recrult.com>] To : Mr. Justin Long  Sent : 1 Tues, 20 Jun 2007 2:44 PM Subject : Thank You  First I’d like to thank you for taking the time to forward your resume and for expressing  your interest in employment opportunities with RECRUIT USA, Inc. Your (147) \_will be reviewed within the next few business days. |
| Should your qualifications (148) our requirements, we will contact you directly to arrange an interview.  (149) \_the volume of applications we receive, we cannot guarantee |
| that your resume will stay on file for an extended period of time. As new positions are posted on a regular basis, we encourage you to revisit our site and submit further applications as appropriate.  We wish you the best of luck in your pursuit of new career opportunities and thank you again for your interest in RECRUIT USA, Inc.  Sincerely, Pauline Campbell  Human Resources  RECRUIT USA, Inc. |

1. employment
2. application
3. subscription
4. administration

# 148.

1. Due to
2. B. Even though
3. In spite of
4. In addition to

# 149.

1. agree
2. B. equal
3. match
4. test

Questions 150 – 152 refer to the following advertisement.

We would like to invite you to (150) in our YOGA programme.

What level?

The group class is suitable for all levels. We apply the (151) application of yoga for each student. within the context of a group class.

What do I need?

Wear comfortable clothing for Asana practices and a sweater to keep warm after class. Bring a sticky mat. or purchase one from the studio. Always have plenty of bottled water. Due to allergies and sensitivities that other students may have, please do not use perfumes. Classes start (152) on time. Out of consideration for the teacher and other students. please arrive fifteen minutes before class.

Cost:

adult 1 class @ $20 • 4 classes @ $17.50 • 8 classes @ $15 student 1 class @ $15 • 4 classes @ $12.50 • 8 classes @ $10 natal 1 class@$15. 4 classes @$12.50· 8 classes @$10

youth yoga 1 class @ $12 • 4 classes @ $10 • 8 classes @ $8

We don't overcrowd classes, so pre-registration ensures that you will have a space reserved. Otherwise, it's on a 'first come, first served' basis. If you can't make it. please cancel no later than one hour prior to class.

# 150.

1. attend
2. participate
3. interfere
4. accommodate
5. appropriate
6. B. appropriates
7. appropriated
8. appropriately

# 152.

1. aggressively
2. B. actively
3. automatically
4. promptly

**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.

Gildwell International originated with Palmer Gildwell’s decision in 1994 to provide fresh- cut vegetables to local residents. Located in Lancaster, Pennsylvania, his company Gildwell Food began producing packaged fruits and salads in 1996. With mass production and speedy delivery, Gildwell was able to lower prices and provide fresh and healthy food nationwide.

The immediate success of Gildwell’s fresh and healthy foods soon caused the company’s owner to consider increasing his production facilities. He decided to build a new food factory in his hometown, Norristown, Pennsylvania, in 1998. Close to the ports of New York and Philadelphia, surrounded by fertile farms that provided the various produce required, and with a local labor supply of hard-working people, the location was perfect.

Throughout the next five years, even more products were added to the company’s offerings, including pure fruit juices, frozen foods, and organic products. Despite a temporary economic slump in 2002, these products helped the company maintain its profitability and avoid any worker layoffs. Nevertheless, supported by the PCO labor union, a group of workers staged a six-day strike that ended with the strikers being forcibly removed by loyal workers and local farmers.

The following three years would see the company - renamed Gildwell International Corporation in 2003 - adding snack and confectionery product lines, and acquiring related companies. Among the many acquisitions were: an English candy company, Redi Candy, and Merrish Chocolate. Today, the company continues to introduce new products frequently and take advantage of growth opportunities through acquisitions.

1. What does the article suggest about the company?
   1. It originated with a farmer’s idea.
   2. B. It started its business as a shipping company.
   3. It was the first fresh foods provider in Pennsylvania.
   4. It achieved rapid growth at an early stage of business.
2. Where was Mr. Gildwell born?
   1. In Lancaster
   2. In Norris town
   3. In New York
   4. In Philadelphia

|  |  |  |
| --- | --- | --- |
| **155.** |  | What is NOT stated as an advantage of the factory site selected in 1998? |
|  | A. | A quality labor force |
|  | B. | Inexpensive real estate |
|  | C. | A convenient location |
|  | D. | Productive farm land |
| **156.** |  | What problem did the company undergo? |
|  | A. | Farm product prices rose rapidly due to drought. |
|  | B. | An economic slump resulted in the reduction of the company’s profits. |
|  | C. | A customer took legal action against the company. |
|  | D. | Some workers caused a serious labor struggle. |
| **157.** |  | How has the company recently expanded its business? |
|  | A. | By taking over other companies |
|  | B. | By increasing the number of overseas branches |
|  | C. | By investing in developing new technologies |
|  | D. | By recruiting many experts |

Questions 158 – 162 refer to the following passage.

Mr. Michael Bottell

Bridgewater Culture Museum

14 Bridgewater Rd. San Francisco CA 90112

145 7TH St. Apt. 5553

San Francisco, CA 90111 November 2

Dear Mr. Bottell,

It’s almost the end of the year now, and you know what that means - it is time to consider renewing your membership at the Bridgewater Culture Museum! With this simple renewal process that will take just a few minutes, you can renew your membership with us here at the Bridgewater Culture Museum. Once you renew, you’ll be able to use your membership immediately to shop at the Bridgewater Online Store.

Then, all year long, you’ll receive free admission to Bridgewater’s exhibitions, special exhibition previews, and discounts of 15% at the Bridgewater Gift Shop. If you renew before November 17, you will receive an even more reduced renewal rate.

Please see the membership rates listed below for further information.

|  |  |  |
| --- | --- | --- |
|  | Regular rate | Before November 17 |
| Student | $25 | $15 |
| Individual | $40 | $30 |
| Family | $80 | $60 |
| Premier | $130 | $110 |

We have a special exhibit opening in January. The exhibition, titled "Grandfather’s House,” is a completely immersive exhibit, allowing visitors to step back in time to life in rural Korea during the 1930s.

Visitors are invited to try on traditional Korean clothing while exploring the exhibit. Members are invited to a preview on January 16.

We have also been sending e-mail updates to our members, informing them about updates on events and special exhibitions held at the museum throughout the year. Please let us know your e-mail address on the enclosed form, if you are not already on our mailing list.

Also, do not forget to pay a visit to our recently remodeled restaurant, located on the 5th floor, during your next visit to the museum. Enclosed is a 5% discount coupon for the restaurant, valid for use until the end of this year. Please enjoy!

I invite you to join us for another year of fun and exciting cultural wonders. Sincerely

Membership Coordinator

Name: Michael Bottell Membership No.: Ty2889 Address: 145 Cuba St. Apt. 213 San Francisco, CA 90013

Phone Number: 1-415-445-3134

E-mail Address: [mbottell@starbright.net](mailto:mbottell@starbright.net) Payment: $35

Please indicate one of the following:

\* yes, I'll attend the special members' preview of "The Grandfather's House."

No, I will not attend the preview.

**158.** What is NOT mentioned as a benefit of membership?

|  |  |  |
| --- | --- | --- |
| **159.** | A.  B.  C.  D.  A.  B.  C.  D. | Free entrance to certain exhibits Monthly newsletters  Price discounts at the souvenir store Invitations to previews  What do members receive through e-mails? Information on upcoming exhibits  An application form for membership renewal Discount coupons  A list of museum members |
| **160.** | A. | What is indicated about the museum? It holds one special exhibit annually. |
| **161.**  **162.** | B.  C.  D.  A.  B.  C.  D.  A.  B.  C.  D. | It will open in January. It is closed on Mondays.  It has recently renovated its restaurant. What can be inferred about Mr. Bottell?  He is a family member of a museum employee.  He was not a member before, and is joining for the first time. He is already on the museum’s list.  He renewed his membership before November 17.  On what date will Mr. Bottel see ‘The Grandfather’s House’? On November 2  On November 15  On January 16  On May 23 |

Questions 163 – 167 refer to the following passage.

To: [betindacartos@onestar.com](mailto:betindacartos@onestar.com) From: [ttoyd@topnet.com](mailto:ttoyd@topnet.com)

Subject: Movie Schedule; Attachment: MovieSchedute.doc Hi Betinda,

How is work today? I am really excited about spending some time with you tonight. As discussed, after t get off work around 6 p.m., I will pick you up at your workplace. We will then go for a quick dinner followed by a movie. I have selected a few nearby movie theaters and attached the schedule for your reference. Please select the movie you wish to watch, and send me a short message on my mobile phone since I will be on the road visiting clients for the most part of the day.

I know that you don't enjoy horror movies, and likewise t do not really enjoy animated films. This

should make the selection process easier. From the attached list, we should be able to make it on time to any of the nearby complexes except for the one in Tampines, as it is the furthest from our homes and workplaces. Adding to that, we can go home earlier when the movie ends.

See you tonight! Lloyd

…………………………………………………………………………………………… MovieSchedule.doc

Show Times for July 1 -10 City Hall Movie

A Whole New World (1:00, 3:30, 6:00, 8:30, 11:00)

When Love Hits (2:15, 4:15, 6:15, 8:15, 10:15, 12:15)

Snakes and Monsters (12:25, 2:15, 4:05, 5:55, 7:45)

Full Impact (12:00, 2:00, 4:00, 6:00, 8:00)

Mega Cinema

When Love Hits (11:30, 1:30, 3:30, 5:30, 7:30, 9:30)

Snakes and Monsters (1:00, 2:50, 4:40, 6:30, 8:20, 10:10)

Full Impact (1:35, 3:35, 5:35, 7:35, 9:35, 11:35)

A Whole New World (3:45, 6:15, 8:45, 11:15)

John Brothers Complex

Snakes and Monsters (1:10, 3:00, 4:50, 6:40, 8:30)

Full Impact (12:00, 2:00, 4:00, 6:00, 8:00)

When Love Hits (11:20, 1:20, 3:20, 5:20, 7:20)

Tampines Cineplex

A Whole New World (10:05, 12:35, 3:05, 5:35, 8:05)

Full Impact (1:15, 3:15, 5:15, 7:15, 9:15, 11:15)

When Love Hits (12:30, 2:30, 4:30, 6:30, 8:30)

MOVIE GUIDE

When Love Hits - Romantic comedy Snakes and Monsters - Horror

Full impact – Action

|  |  |  |
| --- | --- | --- |
| **163.** |  | What does Lloyd ask Belinda to do? |
|  | A. | Pick him up at his workplace |
|  | B. | Buy the movie tickets in advance |
|  | C. | Send him a text message on his cell phone |
|  | D. | Make reservations at the restaurant |
| **164.** |  | What will Lloyd do before meeting Belinda today? |
|  | A. | Work in his office |

1. Drive around town
2. Relax at his home
3. Prepare dinner

**165.** Why does Lloyd feet they should NOT go to the Tampines Cineptex?

1. it only shows horror movies.
2. The movie they want to see starts too late.
3. The theater is very old.
4. It would take too long to get there.

|  |  |  |
| --- | --- | --- |
| **166.** |  | Which of the following shows well best suit Lloyd and Belinda? |
|  | A. | Snakes and Monsters at 7:45 at the City Hall Movie |
|  | B. | A Whole New World at 8:45 at the Mega Cinema |
|  | C. | When Love Hits at 7:20 at John Brothers Comptex |
|  | D. | Full impact at 7:15 at the Tampines Cineptex |
| **167.** |  | What can be inferred from the movie schedule? |
|  | A. | Snakes and Monsters is playing in at) four theaters. |
|  | B. | A Whole New World is the longest movie. |
|  | C. | None of the theaters shows movies before noon. |
|  | D. | Children are not allowed in to see When Love Hits. |

Questions 168 – 169 refer to the following email.

From: Hazel Irwin <[hirwin@csgmedia.com](mailto:hirwin@csgmedia.com)>

To: Lindsey Monotail <[lmonotail@csgmedia.com](mailto:lmonotail@csgmedia.com)> Subject: Speech Request

Date: May 23 Hi Lindsey,

As you know, Robert Hulking will be awarded the CSG Excellence in Sales Prize at a special ceremony at the Persian Hotel this Saturday. Mr. Hulking recently informed me that you were his supervisor when he first came to CSG five years ago, and that you and your business advice have greatly contributed to his recent success. To honor both your work as Senior Sales Supervisor and Mr. Hulking’s recent achievement, I would like to ask you to present the award this Saturday. As part of the presentation ceremony, you will be asked to give a brief speech about Mr. Hulking. It would be a good idea to include some personal anecdotes as well as professional stories to help highlight Mr. Hulking's character.

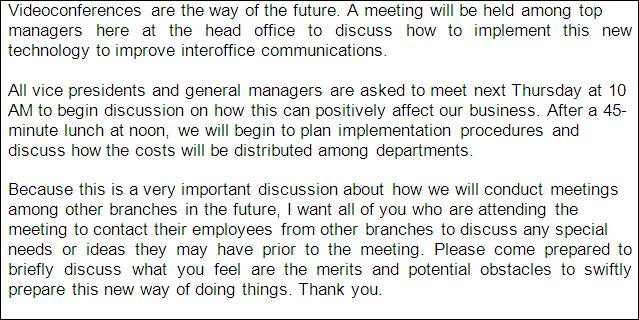
Please contact Sara Benhunt, my secretary, before 2 p.m. today and let her know if you can attend the event. Her extension is 3125. I hope you will join us.

Sincerely, Hazel Irwin

Director of Public Relations

|  |  |  |
| --- | --- | --- |
| **168.** | A. | Who is Robert Hulking?  The new sales associate |
|  | B.  C.  D. | A supervisor in the sales department  An employee who will receive an award The Public Relations Director |
| **169.** | A. | What should Ms. Monotail do before 2 p.m.? Give a speech |
|  | B.  C.  D. | Reply to the invitation Attend the ceremony  Supervise a meeting |

Questions 170 – 171 refer to the following passage.

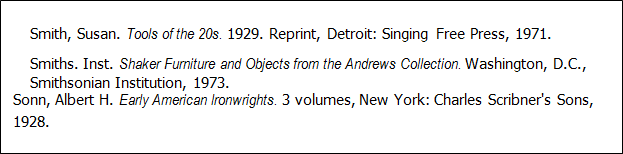


|  |  |  |
| --- | --- | --- |
| **170.** |  | Who will has been asked to attend the meeting? |
|  | A. | Janitorial staff |
|  | B. | Videoconference technicians |
|  | C. | Vice presidents and general managers |
|  | D. | The President |
| **171.** |  | Who must attendees contact prior to the meeting? |
|  | A. | Their in-house employees |
|  | B. | Their fellow management staff |

C. Their staff at other offices

D. Clients they wish to confer with

Questions 172- 174 refer to the following references.



|  |  |  |
| --- | --- | --- |
| **172.** | A. | What kinds of items are on this list  Books |
|  | B.  C.  D. | Films Songs Buildings |
| **173.** | A. | What do the titles deal with? Machines |
| **174.** | B.  C.  D.  A.  B.  C.  D. | Crafts Transportation Economics  How is the list organized? Alphabetically  From general to specific Chronologically  By city |

Questions 175 – 179 refer to the following job advertisement and letter.

Shelton Resorts

For Immediate Hiring

Shelton Resorts, one of the world's largest chains of luxury resorts, needs people who are motivated to succeed in the field of hospitality management. Our Florida-based company owns and manages island resorts such as the Bermuda Grand Villas. More Shelton resorts will soon open in Haiti and the Bahamas.

We are looking for ambitious resort managers, who will also oversee housekeeping duties and staff recruitment. Skills in customer service and employee relations are important requirements.

If you have worked for at least four years as a hotel or resort manager, then contact us today! Being able to speak at least one major foreign language aside from English is a plus, given that we cater to clientele from all over the world. It is also preferable that you have a college degree in business administration or hotel management, but equivalent working experience is acceptable.

Your job assignment will depend on your qualifications and background. Moving costs will be shouldered by the company.

Please e-mail your resume, references, and salary requirements to Gina Murdoch at [gmurdoch@shelton.com.](mailto:gmurdoch@shelton.com) We will contact qualified applicants for interviews at our head office in Miami, Florida

April 9

From: Ahmed Walters To: Gina Murdoch

Dear Ms. Murdoch,

I am responding to your job advertisement as published in the March issue of Resort Times. Attached is my latest resume, with my preferred compensation and a list of references.

Right now, I am managing Azure Resort in northern Greece, where I have been employed for the past five years. Previously, I worked as a concierge in Monaco and as a receptionist in Paris. I am fluent in English, French, and German.

I will be visiting the U.S. later this year, and I hope it will include a trip to your office for an interview. Sincerely,

Ahmed Walters

|  |  |  |
| --- | --- | --- |
| **175.** |  | What kind of job position is being offered? |
|  | A. | Housekeeper |
|  | B. | Receptionist |
|  | C. | Manager |
|  | D. | Concierge |
| **176.** |  | What does the advertisement imply about Shelton Resorts? |
|  | A. | It also runs hospitals in Florida. |
|  | B. | It needs a personnel manager. |
|  | C. | It is moving its head office. |
|  | D. | It is expanding its business in the region. |
| **177.** |  | What is NOT stated as a job responsibility? |
|  | A. | Giving language lessons to employees |
|  | B. | Hiring new resort staff |
|  | C. | Dealing with resort guests |
|  | D. | Ensuring the resort's cleanliness |
| **178.** |  | Based on the letter, what is Ahmed Walters' main qualification? |
|  | A. | He took hotel administration in college. |
|  | B. | He knows at least one foreign language. |
|  | C. | He has experience in guest relations. |
|  | D. | He has worked in foreign countries. |
| **179.** |  | What will Mr. Walters have to do if his application is successful? |
|  | A. | Travel to the head office |
|  | B. | Move to the U.S. |
|  | C. | Attend an orientation in Miami |
|  | D. | Submit his resume |

Questions 180 – 184 refer to the following letters.

From: Howard Hilton To: Margaret Willow

Subject: Defective Printer Dear Mrs. Willow,

My company, Pip Imaging, purchased an Easy Jet 1435 printer from your company four weeks ago. Three weeks ago, an employee reported that the printer turned off every time she tried to print on both sides. A week after the problem was reported, a repairman came to the office to fix the problem. After spending an entire day taking apart the machine, he determined that the printer was missing an important screw. It is critical that we have a functioning printer in order to provide our customers with quality photocopies.

Therefore, It is important that we fix this problem as soon as possible. We will be closing temporarily in two weeks from June 23rd to July 2nd,while we change locations, and we would like to resolve this problem before then.

Sincerely,

Howard Hilton Technical Director

To: Howard Hilton From: Margaret Willow

Dear Mr. Hilton,

First, I would like to apologize for the problem you encountered with your printer. This is the first defective product that we have ever been made aware of, and we have already contacted the Director of Production, Glen Milton, to investigate the current production practices for all Easy Jet 1435 printers. We certainly want to resolve this problem as quickly as possible. We are happy to pay for all repair costs, as well as all shipping fees. Please put

the printer In its original box and send It to the Product Repair Department. The address for this department is provided In the Owner’s Instruction Manual that came with the printer. We will have a specialist take a look at the machine immediately. You should have a working printer within three to four weeks.

Please feel free to contact me at any time, should you have questions or comments. Sincerely,

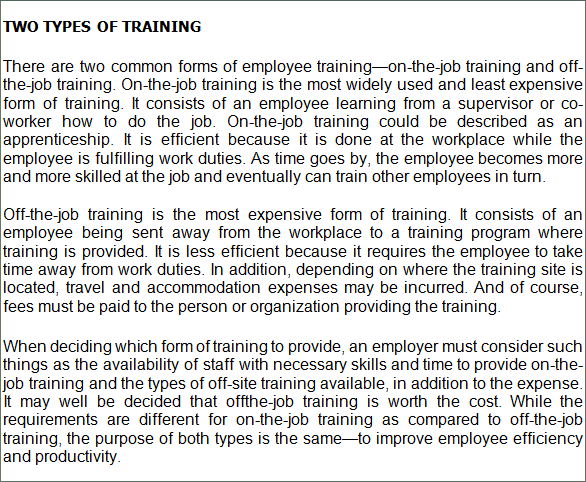
Margaret Willow

Director, Customer Relations, Easy Jet Office Supplies

|  |  |  |
| --- | --- | --- |
| **180.** | A. | How long ago did Pip Imaging purchase the printer?  One week |
|  | B.  C.  D. | Two weeks Three weeks One month |
| **181.** | A. | What kind of business is Pip Imaging most likely? A copying company |
|  | B.  C.  D. | A hardware store  A photography studio A software supplier |
| **182.** | A. | According to the first email, when does the printer shut down? Every time it finishes a printing task |
| **183.** | B.  C.  D.  A.  B.  C.  D. | If the machine is not cleaned regularly  When employees try to print on the front and back After it has been used for a certain amount of time  What should Howard Hilton do before returning the product? Check the receipt  Repackage it Fill out a form  Call the Repair Department |
| **184.** | A. | Why might Howard Hilton not be satisfied with Margaret Willow’s offer? He has to make an extra payment for parts. |

1. It takes longer than he wants.
2. He does not want to pay for shipping fees.
3. The warranty expires before it can be fixed.

Questions 185 – 187 refer to the following passage.



1. Which of the following best describes on-the-job training?
   1. Expensive
   2. Ineffective
   3. Common
   4. Quick
2. What is on-the-job training similar to?
   1. An apprenticeship
   2. Off-the-job training
   3. A supervisory position
   4. A company benefit
3. According to the passage, what is the purpose of training?
   1. To improve employee efficiency
   2. To spend excess capital
   3. To satisfy government requirements
   4. To please a supervisor

Questions 188 – 190 refer to the following letter.

September 25 Andrew Johnson 190 Arthur Road

Chicago, IL 60010 Dear Mr. Johnson

Please accept my apologies on behalf of Tyco Electrical Appliance Supplies. For a

reason I really don’t understand, your order was not processed in the usual manner, resulting in a delay in the delivery time.

No doubt you are anxious to receive your Electric Space Heater as soon as possible before winter really sets in. We have given your order priority status, and you should receive your purchase tomorrow or the following day.

As a goodwill gesture, I am enclosing in this letter a gift voucher which you can use at any Tyco Store. Should you experience any further problems, please do not hesitate to contact me personally at 977-0037. Yours sincerely,

Carol Jackman Carol Jackman Head of Sales

1. Why was the letter written?
   1. To provide a detailed explanation of the shipping procedure
   2. To complain about a delivery that has not arrived
   3. To respond to a letter received from a customer
   4. To apologize for sending the wrong item
2. How is Carol going to compensate Mr. Johnson for the mistake?
   1. By providing a gift certificate to be used in the store
   2. By reducing the price on this order
   3. By delivering the products personally
   4. By calling the delivery service to place a special order
3. In which of the following situations should Mr. Johnson call Ms. Jackman’s direct number?
   1. If he feels that the goods received are too expensive
   2. If the shipment doesn’t arrive within the next couple of days
   3. If he does not receive a phone call from a sales representative
   4. If the order form is too complicated to understand

Questions 191 – 193 refer to the following passage.

32 Turtle Rd.

Wilmont, WI 20548

August 23

Dear Mrs. Malloy,

We recently discovered that your subscription to Gourmet Chef Monthly will expire in September and you have not decided to renew it. To encourage you to reconsider your decision, we’d like to offer you a special, one-time-only offer: if you choose to renew your subscription, we will give you a fifty percent discount on each monthly issue from October to March. According to our database, you were paying $6 per issue; with this discount you would only have to pay $3.00. This offer is only valid if you apply to renew your subscription before September 15th. We’re offering to cut the cost of your subscription in half. Can you really ask for a better deal?

To accept our offer, please call us at 1-800-254-9864. Our office is open Monday to Friday from 9 a.m. to 5 p.m. Don’t miss out on this wonderful opportunity; call one of our helpful customer service agents today. We look forward to your business.

Warmest Regards, Ross Cather

Sales Director, Gourmet Chef Monthly

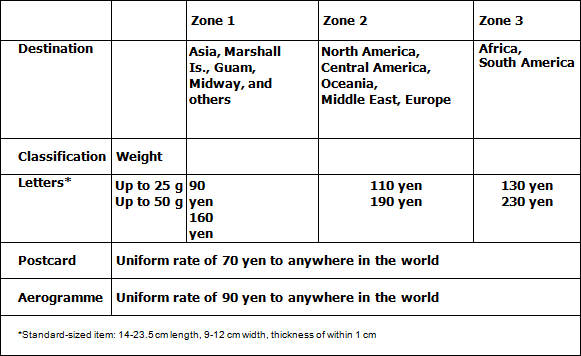
1. Why did Ross Cather write the letter?
   1. To request some personal information
   2. To encourage the customer to extend her service
   3. To inquire about a bill that has not been paid
   4. To introduce a new service at the restaurant
2. When will Mrs. Malloy’s existing subscription expire?
   1. In March
   2. In August
   3. In September
   4. In October
3. How much is Mr. Hopkins paying per month now? A. $3.00

B. $6.00

C. $9.00

D. $15.00

Questions 194 - 196 refer to the following table.



1. What is the cost of sending a twelve- gram letter to South Africa?

A. ¥70

B. ¥90

C. ¥130

D. ¥230

1. How much would an aerogramme to Asia cost?

A. ¥70

B. ¥90

C. ¥110

D. ¥160

1. How much will a Y110 letter to Europe weigh?
   1. 25 grams or less
   2. Between 25 and 50 grams
   3. More than 50 grams
   4. Unknown

Questions 197 – 200 refer to the following advertisement.

Enjoy history books on a wide range of topics, including European & American history, World War I & World War II, ancient history, world history and more. As a member of CLEVERSOUL, you will get a 10% discount on all books, reports, software, and audio/video materials when you order from this website. Also, you will receive a new book every ten days for as long as you remain a member.

There is a one-time enrollment fee for new club members. However, if you enroll with a friend, you will receive $10 off of the usual $25 enrollment fee. You can renew your membership on month-to-month basis, not annually like most other clubs, and get 50% off of your next shipment! Become a member and receive a free $30 restaurant certificate from DINING DOUGH!

|  |  |  |
| --- | --- | --- |
| **197.** |  | What kind of business is ‘CLEVERSOUL’? |
|  | A. | A publishing company |
|  | B. | A private library |
|  | C. | A book club |
|  | D. | A history institute |
| **198.** |  | How often are memberships renewable? |
|  | A. | Once a month |
|  | B. | Once per 6 months |
|  | C. | Once a year |
|  | D. | Once every 2 years |
| **199.** |  | What will new members receive for free? |
|  | A. | Shipping for their next purchase |
|  | B. | A restaurant gift voucher |
|  | C. | A book of the reader’s choice |
|  | D. | A monthly magazine |
| **200.** |  | What is the regular enrollment fee? |
|  | A. | $10 |

B. $14

C. $25

D. $30

**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.

1. Our company \_ Metro Messenger Service since 1998.
   1. use
   2. used
   3. had used
   4. has been using
2. In recent years, most companies have been favoring rigid criteria systems that require employees to discretion.
   1. exercises
   2. exercising
   3. exercised
   4. exercise
3. Ms. McCarthy, the customer service manager, answered all the calls by because the representatives attended a training course.
   1. itself
   2. herself
   3. himself
   4. themselves
4. The store’s \_ is not to offer refunds or exchanges on merchandise that has already been used.
   1. adoption
   2. exhibit
   3. policy
   4. regard
5. Travel Guide Magazine has rated Korean Airlines first in terms of customer- oriented service five consecutive years.
   1. by
   2. with
   3. for
   4. to
6. The elegant hotel we stayed at was and bright and had a private entrance and patio with a view of the ocean.
   1. spacing
   2. spacious
   3. spaciousness
   4. spaces
7. Please visit our website to learn more about the innovative and \_ priced marketing services we offer.
   1. virtually
   2. gratefully
   3. thoroughly
   4. reasonably
8. I’m surprised how fast customers get served in this restaurant.
   1. on
   2. at
   3. in
   4. for
9. Mrs. Kurtoglu is a fast learner, and she has mastered the drafting techniques.
   1. already
   2. ever
   3. yet
   4. still
10. Authors should make for the reduction of figures and tables to fit the dimensions of the journal.
    1. reservations
    2. allowances
    3. omissions
    4. eliminations
11. The results of the manufacturer's survey will be in three months.
    1. committed
    2. recommended
    3. involved
    4. released
12. Mr. Wang wasn't home when I called this morning, but I contact him at his office this afternoon.
    1. was able to
    2. would have
    3. should have
    4. could not
13. In addition to being a \_ movie star, Lee was also considered to be Korea's most influential musician.
    1. renowns
    2. renown less
    3. renown
    4. renowned
14. Airline tickets that are not confirmed at least 48 hours before departure carry no

of a seat and are subject to involuntary bumping.

* 1. confidence
  2. location
  3. assurance
  4. acceptance

1. The minerals boom has brought about an economic boom, which in turn has meant that real estate values have \_ to record levels.
   1. rose
   2. raised
   3. risen
   4. been raising
2. Busy Bee Inc. introduced new carrier bags with \_ concealed pockets that can store important documents.
   1. quietly
   2. steadily
   3. cleverly
   4. directly
3. A group of established corporations will \_ carry out the downsizing program, which represents the biggest reduction in jobs since 2000.
   1. highly
   2. most likely
   3. slightly
   4. timely
4. We must \_ these documents at the court by five o’clock.
   1. do
   2. file
   3. make
   4. bring
5. A product manager for a software company, Mr. Wang travels for business and is a frequent flier with Emery Airlines.
   1. regular
   2. regularly
   3. regulate
   4. regularity
6. Many agricultural advisors were hired to boost the significantly declining industry.
   1. professionally
   2. professional
   3. professionalism
   4. profession
7. The new smartphone is beautiful and with that elegant yet functional design.
   1. useful
   2. useless
   3. pretty
   4. dull
8. Derek’s Sporting Goods now has over 400 stores located in more than 40 states across the country.
   1. convenience
   2. convenient
   3. conveniently
   4. conveniences
9. Educational expenses are tax-deductible the taxpayer can show that these expenses enhanced his or her professional skills or expertise.
   1. only if
   2. as if
   3. as many as
   4. as much as
10. her contract with Saw Entertainment is over, actress Nicole Milano is free to appear in any films she chooses.
    1. Only if
    2. In case
    3. According to
    4. Now that
11. The two companies signed an \_ on the acquisition in spite of a few differing opinions.
    1. agreement
    2. agrees
    3. agreements
    4. agreed
12. Financing has come chiefly from sources, namely two of our employees' relatives.
    1. internalizing
    2. internal
    3. intern
    4. internalized
13. It is often reported in the press bonuses paid to chief executives are excessive and do not take actual performance into consideration.
    1. of
    2. for
    3. that
    4. what
14. The recent surprise resignation of the company’s CEO is not expected to affect the share price \_ .
    1. adversely
    2. appropriately
    3. unanimously
    4. dissentingly
15. Ms. Gibson is reviewing a thesis that deals with the of this year’s marketing strategy.
    1. effecting
    2. effectiveness
    3. most effectively
    4. least effectively
16. It seems that laborers in underdeveloped countries would rather have their children help at work than enroll them in school.
    1. they
    2. them
    3. themselves
    4. their
17. An unexpected meeting the company lawyers has produced tentative agreements.
    1. until
    2. around
    3. above
    4. with
18. The concert was off because of the rain.
    1. taken
    2. dried
    3. called
    4. prepared
19. The proposal was submitted April 28.
    1. at
    2. the
    3. on
    4. from
20. Marcy was hired to oversee the Asian branch because of \_ experience.
    1. her
    2. hers
    3. herself
    4. she

management

1. The newly launched cell phones were designed to deliver exceptional in various functions.
   1. performing
   2. performed
   3. perform
   4. performance
2. Since distance learners cannot meet with their supervisors due to logistical problems, so it is necessary for the educational institution to facilitate two-way communication channels.
   1. frequents
   2. frequent
   3. frequently
   4. frequency
3. Hanse was of the identity of the man that had appeared and spoken to him.
   1. unknown
   2. uncertain
   3. unable
   4. uncapable
4. Due to the high \_ of the newly acquired leasing division, the total revenue of the company recorded a sharp increase.
   1. perform
   2. performs
   3. performer
   4. performance
5. The company you work for is willing to take advantage of new technology, but

are concerned about adverse consequences.

* 1. other
  2. others
  3. the other
  4. another

1. Our staff is smaller now because two people in our department \_ this year.
   1. are terminated
   2. terminate
   3. had been terminated
   4. have been terminated

**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 annoucement.

|  |  |
| --- | --- |
| Dear donors,  We are extremely grateful for your generous (141) to UNICEF.  The money you donated will help UNICEF provide both immediate relief and long-term rehabilitation of essential services for children in need.  Our review committee recently found that in 55 out of 80 villages, water systems have been  severely damaged. Therefore, there’s an \_(142) need for expanding the distribution of bottled water and sanitation systems.  Another major challenge includes the threat of landmines. Many children are presently receiving treatment in the hospitals for injuries resulting from remnants of bombs. So as to alleviate the problem, UNICEF is involved in a campaign to (143) | |
| people to the dangers of unexploded bombs.  We are appealing to you, companies, and foundations for continuous support. Thanks again for your generosity. |  |

|  |  |  |
| --- | --- | --- |
| **141.** |  | |
|  | A. | acquisitions |
|  | B. | benefits |
|  | C. | excursion |
|  | D. | contribution |
| **142.** |  |  |
|  | A. | urgent |
|  | B. | current |
|  | C. | prior |
|  | D. | neutral |
| **143.** |  |  |
|  | A. | disregard |

1. alert
2. volunteer
3. promote

Questions 144 – 146 refer to the following email.

|  |
| --- |
| From : : Wayne Thomas [[wayne@e-solutions.com](mailto:wayne@e-solutions.com)] To : [terry.gilbert@monavale.com](mailto:terry.gilbert@monavale.com)  Cc : Karen Russell [karen.russell@e-solutions,com] Sent : Tue, March 07,2007 14:11 PM  ………………………………………………………………………………………. Terry,  I believe you should by now have received the copy of our company profile that we (144) \_ in our last meeting. In it you will find the necessary information |
| you requested. If you still haven't received it, please feel free to contact me.  Anyway, to keep the ball rolling, our Chairman, Mr. Langley would like to have a meeting with Ms. Russell and/or you in Detroit on any date from March 20th to March 24th to have a further discussion on the (145) of our cooperation.  Those dates have been chosen since Mr. Langley will be traveling extensively in (146) \_ March and April. However, if our suggested dates do not suit Ms. |
| Russell, then please let us know your preferred date for the meeting. Best regards,  Wayne |
|  |

|  |  |  |
| --- | --- | --- |
| **144.** | A. | are discussing |
|  | B.  C.  D. | had discussed were in discussion will be discussing |
| **145.** | A. | most feasible |
| **146.** | B.  C.  D. | feasibly feasibility more feasible |

1. neither
2. either
3. each
4. both

Questions 147 – 149 refer to the following letter.

Dear Gail Anderson,

Thanks for your phone calls regarding the order for our leather soap and conditioner to dean and freshen your leather upholstery

When (147) correctly or cracked and dirty feather, our cleaning product will help remove the dirt easily.

The neutral feature of the dearer containing protective oils also aids stain resistance and keep the leather supple. (148) \_ some other leather cleaning products which contain solvents and can dry out the leather

If you use our product in conjunction (149) our DOR care cream, you will have optimum protection and maintenance.

|  |  |  |
| --- | --- | --- |
| **147.** | A. | use |
|  | B.  C.  D. | used using it used |
| **148.** | A. | unlike |
| **149.** | B.  C.  D.  A.  B.  C.  D. | despite amid following  with on at  of |

Questions 150 – 152 refer to the following passage.

Bank Mortgage Rates Will Fall

Several of Canada's largest banks (150) to decrease their mortgage rates. Royal Bank revealed its plan to cut key mortgage rates by a tenth of a percentage point across the board, while TD Canada Trust will decrease its rates by the same (151) \_ except for its 10-year rate. The Bank of Montreal will also

lower its fixed-rate mortgages on four-year terms and longer by a tenth of a percentage point.

And lastly, Vancouver Trust has also jumped on the wagon by announcing that it is planning to (152) its rates, but the exact numbers are still unknown.

However, insiders are predicting that the reduction rates will be similar to those of other banks.

|  |  |  |
| --- | --- | --- |
| **150.** | A. | decide |
|  | B.  C.  D. | deciding was decided  have decided |
| **151.** | A. | margin |
| **152.** | B.  C.  D.  A.  B.  C.  D. | allowance space surplus  turn down shorten reduce  narrow |

**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 – 155 refer to the following passage.

Think Like a Champion By Dennis Flatmeyer

What secret power do professional athletes and Olympians possess that enables them to perform under pressure? Well, the answer, according to psychologists and athletic trainers, is in the brain.

For years, athletes and coaches alike believed that athletic skill and physical training were the two most important factors determining competitive success.

Recent evidence, however, suggests that mental training is actually more critical than athletic ability. Thus, while you may not have been born a champion golfer, you can certainly train yourself to become one by employing the proper mental training.

Take for example, the four-time Olympic gold medal winner in the 200 meter dash, Paul Fisher. Paul was born with a rare neuromuscular disease that prevented him from growing normally. He spent the first five years of his life in a hospital bed, and doctors told his parents that he would probably have touse a wheelchair all his life. Then, in 1988, while watching the Seoul Olympics from his hospital bed, Paul decided that he would one day be an Olympic runner.

Twelve years later, in Sydney, Paul Fisher was standing on the Olympic podium, wearing a gold medal around his neck. When asked about his incredible victory, Paul said, "It was easy, once I made up my mind to do it.”

At Haverford University, psychologists monitored ten athletes who were each given the exact same physical training schedule. However, five athletes were also given a mental training schedule, where they practiced medicating and using positive thinking techniques. What did the University discover? The five athletes who prepared mentally and physically performed nearly seventy percent better than the other five athletes!

1. What does the article mention about athletic performance?
   1. It is most influenced by physical training.
   2. It is greatly affected by mental preparation.
   3. It teaches people the value of competitiveness.
   4. it is a new field of study in psychology.
2. What is NOT true about Paul Fisher?
   1. He is an Olympic athlete.
   2. He suffered from a rare disease.
   3. He participated in the 1988 Seoul Olympics.
   4. He won a gold medal in Sydney.
3. What did Haverford University do for their research?
   1. They evaluated the performance of different athletes.
   2. They interviewed current Olympic athletes.
   3. They studied important historical figures
   4. They conducted online surveys of international athletes.

Questions 156 – 160 refer to the following article and email.

Excerpt from "The World's Water" by Anton Sauvignon, published in Geo's March issue

As a vital natural resource, water covers more than ninety percent of the surface of our planet. But, of this amount, only three percent can be used by humans, as ninety-seven percent of the world's water supply is made of saltwater.

Because of its seeming abundance, people do not value water as an important commodity. It is widely used for everyday human needs such as cooking, washing farming, and gardening. This continuing reliance on water, along with the world' rising population, puts the planet's water supply in danger.

But any problems ahead in terms of water supply can be solved simply by making changes in how humans consume water

To: [anton.sauvignon@geomag.com](mailto:anton.sauvignon@geomag.com) From: [heidilevnik@science.com](mailto:heidilevnik@science.com) Re: Your water supply article

I've just gone over your article in Geo Magazine's March issue, and I thank you for trying to be informative about water consumption. However, I do not agree with certain data you mentioned.

1. Some of your facts are wrong. Water does not cover 90% of the planet, but only 70%. You correctly stated that 97% of the global water supply is saltwater. But you forgot to mention that, of the remaining 3%, two percent of these are frozen water or ice in the polar regions. That means only one percent can be used by humans.
2. Aside from the everyday uses of freshwater, it is also needed by businesses for manufacturing all kinds of products, including cleaning and treating waste. The amount of water consumption, however, depends on the industry.

3.I agree that we must change how we consume water to preserve the world’s water supply. To do this, we need to use technology properly, for example, in developing efficient irrigation systems. I believe that in the future, we can ensure to conserve our water supply by resorting to technological advances in saving water.

I await your article in Geo Magazine next month. Sincerely,

Heidi Levnik

|  |  |  |
| --- | --- | --- |
| **156.** | A. | What is NOT listed as one of the uses for water?  Drinking |
|  | B.  C.  D. | Washing Farming Cleaning |
| **157.** | A. | In the article, the word "seeming" in paragraph 2, line 1 is closest in meaning to wealthy |
|  | B.  C.  D. | seeing apparent special |
| **158.** | A. | Why did Heidi Levnik write the e-mail? To suggest future topics to the writer |
|  | B.  C.  D. | To ask for a reprint of the article  To request an interview with the writer  To correct mistakes contained in the article |
| **159.** | A. | What conclusion can be made from the two passages? Geo Magazine is a monthly publication. |
|  | B.  C.  D. | Levnik and Sauvignon know each other personally. Sauvignon is a new writer for Geo Magazine.  The publication focuses on water supply issues. |

1. What do Anton Sauvignon and Heidi Levnik agree on?
   1. Humans must resort to technology to improve water supply.
   2. More than ninety percent of Earth is covered by water.
   3. Industrial businesses consume most of the global water supply.
   4. Changes are necessary in the way humans consume water Questions 161 – 162 refer to the following letter.

April 15

Donnovan Mannings Purchasing Manager Ann’s Enterprises 1154 West Avenue San Francisco,

CA 85445

Dear Mr. Mannings,

As of May 16, the headquarters of Canari Blanc, Inc. will relocate to our new office site, 2352 Sunset Blvd., San Francisco, CA 85440, following our merger with the Gilts Group. The new location was selected to accommodate the huge increase in the number of employees due to this M&A deal.

Please be reminded that only the Marketing, Sales, Human Resources, and Finance teams are subject to the change of location, since the Manufacturing and Research &Development Division will continue to remain in our current building on Sunset Avenue.

Enclosed is a brochure explaining our latest merger deal and the expansion in our product line, which you may find interesting. We promise you that our business will be stronger than ever with this latest merger and that we will continue to provide the best service to you and your company.

Sincerely, Michelle Kellog

Director, Customer Relations Canari Blanc

1. What is the purpose of the letter?
   1. To promote a special discount sale period
   2. To introduce a new company director
   3. To set up a business meeting
   4. To announce a change of location
2. What is enclosed with the letter?
   1. A contract regarding the latest M&A deal
   2. Documentation of the manufacturing processes
   3. Information about the company’s product line
   4. A company telephone book Questions 163 – 165 refer to the following article.

The stock market took a deep fall despite heavy trading today. Within a short time after the trading bell rang, major indexes dipped furiously, dropping a 2% due to unemployment strains. Adding to that, a few selected blue chip stocks performed poorly after SteelSoft made a decision to invest. SteelSoft quoted unpredicted low earnings as the main motivation for this decision. Across the Stock Market, these stocks took a dip of about 4%.

Most stocks suffered today by the end of the trading day. Blue chip stocks were not the only victims. Technology stocks were the worst hit as growing concerns about these "empty” technology companies without validated business plans are getting listed. These companies

listed had their stocks at their highest peaks, with 500% growth, when the Internet craze started.

Investors are now looking for good business models in these technology companies. Meanwhile, things were not looking bright for the stock market in a poll conducted at the end of the trading day. Most traders had the opinion that stocks will dip further in the next few weeks.

1. What is the general consensus of the stock performance today?
   1. Stocks did better than most feared.
   2. Technology stocks did not drop much compared to others.
   3. Some of the blue chip stocks were hit the worst.
   4. Most stocks took a pounding.
2. What is mentioned about technology stocks?
   1. They are predicted to grow rapidly with over 500% increase.
   2. They will regain momentum as the use of the Internet is increasing.
   3. They ended up being the only victims that suffered today.
   4. They were the most affected in today’s trading.
3. What prediction is being made by the traders?
   1. They suspect that stocks are due for a further dip.
   2. They feel that trading will remain heavy.
   3. They predict that technology stocks will stabilize.
   4. They think the unemployment rate must improve quickly.

Questions 166 – 170 refer to the following instruction and email.

Room Number 312

For Your Safety: Each room key has a special numerical code that is automatically erased at check-out time on your scheduled date of departure. If you need to extend your stay, please contact the front desk, and you will be given a new key. Check-out time is noon. If you don't check out on time, there will be a fee for every hour. The extra fees are expensive, so please be careful. We hope you enjoy your vacation.

To: Hotel Manager

Hi, I received the key to my room, but the door did not open. I think there is a problem with the numeric code that is in the key. The door opened when I first got into the room, but after I had lunch for an hour or two and came back, the door made a little beep and did not open.

Can you exchange this key for another one, please? I need a key that will give me no problems until Sunday. We are out right now. Please tell the front desk to get us new key. I would be happy if there aren't any more inconveniences like this anymore. If something like this happens again, we will be checking out right away.

|  |  |  |
| --- | --- | --- |
| **166.** | A. | What is done to make the rooms safer?  Keys are kept at the front desk. |
|  | B.  C.  D. | Security guards patrol the hallways.  Numerical codes on keys are changed frequently. Guests are required to check out in person. |
| **167.** | A. | When did the guest most likely receive this key? At check-out time |
|  | B.  C.  D. | When he checked in At noon  On the date of departure |
| **168.** | A. | What does the man think the problem is for the locked door? It's a problem with the numerical key. |
| **169.** | B.  C.  D.  A.  B.  C.  D. | It is past noon.  The last customer forgot to check out. The door is jammed.  What happens when the key doesn't work on the door? The door makes a noise.  The key gets jammed.  The numeric code gets disabled. Nothing happens. |
| **170.** | A. | What will the customers do if there is another problem? They will complain to the hotel manager. |
|  | B.  C.  D. | They will not pay.  They will call the president of the hotel. They will check out right away. |

Questions 171 – 175 refer to the following article.

SuperTech Announces Plans for a New R&D Facility in West Palm Beach to Accommodate Increased Growth

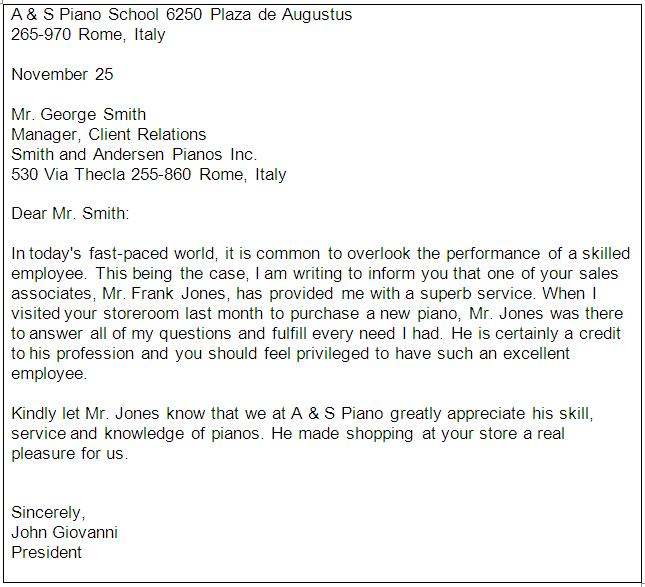
Mark Ryden, Chief Executive Officer of SuperTech Holdings, Inc., announced at today’s press conference that the company is to expand its operations to include a 6,600-square-foot research and development facility, located in West Palm Beach, Florida. The facility will accommodate the expansion of their

innovative engine technologies, serving as a teaching center, a new product development facility, and administrative offices for wholly owned subsidiaries Xteem Engines, Rotary Tech Inc., and Aqua Xteem.

"The accelerated plans for expansion are a result of the growing demand for our rapidly expanding line of engines. This includes the engines for our XBoards, jet-powered personal watercraft that are redefining extreme water sports with jet surfing, delivering to riders of all skill levels the experience of being able to surf anywhere, anytime,” commented Martha Graham, director of the new R&D center. "West Palm Beach is an ideal location for our new facility because of its high concentration of rotary engine specialists and the city’s access to waterways. We will begin operating the newly added facility from March 15,” Graham continued.

|  |  |  |
| --- | --- | --- |
| **171.** | A. | The word "press” in paragraph 1, line 1 is closest in meaning to  push |
|  | B.  C.  D. | weight media extract |
| **172.** | A. | According to the article, what will happen after March 15? SuperTech will increase engine production. |
|  | B.  C.  D. | More workers will be hired for SuperTech.  The R&D facility will develop new engine lines. SuperTech will try to expand customer base in the area. |
| **173.** |  | According to the article, why does Ms. Graham support West Palm Beach as a site for the |
| facility? | | |
|  | A.  B.  C.  D. | There is a wide range of potential customers.  The local government provides financial support for the facility. The area has heavily invested in infrastructure.  It is highly populated with engine experts |
| **174.** | A. | What can be inferred from the newspaper article?  Aqua Xteem has a technical tie-up with companies in Florida. |
|  | B.  C.  D. | A new subsidiary will be headquartered in West Palm Beach. SuperTech engine products sold very well.  SuperTech has been assisted by a consultant firm. |
| **175.** | A. | What is Mark Ryden’s position? A head researcher |
|  | B.  C.  D. | New R&D center director Chief Executive Officer  A senior production manager |

Questions 176 – 177 refer to the following passage.



|  |  |  |
| --- | --- | --- |
| **176.** | A. | What is the purpose of this letter?  To comment on the quality of their pianos |
|  | B.  C.  D. | To apply for a sales position  To request the delivery of a piano To praise a certain employee |
| **177.** | A. | What does Frank Jones do for Smith and Andersen Company? He plays the piano. |
|  | B.  C.  D. | He keeps pianos in storage. He sells pianos.  He delivers pianos. |

Questions 178 – 182 refer to the following list and email.

APLUS Promotional Products

APLUS Promotional Products in Westbury New York seeks full-time experienced warehouse clerks and entry-level warehouse cleaners.

Tasks associated with the warehouse cleaner position: Unloading and loading of trucks

- Stocking warehouse and store

|  |
| --- |
| * Organizing and cleaning of warehouse * Other tasks as assigned by management   Tasks associated with the warehouse clerk position:   * Receiving merchandise * Picking up merchandise * Updating stock records * Shipping (utilizing UPS World ship Computer Software) * Other tasks as assigned by management * Must have 2-4 years of experience in a similar position   Interviews for these positions will begin on August 24. Hiring decisions will be finalized by September 1. If you have the qualifications stated above please respond with a resume and cover letter to Jared Witten at [jwitten@aplus.com](mailto:jwitten@aplus.com). |
| To:[jwitten@aplus.com](mailto:jwitten@aplus.com) Subject: Job application From: Fred Alvarez Date: August 3  Mr. Jared Witten Hiring Manager  APLUS Promotional Products 642 East Side Drive Westbury, NY 12548  Dear Mr. Witten,  I’m writing this letter in response to the job listing you posted on JobsUSA.com. I have over five years of experience with the duties this position calls for, such as receiving, storing, and issuing materials, equipment, and other items from stockrooms, warehouses, and storage facilities. I am also proficient at keeping records and compiling stock reports.  I’d like to meet with you to talk about what you expect from the warehouse clerks you hire. Please call me on my cell phone at 285-968-8814 should you wish to arrange an interview. Thank you for considering my application to fill this opening.  Sincerely, Fred Alvarez |

|  |  |  |
| --- | --- | --- |
| **178.** | A. | When will hiring decisions be made?  By August 3 |
|  | B.  C.  D. | By August 24  By September 1  By September 24 |
| **179.** | A. | If Mr. Witten is interested in Mr. Alvarez’s application, how will he probably respond? By asking Fred Alvarez to contact him |
|  | B.  C. | By requesting an interview with him  By making him a job offer |

|  |  |  |
| --- | --- | --- |
|  | D. | By conducting a background check |
| **180.** | A. | What qualifications does Mr. Alvarez NOT indicate in the e-mail? He can program computers. |
|  | B.  C.  D. | He is adept at keeping records.  He is capable of making stock reports. He has experience from a similar job. |
| **181.** | A. | In the e-mail, the word ‘duties’ in paragraph 1, line 2 is closest in meaning to jobs |
|  | B.  C.  D. | incentives responsibilities reports |
| **182.** | A. | To what department is Mr. Alvarez most likely to apply? APLUS Accounting |
|  | B.  C.  D. | APLUS Janitor Department  Warehouse Clerk Department Warehouse Cleaning Department |

Questions 183 – 185 refer to the following letter.

Jane Morrison

1266 Commonwealth Ave.

Cambridge, MA 02138

October 9, 2006

Customer Service Department Eastern Telecom

450 Mass. Ave.

Boston, MA 02168

Dear Customer Service,

I have been an Eastern Telecom customer for 23 years. I've generally been pleased with the quality of my telephone service. Your Internet service, however, is another matter. I was an early adopter of Internet access, starting six years ago with a dial-up connection.

Four months ago, I subscribed to your high-speed DSL plan, which promised significantly faster speeds. At first, the connection was fast, but over the course of several months, it became progressively slower. Your technician checked my wiring and promised me that everything was in order. He said my service problems were due to unusually heavy traffic. The last time I called to complain, I was told your networking equipment was being upgraded and that the situation would soon improve. That was six weeks ago, and things have only gotten worse.

This problem needs to be processed in the very near future. I'd rather stay with Eastern Telecom, but if the situation persists, I will be switching providers.

Thank you for your time.

Jane Morrison

1. Why did Ms. Morrison write to Eastern Telecom?
   1. To complain about her telephone service
   2. To report a problem with her Internet service
   3. To request that her telephone service be restored
   4. To inquire about Internet access rates
2. When did Ms. Morrison start receiving DSL Internet access?
   1. Six years ago
   2. Several months ago
   3. A month ago
   4. Six weeks ago
3. What is the tone of the customer's request?
   1. Urgent
   2. Apologetic
   3. Complimentary
   4. Understanding

Questions 186 – 188 refer to the following job advertisement.

PEP

Position: Financial Controller Location of Position: Washington, DC

Our company is a successful and fast growing gas and electricity provider in this region. We are looking for a financial controller to replace two part – time roles and to free the Managing Director from his involvement in finance. The controller will have overall responsibility for the financial management of the company, including day – to – day financial accounting as well as accurate and timely reporting on the profitability of individual projects and the company as a whole. Applicants should have a four-year degree in Accounting, and also a minimum of five years experience in accounts payable and receivable and general ledger accounting. Previous experience with the accounting program, STP, and advanced knowledge of Office programs would be an advantage.

Experience in cash management and business planning is also required.

To apply for the position, please submit a cover letter and resume by February 15, 2007 to [Recruitment@pep.com.](mailto:Recruitment@pep.com) Successful applicants will be interviewed after March 1.

Applicants will be notified with a decision by March 15, and will have to make a decision whether or not to accept the position with PEP by March 30.

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| **186.** | A. | How can Mr. Carridine obtain a PRN?  By calling a customer service representative |
|  | B.  C.  D. | By providing some information by regular mail By filling out a form on the company’s website By e-mailing the product’s warranty number |
| **187.** | A. | Who is advertising the position? A finance corporation |
| **188.** | B.  C.  D.  A.  B.  C.  D. | A utility company An accounting firm An IT company  By when must an applicant submit an application? February 15  March 1  March 15  March 30 |

Questions 189 – 191 refer to the following article.

OUR MANDATE

Fritz Production Services is committed to the successful execution of all your advertising print projects, including photography, pre-press, printing and project management requirements.

Key Goals

* To fully integrate with your existing staff and partners to deliver flawless execution on all your projects in a seamless manner
* To assure the highest quality of service in the most efficient manner
* To invest in our people and our talent offering to increase the profitability of your . business Our Core Values
* We support our staff’s individual and personal goals equally with their career plans to assure

work/life balance and emotional happiness.

* We are committed to supporting the environment and utilize only recycled products for printing and organic solvents for our needs.

We support a company-wide profit-sharing plan and have a rewarding policy of extra vacation time on a regular basis! We know that our people make the company the success that we enjoy, and we will continue to show our appreciation for their hard work!

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| **189.** | A. | How does the company play a part in promoting environmental causes?  It contributes part of its profits to an environmental group. |
|  | B.  C.  D. | It plans to implement an environmental policy in the company. It reuses paper for printing purposes.  It educates its staff to be environmentally conscious. |
| **190.** | A. | Which of the following is NOT found in the information? The company’s mission |
| **191.** | B.  C.  D.  A.  B.  C.  D. | The company’s beliefs  The company’s objectives The company’s history  What can be inferred about the company?  It compensates its employees for their hard work.  It spends a lot of money and time promoting environmental issues. It invests a lot of money on advertisements.  It uses a large portion of its profits educating its employees. |

Questions 192 – 196 refer to the following email and .

To: Helen Blithe <[lovelybunny@systek.com](mailto:lovelybunny@systek.com)> From: [cs@electroland.com](mailto:cs@electroland.com)

Date: August 18th at 16:45

Re: RE: Extremely dissatisfied! Attachment: electroland\_refundpolicy.doc

Dear Ms. Blithe,

Thank you for your e-mail of August 17th. We have investigated your complaint with the staff members of Electro-Land in Torrance (Redondo Blvd. branch). Unfortunately, we are unable to comply with your request for a refund and must uphold the decision made by the sales clerk that you dealt with at the store. She was following company policy.

I have attached a copy of our refund policy for your review. This would also have been printed on the back of your receipt. As you can see in point 4, we are not able to offer refunds on software that has been opened if you do not have the original receipt. I hope you can appreciate that, once the product is opened, it cannot be resold, and is therefore valueless to us.

In addition, I understand from your e-mail that your computer did not have the minimum requirements to run the software, so you could not use it. However, the minimum system requirements are listed by the manufacturer on the outside of the box the software came in. So, you did not have to open the box to find this out.

We regret the situation and hope to continue to serve you in the future.

Electro-Land Refund Policy for Electronic Games and Computer Software

1. If you have your receipt and the package has not been opened (the security seal is unbroken), we will offer you your choice of a refund or an exchange coupon.
2. If you do not have a receipt and the merchandise has not been opened (the security seal is unbroken),you will be offered an exchange coupon. Cash refunds are not available in this case.
3. If the package has been opened (the security seal is broken) and you have a receipt, you will be offered a refund or exchange only if the item is defective or unfit for the intended purpose.
4. If you do not have a receipt and the merchandise has been opened (the security seal is broken), no refund or exchange is permitted.

An Exchange Coupon can be redeemed at any Electro-Land store for any purchase or (where applicable) a repair of the item. This coupon can be used to replace the returned merchandise with either the same item or an alternative of your choice. The value of the exchange coupon will be the system price of the returned merchandise on the day of the return. You will be requested to produce suitable identification, such as a Driver’s License, or any other form of identification that contains your name, address, signature and photo will also be accepted.

**192.** Who sent the e-mail?

* 1. A customer
  2. A salesperson
  3. An employee

|  |  |  |
| --- | --- | --- |
|  | D. | A manufacturer |
| **193.** |  | What Is included with the e-mail? |
|  | A. | The original sales receipt |
|  | B. | A copy of the store’s policy |
|  | C. | The manufacturer’s instructions |
|  | D. | The opened box |
| **194.** |  | Why did Ms. Blithe want to return the product? |
|  | A. | It was defective. |
|  | B. | The box was already opened. |
|  | C. | It did not work on her computer. |
|  | D. | She did not like the software. |
| **195.** |  | Why is the store unable to give a refund or exchange coupon to Ms. Blithe? |
|  | A. | She did not have her receipt and the box was not opened. |
|  | B. | She did not have her receipt and the box was opened. |
|  | C. | She had her receipt and the box was opened. |
|  | D. | She had her receipt and the box was unopened. |
| **196.** |  | What would have happened if Ms. Blithe had had her receipt but the box had been opened? |
|  | A. | She would not have got a refund or an exchange. |
|  | B. | She would have got a full refund or an exchange coupon. |
|  | C. | She would have got a replacement product. |
|  | D. | She would have got her product repaired. |

Questions 197 – 200 refer to the following announcement.

Dear Readers,

This July, Horse and Rider will celebrate its 27th anniversary. Since its first issue was published in January of 1980, Horse and Rider has continued to bring its readers tasteful but entertaining articles covering everything about horses. To celebrate our anniversary, we are offering a special promotion to all our readers: a free three-month subscription. Plus, you will receive our special anniversary issue, which will be published at the end of July.

This special issue will feature an article about Marjorie Clemmons, the Senior Editor and founder of Horse and Rider.

To be eligible for the special offer, just fill out the request form that is enclosed with this letter, and mail it to us by June 15th. As always, we welcome your questions and comments, so if you would like to be included in our From the Readers section, please visit our website [www.horseandrider.com](http://www.horseandrider.com/) and submit your review electronically. We thank you for your continued support, which has helped us become the most popular horse magazine in the country.

Sincerely,

Katherine Fields Public Relations Advisor

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| --- | --- | --- |
| **197.** | A. | Why did Katherine Fields write this letter?  To introduce a special offer |
|  | B.  C.  D. | To remind readers to renew their subscription  To ask customers about their subscription preference To invite clients to the ceremony |
| **198.** | A. | Who will be featured in the anniversary issue? A famous rider |
|  | B.  C.  D. | A new employee  The winner of the race The Senior Editor |
| **199.** | A. | According to the letter, how can readers get their comments published? By writing a letter to the editor |
|  | B.  C.  D. | By submitting a review online  By contacting the PR department By calling Marjorie Clemmons |

**200.** Which of the following is mentioned about Horse and Rider?

1. It is the only magazine of its kind.
2. It is over thirty years old.
3. It is very successful.
4. It is changing owners.

