

TOEIC Reading Test

Test 08

Reading Test

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

Part 5

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

- 101.** The latest company report indicates ----- lower profitability is likely over the next quarter due to the increased cost of resources.
- (A) which
(B) that
(C) since
(D) why
- 102.** The new computerized security system never, or at least, ----- ever, requires rebooting.
- (A) hardly
(B) just
(C) overly
(D) still
- 103.** The prices charged by your Accounting Department do not match those ----- to me by your Sales Department at the time of purchase.
- (A) repeated
(B) informed
(C) recorded
(D) quoted
- 104.** The much-loved poet's words could ----- be heard above the sound of thunderous applause.
- (A) nearly
(B) barely
(C) sparsely
(D) singly
- 105.** Our CEO's flamboyant style has its -----, but our profitability is more than satisfying to our shareholders.
- (A) critics
(B) critical
(C) criticize
(D) criticizing
- 106.** If you are not sure which exercise schedule best suits your personal needs, please ----- our detailed guidebook, or speak to one of our specialists.
- (A) refer
(B) consult
(C) discuss
(D) consider

107. Designers are experimenting with a new material ----- flexibility with lightness.

- (A) is combining
- (B) has combined
- (C) that combines
- (D) combination of

108. The management encourages all staff to place any complaints, suggestions, or questions in the box ----- in the lunch room.

- (A) provided
- (B) provision
- (C) providing
- (D) provide

109. Starlite Roofing Installation will accept responsibility for any damages ----- it can be proven that defective products were the cause of the accident.

- (A) unless
- (B) because of
- (C) although
- (D) insofar as

110. We would like to advise all advertisers that copy ----- for inclusion in the next catalog must be submitted before 5:00 p.m. on Friday.

- (A) intended
- (B) engaged
- (C) concluded
- (D) expressed

111. We believe that the popularity of ----- products is the result of a combination of beauty and functionality.

- (A) us
- (B) we
- (C) our
- (D) ours

112. Contract details are not to be made ----- because of national security requirements.

- (A) public
- (B) publicly
- (C) publicity
- (D) publicize

113. Of course, we know that "all work and no play makes Jack a dull boy", ----- we have decided to add a health club and spa to our staff facilities.

- (A) so
- (B) then
- (C) and
- (D) because

114. The weekend program of special activities for handicapped children was a great success thanks to those who generously ----- their time.

- (A) voluntary
- (B) volunteer
- (C) voluntarily
- (D) volunteered

115. While the Sales Department has been ----- in marketing our new range, we have been let down by our quality assurance section.

- (A) accomplishing
- (B) mindful
- (C) successful
- (D) climbing

116. A recent strategic decision will see that more ----- are allocated for research and development.

- (A) resource
- (B) resources
- (C) resourceful
- (D) resourcefulness

117. If we are to ----- towards our common goals, workers must have faith in management, and vice versa.

- (A) break
- (B) advance
- (C) growth
- (D) approach

118. Problems resulting in cost blowouts are to be ----- in any large-scale engineering project.

- (A) expects
- (B) expected
- (C) expecting
- (D) have expected

119. We would like to thank all of our sponsors for their generous donations, and we hope to have your ----- support in the future.

- (A) connected
- (B) consecutive
- (C) continued
- (D) ceaseless

120. All employees are ----- to perform their duties in a professional manner at all times.

- (A) apparent
- (B) alleged
- (C) allowed
- (D) supposed

121. The personnel section would like to advise all employees that from now on, no smoking breaks will be allowed ----- regular work hours.

- (A) while
- (B) during
- (C) after
- (D) through

122. The unemployment rate ----- sharply despite government policies designed to increase public sector employment.

- (A) was rising
- (B) will have risen
- (C) has risen
- (D) risen

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

- (A) as to
- (B) due to
- (C) in spite of
- (D) in place of

124. The safety inspector has advised us that our health and safety facilities are more than -----.

- (A) considerable
- (B) decent
- (C) adequate
- (D) accountable

125. The management has expressed its total faith in the abilities and performance of the present ----- and will not be seeking to replace him.

- (A) occupant
- (B) resident
- (C) incumbent
- (D) competent

126. The new summer collection ----- the Asiatic designs will be modeled in the Women's Fashion Department on Friday morning.

- (A) about
- (B) within
- (C) over
- (D) from

- 127.** A healthy lifestyle and the opportunity for creativity will help you to maintain a positive attitude towards -----.
- (A) labor
(B) work
(C) business
(D) employment
- 128.** In his opening remarks at the company's internal design conference, the president spoke in general ----- about developments in the business environment.
- (A) marks
(B) expressions
(C) names
(D) terms
- 129.** Unfortunately, several patients at the hospital have been struck by a disease for ----- there is no known cure.
- (A) while
(B) whose
(C) which
(D) that
- 130.** The investigating panel is ----- out of patience with senior company executives, who are blocking the release of essential documents.
- (A) moving
(B) going
(C) breaking
(D) running
- 131.** A government spokesman stated that reductions in health benefits are not due to a lack of ----- for workers' welfare.
- (A) affair
(B) rights
(C) attachment
(D) concern
- 132.** Our Design Department has recently purchased the most ----- software available, with the aim of greatly increasing our design capabilities.
- (A) sophisticate
(B) sophisticating
(C) sophisticated
(D) sophistication
- 133.** The original research facility was ----- in 1967 thanks to the foresight of our founding chairman.
- (A) build
(B) building
(C) to build
(D) built
- 134.** ----- you have written authorization from the Security Department, please do not enter the zone delineated by the green line.
- (A) Because
(B) Unless
(C) Despite
(D) Whereas
- 135.** We recently received a memo ----- the Accounting Department requesting that all purchases over \$1,000 be approved by the heads of sections.
- (A) before
(B) for
(C) with
(D) from
- 136.** The company has received many complaints from customers who believe that our rates are far from -----.
- (A) allowable
(B) satisfied
(C) trustworthy
(D) reasonable



- 137.** The research and development section is currently experimenting with two new ----- which should reduce production time without affecting quality.
- (A) proceeds
(B) processing
(C) processes
(D) proceedings
- 138.** The oil exploration unit operates in very ----- areas and requires staff members who can adapt to isolation.
- (A) far
(B) unaware
(C) remote
(D) absent
- 139.** ----- favorably by several specialist journals, our latest product should be well received by our overseas distributors.
- (A) Having been reviewed
(B) Been reviewed
(C) Reviewing
(D) Reviewed
- 140.** The recent surprise resignation of the company's CEO is not expected to affect the share price -----.
- (A) adversely
(B) appropriately
(C) unanimously
(D) dissentingly

Part 6

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

Questions 141-143 refer to the following instructions.

Emergency Evacuation Functions

----- an emergency situation arises, the persons seated near the exits might be called

141. (A) In particular
(B) By the way
(C) In the event
(D) Therefore

upon to perform the following tasks:

1. Identify, locate, and operate the mechanisms to open the emergency exits.
2. Assess the situation quickly, and make a decision to see if opening the door would expose the passengers to any hazards.
3. Fasten the emergency exit door to the hinge to ensure a safe flow of departure for the passengers.
4. As the exit doors are unlocked, the inflatable slide will automatically be deployed to the ground below. The diagrams posted next to the exit doors illustrate this procedure. Alert the other passengers once the slide has been fully -----.

142. (A) amplified
(B) inflated
(C) boosted
(D) built up

situation is safe outside. Once safety has been confirmed, guide the others out of the plane by helping them from the bottom of the slide.

If your seating allocation is by the exit doors, but you feel that you can't meet the -----

143. (A) principle
(B) value
(C) law
(D) criteria

listed above, or you simply wish not to take on the responsibility, please tell one of the flight attendants before take off. You will be provided with an alternative seating arrangement.



Questions 144-146 refer to the following information.

SUBSCRIBE today or pick up an ----- at your local newsstand, and get in on the chance to become

- 144.** (A) requirement
(B) description
(C) issue
(D) information

the winner of our grand prize: a trip for two to Paris, France, with all expenses -----.

- Plus, five
145. (A) earned
(B) paid
(C) allowed
(D) compensated

runners-up will win two nights' stays in the Premier Suite at the Hilton Hotel right here in our city.

Yes, a total package valued at over \$20,000 dollars will be given away! For a chance to become a -----, drop by your local newsstand or dial 1-800-358-8484 to subscribe today! This offer lasts

- 146.** (A) contributor
(B) participant
(C) contestant
(D) winner

until October 31.

Questions 147-149 refer to the following notice.

Star Struck

If you're not a star gazer, you ----- not be familiar with the beauty of the night sky.

- 147.** (A) must
(B) could
(C) should
(D) may

But a display of 2006 Bruce Sullivan Awards ----- photography at the Dallas Observatory

- 148.** (A) in
(B) for
(C) to
(D) on

has captured the splendor of the stars for all to see.

Astronomers and photographers were invited to take part in the ----- awards, organized by

- 149.** (A) dominant
(B) renowned
(C) prestigious
(D) superior

the Central East Astronomical Society as part of their annual AstroFest, held at Hills Arts Center.

The result is a stunning collection of images, displaying not only technical skill but also capturing the beauty of astronomy. Entry is free, and the display will last until October 15.



Interest Rate Hike Expected This Week

Investors will pace themselves very cautiously this week with all attention focused on the U.S. Federal Reserve for guidance after seeing equity markets retreat last month with concerns over higher interest rates and the economic ----- they can cause.

150. (A) maim
(B) malign
(C) damage
(D) disqualify

This week, the U.S. central banks will meet, and the interest rates will likely be hiked. This comes ----- the Fed has raised them four percentage points over the last two years.

151. (A) that
(B) but
(C) since
(D) even though

"The market has kind of positioned ----- for the Fed raising 25 basis points...

152. (A) one
(B) it
(C) oneself
(D) itself

because of these fears about inflation," said John Johnston, chief strategist at Royal Securities.

NO TEST MATERIAL ON THIS PAGE

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Part 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. 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 153-154 refer to the following e-mail message.

To: willsg@utsc.com
From: mmaven@enviorgroup.net
Subject: Confirmation – Thank you!

Dear Mr. Wills,

Thank you very much for your invaluable contribution to this year's Environmental Issues Conference. Your discussion was hugely popular with our attendees. It was a highlight of our event. In our follow-up newsletter, we will devote a full-page to your topic further to outline the points of interest for our membership. Numerous requests have been received for more information.

It would be a great honor to have you participate in another session at next year's conference if you can make it. We will forward details about the location, dates, and theme well ahead of time so that you can schedule it in your calendar.

Thank you again for your tremendous help in making this year's conference a huge success!

Yours sincerely,

Margaret Maven
Chair, National Environmental Group

153. Why was this e-mail written?

- (A) To invite Mr. Wills to a conference
- (B) To ask Mr. Wills to contribute to the environment
- (C) To interview Mr. Willis for the next newsletter
- (D) To show appreciation for his part in the conference

154. Why will Mr. Wills' topic of discussion be further outlined?

- (A) A lot of the attendees did not understand it.
- (B) There was a demand for further explanations.
- (C) Many could not actually attend the seminar.
- (D) There were many points not discussed.

Questions 155-157 refer to the following facsimile.

Barry,

Here's a quick status report on the current affairs in the office while you've been gone. I also sent you an email in addition to this fax but wasn't sure how much access to email you would have. The major news is the resignation of George Stewart who left to start his own company. If you recall, that had been his career dream for a long time.

Our immediate reaction to George's departure did not include a replacement hire. As you know, we have been struggling with the possibility of staff layoffs for the last month in order to cut costs. By reallocating some of the job responsibilities to the remaining employees, we may be able to save their jobs and fill the void.

We also had a surprise visit from a few new senior management members from the head office. I gave them a tour of our office and took them out for a nice dinner. They didn't make any company announcements while they were here (stating they just wanted to see this division). I have a strange feeling that the future may present some drastic changes for our company.

I'll keep this short, but I wanted to keep you abreast of what's going on. Enjoy the rest of your trip, and say hello to Mary and the kids!

Kent

155. What is the main purpose of the fax?

- (A) To find out why a co-worker has decided to leave the company
- (B) To catch up on the current situation at the office
- (C) To congratulate a co-worker on a new business venture
- (D) To bring a colleague up-to-date of the situation at the office

156. According to the fax, how will the company likely fill George's position?

- (A) By taking out a placement ad in the paper
- (B) By laying off some of the workers
- (C) By dividing the work amongst the rest of the employees
- (D) By recruiting someone from the head office

157. What does Kent imply might be forthcoming?

- (A) A co-worker's return from retirement
- (B) A visit by the senior management staff
- (C) An adjustment within the company
- (D) A budget cut in the next quarter

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Many people in today's business world are required to be wired and digitally equipped at all times, including cell phones, PDAs (personal digital assistants), and digital cameras, on a daily basis. A simplified system consisting of fewer of these stand-alone products would strongly benefit many people in all industries.

The solution may present itself as digital convergence, which refers to the combination of two or more products simplified into a single product. Many of today's cell phones also allow the user to take pictures, surf the net, and send/receive text messages. There are increasingly newer PDAs combined with cell phones, with highly functional computing capabilities that work seamlessly like desktop computers. It is highly probable that one day soon there will be an "omnipotent" product that can do all these things. Presently, there are some products that can perform a large number of these functions, but are accessible to those who can afford to pay a high price. However, sometime in the near future, a super PDA that can serve all our required functions and is available at a price that is affordable for the average person may be a reality.

158. The word "omnipotent" in Paragraph 2, Line 8 is closest in meaning to

- (A) strong
- (B) all-powerful
- (C) unlimited
- (D) divine

159. What best describes the digital convergence mentioned in the report?

- (A) A requirement of being wired in today's business
- (B) A single product with the performance of many products
- (C) The breakthrough in digital technology
- (D) The rising cost of highly-functional super gadgets

160. According to the report, what may become a reality in the future?

- (A) The average person will be able to use complicated machines.
- (B) All businessmen will own PDAs.
- (C) The general public will be able to afford high-tech goods.
- (D) The Internet will be accessible anywhere and anytime.

Section 101 How to Evacuate the Building During an Emergency

It is important to note the location of the closest emergency exits on each floor. After doing so, please review the helpful guidelines below in case of an emergency situation. The building's built-in security response systems and personnel will be responsible for directing general emergency procedures. However, in case of earthquakes or large fires, special instructions requiring your individual efforts will be necessary. Monthly emergency drills will help prepare us in case of such an emergency.

In case of an emergency:

- Locate the nearest exit.
- Please refrain from using the elevators. Use the stairs.
- In case of fire, bend down close to the floor to avoid rising smoke as you make your way to the stairs.
- Take extra care in ensuring your safety.
- Do not take any personal belongings. Your personal safety is your main priority.

Thank you for your cooperation in working together to assure everyone's safety.

Management

161. Where would this information most likely be posted?

- (A) At a fire station
(B) At a security office
(C) In an elevator
(D) In an office building

162. Which of the following is NOT a part of the list of what to do in an emergency situation?

- (A) Determine the nearest way out
(B) Do not use elevators
(C) Take precautionary measures to avoid inhaling smoke
(D) Gather only important items

163. In which of the following situations does the information say the responsibility shifts to each individual?

- (A) If one has not read the guidebook
(B) If the fire gets out of control
(C) If the elevators are not in working order
(D) If the exit doors become too crowded



One Child's Tomorrow

John Manor

202 Main Street

Toronto, ON M3B 1B5

October, 2010

Jagar Industries
Mr. Mark Allen
President
1296 Pleasant Rd, Suite 900
Toronto, ON M2M 2P3

Dear Mr. Allen

Thank you very much for your extremely generous fundraising-efforts for the "One Child's Tomorrow" fund. The combined efforts of companies such as yours have helped to raise over \$250,000 in the last nine months. We are proud to be able to direct more than 90% of the money raised to directly feeding hungry children a hearty breakfast and running programs in our participating schools. By keeping our operating costs at a minimum and with the support of our amazing volunteers, we will continue to expand the program to help underprivileged children.

To date, we have supported 300 schools and more than 3,000 children on a daily basis for 8 years. Some of our recipients have graduated from high school and are well on their way to fulfilling their dreams of becoming teachers or doctors. These children have a real chance at achieving their hopes and dreams with the help that you and your company have provided. Our current newsletter highlighting some of our stories will undoubtedly explain the huge difference that your contribution of \$5,000 has made.

Again, from all of us at One Child's Tomorrow and our participating partners, we thank you for your continued support and belief!

All the best,

Jennifer Ward, Director

164. What is the purpose of the letter?

- (A) To volunteer for a charity
- (B) To plead for more donations
- (C) To promote a new education program
- (D) To express gratitude for an act of kindness

165. Who is the recipient of this letter?

- (A) John Manor
- (B) Mark Allen
- (C) Jennifer Ward
- (D) A doctor

166. How long has the organization been in existence?

- (A) 9 months
- (B) 1 year
- (C) 8 years
- (D) 9 years

167. What is One Child's Tomorrow?

- (A) A public school
- (B) A newspaper company
- (C) A catering company
- (D) A charitable organization

168. How much was Mr. Allen able to amass on behalf of the Jagar Industries?

- (A) \$300
- (B) \$3,000
- (C) \$5,000
- (D) \$250,000

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Questions 169-171 refer to the following information.

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!

169. How does the company play a part in promoting environmental causes?

- (A) It contributes part of its profits to an environmental group.
- (B) It plans to implement an environmental policy in the company.
- (C) It reuses paper for printing purposes.
- (D) It educates its staff to be environmentally conscious.

170. Which of the following is NOT found in the information?

- (A) The company's mission
- (B) The company's beliefs
- (C) The company's objectives
- (D) The company's history

171. What can be inferred about the company?

- (A) It compensates its employees for their hard work.
- (B) It spends a lot of money and time promoting environmental issues.
- (C) It invests a lot of money on advertisements.
- (D) It uses a large portion of its profits educating its employees.

Session: How to Manage your Stress

The Center for Mental Wellness is offering their renowned session on "How to Deal with Difficult People in the Workplace." In the current environment that we work in, many face undue stress over difficult relationships with co-workers, negatively affecting their productivity, performance in general, and other work relationships, and even causing interference into their personal lives.

This session will focus on the following:

- * How to work effectively with difficult people and situations
- * Conflict prevention and resolution
- * Positivity to achieve balance

A summary guidebook, which can be used as a daily tool, will be distributed at the end of the session. A full list of valuable resources will also be available.

There will be two sessions only with limited attendance—Monday, May 4 & Tuesday, May 5. Please register for your session as soon as possible at the front desk to reserve your seat early.

172. What does the notice imply?

- (A) Many people in today's society don't know how to get along with others.
- (B) Relationships with co-workers correlate with work productivity.
- (C) Stress can help one work more efficiently with a little training.
- (D) Most companies don't consider the mental well-being of their employees.

173. Which of the following will NOT be covered in the seminar?

- (A) How to deal with rude co-workers
- (B) How to work effectively in short time
- (C) How to avoid misunderstandings with others
- (D) How to become stable by being optimistic

174. What will the seminar participants receive?

- (A) A free booklet
- (B) Refreshments
- (C) An invitation to the second session
- (D) A box of tools

April 25, 2010

Scenic Arts
Mr. Wayne Thomas
12 Yorkshire Rd
England

Dear Mr. Thomas,

I am the president and founder of True Reproductions, a company specializing in the reproduction of fine art prints. We reproduce a wide range of diverse art but have been concentrating of late on incredible abstract art.

One of our photography experts, who is a huge fan of your work, recently introduced me to your "Seven" collection recently published in *A Magazine*. She was absolutely entranced by the series, and I was in agreement.

We would love to showcase some of your work in our upcoming publication, which is due to be produced later this year. We are compiling a thematic series of approximately 6-8 artists and would like to include you as well. This book will be a collector's item we hope!

Please let me know if you're interested in this idea. You would have a full section devoted to your work. We would be delighted to speak with you about all the specific details at your earliest convenience. Will be in touch at the end of next week to follow-up.

Yours sincerely,

Amanda Young

President, True Reproductions

175. Why did Ms. Young write to Mr. Thomas?

- (A) To offer him a job at her company
- (B) To order some art supplies for her firm
- (C) To receive permission to use his work in her book
- (D) To hire him for some photo shoots

176. How did Amanda first learn of Wayne's work?

- (A) From a magazine
- (B) From a staff member
- (C) From a book
- (D) From a friend

177. According to the letter, what should Wayne do if he is interested in Amanda's offer?

- (A) Get in touch with her at her office
- (B) Wait for a phone call
- (C) Visit the company in person
- (D) Send some sample artwork

178. The word "range" in Paragraph 1, Line 2 is closest in meaning to

- (A) extent
- (B) assortment
- (C) circle
- (D) series



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Amazing Zoo Tour

Welcome to our Amazing Zoo Tour! In the next three hours, you will see the highlights that make this zoo the most amazing zoo in all the country. We will be seeing a lot of animals and covering a lot of ground, so let's get started with a short list of reminders:

- Please enter and exit the bus in an orderly fashion.
- Please stay with your tour guide at all times so that no one gets left behind.
- Do not feed any animals, as their regular feeding cycles will be interrupted.
- Please refrain from touching the animals through the fence and making any undue noise.
- When riding on the bus, please keep the windows closed and your hands inside the bus.

For parents of young children: please ensure that they are supervised at all times. Some animals may appear friendly and cuddly to your child but should be approached with caution.

By following our rules, you and the rest of the group will enjoy a safe and happy tour! Please note that those who choose not to follow the above rules may be asked to leave.

179. Which of the following is NOT mentioned in the reminder?

- (A) Everyone should line up to board the bus.
- (B) Do not go astray from the group.
- (C) Refrain from giving any crackers to the animals.
- (D) Keep in mind that the tour could last longer than expected.

180. What is the consequence for those who do not follow the rules?

- (A) They may be removed from the group.
- (B) They could be put into another group.
- (C) They won't be able to come back for a year.
- (D) They will be forced to stay on the bus.



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

Tony Warner
Warner Associates Inc.
175 Ninth Avenue
New York 10075

Dear Mr. Warner,

At the beginning of this month, I signed a contract with your company for an office renovation project. Soon after the crew started work, there were many signs that warned me of bad things to come. I realize now that I should have taken those signs seriously and put a stop to the project to minimize the damage that it has since caused.

In summary, the entire project has been a huge catastrophe. Firstly, the crew showed little professionalism by being late in meeting their starting times on a daily basis and took long breaks during crucial stages, which caused extra work for everyone else. As well, certain areas requiring supervision were left unattended for long periods of time, and considerable garbage was left in areas that were not designated for waste removal.

These issues have caused much stress to our employees and reduced the productivity of our office over these weeks. Our staff has expressed their discomfort, their feelings of being unsafe and have wasted precious time cleaning up after your company's crew instead of doing their regular work.

Mr. Warner, I have left many messages about this on your voice-mail but have not heard back. I am astonished and extremely disappointed at the performance and quality of the work being done and the lack of responsiveness from your company to my calls.

This letter serves to confirm the immediate end to your company's contract with us. Your crew will no longer be allowed on our premises, and please do not expect payment for any work completed to date!

David Martin
Panorama Systems, General Manager
dlmartin@panorsys.org

To: dlmartin@panorsys.org
From: twarner@warnerinc.net
Subject: Service termination

Dear Mr. Martin,

My sincerest apologies for the service issues your company has endured. I have been out of the office on a family emergency and have been unable to retrieve my messages in the few days.

I have just returned and have listened to your messages and read your letter.

There is no excuse for the lack of professionalism and poor performance shown by the crew from our organization. The assigned crew was a new team subcontracted from a source that I thought was very reliable. Normally, our senior supervisor would have worked alongside the crew on this project but, due to extenuating circumstances, could not. I am shocked and severely sorry for the troubles this has caused, and to the reputation of my company.

Please accept my deepest apologies and our offer to complete the work properly immediately—with payment for hard costs only. (Our labor and other fees will be waived entirely.) You have my personal commitment that the project will be completed at the highest quality with my direct supervision.

I will give you a call in the morning hopefully to be able to discuss this proposal with you and to convince you to allow us to finish this project.

Best Regards,

Tony Warner

Warner Associates Inc.

181. What is the main purpose of the letter?

- (A) To complain about the progress of the work
- (B) To terminate a work contract
- (C) To warn of some dangers in the work area
- (D) To request reimbursement for some damages

182. Which of the following is NOT a complaint made by Mr. Martin?

- (A) Workers didn't show up to work on time.
- (B) The crew did not clean after themselves.
- (C) Workers slacked off too much.
- (D) The crew didn't offer to work overtime.

183. What does Mr. Warner offer to do?

- (A) Replace the work crew
- (B) Provide a discount on labor costs
- (C) Forgo all the fees other than the material cost
- (D) Meet with Mr. Martin to listen to his proposal

184. What can be inferred about Warner Associates Incorporated?

- (A) The company has a history of performing bad work.
- (B) Mr. Warner has a habit of giving excuses for everything.
- (C) Some of the senior managers are unreliable.
- (D) The company cares about what others think.

185. Why will Mr. Warner call the client?

- (A) To try to convince Mr. Martin to sign the agreement
- (B) To discuss further about the details of the contract
- (C) To demand payment for the work they have done to date
- (D) To see if he can convince Mr. Martin to allow the crew back on the site



We are working to improve the overall working dynamics within our company, in particular employees' attitudes towards the relationships with senior management, a primary factor influencing the core human relations in the workplace. Please read below, and circle one answer only.

1. Please describe your working relationship style with your direct senior manager.
A) Casual B) Very casual C) Formal D) Very formal
2. How often do you meet with your senior manager to discuss your progress and projects in general?
A) Once a week B) Once a month C) Once a year D) Never
3. How do you address your senior manager in correspondence?
A) By first name B) By last name C) By full title D) Flexible — depends on topic
4. How would you prefer that your senior manager view you?
A) As an employee B) As a colleague C) As a friend D) As a trainee
5. How satisfied are you with your relationship with your senior manager?
A) Very satisfied B) Satisfied C) Somewhat satisfied D) Not satisfied

Results

- | | |
|-------------------------------|---|
| 1. A) Casual 53% | B) Very casual 7% |
| C) Formal 26% | D) Very formal 14% |
| 2. A) Once a week 48% | B) Once a month 25% |
| C) Once a year 19% | D) Never 8% |
| 3. A) By first name 45% | B) By last name 30% |
| C) By full title 10% | D) Flexible — depends on topic 15% |
| 4. A) As an employee 23% | B) As a colleague 47% |
| C) As a friend 25% | D) As a trainee 5% |
| 5. A) Very satisfied 63% | B) Satisfied 28% |
| C) Somewhat satisfied 7% | D) Not satisfied 2% |

Analysis

After reviewing the study results, we conclude that a large number of staff relationships with their senior managers are increasingly casual, which corresponds to the nationwide trends of effective workforce relationships. Interaction and communication with management is therefore more frequent and natural. Correspondence and other written communication are also more friendly and casual, with almost half of respondents feeling comfortable using a first name basis only.

Employees want and enjoy a co-working relationship view with their senior managers, preferring to be viewed as a colleague. With a staggering 63% "very satisfied" with their relationships and another 28% "satisfied", the present relations in our company's staff with management seem to indicate a surprisingly content team of people.

Of course, we will recommend making effort to increasing the overall satisfaction in all relationships for everyone.

186. What is the main purpose of the poll?

- (A) To establish a definite hierarchy within the workplace
- (B) To resolve the difference of opinions between managers and staff members
- (C) To get a grasp of how the managers are managing the members of their teams
- (D) To better understand the relationship between employees and their managers to improve the working environment

187. Which question did NOT address the relationship aspect of the managers and employees?

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

188. What can be inferred from the results of Question 4?

- (A) Many employees feel distant from their bosses.
- (B) The managers neglect being supportive in the employees' personal goals.
- (C) A large portion of the employees wants to be treated with respect from their bosses.
- (D) The working environment allows the staff members to meet often to discuss issues.

189. What best describes the outcome of the study results?

- (A) The interactions between workers and management are heading in the right direction.
- (B) Most of the managers prefer to be addressed by their full title.
- (C) The relationship with senior managers still needs to be improved a great deal.
- (D) A majority of the staff members share the same feeling that they are being treated as workhorses.

190. In the analysis, the word "corresponds" in Paragraph 1, Line 2 is closest in meaning to

- (A) compares
- (B) correlates
- (C) conforms
- (D) comes to



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



Cascade Office Equipment

TopSage.com

Order date: August 20, 2007

Order number: 1188

Ship to:
Ms. Jane Little
Myers Lab Products
22 Wilshire Rd
New York, NY 26905

Quantity	Item #/Description	Item price	Subtotal
4	03021/Desk Lamp	\$19.99	\$79.96
5	A311/File Folder Kits	\$20.45	\$102.25
5	XE-18/Fold-up Chairs	\$12.50	\$62.50
10	900-1A/File Sleeves	\$4.99	\$49.90
1	A319/Wall 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).

To: customerservice@casoffice.com
From: jlittle@myers.com
Date: August 22, 2010
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

191. Which information is NOT included in the invoice?

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

192. 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

193. Why did Ms. Little write to Cascade?

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

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

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

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

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



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Questions 196-200 refer to the following schedule and memo.

Monday, November 11		Tuesday, November 12	
8:00	*Breakfast meeting with new candidate for hire	8:00	
9:00		9:00	Plant tours (w/ Nick Jackson) – need to select final venue
10:00	Project Status meeting	10:00	
11:00		11:00	
12:00	Lunch meeting w/ president to review budget forecast	12:00	Lunch – Team Training
1:00		1:00	
2:00	Client presentation – Key Study Summary	2:00	
3:00		3:00	Directors' Weekly Conference call (proposal package by courier)
4:00	New Business discussion w/ John Harvey	4:00	
5:00		5:00	Weekly staff meeting in conference room
6:00	Concert tickets!	6:00	

MEMO:

Sarah,

Remember that I won't be in the office tomorrow on Friday and will be in late on Monday after my breakfast meeting. I have a busy start to the week and really need your help to make things happen.

Please have all team members update their reports for our status meeting at 10:00, and double-check to confirm that my lunch is booked with the president.

I've left you draft notes for my presentation at 2:00. I will need them in proper format (and 10 copies) for my meeting. There are certain sections that I need you to gather more information on.

Contact Nick Jackson with the plant tour details so that he can meet me there. Let him know that we need to make a decision by the end of the week.

There's a package that's supposed to be here by Monday morning for my director's call. If the package doesn't arrive, please use this tracking number (34250-AF) to find the location, as it's important that I have it for my call.

Finally, please let everyone know that the staff meeting is mandatory attendance for all.

Thanks for your help. Have a great weekend!

Terry

196. What will Terry most likely be doing first Monday morning?

- (A) Meeting with the leader of the company
- (B) Preparing for his 10 o'clock conference
- (C) Talking to the newest member of the company
- (D) Enjoying a tour around the factory site

197. Who most likely will read the memo?

- (A) Nick Jackson
- (B) John Harvey
- (C) Terry's assistant
- (D) The president's secretary

198. When will the meeting mentioned in the memo for everyone to attend take place?

- (A) Monday at 8:00 a.m.
- (B) Monday at 10:00 a.m.
- (C) Tuesday at 3:00 p.m.
- (D) Tuesday at 5:00 p.m.

199. On which day was the memo written?

- (A) Thursday, November 7
- (B) Friday, November 8
- (C) Monday, November 11
- (D) Tuesday, November 12

200. What does the writer say he will need to have for his 3 o'clock meeting on Tuesday?

- (A) 10 copies of the draft notes
- (B) The updated version of a report
- (C) A parcel
- (D) The factory tour schedule

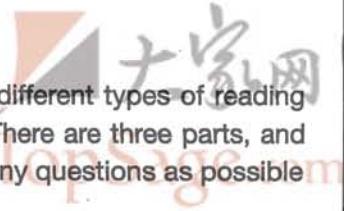


TOEIC Reading Test

Test 09

Reading Test

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



Part 5

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

- 101.** Mrs. Szubanska has made a great contribution to our company through ----- wide knowledge and practical, down-to-earth approach.
- (A) she
(B) hers
(C) herself
(D) her
- 102.** The lunch menu today consists of a choice of ----- chicken or pork served with a salad or vegetables.
- (A) both
(B) other
(C) either
(D) another
- 103.** A committee of senior managers has designed a new interest rate schedule that it believes will ----- many new investors.
- (A) observe
(B) appeal
(C) attract
(D) engage
- 104.** The ----- of the most recent customer satisfaction survey are generally positive, and we would like to congratulate all of our employees.
- (A) effects
(B) replies
(C) results
(D) amount
- 105.** Senior managers assured investigators that ----- no time were they aware of illegal activities in their Accounting Department.
- (A) at
(B) over
(C) by
(D) in
- 106.** As part of the takeover agreement, the new owners have agreed to ----- the existing senior managers.
- (A) enquire
(B) contain
(C) retain
(D) absorb

107. Investors should realistically ----- the potential of any startup before investing their hard-earned funds.

- (A) compensate
- (B) convince
- (C) evaluate
- (D) aim

108. Employees wishing to ----- professional congresses or seminars will continue to receive their pay during the time they are absent.

- (A) enroll
- (B) attend
- (C) participate
- (D) perform

109. If ----- has found a wallet containing cash and valuable papers, could that person please hand it in to the security desk?

- (A) anyone
- (B) everyone
- (C) they
- (D) oneself

110. The Business Advisory Council has been specifically designed for those in ----- of advice about setting up new businesses.

- (A) need
- (B) want
- (C) duty
- (D) absence

111. Payment of telephone or Internet orders is ----- within 7 working days of the receipt of the goods and invoice.

- (A) due
- (B) coming
- (C) payable
- (D) complete

112. The organizing committee has not yet set a ----- date for the seminar, but it will be sometime in the first week of November.

- (A) full
- (B) factual
- (C) explicit
- (D) specific

113. The new head of marketing has been criticized for being too ----- to please senior managers.

- (A) eager
- (B) happy
- (C) ambitious
- (D) simple

114. The main ----- of completing a postgraduate business qualification is that it allows you to make valuable contacts in related fields.

- (A) use
- (B) merit
- (C) advantage
- (D) improvement

115. All female employees are advised to be ----- when entering and leaving the building after-hours due to a recent spate of attacks.

- (A) caution
- (B) cautious
- (C) cautiously
- (D) cautiousness

116. At the last meeting, many enquiries were made ----- the proposed shift in the company's mission statement.

- (A) regard
- (B) regarding
- (C) in regard
- (D) with regard

- 117.** As you are aware, a wide range of issues was ----- at the meeting last Thursday, and I am pleased to announce that several action committees have already been set up.
- (A) discusses
(B) discussed
(C) discussing
(D) discussion
- 118.** Answering mobile phone calls while you are at a work meeting is not only discourteous, but it can also destroy the ----- of the meeting.
- (A) capableness
(B) efficacy
(C) facts
(D) impression
- 119.** Entry to the seminar is restricted to those who have received a personal ----- from the general manager.
- (A) bidding
(B) appeal
(C) invitation
(D) honor
- 120.** ----- recent changes in government small business regulations, we will be holding a series of practical workshops to assist owners and managers.
- (A) Even if
(B) However
(C) As soon as
(D) Because of
- 121.** Mr. Smith wants you to know that he will be ----- job applicants all day on Thursday, and that all enquiries should be directed to his secretary.
- (A) interview
(B) interviews
(C) interviewed
(D) interviewing
- 122.** All possible ----- will be taken to ensure that this mine is entirely accident- and injury-free.
- (A) rules
(B) details
(C) guidelines
(D) measures
- 123.** The selection committee will consider applications from any employee ----- to apply for these positions.
- (A) valuable
(B) impressive
(C) eligible
(D) flexible
- 124.** Our rapid courier service guarantees to ----- your urgent documents anywhere within the city limits within an hour of pickup.
- (A) check
(B) deliver
(C) commute
(D) respond
- 125.** It won't be ----- to take notes during the seminar, as we will be handing out detailed summaries.
- (A) basic
(B) compelling
(C) necessary
(D) natural
- 126.** Management experts consider it highly ----- that internal communications not only be "top-down".
- (A) desire
(B) desirable
(C) desirably
(D) desirability

127. *Fine Fare* is a journal devoted ----- to the subject of exquisite foods and wines from all over the world.

- (A) mutually
- (B) generously
- (C) impulsively
- (D) exclusively

128. During high school, Richard was ----- by his uncompromising determination to win at any cost.

- (A) distinguish
- (B) distinguished
- (C) distinguishable
- (D) distinguisher

129. Should you have ----- regarding the new contracts, don't hesitate to contact your union representative.

- (A) relations
- (B) concerns
- (C) significance
- (D) attachments

130. Could you please tell Mr. Parsons that I tried to contact him ----- this morning, but there was no answer at the number he gave me?

- (A) exactly
- (B) genuinely
- (C) diligently
- (D) repeatedly

131. Due to time-consuming security clearances, Lightning Courier ----- that delivery will be delayed by approximately 2 days.

- (A) hopes
- (B) prepares
- (C) anticipates
- (D) hinders

132. Despite the company's unspectacular profit performance, Glasnost Investments has remained ----- popular with investors.

- (A) strike
- (B) striking
- (C) strikingly
- (D) strikingness

133. Recyclers believe that ----- will be well-placed to take advantage of the rapid rise in the prices of all metals.

- (A) she
- (B) it
- (C) they
- (D) he

134. Don't forget that any purchases over \$1,000 must first be submitted to the finance section for -----.

- (A) on approval
- (B) approved
- (C) approval
- (D) approves

135. We are happy to announce that all employees will be receiving a bonus this month, as we have had no ----- at all for 6 weeks.

- (A) complain
- (B) complaining
- (C) complainer
- (D) complaints

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

- (A) However
- (B) Whenever
- (C) Although
- (D) Despite

- 137.** In 2001, Michael Pennington qualified ----- an architect and began working at his father's firm, where he soon established a reputation as one of England's most innovative designers.
- (A) of
(B) as
(C) for
(D) into
- 138.** Workers ----- the entire organization are encouraged to make suggestions relating to any area of company operations.
- (A) among
(B) between
(C) toward
(D) throughout
- 139.** Unfortunately, many ----- of our latest product have found faults which should have been picked up by quality control.
- (A) reviews
(B) reviewed
(C) reviewer
(D) reviewers
- 140.** Earthquake damage has caused some of the communications networks to shut down ----- until essential repairs are carried out.
- (A) complete
(B) completely
(C) completeness
(D) completion

Part 6

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

Questions 141-143 refer to the following advertisement:

Your Invitation to saturdays@artswave

Scenario

Saturday, casual wear, inspired space, scented oils, soothing music, ambient lighting, warm cups of green tea, lost in the experience, sketch the day away... pure bliss.

Saturday is an excellent day to lose ----- in a creative activity at Artswave. All experiences

- 141.** (A) themselves
(B) herself
(C) himself
(D) yourself

are designed for complete beginners. Absolutely no talent is needed. And we have ----- our special offer, so you will still save \$20. Between now and November 30, all

- 142.** (A) exposed
(B) expected
(C) extended
(D) expelled

experiences are just \$79 (except life drawing). But hurry, ----- places are available.

- 143.** (A) little
(B) partial
(C) few
(D) limited

saturdays@artswave 10 a.m.-2:30 p.m. Light lunch included.

Unwind your mind at www.artswave.com/escape.

Or phone 1-800-755-4554 for a free catalogue.

GO ON TO THE NEXT PAGE

Dear Samantha,

I am writing in regards to Mimi Stone. I had the privilege of meeting her during my last visit to the Singapore Business Conference. I have heard recently that she left Global Tech about a month ago. This is a good thing because we are currently in search of someone like her for our new business prospects with your company. I know it may still be premature to conclude on the new business; however, we have met her, and she seems well versed in the operations part of our business. We are strongly considering her as a potential operations manager, but we need your feedback as -----.

- 144.** (A) settlement
(B) selection
(C) connection
(D) reference

I am doing a background ----- on her and want to know if she is worthwhile to hire. If you do

- 145.** (A) check
(B) checks
(C) checking
(D) checked

know anything about her, your reference will be of great value. If you are not familiar with her, could you talk to Jack Ryan, her ex-boss for me? I think you will get a much better ----- from

- 146.** (A) answer
(B) commitment
(C) estimate
(D) respond

him since you've done business with Global Tech in the past.

Thank you.

Best regards,

Jeffrey Hill

Director of Planning & Business Development Group, BASE ON-ROUTE INC.

Questions 147-149 refer to the following announcement.

DEL PROPERTY MANAGEMENT, INC. is pleased and ----- once again to have received

- 147.** (A) pride
(B) proud
(C) prideful
(D) proudly

the Consumers' Choice Award for excellence in Residential Property Management and also congratulates the deserving ----- in all the other categories.

- 148.** (A) owners
(B) advisors
(C) recipients
(D) spectators

This award is also a tribute to our loyal and valued clients, owners, and staff, ----- have been

- 149.** (A) that
(B) who
(C) which
(D) whose

a constant source of encouragement in our unwavering pursuit of excellence throughout our more than 50 years in business.

DEL PROPERTY MANAGEMENT, INC.

Specializing in Professional Condominium Property Management Services



Questions 150-152 refer to the following advertisement.

ENTER TO WIN!

4 tickets to the Blue Jays in ----- at the Sky Dome and 4 passes to CN Tower,

- 150.** (A) active
(B) action
(C) activeness
(D) actively

plus a \$100 gift card to be used at the CN Tower restaurant overlooking the beautiful city of Toronto!

To -----, please send an e-mail to entertowin@tor.com with your name, address, and

- 151.** (A) access
(B) enter
(C) insert
(D) penetrate

phone number and write subject line: A day in Toronto

If you are interested in receiving more information about Downsview Park Events, please include YES in your e-mail -----. Visit www.dp.com for more information!

- 152.** (A) solicitation
(B) submitting
(C) subjection
(D) submission

Contest closes Friday, October 6 at 9 p.m.

NO TEST MATERIAL ON THIS PAGE

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Part 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. 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 153-154 refer to the following telephone message.

For: Terence

Date: November 4th

Time: 3:55 PM

Taken by: Brenda

Mr. Bradley called about the seminar being held at the Roy Thomson Hall this Friday. He said he is looking forward to it very much. He asked me to tell you to make sure to pick him up at 6 o'clock at the North York branch office since he will be spending his day there to attend a meeting. He also wants you to call him at home this evening after 7 o'clock.

153. Why did Mr. Bradley call?

- (A) To send an invitation to a seminar
- (B) To remind Terence of a trip to the North York branch office
- (C) To offer a ride to the sales seminar
- (D) To request to be picked up at another location

154. What will Mr. Bradley do before heading over to the seminar?

- (A) Pick up Terence
- (B) Attend a meeting
- (C) Call the Roy Thompson Hall
- (D) Hang around the house

Questions 155-157 refer to the following notice.

Opportunity for International Experience

Currently we have four positions open for middle managers who wish to participate in a six-month, international exchange program. The program will involve sharing with our counterparts in the respective country best practice principles learned while on the job here in our head office. During your brief excursion, you will spend a considerable amount of time learning about the domestic branches' markets, with a specific focus on market research in the area of domestic consumers' preferences. Afterwards, a comprehensive report of our research results will be submitted to the head office on your return.

Interested applicants must fill out an application in addition to submitting a maximum two-page essay on the benefits of participating in an international exchange and how that experience can add value to the corporation. The deadline to apply is October 31.

155. What is the purpose of the notice?

- (A) To announce the promotion of some managers
- (B) To invite staff members to the international conference
- (C) To request a report on the domestic market
- (D) To recruit people interested in participating in a special program

156. What must be turned in at the end of the six-month period?

- (A) An essay
- (B) An application form
- (C) A report
- (D) The course fee

157. Which of the following is NOT required to be done by the applicants?

- (A) Complete a form
- (B) Write about what they have learned
- (C) Provide a reason for their application
- (D) Get permission from their immediate managers

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

To: charles@danone.com
From: jgibson@kalpine.net
Subject: Upcoming visit

Dear Charles,

The purpose of this letter is to confirm the travel dates for Sharon and myself. We had some difficulty working out our schedules but have finally agreed that the best time for our trip would be from February 14 to 21. We will be traveling to France by Air France, and then we will proceed to Switzerland by train three days later, whereupon we will leave for home after we've had plenty of chances to catch up on old times.

Please note below the times and dates of our schedule:

Travel itinerary:

February 14 - Air France departure point: New York, New York
February 15 – Air France arrival point: Paris, France
February 17 - Eurostar departure point: Paris, France
February 18 – Eurostar arrival point: Zurich, Switzerland
February 20 – Swiss Air departure point: Zurich, Switzerland
February 21 – Southwest Airlines arrival point: New York, New York

As you can see from our schedule, we will be changing destinations twice. During our travel, we were hoping to rent a car in each city. If you could arrange that one be sent to the airport with a driver on our arrival in each city, that would be greatly appreciated. I look forward to getting reacquainted with you after such a long time.

Best regards,
John

158. What does this e-mail confirm?

- (A) A car has been rented for John.
- (B) Accommodation arrangements have been taken care of.
- (C) The dates of travel have been set.
- (D) The plane tickets have been reserved.

159. What is being requested by the writer?

- (A) To be picked up at the airport
- (B) To have transportation arranged
- (C) To send the plane tickets right away
- (D) To convince Sharon to go on the trip

160. What does the letter imply about the relationship between Charles and John?

- (A) They will be meeting in France for the first time.
- (B) Charles is John's superior.
- (C) They have not seen each other for a long time.
- (D) John can't wait for Charles to meet Sharon.

Making It Big with only a Dollar a Day!

NOW let's be real. Life is much more complex today compared to the way things were 50 years ago. The introduction of personal computers in our homes and workplaces and the vast number of investments available in the market make our lives much more confusing. And with the world changing so fast, it's hard to keep up with the latest trends and new investment products that are made available by our local investment advisors or institutions. This means having to do your homework on learning about the constant, changing, investment opportunities and instruments on top of doing your daily household chores and work assignments. Completely overwhelmed and, exhausted, you're not alone. Hundreds of people everyday face the same situation as you, but where do they turn to for help?

NOW the solution has become much easier with an investment of as little as 10 minutes and a dollar a day. Watch your savings grow from a small hill to a large mountain in no time at all. *Making It Big with only a Dollar a Day!* can put you on the right path to financial success and happiness. Read it, and you'll learn that working is good, but financial success is even better. At \$29.99, you will get your money's worth. It's available at any local bookstores near you.

161. What product is being advertised?

- (A) An investment product
- (B) A book
- (C) A computer
- (D) A business school

162. According to the advertisement, what must consumers do to keep up with the latest trends?

- (A) Consult with investment advisors
- (B) Enroll in a business course
- (C) Take charge and read up on the changes
- (D) Get a desktop computer

163. The word "changing" in Paragraph 1, Line 5 is closest in meaning to

- (A) mending
- (B) adjusting
- (C) accommodating
- (D) advancing

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Questions 164-165 refer to the following letter.

September 25, 2010

TLEFC

Mr. John Sutton

490 Lansdowne Road

Buffalo, NY 14203

Dear John,

Thank you very much for your email.

The Talent Loan & Equity Financing Corporation (TLEFC), the largest multilateral source of loan and equity financing for private sector projects in the emerging markets, is recruiting top talent for its International Transaction Team (ITT) program. It is therefore organizing a Career Event from October 19 through October 21 at the Maycott Convention Center.

Please forward the attached event schedule to your recruitment officer. We also welcome any other means you suggest to ensure that the event will be successful. For further information, please log on to our website at <http://www.tlefc.com>.

We thank you in advance and look forward to hearing from you regarding this event.

Best regards,

Paul G. Koop

HR manager, Head Office

www.tlefc.com

Paul@tlefc.com

Tel: +310.755.1245

164. What has been enclosed with this letter?

- (A) The event agenda
- (B) A loan application form
- (C) A resume
- (D) A registration form

165. According to the letter, how can one receive additional information?

- (A) By calling Mr. Koop at his office
- (B) By sending Paul a letter
- (C) By checking out the company's homepage
- (D) By going down to the Maycott Convention Center

Questions 166-170 refer to the following report.

The legal dispute between Frecopy and Dwean has yet to reach a conclusion. Talks between each side's legal representatives have been ensuing for about a month now. They were close to a settlement about a week ago but have since slid back from their earlier talks due to new information that has been released by the FDA. The FDA announced the discovery of a substance in both companies' migraine medication mix that exceeds the daily recommended amount by 12%.

The major area of dispute is that Frecopy claims that they legally licensed the use of the main substances from Dwean to make the medication for minors; however, they claim they were unaware of the legal dosage required under the FDA regulations since Dwean is the main applicant with the FDA. However, Dwean claims Frecopy was fully aware of the legal dosage in talks prior to the actual licensing agreement signing.

Recently, analysts have downgraded both companies in their equity reports and say that the two companies should proceed with caution and do their best to work out a settlement with the FDA and each other quickly and quietly. Any long, dragged out, legal disputes with the FDA and the state prosecutor's office could truly hurt both companies' long-term profitability.

166. What is the report mainly about?

- (A) The merging of two major medical companies
- (B) The FDA and its new policy
- (C) The ensuing legal battle between two firms
- (D) The licensing process for a new medicine

167. According to the report, what has caused the talks to take a step back?

- (A) The disagreement over the name of their new product
- (B) The surfacing of new information
- (C) The lawyers on both sides not liking each other
- (D) The legality issue of the licensing process

168. What did the FDA announce?

- (A) A new policy regarding the licensing of new medicines
- (B) A new product for migraine headaches
- (C) A violation of its standard usage
- (D) A signing of a new licensing agreement

169. What do the analysts advise the companies to do?

- (A) Drag out the legal dispute for as long as they can
- (B) Replace their legal representatives
- (C) Settle their differences in a subtle manner
- (D) Reduce the medication mix by 12%

170. The phrase "dragged out" in Paragraph 3, Line 3 is closest in meaning to

- (A) prolonged
- (B) amplified
- (C) built up
- (D) agitated

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Fantasy Fitness

Are you tired of waiting in line to use your favorite exercise machine only to find out that it is broken for the day? Or you finally get yourself out to the gym, but there is no one to train with? Well, don't fret because Fantasy Fitness is here. At Fantasy Fitness, all your health care needs are at your fingertips. We have a 200-square-feet exercise room with the latest exercise equipment and a 100-square-foot swimming pool with multiple private saunas and Jacuzzi rooms, and everyone who signs up with us will be put in a special program tailored-made by our licensed trainer to help you get into the best shape of your life.

Read what some of our most satisfied customers have to say:

"I always used to skip going to the gym and wasted so much money on those expensive membership fees. But not at Fantasy Fitness, with their readily available personal trainers and customized workout programs. I never miss a workout!"

- Dave from New York

"As a mother of four, who would ever think that I would have the time to go to the gym, much less spend any time in the sauna, but at Fantasy Fitness they take care of all my family's needs. They have a fully-equipped professional staff of over 10 daycare specialists working around the clock as well as 5 different play rooms for children between 5-10 to play in. I used to think I would never exercise again, but not any more... Fantasy Fitness is a mother's fantasy come true!"

- Jane from Los Angeles

"My girlfriend used to complain that I work too much and that I've gained a lot of weight over the months. She said that we never get to spend any quality time together, but ever since I joined Fantasy Fitness, that has changed. Since joining six months ago, I have already lost 25 pounds and my girlfriend was so impressed she joined as well. Now we spend a lot of time together at Fantasy Fitness. Fantasy Fitness has turned my life from frustration to a true fantasy"

- Bob from Texas

Come and try Fantasy Fitness! You'll never regret it!

171. Which of the following is NOT a service mentioned in the advertisement?

- (A) Personal training by a specialist
- (B) A daycare center for children under 10 years old
- (C) Saunas for members to relax in
- (D) Free swimming lessons for regulars

172. What can be inferred from the advertisement?

- (A) Fantasy Fitness has gyms nationwide.
- (B) The fitness center guarantees weight loss.
- (C) Children get free memberships.
- (D) The swimming pool is available 24 hours a day.

173. Why is Jane happy with Fantasy Fitness?

- (A) She can work out with her children.
- (B) She received many tips about nutrition.
- (C) She does not have to worry about her kids.
- (D) She has lost a lot of weight.

Questions 174-177 refer to the following e-mail message.

To: sjthompson@sxp.com
From: dan.ficklestein@makana.com
Subject: Shoe Catalogue Request

Dear Mr. Thompson,

Thank you for your e-mail inquiry in regards to our 2011 spring collection catalog of our latest line of fashionable men and ladies' shoes. We will be more than happy to send you a catalog right away. Also, at this time, I would like to let you know that we have just started a collection of men and ladies' sports wear which you will find in the catalog I will be sending.

And as a token of our good will, we will also include a free sample of our latest men's shoe polish that you can try. If you like it and would like to order some, just check the box at the bottom of the order form included in our delivery.

I will have the delivery sent to you today by express courier. You should receive the package in the next three days. If you have any questions in the meantime, please do not hesitate to contact me.

Serving all our customer's needs at the click of mouse, www.makana.com.

With best regards,

Dan Ficklestein
Customer Service Representative

174. Why was the e-mail written?

- (A) To respond to a request
- (B) To place an order for shoes
- (C) To request a company brochure to be sent
- (D) To receive some samples of goods

175. How did Mr. Thompson get in contact with Mr. Ficklestein?

- (A) By e-mail
- (B) By phone
- (C) By mail
- (D) By fax

176. Which of the following will NOT be sent to Mr. Thomson?

- (A) A catalog
- (B) A free gift
- (C) An order form
- (D) A pair of men's shoes

177. What should Mr. Thomson do if he has any questions?

- (A) E-mail Mr. Ficklestein
- (B) Log on to the company website
- (C) Get in touch with a service representative
- (D) Ask the delivery personnel

Questions 178-180 refer to the following memorandum.

To: All Employees
From: Paul Creighton

As you all know, we have had a great year this year, and we have tallied the sales numbers on each and every one of you. I'd like first of all to thank everyone for their hard work and effort. Despite the slow growth in the economy this year, we still managed to stay ahead of our competition and beat last year's figures as well.

In addition to surpassing last year's numbers, we have added 6 new branches, two in the downtown area, one on the west side of town, and the remaining three in the growing northern area of the city. We are pleased that each of our new branches showed a positive net income, and we expect them to grow modestly over the next couple of years with more explosive growth as we hit 2014.

In a week's time we will be gathering for our annual appreciation ceremony for all the hard work that you do. I expect everyone to be there. It's a great time just to relax and enjoy the fruits of our labors. Besides some great entertainment and tons of awards to give out this year, we have also lined up a surprise for Brad Jones' retirement. We want to honor him for his 32 years of service with a special tribute that night.

I hope to see you all there!

178. What is the main purpose of the memo?

- (A) To announce the opening of a new branch office downtown
- (B) To invite staff members to an awards night
- (C) To persuade employees to participate in a special event arranged by Brad Jones
- (D) To announce the achievements of a co-worker who has been with the company for 32 years

179. Which of the following is NOT part of this year's occurrences?

- (A) The opening of six branch offices in the city
- (B) A retirement announcement made by a colleague
- (C) A successful year in the number of sales made
- (D) The closing of one of their competing companies

180. What does Mr. Creighton say about the new branch offices?

- (A) They are facing an uncertain future.
- (B) They will grow rapidly within the next few years.
- (C) They are planning to expand their workforce in the near future.
- (D) They will be assigned new general managers.

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Questions 181-185 refer to the following letter and catalog excerpt.

Stella Velo
132 Rodeoway Crescent. #2
Vancouver, British Columbia,
Canada

Dear Mrs. Velo,

My name is Christian Lind, and I am Fly Entertainment's Senior Marketing Director. A couple of weeks ago I had the privilege of becoming acquainted with you at the American Marketing Association Conference in Atlanta, Georgia. At the time, you expressed great interest in our in-flight entertainment system, but unfortunately I did not have a brochure handy with me. However, you were kind enough to hand me your business card, and here I am writing to you. I have enclosed a catalog with this letter along with some information regarding our state-of-the-art entertainment system used by many of the top airlines and cruise ships throughout the world.

At this time, I'd like to point out that since our last meeting, we have made a couple of improvements to our system from the feedback of our beloved consumers. We have now included a memory portion to the program selection, so you can go back and see which programs you have selected. We have also included a parental control button to screen select programs for the children. And, if you order now, we are willing to promotionally offer 20% off our regular price in order to develop our mutually beneficial relationship.

I appreciate the time you have taken to read my letter to you. I hope I hear from you soon and get a chance to meet you again at another AMA event.

With best regards,

Christian Lind
Senior Marketing Manager
Fly Entertainment, Inc.

Premium Standard System

Quality and premium selection at its best!

One of the most common complaints from passengers on planes is the inadequate in-flight entertainment. Generally, movies are played at times selected by the airline, which best suits the airline staff. And, if any choices are provided, they are usually restricted to a few audio channels.

Now, with the introduction of Fly Entertainment's Premium Standard System, freedom is just a touch away. With over 100 satellite stations and over 100 radio stations, each passenger is about to custom-select their choice of shows at whatever time is most convenient for them. This way, you can keep up with all your favorite movies, shows, and programs while you are a hundred miles away from home, or you can experience the programs of a different culture and language. All of this can be available at a low cost of \$10 per seat.

181. What is the main purpose of the letter?

- (A) To enquire further about a product introduced at the conference
- (B) To invite Mrs. Velo to the next American Marketing Association Conference
- (C) To follow up on an earlier discussion with Mrs. Velo.
- (D) To request a discount on the next purchase

182. How can Mrs. Velo receive the discount mentioned?

- (A) By acting now
- (B) By purchasing in bulk
- (C) By paying cash
- (D) By attending the next AMA event

183. According to the letter, what has taken place since Mr. Lind last spoke with Mrs. Velo?

- (A) A consumer survey had been conducted by the company.
- (B) Some new features have been added to the system.
- (C) The price of the system has been slashed 20%.
- (D) Plenty of brochures have been ordered.

184. What is the Premium Standard System?

- (A) An airline company
- (B) An entertainment company
- (C) A product of Fly Entertainment
- (D) A rule set by the airline industry

185. Which of the following is NOT a feature described of the product?

- (A) It has many stations to choose from.
- (B) It catches stations from other nations.
- (C) It has a parental screen option.
- (D) It has many children's programs.

Questions 186-190 refer to the following e-mail message and itinerary.

To: ALL TRAVELERS
From: lisawilliams@westcoasttravels.com
Subject: May 1-May 5 Tour

To everyone,

The west coast tour has finally arrived. I hope everyone is looking forward to some great sightseeing we have planned for you. On this West Coast Adventure Tour, there will be two destinations: LA and Las Vegas.

Since there are 25 members who will be in attendance, we request that each passenger only bring one bag due to limited space on the bus. The weather is forecast to be bright, warm, and sunny throughout the entire trip. Remember that we will be spending a night in Dodgers' Stadium to watch a baseball game in the evening. So please remember to pack a jacket since the nights in LA get a bit cool.

We have many events planned. So please refer to the schedule attached with this e-mail. If there are any questions regarding the itinerary or anything about our trip, please call me at my office during business hours. Also, please arrive at Kennedy Airport at least two hours before the 8 o'clock flight to LA. Thank you and I look forward to seeing you at the airport on the 1st of May.

Lisa Williams

West Coast Travels: West Coast Adventure (May 1-May 5)

Day 1 (May 1)	6:00 AM: Gather at Kennedy Airport. Depart to Los Angeles; arrive at 1:30 PM 3:00 PM: Bus tour around LA 6:00 PM: Check in at Coxwell Hotel 6:30 PM: Dinner at the hotel restaurant
Day 2 (May 2)	7:00 AM: Buffet-style breakfast at the hotel restaurant 9:00 AM: Visit UCLA 12:00 PM: Lunch at the university cafeteria 2:00 PM: Visit LA Zoo 6:00 PM: Dinner at Lobster King 7:30 PM: Dodgers' Stadium to watch a baseball game
Day 3 (May 3)	7:00 AM: Buffet-style breakfast at the hotel restaurant 8:00 AM: Check out of the hotel 9:00 AM: Take bus to Las Vegas; arrive at 11:45 AM 11:45 AM: Check in at Prince Hotel 1:00 PM: Lunch at Wong's Chinese Restaurant 2:30 PM: Visit The Mirage 5:30 PM: Bus tour of Las Vegas 7:00 PM: Dinner at George's Ribs 8:30 PM: Watch <i>Stomp</i> , a Broadway musical, at Aladdin Theater
Day 4 (May 4)	7:00 AM: Buffet-style breakfast at the hotel restaurant 9:00 AM: Visit Bellagio Gallery of Fine Art Details 12:00 PM: Lunch at Gallery Cafeteria 1:30 PM: Watch exotic cars at Caesars Forum Center 4:30 PM: Visit The Aquarium at the Ambassador Building 6:30 PM: Dinner at Santonio's Steak House
Day 5 (May 5)	7:00 AM: Buffet-style breakfast at the hotel restaurant 9:00 AM: Take bus back to LA Airport 11:30 AM: Flight back to New York

186. Which of the following events will NOT be part of the tour?

- (A) A sporting event
- (B) A Broadway play
- (C) A car show
- (D) A museum visit

187. What can be inferred from the schedule?

- (A) On the first day of the tour, they will most likely have lunch on the plane.
- (B) Each day begins at the same time.
- (C) Tour members prefer to spend more time in Las Vegas.
- (D) They will stay at five-star accommodations.

188. On which day will the jacket mentioned in the e-mail become handy?

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

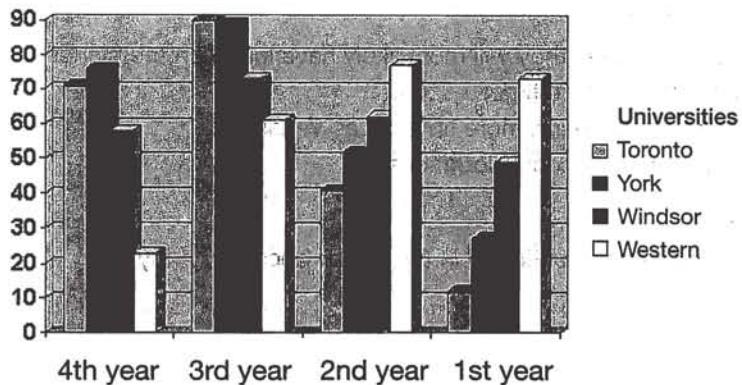
189. What does the e-mail imply?

- (A) The tour has already taken place.
- (B) Too many tourists have misbehaved in the past.
- (C) People should prepare themselves for chilly weather.
- (D) A group this large has never been put together before.

190. What does Ms. Williams NOT mention in the e-mail?

- (A) To expect a long line at the airport check in counter
- (B) To bring only one suitcase
- (C) To pack warm clothing
- (D) To read the itinerary

HOURS SPENT ON STUDYING DURING THE FINAL EXAM PERIOD



ANALYSIS

Study conducted by: The Association of Universities (AU)

Conducted: April, 1, 2010

Margin of error: $\pm 2\%$

The study conducted by the AU at four major universities in our province analyzed how many hours the students spent studying during their exam period. While our past studies have focused on the study habits of students on a wider scale throughout the year, this study took a closer look at the number of hours spent on studying during the final exam period. We went to each campus and took an equal number of surveys from students in each year, surveying a total of 400 students from four different universities. Each respondent indicated the number of hours they studied during the final week of exams.

The survey showed a surprising result. The students at three of the four universities increased their study hours as they got closer to their graduate years. However, Western University showed a completely opposite trend. The first year students spent over 70 hours a week studying while the 4th year students only spent about 20 hours during their final exam week. This, according to the university officials, maybe the reason why students at Western University have the lowest number of students graduating.

191. According to the chart, which university shows the greatest number of discrepancies in their students' study habits?

- (A) The University of Toronto
- (B) York University
- (C) The University of Windsor
- (D) Western University

192. What does the chart imply about the first year students?

- (A) Most of the students at the University of Windsor come from wealthy backgrounds.
- (B) Many subjects at Western University are considered much harder than those at other universities.
- (C) The admittance grade at York University is lower than at the others.
- (D) The students at the University of Toronto spent the least number of hours studying.

193. How many fourth year students were surveyed from Windsor University?

- (A) 25
- (B) 50
- (C) 100
- (D) 400

194. Which of the following methods was most likely used to collect the data?

- (A) Phone poll
- (B) Direct mail
- (C) Questionnaire
- (D) Campus paper

195. Based on the remark of the university official in the analysis, which university will likely have the highest number of students graduating?

- (A) Toronto
- (B) York
- (C) Windsor
- (D) Western



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NOTICE: New regulations regarding abuse of printing

Last year, the management set up new rules to encourage employees to cut down on unnecessary printing fees. However, there has been a rash of abuses of the printing policy. Therefore, in order to control the cost, management has decided to enforce more stringent regulations that are required to be adhered to by everyone, including the management.

Starting today, the management staff will meet to discuss and begin drafting up the new policy. We will post new rules outlining the new printing policy as soon as it becomes available. Once it is complete, please read it carefully. Anyone in violation of the new rules will be considered behaving in a disorderly manner and will be penalized accordingly.

Your cooperation and self-discipline is highly requested. Thank you.

The Management Team
2010.08.14

NEW PRINTING POLICY

Effective as of 08/18/2010

Due to the fact that our overhead costs have far exceeded our budget, we had to get to the root of the problem. Shockingly, most of our costs came from printing. A further, detailed look made us realize that too many of our 1,000 employees were wasting paper by making unnecessary copies. This, of course, has increased our paper usage, but it has also resulted in our using more of the very expensive ink cartridges as well as the repair work that has followed. Over the past month, this has occurred at a rate that is not acceptable. Therefore, the following rules will go into effect immediately starting tomorrow for everyone in all departments. This problem is serious, so anyone caught in violation of the rules below will be reprimanded, suspended, or even dismissed. Your full cooperation is requested.

- 1) All departments will be assigned an access card. It will record the date and time to keep track of the number of copies your department staff makes. Managers in each department are responsible for keeping track of who uses the card by keeping a record book.
- 2) For bulk copies over 100, you must get advance approval from your department head.
- 3) Any department believed to be making unnecessary copies will be approached. Upon investigation, a warning may result to the person being accused.
- 4) A second warning may result in suspension without pay or, in this worst case, being dismissed from your position.*
- 5) Each department may pick up an access card from the reception desk after filling out a form.

* With second warning, your manager and the general manager will meet to discuss the proper handling of the situation.

196. For whom is the notice intended?

- (A) Only the management staff of the company
- (B) Employees who had previously received a warning
- (C) All staff members in the company
- (D) The managers who wrote the policy

197. What can be inferred from the notice?

- (A) Most of the employees are abiding by the rules.
- (B) Many workers have already been penalized.
- (C) The management staff is doing a poor job.
- (D) A lot of paper is being wasted.

198. How many days did it take to write up the new policy?

- (A) One day
- (B) Two days
- (C) Three days
- (D) Four days

199. Which of the following is NOT part of the new printing rule?

- (A) Each employee's usage will be recorded.
- (B) Permission is required for making a large number of copies.
- (C) Employees who receive a warning will automatically be let go.
- (D) Anyone caught wasting copy paper will be investigated.

200. What would be the worst outcome of a meeting between the manager and the general manager?

- (A) A suspension without pay
- (B) Dismissal from the company
- (C) A pay cut
- (D) A demotion

• bibrutni sabor, cip si m... (C)

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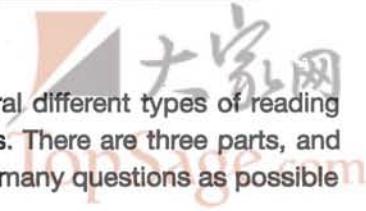
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TOEIC Reading Test

Test 10

Reading Test

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



Part 5

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

- 101.** The Technical Department is currently formulating written guidelines ----- the use of our micro-publishing facilities.
- (A) in
(B) for
(C) at
(D) with
- 102.** Company strategists ----- predicted that conditions in the Middle East would eventually stabilize and result in expanded sales.
- (A) wrong
(B) wronged
(C) wrongly
(D) wrongness
- 103.** As you would expect at one of the world's most reputable hotels, the ----- is prompt, efficient, and discreet.
- (A) exertion
(B) decision
(C) challenge
(D) service
- 104.** The director ----- has often been seen to take his lunch in the staff canteen along with the other workers.
- (A) him
(B) his
(C) himself
(D) he
- 105.** The new head of marketing is already making his mark on the company even though he only ----- 6 weeks ago.
- (A) carried
(B) elapsed
(C) deliberated
(D) arrived
- 106.** This is an excellent time to consider changing jobs because of the large number of positions ----- available in the mining sector.
- (A) commonly
(B) currently
(C) actively
(D) approvingly

107. ----- leaving school, she has worked in a variety of positions but has not yet found one which suits her talents or interests.

- (A) Despite
- (B) Since
- (C) In spite
- (D) If

108. Although he did not perform ----- well as a student, he went on to become one of the most respected scholars in his field.

- (A) especially
- (B) sufficiently
- (C) desperately
- (D) excellently

109. The chief financial officer believes that we should maintain the present course, and ----- his deputy.

- (A) as to
- (B) whereas
- (C) so does
- (D) as long as

110. The giant pharmaceutical company insists that its new drug is ----- safe as long as it used under the supervision of a doctor.

- (A) perfect
- (B) perfection
- (C) perfectly
- (D) perfecting

111. A light and healthy lunch followed by some exercise will make workers ----- more productive in the afternoon.

- (A) complete
- (B) much
- (C) ample
- (D) greatly

112. ----- you have familiarized yourself with the basic commands, we can begin to learn some of this program's more creative features.

- (A) Already
- (B) Before
- (C) Once
- (D) Earlier

113. The upcoming convention invites ----- from anyone working or having research interests in the field.

- (A) contributions
- (B) solutions
- (C) additions
- (D) subscriptions

114. Several exciting new pieces of equipment ----- in our gymnasium, and we invite you to come and try them out at no cost during the next week.

- (A) install
- (B) installed
- (C) have installed
- (D) have been installed

115. Lexington Engineering has recently set up an entire new research ----- because of the increasing interest in robotic technology.

- (A) separation
- (B) partition
- (C) segmentation
- (D) division

116. The Department of the Environment supports the replacement of introduced plants with ----- plants that require much less watering.

- (A) native
- (B) nativity
- (C) natively
- (D) nativeness

117. Please place your luggage in the overhead locker, and ensure that the locker is closed -----.

- (A) secure
- (B) securely
- (C) securable
- (D) security

118. ----- the recent sales campaign was not as successful as we had expected, our new range of goods has been well-reviewed by consumer groups.

- (A) Instead of
- (B) Notwithstanding
- (C) Although
- (D) Whereas

119. All drivers are required to maintain ----- logbooks accurately and to hand them in to the central office before leaving on Friday night.

- (A) its
- (B) his
- (C) ours
- (D) their

120. The budget to be released later this week will ----- reduce spending on employee facilities such as the sports center.

- (A) due to
- (B) most likely
- (C) want
- (D) be

121. The board of directors believes that the best way to ----- our own interests is to provide the best possible service to our customers.

- (A) propose
- (B) supply
- (C) reflect
- (D) serve

122. While the producer has ----- production of this line, secondhand replacement parts can often be found at specialty stores.

- (A) alternate
- (B) incomplete
- (C) dependent
- (D) discontinued

123. All staff members are requested to treat co-workers in our office in a ----- and respectful manner at all times.

- (A) courtesy
- (B) courteous
- (C) courteously
- (D) courteousness

124. The taxation office has not yet defined its position in relation ----- deductions for education expenses.

- (A) for
- (B) to
- (C) on
- (D) by

125. While there has been a significant ----- in the sales figures, there has been no corresponding profit growth because of increased production costs.

- (A) boost
- (B) addition
- (C) forms
- (D) promotion

126. ----- the 1980s, Sedgewick Consultants adopted the strategies which would see it become one of the leading financial consulting firms in America.

- (A) Beyond
- (B) Around
- (C) Atop
- (D) During

127. The state university ----- five new courses in its Department of Business Studies in order to increase the number of places available to part-time students.

- (A) offering
- (B) will offer
- (C) to offer
- (D) has been offered

128. This memo is just to remind everybody that I will be starting my long service leave next Thursday and that my deputy ----- in my position for the following 3 months.

- (A) is acting
- (B) has been acting
- (C) has acted
- (D) will be acting

129. The small firm has just ----- its first important design contract despite competition from several larger and more well-established bidders.

- (A) achieved
- (B) scored
- (C) won
- (D) made

130. Current research in the area of obesity control is extremely -----, and some exciting innovations are expected shortly.

- (A) promises
- (B) promised
- (C) promising
- (D) promisable

131. There can be no doubt that recent statements ----- the company's true financial position were misleading.

- (A) respecting
- (B) concerning
- (C) dealing
- (D) referring

132. A detailed analysis of customer information reveals that we should develop products which ----- a wider cross-section of the community.

- (A) intend
- (B) object
- (C) plan
- (D) target

133. The company's art and historical ----- will be sold at a special auction to be held next June at a local museum.

- (A) acquisition
- (B) stock
- (C) selection
- (D) collection

134. I have no doubt that you are all aware of our secretary's ----- plans, and I hope that you will make a generous donation for her farewell gift.

- (A) retirement
- (B) retired
- (C) retiring
- (D) retire

135. Before choosing a career, you should take into consideration several -----, including the supply and demand for professionals in any particular field.

- (A) sides
- (B) remarks
- (C) factors
- (D) turns

136. 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
- (D) spending

- 137.** Investor interest in Telco Mines is at its ----- point ever due to rumors of recent discoveries of precious metals.
- (A) more highly
(B) most highly
(C) highest
(D) higher
- 138.** Safety inspectors have brought to our attention the ----- condition of safety equipment, such as helmets, first aid kits, and fire extinguishers.
- (A) decline
(B) declined
(C) declining
(D) declinable
- 139.** The security needs of the Research Department are not ----- with those of the cafeteria.
- (A) comparing
(B) comparison
(C) comparable
(D) comparably
- 140.** A company spokesman announced that, following last minute negotiations with a buyer, the factory would not be ----- after all.
- (A) close
(B) closer
(C) closing
(D) closeable

Part 6

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

Questions 141-143 refer to the following information.

Parking

Parking is ----- in the Yorkdale Parking Lot. Parking permit stickers are required and should

141. (A) considerable
(B) creditable
(C) available
(D) presentable

be placed on the dashboard of each vehicle where they are clearly visible. Parking permit stickers can be picked up at the front desk.

UC Permits — Vehicles with a University Annual, Central Campus, or other UC acceptable parking permit have access to all the parking sites at no ----- cost.

142. (A) add
(B) addition
(C) additional
(D) additionally

Weekly Permits — For anyone without a campus permit but who wishes to get a weekly permit, the cost is \$49.00 per week.

Daily Permits — A dispensing machine is available for individuals wishing to purchase permits on a daily basis for \$6.00. Daily permits expire each night at midnight. Therefore, it is important that vehicles are removed before midnight to avoid ----- Please note that

143. (A) charges
(B) citations
(C) summons
(D) complaints

parking rates are subject to change without notice.

ST. VINCENT'S HOSPITAL

*Leading with Innovation
Serving with Compassion*

Diet & Diabetes Research Study

At St.Vincent's Hospital in Kansas, we are planning to conduct a six-month ----- comparing

- 144.** (A) work
(B) insight
(C) glance
(D) study

the potential benefits of two dietary approaches to ----- blood sugar.

- 145.** (A) reduce
(B) reducing
(C) be reduced
(D) to reduce

Twenty individuals currently taking tablets for diabetes but who have clean bills of health are ----- in the Kansas area. If you feel that you want to participate in this study, please get in

- 146.** (A) sought
(B) accepted
(C) approved
(D) in demand

contact with Dr. Sullivan's research group at St.Vincent's Hospital. The number is 755-8989.

Questions 147-149 refer to the following article.

BOA to Add 110 New Branches

Bank of America, one of the nation's biggest banks, is planning to add another 110 new domestic branches by the year 2010.

Candice Schneider, the Chief Operating Officer of BOA, gave an outline of their future plans at a conference for investors in Los Angeles yesterday. This announcement makes BOA the fifth of the five largest banks to unfold its plan for American ----- in recent months.

147. (A) existence
(B) exception
(C) expansion
(D) experience

Schneider was spotted relating a message to delegates at the AEBA World Market conference saying, "Our main focus is on our metro Los Angeles market, and we plan to open ----- to

148. (A) close
(B) closed
(C) closely
(D) closeness

another 50 branch offices before the end of 2007." BOA's network of domestic branch stands at 1,110 at the end of June, up from 1,099 in January 2006.

Last month, ----- CITI confirmed that it will take action by strengthening its domestic

149. (A) rival
(B) partial
(C) renewed
(D) contrasting

operations by moving, expanding, or building 70 branches in the downtown areas of California, New York, and Illinois between 2007 and 2011.

WANTED: SMOKERS READY TO QUIT

We are ----- for people aged between 30 and 45 to take part in a project aiming to

- 150.** (A) viewing
(B) watching
(C) looking
(D) observing

help you become a nonsmoker.

Ideally ----- who smoke 15+ cigarettes a day and have been smoking for over

- 151.** (A) any
(B) none
(C) this
(D) those

10 years are the best candidates for this study.

If you think you are ready to give up smoking or have been looking for something to help you -----, then call Lucinda today. She can be reached at 755-7878 from

- 152.** (A) halt
(B) quit
(C) resign
(D) cease

9 a.m. – 6 p.m., Monday to Friday.

NO TEST MATERIAL ON THIS PAGE



Part 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. 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 153-154 refer to the following want ad.

HOMESTEAD LANDHOLDINGS LIMITED

We currently have opportunities available for assistant superintendent couples. We offer a competitive salary as well as a two-bedroom apartment plus benefits. If you are experienced, motivated, and hardworking and wish to advance in your career, please fax your resume to 216-755-5959.

153. What is NOT being offered with the job?

- (A) Good wages
- (B) Housing
- (C) Health insurance
- (D) A car

154. What will be the duties of the person being hired?

- (A) Buying and leasing properties
- (B) Providing career counseling to other workers
- (C) Cleaning and maintaining an apartment complex
- (D) Motivating the sales staff of the company

Questions 155-157 refer to the following notice.

Boulevard Hotel Business Lounge

Here at the Boulevard Hotel, our Business Lounge is dedicated to put all your business needs and services at your fingertips. Internet access is available on all our Macintosh and PC computers. You can be assured that we meet all your computing needs with color printers, digital scanners, digital cameras, fax machines, and photocopying machines available.

Our Business Lounge is open every day from 8:00 AM to 10:00 PM. Here are our charges:

- Usage of computer - \$20 for first hour and \$15 for all subsequent hours.
- Usage of color printer - \$1.50 per page.
- Usage of fax machines (per page rate) - \$2 for local faxes, \$4 for national long distance faxes, \$10 for international long distance faxes.
- Usage of photocopying machines (per page rate)- \$0.10 for black and white, \$0.20 for color.
- Usage of scanner and camera - \$20 per hour.

Beginning from July 1, phone rental services will also be available in our business lounge. Phone models and prices will be available when the service is launched.

155. Where is this notice posted?

- (A) At a computer shop
- (B) At a printing store
- (C) At a hotel
- (D) At a phone booth

156. Which of the following services is NOT available today?

- (A) Internet access
- (B) Color printing
- (C) International faxes
- (D) Cellular phone rental

157. How much would it cost to use the computer for two hours?

- (A) \$15.00
- (B) \$20.00
- (C) \$35.00
- (D) \$40.00



To: ALL STAFF
Subject: Recycling Campaign
Date: July 1, 2007

In an on-going, earth-friendly effort to recycle more waste for a better environment, recycling now has been made easier to you. We hope to achieve an average of 5 fewer bags of waste per day.

We have placed a recycling bin for paper besides all printers. In the pantry and canteen areas, waste collection bins are provided for soft drink cans, glass bottles of all types and colors, plastic materials, and waste paper.

The waste collection bins will be cleared once a day every night. In the event that the bins are filled up in the day, please inform our janitors for assistance. We appreciate your co-operation and understanding.

158. For whom is this memorandum intended?

- (A) Cleaners
- (B) Caretakers
- (C) Employees
- (D) Managers

159. According to the memo, what should be done if a garbage can becomes full during the day?

- (A) Replace the bin with a new one
- (B) Sort the contents into separate boxes
- (C) Talk to the maintenance staff
- (D) Seek help from a manager

160. Which of the following recyclable items is NOT mentioned in the memo?

- (A) Beverage tins
- (B) Plastic cups
- (C) Newspapers
- (D) Leftover food

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

To: JacobLincoln@winsoft.com
From: programmer1@winsoft.com
Subject: Accounting Module Design
Attachment: Source Code.txt

Dear Jacob,

Greetings! I hope all is well. The programming team has been working very hard on the program design for the accounting software you have assigned to us. We are proud to say that the completed design of this software is ready for you to review.

We want to thank you for your understanding and patience for granting us extra time to complete the job after the deadline last Friday. I believe you will agree that the wait was worthwhile. The new design meets your technical specifications with the capabilities to interface with third party software and scalability to support different languages. One minor issue about the design of the software is that the file size is larger than what you were expecting. I hope this does not affect your final plans for packaging and marketing the product.

I have attached the source code for your perusal. Please feel free to contact me for any clarification after your review.

Thanks,

Linda Russell

161. Why did Ms. Russell write the e-mail?

- (A) To request an extension on the deadline
- (B) To hire a programmer to make some new software
- (C) To receive technical specifications for the job
- (D) To ask to review the work that has been completed

162. What does Linda say about the work?

- (A) It was more difficult than she anticipated.
- (B) It is still going to take a bit longer to finish.
- (C) It has been completed to her satisfaction.
- (D) It will be modified to make it smaller.

163. According to the e-mail, what could cause a problem?

- (A) The time constraints placed on the project.
- (B) The packaging of the product.
- (C) The capability of embracing another language.
- (D) The ability to combine software other than principals.

GO ON TO THE NEXT PAGE 

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.

164. What is the general consensus of the stock performance today?

- (A) Stocks did better than most feared.
- (B) Technology stocks did not drop much compared to others.
- (C) Some of the blue chip stocks were hit the worst.
- (D) Most stocks took a pounding.

165. What is mentioned about technology stocks?

- (A) They are predicted to grow rapidly with over 500% increase.
- (B) They will regain momentum as the use of the Internet is increasing.
- (C) They ended up being the only victims that suffered today.
- (D) They were the most affected in today's trading.

166. What prediction is being made by the traders?

- (A) They suspect that stocks are due for a further dip.
- (B) They feel that trading will remain heavy.
- (C) They predict that technology stocks will stabilize.
- (D) They think the unemployment rate must improve quickly.

Questions 167-171 refer to the following letter.

Best Office Stationery

432, Oxford Road
Jurong, Hong Kong 459222

July 28, 2010

Mr. Harry Long
278 Botanical Gardens Road
Fifth Avenue, Hong Kong 628288

Dear Mr. Long,

Thank you for your interest in our products. We are pleased to provide a quotation for the following:

(2) Toner Cartridges for Canon Bubblejet Printer (Model BJ452) (\$76 each)	\$152
(3) Reams of Hewlett Packard A4 Printing Paper (\$20 each)	\$60
(2) Stacks of ACE CDR disks (50 disks per stack) (\$80 each)	\$160
<hr/>	
Shipping and Handling	\$25
Total	\$397

Order ID: 10032

As we have records and information details about your company, we will be able to send the shipment to you within 24 hours of obtaining your order confirmation. An invoice with transaction details will be provided along with the shipment with the amount charged to your company account.

I would like to take this opportunity to introduce our loyalty program to you. For customers who have purchased more than \$2,000 worth of products with us, you qualify to join our Premier Club membership. This membership will allow you to have a further 10% discount on all products purchased. Adding to that, you will enjoy other discounts and promotions just for our Premier Club Members.

From your purchase history, I realized that you purchased a total of \$1,848 worth of products earlier this year. This would qualify you as a Premier Member for all of your future purchase should you decide to proceed with this order.

We value your business!

John Owens

Best Office Stationery

167. What is the main purpose of this letter?

- (A) To inform someone of a new program
- (B) To offer a special discount
- (C) To get permission to send out an order
- (D) To ask for company information

168. Who qualifies for the loyalty program?

- (A) Customers who have spent a certain amount money on items
- (B) Anyone who is willing to fill out an application form
- (C) Those who have been loyal customers for over two years
- (D) People who would like to have their products delivered within 24 hours

169. What is the advantage of becoming a Premier Club Member?

- (A) The items ordered are guaranteed to be delivered in a day.
- (B) A price reduction on all of the products in the store will apply.
- (C) A line of credit will be set up to be settled at the end of the month.
- (D) An invoice with transaction detail will be sent along with the shipment.

170. How can Mr. Long become a Premier Member?

- (A) By filling out an application form
- (B) By providing his company's history
- (C) By giving his consent to this specific order
- (D) By making large purchases in the future

171. How much does Best Office Stationery charge for delivery?

- (A) \$25.00
- (B) \$60.00
- (C) \$160.00
- (D) \$397.00

Adventure Blog

June 14, 2010
11:30 PM

After touring America for many days, today was the most memorable of all. Walking down the streets of a small town just north of Philadelphia, I met a friendly man in his early fifties by the name of Moses and started to chat when I asked for directions. I accepted his warm offer to go to his house for some cookies and tea, where we continued to chat. He started to tell me his amazing life story about his life in Vietnam as a soldier and how he braved it all. He showed me some war journals, pictures, and trophies.

Moses plans to open a small war museum in the town in the near future. He advocates soldiers' virtues such as discipline, loyalty to country, and integrity. His father was a soldier who taught him these values, too. He wants to educate the young in his town and contribute to national education to the town. He plans to take over a small building down the road and renovate it. I admire his passion, his loyalty, and most of all his integrity, a virtue I find rare in most young people.

I enjoyed my time as I shared his glory although I was not able to visualize his story at the time. After spending some time with him, I went back to the hotel. I came across a shop selling computer games. The sales assistant was trying to get me to buy something by telling a lie. I instantly understood what Moses was trying to tell me about integrity. If you are a soldier once, you are a soldier for life!

I admire Moses because I hope that by the time I am his age, I will have great stories to tell!

172. Which of the following is NOT true about Moses?

- (A) He is a war veteran.
- (B) He keeps memoirs of his younger days.
- (C) He is a middle-aged person.
- (D) He is a professional photographer.

173. What does the writer admire the most about Moses?

- (A) His integrity
- (B) His conversational skills
- (C) His passion
- (D) His loyalty

174. What made the writer realize what he couldn't visualize while he was with Moses?

- (A) An incident that occurred with a sales clerk at a store
- (B) A computer war game that he played after he returned
- (C) A talk with one of the hotel staff members
- (D) A visit to the war museum in town

175. Why does Moses want to run a small war museum?

- (A) To show off some of his war memorabilia
- (B) To pass on his knowledge of virtues
- (C) To prepare for his golden years
- (D) To relive his glory days as a soldier

Questions 176-177 refer to the following e-mail message.

To: sales@topelectronics.com
From: Lynn@hotmail.com
Subject: Purchase of DVD Player

Hello,

I browsed your company's website and found the price of the DVD player listed very attractive. I am interested in the LG DVD Player LG6800. However, when I tried to purchase the item online, I realized that the item for this particular model is not available at the moment. I would like to confirm my order for this DVD player.

Is it possible for your company to advise me on the availability date of this DVD player? Will it still be \$180.00?

As for the shipping charges, it is written on the website that for all purchases above \$80, there will be no shipping charges. Presumably that the cost of \$180 includes shipping. Is there any shipping insurance coverage on the shipment? I had some bad experiences earlier this year with some e-commerce retailers. Many of the orders I received were in bad or damaged conditions. I want to ensure that the item is insured for this order, as it might get damaged or mishandled during transit.

Thank you!

Lynn

176. What is the main purpose of Lynn writing this e-mail?

- (A) She wants a copy of the price list of the items in the store.
- (B) She wishes to receive further information about the functions of the DVD player.
- (C) She wants to verify an order she tried to make online.
- (D) She hopes to get a refund for the damaged product she received.

177. Which of the following does the writer NOT inquire about?

- (A) The delivery charge
- (B) The price of the DVD player
- (C) The availability date of the product
- (D) The cost of insurance