

## PART 7

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

Questions 147-148 refer to the following notice.

### Thank you for choosing the River Street Hotel!

In an effort to bring our guests the very best experience, we've extended our complimentary shuttle bus service to include the city's downtown area. The shuttle loops around the downtown's most popular tourist attractions with several stops, including all historic sites, the outdoor market, and the theater district. While these destinations are all within walking distance from the hotel, the shuttle will allow you to reach them more quickly. The route is ideal for first-time and regular visitors. The shuttle will also make additional stops during special events and festivals.

Shuttle schedules are posted in the hotel lobby. As with our airport service, rewards club members can book a shuttle ahead of time.



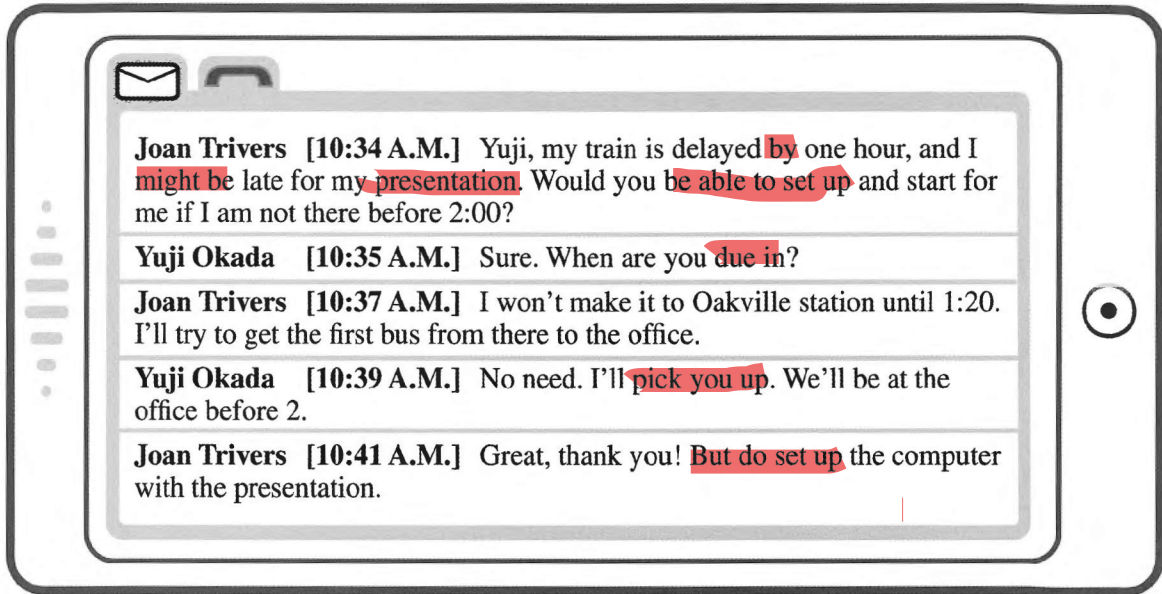
147. What is being offered?

- (A) A free transportation service
- (B) Discounted passes to a festival
- (C) Membership in a rewards program
- (D) A guided tour of the theater district

148. What is suggested about the River Street Hotel?

- (A) It is a historic building.
- (B) It is a highly rated hotel.
- (C) It is near the city's downtown area.
- (D) It is popular with business travelers.

Questions 149-150 refer to the following text-message chain.



149. What is Ms. Trivers concerned about?

- (A) Arriving at the office by a certain time
- (B) Missing a colleague's presentation
- (C) Catching a connecting train
- (D) Finding a bus station

150. At 10:39 A.M., what does Mr. Okada most likely mean when he writes, "No need"?

- (A) They will not have to go to Oakville.
- (B) They will not need a computer.
- (C) Ms. Trivers does not need to take a bus.
- (D) Ms. Trivers does not have to come to the office.

Questions 151-153 refer to the following article.

## Sheldon Business News

SHELDON (August 4)—Downing Way announced on Tuesday that it will be creating many new jobs in the city of Sheldon. The restaurant's spokesperson, Daniel Vacher, said the restaurant is slated to open on September 26 at 1091 Downing Boulevard. Management is looking to fill 50 positions before the doors open. Positions range from servers to pastry chefs to managers. Because of the number of positions, Downing Way will host a one-day career fair on August 16. Open interviews will be conducted at the event.

Downing Way's newest location will be

the only restaurant in Sheldon that harvests its own vegetables and herbs in a garden on the premises. It also specializes in regional cuisine. "We are pleased to be able to contribute to growing the local job base," said Marie Fontaine, founder and CEO of Downing Way. "We are looking to hire team members with a passion for food and first-class hospitality skills. We offer our staff a competitive pay rate and excellent benefits." Interested candidates who are unable to attend the career fair may instead apply online at [downingway-sheldon.com](http://downingway-sheldon.com).

151. What is the article about?

- (A) The relocation of a restaurant
- (B) Job opportunities at a new restaurant
- (C) Local gardening trends
- (D) Training to develop new job skills

152. What is indicated about the event on August 16 ?

- (A) It is intended for local restaurant owners.
- (B) Job seekers must attend the event to be interviewed.
- (C) Attendees will sample representative restaurant dishes.
- (D) There will be 50 available positions.

153. How is Downing Way unique?

- (A) It grows its own produce.
- (B) It offers the best wages.
- (C) It has been in the same family for generations.
- (D) Its Web site has won a number of industry awards.

Questions 154-157 refer to the following memo.

## MEMO

To: Customer Service Personnel

Subject: Meeting next Friday

Date: November 19

Last week we conducted a study to gather opinions about our customer service. The data are in and they look good. Most people expressed satisfaction with their communication with our representatives. Their questions about packaging services, shipping charges, and the status of their parcels were answered professionally and promptly.

One area that we need to address is the low number of referrals. Few customers we approached reported telling others about our services. Based on the answers, most people are repeat customers who always rely on us for their shipping needs, or they choose us based on our advertising. Clearly, we fail to request referrals properly.

Therefore, our meeting next Friday will center around this topic. I will design materials and practice activities to correct this shortcoming. But I would also appreciate it if you could come up with some creative ways to improve our referral rate. Send me your suggestions and I will be sure to include them in our discussion. I look forward to hearing from you all.

Janice Wells, Senior Customer Service Coordinator

154. Where does Ms. Wells probably work?

- (A) At a market research firm
- (B) At a delivery company
- (C) At an insurance agency
- (D) At an advertising company

155. What information did Ms. Wells review?

- (A) Prices for materials
- (B) Shipping dates
- (C) Survey results
- (D) Sales figures

156. What problem does Ms. Wells mention?

- (A) Few customers recommend the company to others.
- (B) Some orders were not processed promptly.
- (C) Advertising expenses have increased.
- (D) The customer service department is understaffed.

157. What are staff asked to do?

- (A) Complete an online form
- (B) Recruit additional customer service staff
- (C) Propose an alternate day for a meeting
- (D) Submit ideas for a discussion



Questions 158-159 refer to the following e-mail.

*E-mail*	
To:	Barbara Treloar <btreloar@questor.ca>
From:	Amy Dunstan <adunstan@blueterm.co.nz>
Subject:	Cover
Date:	20 April

Dear Barbara:

You will be receiving an e-mail from the Blue Tern marketing team before the end of the week. The e-mail describes the marketing process, and it gives you a link to an online questionnaire for authors. Although the design team will have the final say on your book's cover, you do have some input. Do you feel strongly about anything that you do or do not want to see on the cover? Please let me know.

Sincerely,

Amy Dunstan  
Senior Developmental Editor

158. Who most likely is Ms. Treloar?

- (A) An author
- (B) A publicist
- (C) An advertising executive
- (D) A marketing team member

159. According to the e-mail, what should soon arrive?

- (A) A book
- (B) A cover photo
- (C) Some editorial suggestions
- (D) Some marketing information

Questions 160-162 refer to the following letter.

Ms. Julia Gandarillas  
1896 Bartlett Avenue  
Southfield, MI 48075

November 10

Dear Ms. Gandarillas,

Thank you for renewing your contract with Liu Web Works. We have enclosed your quarterly invoice for our Web site hosting services. — [1] —. You'll notice that the amount of \$20.00 was added to the regular maintenance cost. — [2] —. As a reminder, Liu Web Works performed a major upgrade in June to ensure that your Web site is compatible with the latest devices. Your customers will now see and interact with the same content, regardless of whether they are using a computer, tablet, or smartphone. — [3] —.

Please let us know how these enhancements have affected your Web site and business. — [4] —. Complete our online survey by logging in to your account with us and clicking the link that appears at the top of the page. As a token of our appreciation for your suggestions, you will receive a 10 percent discount on a future bill.

Thanks for your continued business!  
Shaun Liu  
Liu Web Works

160. Why did the fee change?

- (A) Liu Web Works removed a discount.
- (B) Liu Web Works improved its services.
- (C) Ms. Gandarillas added an online store to her Web site.
- (D) Ms. Gandarillas requested additional equipment.

161. What does Mr. Liu ask Ms. Gandarillas to do?


- (A) Send a reminder to her customers
- (B) Renew her yearly contract
- (C) Update her account information
- (D) Complete a feedback form

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

"We e-mailed you in May about this increase."

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

Questions 163-166 refer to the following online chat discussion.



**Jorge Avila 10:18 A.M.**  
You may have noticed that the air-conditioning is not functioning in parts of the building.

**Simon Miano 10:19 A.M.**  
I noticed. The temperature and humidity are rising fast in here.

**Jorge Avila 10:20 A.M.**  
A condenser is down, and the fix is not quick or cheap. The last time one broke it took a week to get a replacement. I'm glad that it's not too hot this week. The technician is on the way, but for now, feel free to plug in a fan.

**Simon Miano 10:24 A.M.**  
I'm afraid the computer servers may overheat. Do we have any portable units we could set up in the Information Technology office?

**April Denner 10:25 A.M.**  
We really can't afford to lose them.

**Jorge Avila 10:26 A.M.**  
Not in this building. With Ms. Denner's OK, we could use the van to pick up the ones in the warehouse in Mindones. I think we have 3 or 4 there. But the earliest I could get back is tonight.

**April Denner 10:28 A.M.**  
Jorge, I'm authorizing you to make an emergency purchase of portable AC units for the IT office right away. Please decide on the number of units needed, determine the cost, and report back to me as soon as you have set up the purchase.

**Jorge Avila 10:28 A.M.**  
I'll get started on that now.

**April Denner 10:29 A.M.**  
If you can't get a local appliance outlet to deliver by the afternoon, send someone in the delivery van to pick them up.

163. What is the problem?

- (A) The delivery van needs repairs.
- ☒ (B) The cooling system is not working.
- (C) Condensers are too expensive to replace.
- (D) Authorization for a purchase has been denied.

164. At 10:26 A.M., what does Mr. Avila mean when he writes, "Not in this building"?

- (A) The technician is not available.
- (B) He does not have an office in IT.
- (C) The computer servers are fine where he is.
- ☒ (D) There are no portable air conditioners nearby.

165. Why most likely does Ms. Denner decide against using the units in Mindones?

- (A) There are not enough of them.
- ☒ (B) They will take too long to arrive.
- (C) They do not work effectively.
- (D) There is not enough space for them.

166. What will most likely happen next?

- (A) Mr. Avila will arrange a purchase.
- ☒ (B) The fans will be delivered to the IT office.
- (C) Mr. Miano will drive to the warehouse.
- (D) The technician will replace the servers.