1. **Reading Part 5**

A word or phrase is missing in each of the following sentences. Select the best response to each question and click on the letter (A), (B), (C), or (D) in the answer space provided.

**101. Children who are two years old and younger are ——- free of charge to most concerts and films.**

* +  A. admit
  +  B. admits
  +  C. admitted
  +  D. admitting

Incorrect

1. **102. After discussing the terms of the new health-benefits contract, ——- management and employees were satisfied.**
   *  A. both
   *  B. also
   *  C. either
   *  D. too

Incorrect

1. **103. Although we have ——- not to offer you a position at this time, we will keep your résumé on file for future openings.**
   *  A. decided
   *  B. deciding
   *  C. decision
   *  D. decidedly

Incorrect

1. **104. The teachers’ association has announced that the food and drinks ——- supplied at the annual conference will not be provided this year.**
   *  A. usually
   *  B. hugely
   *  C. evenly
   *  D. strictly

Incorrect

1. **105. All passengers should present their ——- documents at the check-in counter.**
   *  A. boarded
   *  B. boarding
   *  C. to board
   *  D. boards

Incorrect

1. **106. Mayor Williams proudly described the city as a place where the citizens are ——- for their hospitality.**
   *  A. returned
   *  B. known
   *  C. taken
   *  D. held

Incorrect

1. **107. There is now increased competition among motor-vehicle manufacturers ——- has resulted in better cars at lower prices.**
   *  A. those
   *  B. what
   *  C. that
   *  D. where

Incorrect

1. **108. Comco, Inc., became the leading supplier of computer ——- last year, less than ten years after it was founded.**
   *  A. amounts
   *  B. types
   *  C. kinds
   *  D. parts

Incorrect

1. **109. The recent increase in tourism has done less to improve the business of small retailers in this area than we ——- predicted.**
   *  A. original
   *  B. originally
   *  C. originated
   *  D. originality

Incorrect

1. **110. The cost of repairing the water damage to the museum after the storm ——- to be more than one million dollars.**
   *  A. expects
   *  B. is expecting
   *  C. expected
   *  D. is expected

Incorrect

1. **111. Atlantis software Company ——- its clients complete satisfaction with all its products.**
   *  A. requests
   *  B. admits
   *  C. agrees
   *  D. guarantees

Incorrect

1. **112. The sales representative from Correct Copies, Ltd., returned Mr. Yoshida’s call while he was ——–.**
   *  A. through
   *  B. along
   *  C. out
   *  D. aside

Incorrect

1. **113. Once the berries are harvested, Green Fields Farms washes and packages the fruit for ——- to retail stores.**
   *  A. distribute
   *  B. distributed
   *  C. distribution
   *  D. distributional

Incorrect

1. **114. Although measures have been introduced to discourage the use of mobile telephones inside the opera house, ——- effectiveness remains limited.**
   *  A. they
   *  B. their
   *  C. them
   *  D. theirs

Incorrect

1. **115. When their first tests failed, the engineers at OKM Corporation agreed it was ——- to try using different materials.**
   *  A. time
   *  B. end
   *  C. moment
   *  D. turn

Incorrect

1. **116. Topics at the business communication workshop ——- defending an argument, synthesizing information, and writing precisely and concisely.**
   *  A. include
   *  B. includes
   *  C. including
   *  D. inclusion

Incorrect

1. **117. ——- most job seekers are looking for a permanent job, a temporary position may serve as a bridge to full-time employment.**
   *  A. How
   *  B. While
   *  C. That
   *  D. S0

Incorrect

1. **118.  Or. Marsha Herbert’s illustrations were clear enough to make her presentation ——- understandable.**
   *  A. easily
   *  B. easier
   *  C. easy
   *  D. ease

Incorrect

1. **119. The apartments on the lower floors cost less because they are more exposed ——- dust and the noise of traftic.**
   *  (A) to
   *  B. without
   *  C. from
   *  D. against

Incorrect

1. **120. By registering for our online payment plan, customers are authorizing the bank to ——- automatic withdrawals on the first day of every month.**
   *  A. consent
   *  B. see
   *  C. make
   *  D. trust

Incorrect

1. **121. Speaking ——- behalf of the vice president, Alan Lee thanked the employees for their contributions to the fund-raising project.**
   *  A. at
   *  B. on
   *  C. by
   *  D. for

Incorrect

1. **122. Next Thursday the Lambert Historical Society will present ——- methods for learning more about the history of your home.**
   *  A. specify
   *  B. specifying
   *  C. specific
   *  D. specifications

Incorrect

1. **123. Although Oliver Rodriguez’ books have shaped the way that businesses handle staft relations, he does not consider ——- an expert on the subject.**
   *  A. he
   *  B. him
   *  C. his
   *  D. himself

Incorrect

1. **124. Since many people want to attend the awards ceremony on Friday, extra buses will be made ——- to the public.**
   *  A. additional
   *  B. frequent
   *  C. available
   *  D. employable

Incorrect

1. **125. The guest speaker highlighted some ideas for ——- introducing change in the workplace.**
   *  A. success
   *  B. succeed
   *  C. succeeding
   *  D. successfully

Incorrect

1. **126. Conference participants interested in industrial development should ——- schedule a visit to Bridgeville’s factories.**
   *  A. practically
   *  B. definitely
   *  C. recently
   *  D. fortunately

Incorrect

1. **127. The gift shop in the hotel lobby specializes in handcrafted gift items, each one of them unique and ——-.**
   *  A. memory
   *  B. memorize
   *  C. memories
   *  D. memorable

Incorrect

1. **128. Training for our new processors will take place ——- a three-day period in July.**
   *  A. among
   *  B. over
   *  C. beyond
   *  D. behind

Incorrect

1. **129. The forethought and planning ——- at each step of writing a proposal will have a direct impact on the chances of its acceptance.**
   *  A. invest
   *  B. invested
   *  C. investor
   *  D. investing

Incorrect

1. **130. Insofar as the company is liable for ——-, the dissatisfied customer will be compensated for any damage.**
   *  A. negligence
   *  B. slight
   *  C. disregard
   *  D. overlook

Incorrect

1. **131. One reason that the economy of the country is doing so well is that people now have more discretionary funds at their ——-.**
   *  A. dispose
   *  B. disposing
   *  C. disposal
   *  D. disposes

Incorrect

1. **132. In order for you to receive the early registration rate, your application form must be postmarked —— Friday, October 28.**
   *  A. in advance
   *  B. beforehand
   *  C. previously
   *  D. no later than

Incorrect

1. **133. A new system ——- the latest data-analysis methods was implemented this week.**
   *  A. is incorporating
   *  B. that incorporates
   *  C. incorporation of
   *  D. had incorporated

Incorrect

1. **134. ——- in the late 1800’s, many of the coastline’s lighthouses remain standing today, having withstood the forces of nature for decades.**
   *  A. Built
   *  B. Building
   *  C. Been built
   *  D. Having built

Incorrect

1. **135. The results of the study ——- the hypothesis that had been proposed by researchers at the National Medical Institute.**
   *  A. confirmed
   *  B. submitted
   *  C. certified
   *  D. depended

Incorrect

1. **136. Or. Johnson is offering a three-hour workshop during ——- she will share some perspectives on effective time management.**
   *  A. whose
   *  B. while
   *  C. whatever
   *  D. which

Incorrect

1. **137. Performing a series of trial runs before launching large-scale production of any new product is common ——- at Juvo, Inc.**
   *  A. usage
   *  B. ground
   *  C. practice
   *  D. manner

Incorrect

1. **138. Yesterday the officers voted ——- to offer large bonuses to high-performing employees.**
   *  A. commonly
   *  B. increasingly
   *  C. critically
   *  D. unanimously

Incorrect

1. **139. The minimum term of your contract with us will be ——- a period of two years, with the option to renew.**
   *  A. for
   *  B. of
   *  C. past
   *  D. when

Incorrect

1. **140. Antique cars are seen very ——- these days because they are extremely expensive to maintain.**
   *  A. hardly
   *  B. uneasily
   *  C. weakly
   *  D. infrequently

Incorrect

1. **Reading Part 6**

Read the texts that follow. A word or phrase is missing in some of the sentences. Select the best response to each question and click on the letter (A), (B), (C), or (D) in the answer space provided.

**Questions 141-143** refer to the following memo.

|  |
| --- |
| To: M. Brown From: K. Ikeda Date: July 11  Subject: New Work Assignment  I want to congratulate you on your **(141) ……..** work on the revised Essex project.  I think your timeline will allow us to keep the project moving while giving us enough time to work through the technical problems. Dividing the work **(142) …….** the four teams is a much more efficient approach, and as you saw at today’s meeting, it addresses the needs of all parties involved.  Because you’ve become so familiar with the project, I’d like you to **(143) ……..** the progress in the technical area. I know that this will be your first managerial role, but your efforts on the timeline and other projects indicate to me that you are capable of it.  Let me know how you feel about this. |

**Question 141**

* +  (A) outstanding
  +  (B) expressive
  +  (C) chief
  +  (D) restrained

Incorrect

1. **Question 142**
   *  (A) above
   *  (B) through
   *  (C) among
   *  (D) before

Incorrect

1. **Question 143**
   *  (A) imagine
   *  (B) supervise
   *  (C) transfer
   *  (D) exchange

Incorrect

1. **Questions 144-146** refer to the following newspaper article.

|  |
| --- |
| Critics of a proposed department store in Wintertown’s historical district have won their battle to block its development. They have prompted M&S, Ltd., the property developer, **(144) ……..** its plans for the area near the waterfront where an old grain warehouse collapsed last yeaι M&S, Ltd., has failed to convince the local government planning authority that the development would be in keeping with the style of **(145) …….** a sensitive location.  The site is not in the center of the historical district.**(146) …….**, the store would be visible from Butler’s Wharf and the cobbled streets that form the heart of old Wintertown.  This area attracts thousands of visitors annually. |

1. **Question 144:**
   *  (A) withdrawn
   *  (B) to withdraw
   *  (C) withdrawing
   *  (D) have withdrawn

Incorrect

1. **Question 145**
   *  (A) such
   *  (B) like
   *  (C) so what
   *  (D) some

Incorrect

1. **Question 146**
   *  (A) Unless
   *  (B) Moreover
   *  (C) Although
   *  (D) However

Incorrect

1. **Questions 147-149** refer to the following advertisement.

|  |
| --- |
| **THERE’S A BIG MARKET OUT THERE!**  Douglas Marketing Company is offering a new series of seminars that can help you find the markets you need to reach. We offer customized **(147) ……..** to help you develop the plan that works for your company.  How does it work? Our initial two-day class **(148) …….** you an overview of marketing basics. After that, we’ll arrange a series of meetings between you and one of our expert advisors. Your advisor will visit your workplace to learn firsthand about your business and to discuss your vision for future growth. Together you’ll select key strategies that will help you reach new customers. We’ll help you focus on finding those customers whose needs**(149) ……..** the products and services you provide.  Call us at 555-9947 to arrange a meeting today. Your new customers will thank you. |

1. **Question 147**
   *  (A) authority
   *  (B) significance
   *  (C) expectations
   *  (D) assistance

Incorrect

1. **Question 148**
   *  (A) will give
   *  (B) is giving
   *  (C) has given
   *  (D) to give

Incorrect

1. **Question 149**
   *  (A) repeat
   *  (B) match
   *  (C) accumulate
   *  (D) evaluate

Incorrect

1. **Questions 150-152** refer to the following letter.

|  |
| --- |
| Dear Business Owner:  I am thrilled to tell you about an exciting magazine that will change the way you do business! $010 Business is a weekly magazine devoted to **(150) ……..** the small-business owner. It is packed with useful tips such as hiring on a budget, networking with larger businesses, and advertising effectively. In addition, each issue includes motivational stories about small-business owners like you.  As an introductory offer, you can now receive Solo Business for the yearly subscription cost of **(151) ……..** $100. That’s less than $2 an issue!  Don’t miss out on all the valuable information waiting to be delivered to your office every week. Plus, if you **(152) …….** before January 1, you will receive a complimentary diary, engraved with your company name. Call us at 1-800-555-2987 to start your subscription today!  Sincerely,  Kumar Attaz  Editor-in-Chief Business Publications |

1. **Question 150**
   *  (A) receiving
   *  (B) serving
   *  (C) approving
   *  (D) recommending

Incorrect

1. **Question 151**
   *  (A) yet
   *  (B) all
   *  (C) just
   *  (D) quite

Incorrect

1. **Question 152**
   *  (A) order
   *  (B) to order
   *  (C) orders
   *  (D) ordering

Incorrect

1. **Reading Part 7**

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 in the answer space provided.

**Questions 153-154** refer to the following schedule.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **New Administrative Employee Training**  **Monday, August 7**  **Tour of Packaging Facility**   |  |  | | --- | --- | | 9:00-9:30 A.M. | Meet in cafeteria; continental breakfast will be provided. | | 9:30 A.M. | Shuttle bus leaves for packaging facility. | | 10:00-10:20 A.M. | Tom Miller, Vice President of Operations, discusses facility goals and recent improvements. | | 10:20-10:30 A.M. | Meet with tour guides (all guides are experienced facility employees). | | 10:30-11:15 A.M. | Group A: Visit publishing area.Group B: Visit distribution center.  Group C: Visit packaging area (protective gear required). | | 11:15 A.M.-12:00 noon | Group A: Visit distribution center.Group B: Visit packaging area (protective gear required).  Group C: Visit publishing area. | | 12:00 noon-1:00 P.M. | Lunch with Anna Towers, Coordinator of Packaging Activities. | | 1:00-1:45 P.M. | Group A: Visit packaging area (protective gear required).Group B: Visit publishing area.  Group C: Visit distribution center. | | 1:45-2:30 P.M. | Panel discussion with directors of packaging, publishing, and distribution. | | 2:30 P.M. | Shuttle bus returns to administrative offices. | |

**153. What are new administrative employees scheduled to do?**

* +  (A) Distribute maíl to the administrative offices
  +  (B) Visit a company facility
  +  (C) Discuss their jobs with Mr. Miller
  +  (D) Guide customers around the company

Incorrect

1. **154. When will group A go to the distribution area?**
   *  (A) From 10:20 A.M. to 10:30 A.M.
   *  (B) From 10:30 A.M. to 11 :15 A.M.
   *  (C) From 11 :15 A.M. to 12:00 noon
   *  (D) From 1 :00 P.M. to 1 :45 P.M.

Incorrect

1. **Questions 155-157** refer to the following e-mail message.

|  |
| --- |
| From: Lettore Books Online [order-info@lettorebooks.com] To: Andrea Polokov [apolokov@amail.com] Subject: Order Confirmation  Dear Andrea Polokov:  This is to inform you that we are in receipt of your order placed on December 2.  Your order confirmation number is YB-145970. Should you have any questions regarding your order, you will be asked to refer to this number.  Two of the titles you requested are currently in stock; these materials should ship within 1-3 days. However, the video title is on backorder. We expect that it should be available and shipped to you within the next 3 weeks. When your order is shipped, you will receive an e-mail detailing the date and method of shipment as well as the estimated delivery date.  For your convenience, you can track the status of your order online by visiting your account link at <http://www.lettorebooks.com/acctinfo/login>. There you can track shipment status, review estimated delivery dates, cancel unshipped items, and contact customer service 24 hours a day.  You can also call our customer service number at 1-800-555-2346. Service representatives are available Monday through Friday from 8:00 A.M. until 5:00 P.M.  Thank you once again for shopping with us.  Sincerely,  Lettore Books Online |

1. **155. What does this e-mail confirm?**
   *  (A) An order is being processed.
   *  (B) A delivery method has been changed.
   *  (C) An item has been discontinued.
   *  (D) A shipment has been sent.

Incorrect

1. **156. What information are customers asked to have available if they have questions about their orders?**
   *  (A) A delivery address
   *  (B) A confirmation number
   *  (C) Shipping details
   *  (D) A credit card number

Incorrect

1. **157. What is NOT listed as a service available through the account link?**
   *  (A) Stopping shipment of an item
   *  (B) Returning merchandise
   *  (C) Tracking delivery status
   *  (D) Contacting customer service

Incorrect

1. **Questions 158-160** refer to the following information.

|  |
| --- |
| **GOLDEN VALLEY UNIVERSITY**  **CAMPANALE DISTINGUISHED LECTURER SERIES**  Golden Valley University is committed to the personal growth of all faculty, staff, and students through discussion and debate in a scholarly community. We hope that this year’s Campanale Distinguished Lecturer Series, named in honor of den Valley’s former president Jackie Campanale, will stimulate and energize the den Valley community.  **Tuesday, February 15**  **Dr. Ada N. Chamberlain**  **Professor of art history**  Dr. Ada N. Chamberlain will lecture about the commercial art market in seventeenth century Holland. Author of the prize-Winning book Rembrandt and the Art of Portraiture, Dr. Chamberlain is a professor of art history at Packard University.  **Tuesday, April 18**  **Mr. Alvin Hewing**  **Poet and Author**  Mr. Alvin Hewing will read from one of his latest collections, Someday: New and Selected Poems. Mr. Hewing is the author of ten books of poetry. He holds a master’s degree in comparative literature from a major university in France.  **Tuesday, May 2**  **Dr. Charles Kenyon**  **Professor of astronomy**  Amazing new developments in astronomy have begun to show us the origins of the universe and what may be its fate. Dr. Kenyon, who earned his Ph.D. from Stewart University, is a professor of astronomy at Roget College. |

1. **158. What is the main purpose of the lecture series?**
   *  (A) To aid in the personal development of members of the university community
   *  (B) To explore current issues in a particular field of study
   *  (C) To generate interest in the university with residents in surrounding areas
   *  (D) To settle an ongoing debate among university scholars

Incorrect

1. **159. Who will read aloud selections from a book?**
   *  (A) Jackie Campanale
   *  (B) Ada Chamberlain
   *  (C) Alvin Hewing
   *  (D) Charles Kenyon

Incorrect

1. **160. Which topic will NOT be addressed in the lecture series?**
   *  (A) Contemporary poetry
   *  (B) French literature
   *  (C) The history of Dutch art
   *  (D) The beginning of the universe

Incorrect

1. **Questions 161-162** refer to the following advertisement.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ECI Printing, Inc.**  **Specializing in printing for small businesses for over 40 years**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Letterheads | Flyers | Business forms | Folders | Signs & posters | | Envelopes | Business cards | Labels | Brochures | Newsletters |   **We offer a full range of promotional products:**   |  |  |  | | --- | --- | --- | | hats | sweatshirts | magnets | | T-shirts | key chains | and much more |   **Allow our graphic-design specialists to develop a logo for you!**  **Black & white and color copying at the lowest prices, guaranteed … next-day service available**  **Two convenient locations to serve you:**   |  |  | | --- | --- | | Levering Hill  116 S. Klein Rd.  (754) 555-3352 | Newport Plaza  1577 Kings Highway  (533) 555-8622 |   **Monday-Friday 8:00 A.M.-6:00 P.M.**  **e-mail: eci@vortex .com**  **Visit our Web site at**[**http://www.eci.com**](http://www.eci.com/) |

1. **161. Who are the main customers of ECI Printing?**
   *  (A) Chain stores
   *  (B) Private individuals
   *  (C) Universities
   *  (D) Small businesses

Incorrect

1. **162. What service is NOT offered by ECI Printing?**
   *  (A) Photograph developing
   *  (B) Newsletter printing
   *  (C) Graphic design
   *  (D) Photocopying

Incorrect

1. **Questions 163-165** refer to the following e-mail message.

|  |
| --- |
| From: Julia Chen [j.chen@sanderson.com] To: Sanderson Staff-Lakewood Subject: Fitness-at-work program  You’ve probably heard about the new fitness-at-work program initiated by the head office to encourage us to incorporate some exercise into our daily work routine. Sandra Maxwell of personnel has taken on responsibility for the fitness-at-work program at the Lakewood facility. She has nominated me to set up a walking group, to be known as Walk at Work. We are lucky to work in a beautiful area surrounded by parks, so what better place to take a walk?  Walk at Work will meet during the lunch break, beginning next Monday. The aim is to walk together along the footpaths for at least twenty minutes. There will be two walks each day, one at 12:30 P.M., led by me, and the second at 1:00 P.M., led by Jim Dixon.  This program is fully supported by Sanderson Associates, which has arranged for all staff who enroll in Walk at Work to receive a ten percent discount on membership at Lakewood Fitness Center, a state-of-the-art fitness complex with gyms, a swimming pool, and exercise classes.  We think this is a great idea, and we hope you will too, so why not join us? You can e-mail me or just meet us at the main entrance on Monday at 12:30 P.M. or 1:00 P.M.  Happy walking!  Julia Chen |

1. **163. Who asked Ms. Chen to organize the walking group?**
   *  (A) Lakewood Recreation Department
   *  (B) Sandra Maxwell
   *  (C) Jim Dixon
   *  (D) The management of Lakewood Fitness Center

Incorrect

1. **164. What benefit is offered to employees who join Walk at Work?**
   *  (A) They can attend swimming classes free of charge.
   *  (B) They will receive a bonus at the end of the year.
   *  (C) They will be able to take a longer lunch break.
   *  (D) They can save money at a local exercise center.

Incorrect

1. **165. Who is Jim Dixon?**
   *  (A) He is a representative of Lakewood Fitness Center.
   *  (B) He is one of the leaders of Walk at Work.
   *  (C) He is head of the personnel department.
   *  (D) He is a gardener at Lakewood Parks.

Incorrect

1. **Questions 166-169** refer to the following letter.

|  |
| --- |
| June 8  Ms: Eunice Cha Project Leader B.S. Consultants 10-EE Central City Building Bangalore 560097 India  Dear Ms. Cha:  I very much enjoyed your talk at the International Conference on Public Architecture in Mumbai  I especially appreciated your assessment of the competing demands of function, budget, and public expectations on municipal projects.  Our firm has recently been awarded the contract for the design of a large public swimming facility here in Singapore, and I think that our staff would be most interested in your remarks. It would provide useful discussion points  Would it be possible to obtain a copy of your speech and reproduce twenty copies for our internal use only? We would not distribute any part of it outside the company without first obtaining permission from you, nor would we include any part of it in any of our presentations to external bodies without your permission and without acknowledgement of you as the author.  It might be that you have plans to publish the material in some form in a journal or trade magazine.  If that is the case, I understand that you would not want to release it to us. In that event, would you please inform me when and where it will be published?  Thank you very much for your consideration and for a superb presentation.  Sincerely,  David Wong President Wong Architecture, Pty. Ltd. |

1. **166. What can be inferred about Mr. Wong?**
   *  (A) He attended a presentation given by Ms. Cha.
   *  (B) He is seeking employees for his architecture firm.
   *  (C) He would like to submit an article for publication.
   *  (D) He wants to purchase a subscription to a trade journal.

Incorrect

1. **167. What is Mr. Wong’s company working on?**
   *  (A) Giving a public presentation
   *  (B) Planning an awards ceremony
   *  (C) The construction of a new conference center
   *  (D) The design of a swimming pool

Incorrect

1. **168. What is Mr. Wong requesting?**
   *  (A) The opportunity to bid on a contract
   *  (B) Copies of published project design plans
   *  (C) Permission to distribute information to his colleagues
   *  (D) A review of a municipal annual budget

Incorrect

1. **169. The word “trade” in paragraph 4,  is closest in meaning to**
   *  (A) exchange
   *  (B) diligence
   *  (C) industry
   *  (D) substitute

Incorrect

1. **Questions 170-173** refer to the following document.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Unadilla Fence and Supply, Inc.**  3220 Rt. 7 East, Unadilla, NY 13849 1-800-555-4344  **Sales – Installation – Repairs Residential – Industrial All Types of Fencing Landscape Supplies – Sheds – Outdoor Furniture**   |  |  | | --- | --- | | Proposal submitted to **Manesh Goyal** | Home Phone **607-555-1327** | | Street **78 Chippewa Trail** | ]ob Location **West on Rt. 7 to County Line Rd. Left after one mile to Arapaho Trail. Left onto Chippewa Trail.** | | City and State **Unadilla, NY** |   We hereby submit specifications and estimates for the furnishing and installation of the following:  **Take down and remove 20 sections of 3-rail fence with attached wire mesh. Install approximately 205 feet of 4-foot-high fence with regular posts. 26 fence sections, 2 4-foot gates. Top of fence to be as level as possible.**  Customer responsible for determining property lines and location of fence, clearing fence line, and obtaining permits.  We hereby propose to furnish labor and materials in accordance with the above specifications for the sum of **Three Thousand Eight Hundred and Ninety dollars ($3,890)**. 50 percent deposit required. Balance due upon completion.  This proposal may be withdrawn by Unadilla Fence and Supply if not accepted within 30 days. |

1. **170. What type of document is this?**
   *  (A) An advertisement
   *  (B) A proposal
   *  (C) A work schedule
   *  (D) An order form

Incorrect

1. **171. What kind of work is being discussed?**
   *  (A) Replacement of a fence
   *  (B) Installation of a patio
   *  (C) Lawn maintenance
   *  (D) Furniture repair

Incorrect

1. **172. What is NOT stated in the document?**
   *  (A) The terms may no longer apply after 30 days.
   *  (B) The total amount must be paid in advance.
   *  (C) The customer must get permits for the work.
   *  (D) The materials are included in the price.

Incorrect

1. **173. The word “ balance” in paragraph 4 is closest in meaning to**
   *  (A) deficit
   *  (B) remainder
   *  (C) resource
   *  (D) supply

Incorrect

1. **Questions 174-176** refer to the following letter.

|  |
| --- |
| **INTELICOM**  Kingston, Ontario  October 22  Ms. Susan Newman 320 Victoria Street Toronto, Ontario M5H 3N2  Dear Ms. Newman:  This is to confirm that the completed forms from your pre-employment health assessment have now been received. Therefore, 1 confirm that you will be able to start employment with INTELICOM as an interim administrative assistant in the research department on October 30.  The terms and conditions of your appointment are as follows:  **Salary**: Actual salary $22,000 per year (based on $44,000 a year full time)  **Working Pattern:** Working commitment is 50 percent of full time. This equates to 128 days to be scheduled as agreed with the head of the research department and is inclusive of 6 days of annual leave  **Duration of Service :** One year.  **Payment of Salary:**Please complete a bank authorization form (enclosed) and bring it, together with proof of identity, to the payroll office (fourth floor, Connaught Building) as soon as possible.  Please sign and date the duplicate copy of this agreement and mail it back to me by October 25. Only when the signed document is received in this office will a contract exist between you and INTELICOM according to the conditions set out above.  We look forward to having you with us at INTELICOM.  Yours sincerely,  Ms. R. A. Palermo  Director of Human Resource Management  **ENDORSEMENT**  I have received the original of this letter dated October 22 and accept the appointment on the terms and conditions specified  Signature: …………………………… Date:………………..  (Ms. Susan Newman) |

1. **174. According to the letter, what has Ms. Newman already done?**
   *  (A) She has visited the payroll office.
   *  (B) She has had a health checkup.
   *  (C) She has signed a contract.
   *  (D) She has submitted some research.

Incorrect

1. **175. When will Ms. Newman start work?**
   *  (A) On October 10
   *  (B) On October 22
   *  (C) On October 25
   *  (D) On October 30

Incorrect

1. **176. What is NOT indicated in the letter?**
   *  (A) A part-time position is being offered to Ms. Newman.
   *  (B) The contract will take effect as soon as Ms. Newman signs it.
   *  (C) Ms. Newman will be entitled to six days of vacation each year.
   *  (D) Ms. Newman’s appointment will be for a limited period.

Incorrect

1. **Questions 177-180** refer to the following article.

|  |
| --- |
| **NEW TRENDS IN RETAILING**  In past years retailers in North America have sounded a consistent theme: Bigger is better. Superstores increased in number and spread rapidly, often at the expense of smaller, family-owned retail stores.  Today these superstores are more than 50 percent larger than in the 1980’s and can be over 30,000 square meters in size.  But small retail stores are now making a comeback. Many of the largest retailers have begun experimenting with small-store formats.  Rather than operating the small stores as separate outlets, though, the companies are managing all the stores in an area together as a closely knit network. By distributing small outlets throughout an area, a retailer can guarantee that one of them will almost always be closer to a given shopper than the superstore at the edge of town. Moreover, small stores are often located within walking distance of public transportation, and, once inside, customers can easily find the products they are looking for.  One advantage of the big stores has been the variety of products they are able to carry because they are so large. One way that has been found to increase variety in small stores is to use electronic kiosks for online shopping. Although the number of products in the stores is small, there are enough actual items to inform customers about the range and quality of products. Customers are then offered computer access to a Web site that provides the full product line.  With regard to costs, small stores that are managed as networks have become as inexpensive to operate as superstores. By combining the orders of these stores, for instance, retailers can take advantage of the full-truckload delivery price rather than incur the higher cost of partial truckload deliveries. |

1. **177. What is implied about the kind of stores preferred by customers in North America?**
   *  (A) They have many products made by the same manufacturer.
   *  (B) They have many sales during the year.
   *  (C) They carry many different kinds of products.
   *  (D) They sell famous brands of electronics equipment.

Incorrect

1. **178. What does the author indicate about superstores in the 1980’s?**
   *  (A) They were more expensive than smaller retail stores.
   *  (B) There were 30,000 of them in the country.
   *  (C) They were not very profitable.
   *  (D) They were much smaller than they are now.

Incorrect

1. **179. What is NOT stated in the article about stores with an electronic kiosk?**
   *  (A) They offer a large number of products to the consumer.
   *  (B) They provide information about the quality of products.
   *  (C) They have a limited inventory on display.
   *  (D) They offer good prices on the newest computer models.

Incorrect

1. **180. According to the article, what would cause costs to rise for small retailers?**
   *  (A) Being managed in a network
   *  (B) Receiving deliveries only on the weekends
   *  (C) Using delivery trucks that are only partly full
   *  (D) Combining their orders with those of superstores

Incorrect

1. **Questioins 181-185** refer to the following recipe and letter.

|  |
| --- |
| **APPLE AND CELERY SALAD**  100ml mayonnaise 50g chopped fresh cilantro leaves 50ml fresh lemon juice 8 celery stalks 6 crisp red apples  Whisk together mayonnaise, cilantro, and lemon juice in a small bowl until combined. Add salt and pepper to taste. Cut celery and apple into pieces. Toss together celery, apple, and dressing.  Total preparation time: 5 minutes Serves 8 as a side dish. |

|  |
| --- |
| To: Editors *of Eat Right Magazine*  As a long-time subscriber to *Eat Right Magazine*, I have frequently sampled your recipes and must credit you with some excellent results. Your recent April-May issue was, as always, packed with healthy, delicious meals, many of which I have already prepared at home.  Several days ago, however, I attempted to make the apple and celery salad from the recipe on page 57 of the magazine in the Healthy, Quick, and Easy section. While the salad was flavorful, I was not satisfied with the recipe for two reasons. First, it should be noted that a salad containing 100ml of mayonnaise, to be divided among eight servings, is not particularly healthy. I was surprised to find a recipe with so much mayonnaise in an *Eat Right* recipe. Second, while the directions suggested that five minutes’ preparation time was sufficient, I found the time to be underestimated by quite a bit. Finely slicing so much celery and so many apples was quite time consuming and certainly took longer than five minutes. You might adjust this assessment when you publish this recipe in the future.  I look forward to receiving the next issue of *Eat Right Magazine*, and I hope that it will contain more of the simple, nutritious recipes that 1 have come to expect.  Sincerely,  Francesca Bertolini |

1. **181.  According to the recipe, what should be done first?**
   *  (A) The apples should be peeled.
   *  (B) The mayonnaise, cilantro, and lemon juice should be mixed.
   *  (C) The celery should be chopped.
   *  (D) The salt and pepper should be measured.

Incorrect

1. **182. How many servings does this recipe make?**
   *  (A) Four
   *  (B) Five
   *  (C) Six
   *  (D) Eight

Incorrect

1. **183. Who is Francesca Bertolini?**
   *  (A) A subscriber to Eat Right Magazine
   *  (B) A magazine editor
   *  (C) A restaurant chef
   *  (D) A writer at Eat Right Magazine

Incorrect

1. **184. What surprised Ms. Bertolini about the salad recipe?**
   *  (A) Its directions were difficult to follow.
   *  (B) It did not taste good.
   *  (C) It was to be divided among eight people.
   *  (D) It contained too much mayonnaise.

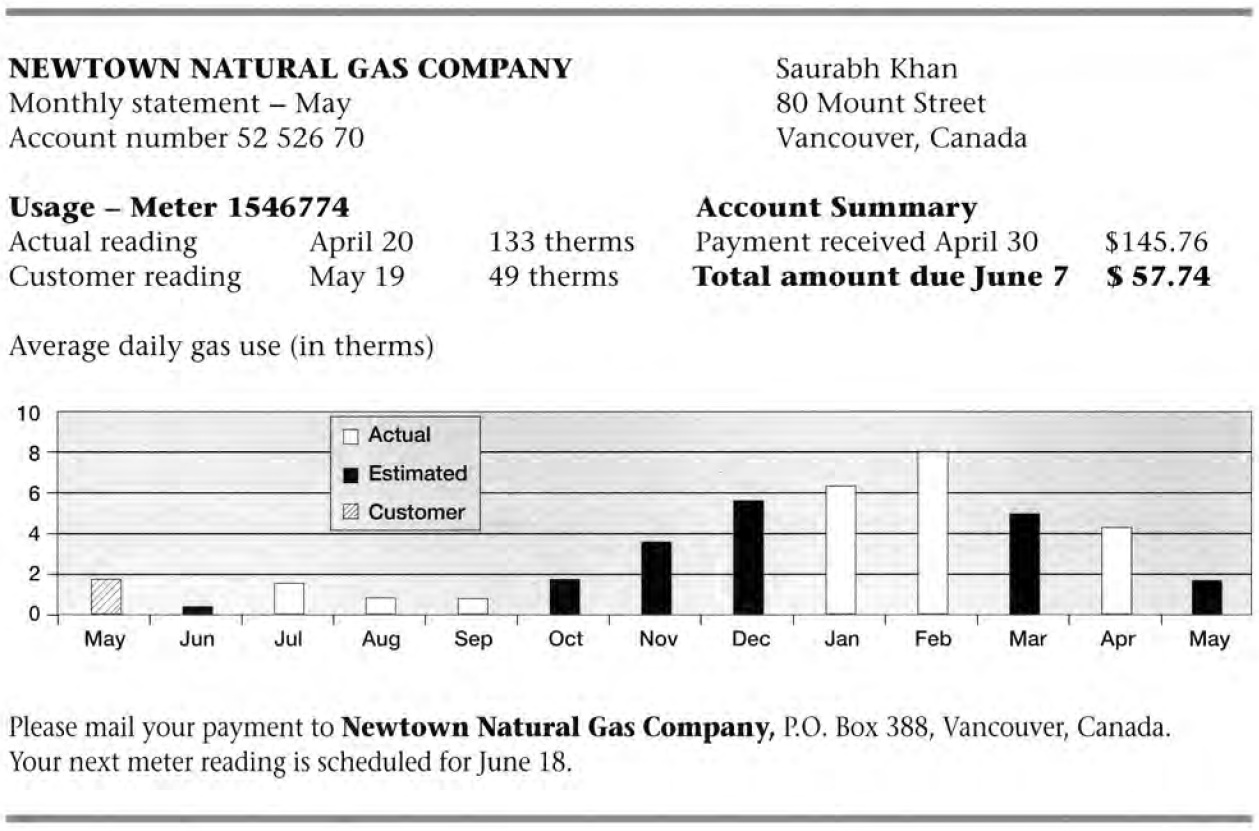
Incorrect

1. **185. What does Ms. Bertolini suggest?**
   *  (A) Printing an apology in the next issue of the magazine
   *  (B) Omitting mayonnaise from the recipe
   *  (C) Modifying the stated preparation time of the recipe
   *  (D) Verifying ingredients with an editor before publication

Incorrect

1. **Questions 186-190** refer to the following notice and billing statement.

|  |
| --- |
| **Estimated Bills**  Although we try to read your gas meter every month, there are times when we simply cannot. We may not be able to access it if there is no one at your home to let us in. Weather conditions sometimes make it unsafe for meter readers to do their job. And meters do occasionally malfunction, making an accurate reading impossible.  When your meter is not actually read, you will receive an estimated bill. The estimate is based on weather trends and how much energy you have used in the past. When we are unable to get an actual meter reading, you will see the word “estimated” printed next to the meter reading on your bill.  **Estimates can be avoided** if you send us a reading that you have taken yourself.  Here are two ways to help prevent an estimated bill.  **Call us with your meter reading at 1-800-555-1991**. The best time to call is one day before your scheduled meter-reading day. (Your meter-reading date appears on page one of your Newtown Gas Company bill.)  **Go to our Web site at**[**http://www.newtowngasco.com/meter**](http://www.newtowngasco.com/meter)**to send us your meter reading**. Send your reading at least one day before your scheduled meter-reading day.  If you use either of these two methods to provide us with your reading, you will see the words “customer reading” next to the reading on your bill. If your meter readings have been estimated for four straight months, you must call us with your meter reading. |

1. 
2. **186. What is NOT mentioned as a reason for an estimated bill?**
   *  (A) No one was at home to answer the door.
   *  (B) Bad weather prevented a meter reading.
   *  (C) No appointment was made for a meter to be read.
   *  (D) The meter was not working properly.

Incorrect

1. **187. According to the notice, how does Newtown Gas estimate the amount of gas used?**
   *  (A) By checking records of a customer's prevlous gas usage
   *  (B) By taking the average home usage for the month
   *  (C) By adding a fixed amount to the past month’s usage
   *  (D) By determining gas usage at neighboring homes

Incorrect

1. **188. When did a Newtown Gas employee last read Saurabh Khan’s meter?**
   *  (A) In February
   *  (B) In March
   *  (C) In April
   *  (D) In May

Incorrect

1. **189. What did Mr. Khan do in  May?**
   *  (A) He made an appointment for an actual reading.
   *  (B) He provided Newtown Gas with his meter reading.
   *  (C) He stayed at home on the scheduled meter-reading day.
   *  (D) He paid a bill based on an actual reading.

Incorrect

1. **190. When is Mr. Khan’s next meter reading?**
   *  (A) On April 20
   *  (B) On May 19
   *  (C) On June 7
   *  (D) On June 18

Incorrect

1. **Questions 191-195** refer to the following letter and document.

|  |
| --- |
| 96 Rumbold Street Ayresford Hampshire W13 1PW May 19  Jetline Claims Office Jetline UK Limited 35 Manchester Road London EC2 3HD  Dear Sir or Madam:  I am writing with regard to damage to my suitcase incurred during a recent trip to Italy. I was traveling from Milan to Gatwick Airport on Jetline flight JT23 on May 14, and on picking up my suitcase from the baggage claim at Gatwick, I found that the latch was badly damaged and the handle had become detached from the suitcase on one side. I reported this to the Jetline office at Gatwick and completed a property-irregularity form.  I have had the suitcase looked at by a local luggage retailer. Simpsons Limited, to see if they could repair it. They feel that they can only partially repair it (enclosed is a copy of their estimate), and they would suggest a replacement. I would therefore be pleased if you could reimburse me for the cost of a new suitcase as indicated in Simpsons’ estimate. Due to the amount of damage to the suitcase. I was unable to travel from the airport by public transport as planned and had to take a taxi. I would also ask you to reimburse me for the taxi fare, which was £45.00.  Yours sincerely,  Richard Turner |

|  |
| --- |
| **Simpsons Limited: Retailers of Quality Luggage 43 High Street, Ayresford W4 8RT Tel: 01203 431796 Estimate of Repair**  **Date: May 17**  **Item to be repaired**: Large dark green cloth suitcase manufactured by Crossleys, Ltd.  **Nature of repair:**Replace damaged latch, reattach handle  **Estimated cost:**£20.00 (but see note below)  **Notes:** Although the latch can be replaced, it will not be possible to reattach the handle securely (damage to handle attachment on suitcase body). The cost to replace it with a similar model is £105.00 (Dixons executive suitcase, model X23). |

1. **191. What is the purpose of the letter?**
   *  (A) To report some lost property
   *  (B) To claim some expenses
   *  (C) To complain about a flight
   *  (D) To request a copy of a form

Incorrect

1. **192. Why did Mr. Turner take a taxi from the airport?**
   *  (A) He had missed the last train.
   *  (B) He was late for an appointment.
   *  (C) He was not feeling well.
   *  (D) He could not easily carry his luggage.

Incorrect

1. **193. Why did Mr. Turner go to the Simpsons store?**
   *  (A) To buy a suitcase
   *  (B) To ask for a refund
   *  (C) To inquire about repair costs
   *  (D) To pay an outstanding bill

Incorrect

1. **194. Which company made the damaged suitcase?**
   *  (A) Dixons
   *  (B) Jetline
   *  (C) Simpsons
   *  (D) Crossleys

Incorrect

1. **195. Why has Mr. Turner enclosed a document with his letter?**
   *  (A) To provide an example of a form
   *  (B) To show that a suitcase has been repaired
   *  (C) To support a request for reimbursement
   *  (D) To suggest a store for Jetline to use

Incorrect

1. **Questions 196-200** refer to the following news report and memo.

|  |
| --- |
| **News Report**  Randolph Chemical announced earlier today the selection of Michelle Brown as its new chief executive officer. Willard Strong, Chairman of the Board of Randolph Chemical, said, “We are delighted to have found someone of Michelle’s caliber to lead our organization.”  Michelle Brown brings to the table a reputation as a strict cost cutter. Prior to joining Randolph, Dr. Brown was CEO of Popovich Materials, where she reduced expenses by almost a third in her four-year tenure. Dr. Brown has a bachelor’s degree in chemistry from Wyler College and a Ph.D. in analytical chemistry from Porter University.  Industry analysts remain skeptical that she can turn around the company’s ailing fortunes. After her selection was announced, company stock dropped 1.2 percent in one afternoon.  Randolph Chemical is a global technology-based company that manufactures and distributes plastics, chemicals, and agricultural products. Their search, which took eleven months, was conducted with the aid of Dairen Consulting. |

|  |
| --- |
| Memorandum from: Michelle Brown TO: All Randolph Chemical employees  As you have probably heard, I will be assuming responsibility for leading Randolph Chemical effective Monday morning. I want to take a moment to reaffirm the commitment of Randolph Chemical and of myself as its new head to treating every single employee with the fairness and dignity that he or she deserves.  In the months to come I will be initiating steps to sell off those portions of our business in which we do not have the potential to become industry leaders, leaving us to focus on what we do best. Due to time constraints, we will not be commissioning a new study of all of our holdings. Instead, we will base decisions on current in-house performance figures derived from our ongoing review process.  This is the beginning of a long journey for all of us, one I am proud to say we will make together. I hope to meet as many of you as possible personally, and I urge you to become fully engaged in the process and to contribute your own ideas. |

1. **196. What was the subject of the news release by Randolph Chemical?**
   *  (A) The selection of a new chief executive officer
   *  (B) The announcement of a new chairman of the board
   *  (C) The merger of Randolph Chemical and Popovich Materials
   *  (D) Recent trends in stock prices for chemical companies

Incorrect

1. **197. What is suggested about Randolph Chemical?**
   *  (A) It is planning to move its main office.
   *  (B) It is searching for additional board members.
   *  (C) It is experiencing financial problems.
   *  (D) It is looking for new products to market.

Incorrect

1. **198. What is implied in the memorandum?**
   *  (A) The company will be doing more work overseas.
   *  (B) Dr. Brown has met many of the employees at Randolph Chemical.
   *  (C) Some positions in the company may be eliminated.
   *  (D) Temporary employees will be offered permanent jobs.

Incorrect

1. **199. Why is Dr. Brown not planning a new study of all of Randolph Chemical holdings?**
   *  (A) It would be very expensive.
   *  (B) It would take too much time.
   *  (C) There are not enough employees available to help.
   *  (D) Darren Consulting has already completed the study.

Incorrect

1. **200. What was Dr. Brown known for in her previous job that she will probably continue in her new position?**
   *  (A) Moving into new markets
   *  (B) Introducing new products for agricultural use
   *  (C) Consulting with experts outside the company
   *  (D) Reducing operating costs