

## READING TEST-002

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

You must mark your answer on the separated answer sheet. Do not write your answer in the test book.

### Part 5

**Directions:** In each section, you will find a word or phrase missing. Four answer choices are given below each sentence. You must choose the best answer to complete the sentence. Then mark the letter A, B, C, or D on your answer sheet.

1. Rogers TV is a service available \_\_\_\_\_ to cable customers as part of the basic service of Rogers Cable Communications Inc.  
(A) **exclusively** (C) exactly  
(B) extremely (D) extensively
2. An old restaurant on 7th Ave. will be rebuilt into the stylish restaurant Citadela with a seating \_\_\_\_\_ for up to 150 guests.  
(A) **capacity** (C) aptitude  
(B) intensity (D) preparation
3. The cost of construction as \_\_\_\_\_ as the construction period has already increased twofold over previous estimates.  
(A) good (C) fine  
(B) **well** (D) far
4. Please \_\_\_\_\_ of the Planning staff (Debra Ross @ 222.3926) if you will or will not be attending this month's meeting.  
(A) notice (C) deliver  
(B) present (D) **notify**
5. The airline industry also relies on many management, professional, and administrative support workers to keep operations running \_\_\_\_\_.  
(A) smooth (C) smoothness  
(B) **smoothly** (D) smoothest
6. According to the manager of ABB Corp., this new service \_\_\_\_\_ very positively by customers who get the service details and cost information quicker.  
(A) has received (C) have received  
(B) has been received (D) has been receiving
7. We cannot provide assurance that manufacturing operations will \_\_\_\_\_ before the end of the year.  
(A) retain (C) remain  
(B) resolve (D) resume
8. We can understand your strong desire \_\_\_\_\_ the agreement at the earliest possible date.  
(A) finalize (C) finalizes  
(B) to finalize (D) finalized

9. According to the report released last Wednesday, the maintenance staff at PPG is overworked \_\_\_\_\_ underpaid.  
(A) as (C) nor  
(B) and (D) for
10. Those two baseball teams \_\_\_\_\_ some scheduled games due to the unexpected hurricane.  
(A) should postpone (C) postpones  
(B) had to be postponed (D) will postponing
11. It is imperative that the contracts \_\_\_\_\_ at least a month prior to the beginning of the project.  
(A) finalize (C) be finalized  
(B) finalized (D) finalizing
12. Most of the companies have a policy stating that each employee must \_\_\_\_\_ a formal, annual, and written performance appraisal by their manager.  
(A) give (C) be giving  
(B) be given (D) have given
13. Hotel guests who have some spare time are \_\_\_\_\_ to take part in the boat trip excursion to the nearby island.  
(A) encouraging (C) encouraged  
(B) encourage (D) encouragement
14. The government \_\_\_\_\_ released the newest employment figures this morning.  
(A) ever (C) soon  
(B) just (D) lately
15. Please make sure you \_\_\_\_\_ review all the candidates' names before you vote, since it cannot be reversed.  
(A) thorough (C) thoroughness  
(B) thoroughly (D) most thorough
16. Any products that fail to \_\_\_\_\_ to the exporter's specifications are prohibited from being exported to that country.  
(A) comply (C) abide  
(B) conform (D) observe
17. In an effort to attract and \_\_\_\_\_ clients, advertising and public relations services agencies are diversifying their services.  
(A) maintaining (C) maintain  
(B) maintainable (D) maintains
18. Employment is \_\_\_\_\_ to decline 12 percent over the 2010-2020 period due to the chronic depression.  
(A) expecting (C) decided  
(B) projected (D) dedicated
19. The rapid pace of innovation in electronics technology makes for a constant demand for \_\_\_\_\_ and faster products.  
(A) newly (C) newer  
(B) new (D) late

20. As vehicles have become more \_\_\_\_\_, growing numbers of consumers are reluctant to make a long-term investment in a new car or truck purchase.  
(A) cost (C) expensively  
(B) costliness (D) **costly**
21. Heavy rain caused the \_\_\_\_\_ of Taylor City's third annual outdoor arts and crafts festival.  
(A) cancel (C) cancelled  
(B) cancels (D) **cancellation**
22. Our banquet rooms are capable of \_\_\_\_\_ events of all types and sizes.  
(A) accommodate (C) **accommodating**  
(B) accommodated (D) accommodation
23. The monthly rent cost includes heat and hot water, \_\_\_\_\_ not electricity and cooking gas.  
(A) or (C) both  
(B) **but** (D) unless
24. It can often be difficult to \_\_\_\_\_ real antique furniture from imitation items.  
(A) merge (C) **distinguish**  
(B) suppose (D) expect
25. Upon \_\_\_\_\_ of your résumé, one of our skilled recruiters will review it to determine the most suitable position for you.  
(A) receive (C) **receipt**  
(B) receiver (D) received
26. Creating a book of \_\_\_\_\_ own can be fun and simple with the help of the Writer-Pro desktop publishing program.  
(A) you (C) yours  
(B) **your** (D) yourself
27. Riverdale Estates is a luxury condominium community that offers an outstanding \_\_\_\_\_ of life.  
(A) position (C) **quality**  
(B) trade (D) faculty
28. You should become thoroughly \_\_\_\_\_ with your computer and all of its software programs before you take an on-line class.  
(A) familiarization (C) familiarity  
(B) familiarize (D) **familiar**
29. The shipment of TK-421 laptops arrived in stores earlier \_\_\_\_\_ expected.  
(A) on (C) **than**  
(B) from (D) since
30. Most warranties on electronic items do not \_\_\_\_\_ damage caused by improper use of the device.  
(A) **cover** (C) shade  
(B) decide (D) reform

31. Call-Tech Plus offers \_\_\_\_\_ cell phone service at low monthly rates.  
 (A) **reliable** (C) reliably  
 (B) reliability (D) liableness
32. The car's trunk is \_\_\_\_\_ enough to hold luggage for four passengers.  
 (A) included (C) insufficient  
 (B) overall (D) **spacious**
33. The Eagle Room, our largest and most elegant banquet facility, allows groups of up to 200 people to enjoy meals in \_\_\_\_\_.  
 (A) **comfort** (C) comforted  
 (B) comforts (D) comfortably
34. Telecommuting provides a lot of benefits for \_\_\_\_\_ the company and the employee.  
 (A) every (C) either  
 (B) **both** (D) also
35. Our summer interns performed all their tasks \_\_\_\_\_ even though they received only brief training.  
 (A) capable (C) capability  
 (B) **capably** (D) more capability
36. Hanby Developers specializes in the construction of **modest** yet comfortable townhomes that even first-time homebuyers can \_\_\_\_\_.  
 (A) **afford** (C) require  
 (B) yield (D) attempt
37. You should not use the Erlian Peak trail \_\_\_\_\_ you are ready for a long and fairly difficult hike.  
 (A) except (C) **unless**  
 (B) rather (D) notwithstanding
38. Market research reports show that a hotel's level of \_\_\_\_\_ is an important factor in determining guests' overall satisfaction.  
 (A) clean (C) cleanlier  
 (B) cleanly (D) **cleanliness**
39. The Liberty Heights Department Store is now proud to offer gift cards in various \_\_\_\_\_ from \$25 to \$300.  
 (A) rates (C) **amounts**  
 (B) volumes (D) shares
40. \_\_\_\_\_ with a valid driver's license or state photo ID may use the city's historical research library.  
 (A) **Anyone** (C) Each  
 (B) Other (D) Whomever

## Part 6

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

Questions 41-43 refer to the following classified advertisement.

Are you ready to earn some extra cash over the holidays?

Paradise Clothing Store wants part-time store clerks needed to help out during our busy holiday shopping season. The positions are perfect for students, parents or anyone else who desires \_\_\_\_\_ in their work schedule. Come and apply today. We offer paid training, a

41. (A) flexible  
(B) flexibly  
(C) flexibility  
(D) more flexible

competitive pay \_\_\_\_\_, and generous employee discounts. But that's not all. We offer many

42. (A) weight  
(B) value  
(C) degree  
(D) rate

more benefits \_\_\_\_\_ these, including free uniforms, sales bonuses, and regular pay

43. (A) besides  
(B) except  
(C) until  
(D) between

increases. To find out more about the positions, visit our employment Website at [www.paradise.com](http://www.paradise.com).

Questions 44-46 refer to the following memo.

INTER OFFICE MEMORANDUM

To: All Operations Department staff

From: Daniel Burnham, Managing Director

Subject: Moving Instructions

I have some good news! Work crews will start our long-awaited office renovation project next Tuesday. During the construction, we will move to offices on the 9th floor. After the upgrades are completed, our office will have a \_\_\_\_\_ layout that will give us all easy access to equipment.

44. (A) centrally  
(B) centralize  
(C) centralized  
(D) centralization

We do the move on Monday afternoon, and all employees \_\_\_\_\_ to use the back exits while

45. (A) requested  
(B) requesting  
(C) are requested  
(D) requests

moving. Later today, you will receive boxes, tape, labels and other \_\_\_\_\_ for the move.

46. (A) habits  
(B) supplies  
(C) sources  
(D) factors

We will pack on Monday morning, and later today you will get a seating map for the new office. Thank you in advance for your cooperation on this relocation.

**Questions 47-49 refer to the following letter**

**To Whom It May Concern**

I've been Joe Employee's Manager at XYZ Company since 1997, and even promoted Joe to the role of Senior Software Engineer last year.

Joe has proven to be a \_\_\_\_\_ employee with excellent communication skills.

47. (A) reliant  
(B) **reliable**  
(C) reliably  
(D) variable

He is \_\_\_\_\_ respected by other members of our team. Joe is a fast learner and has excellent problem solving abilities.

48. (A) very  
(B) **well**  
(C) much  
(D) once

\_\_\_\_\_ I will be disappointed to lose Joe as an employee, I am happy to recommend him as a solid addition to your company. If you'd like more information, please do not hesitate to contact me at (555) 555-5555.

49. (A) Because  
(B) Despite  
(C) For  
(D) **Although**

Sincerely,

John Simpson

**Questions 50-52 refer to the following letter.**

Dear Mr. Smith:

Just a note to say thank you for giving me the opportunity to interview with your company for the position of loss control specialist. I \_\_\_\_\_ our conversation and feel my experience and education would complement

50. (A). enjoy  
(B) will enjoy  
(C) **enjoyed**  
(D) have been enjoyed

Raymond Kate Associates. I look forward to being able to put my extensive knowledge and experience of working with environmental protection agencies to bring about effective safety programs to your company.

As we discussed I have enclosed 3 letters of recommendation \_\_\_\_\_ my professional acquaintances.

51. (A) for  
(B) as  
(C) with  
(D) from

\_\_\_\_\_, I am also enclosing some of the safety programs I designed so you can see first hand the type of work I am capable of performing to bring about the successful safety programs the government requires in organizations today.

52. (A) Furthers  
(B) Beside  
(C) In addition  
(D) As well as

Again, thank you for your time. I am looking forward to hearing from you soon.

Sincerely,

Bill J. Doe

### Part 7

**Directions:** In this part you will read a selection of texts, such as magazines 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 53-54 refer to the following advertisement

Flyte Bakery

All baked goods are handmade on the premises including

- Cakes
- Seasonal fruit pies
- Breads and pastries
- Cookies
- Personalized dessert for anniversaries, weddings, birthdays, and other special occasions (Please order at least one week beforehand.)

Catering for corporate events and private parties is now available! To learn more about our rates, telephone us during the business hours below.

Monday – Saturday: 6 AM-7 PM, Sunday: 6 AM- 6 PM

Location: 192 South Street, Sydney

Tel: (02) 927206555

53. What item would need to be ordered in advance?

- (A) An autumn harvest apple pie
- (B) A personalized birthday cake
- (C) Whole wheat bread
- (D) Chocolate chip cookies

54. For what information are customers directed to call the bakery?

- (A) Store hours
- (B) Baking recipes
- (C) Driving directions
- (D) Catering pieces

**Questions 55-59 refer to the following letter**

Bartel Manufacturing, Inc.  
301 San Andreas Street  
Oakland, CA 94621

October 11  
Daniel Rhee  
Home Country Family Foods  
175 Calle del Sol  
Cupertino, CA 91031

Dear Mr. Rhee:

Thank you for your interest in Bartel's food packaging technology.

As we discussed in our telephone conversation, Certain Seal is well suited to the needs of a mid-to-large-scale food processing company. It is designed to handle large volumes and can be customized for almost any size or shape of food product.

Certain Seal also lengthens the shelf life of your products. As you know, one of the biggest causes of food spoilage is excess air left in vacuum-sealed packages. Our system is especially effective in eliminating this threat. In the September issue of Industry World magazine, comparison testing indicated that Certain Seal removed excess air more efficiently than similar vacuum packaging systems (such as the Sigillare 100 produced by TYT Industries)

Food quality is ensured further by the packaging material itself. For the Certain Seal system, we use an especially durable plastic that protects foods throughout the freezing, shipping, and reheating processes.

This is just an overview of some of the benefits of our technology. I will go into greater detail in my October presentation at your office. In order to tailor the presentation to your needs, I would like to know more about Home Country's production requirements. Please contact me at our main offices in Oakland at (510) 555-0115 between 9 AM and 6 PM.

Sincerely,

Julie Chan  
Sales Director



55. What is most likely Ms. Chan's goal?
- (A) To sell a product to Mr. Rhee's company
  - (B) To ask Mr. Rhee for marketing advice
  - (C) To interview Mr. Rhee for Industry World
  - (D) To apply for a job with Mr. Rhee's company
56. Where will Ms. Chan and Mr. Rhee meet?
- (A) In Home Country's offices
  - (B) At the Industry World headquarters
  - (C) In Bartel's offices in Oakland
  - (D) At the TYT Industries production facility
57. In what industry does Mr. Rhee probably work?
- (A) Large-scale agriculture
  - (B) Restaurants and catering
  - (C) Plastics manufacturing
  - (D) Food processing
58. What is stated as a benefit of Certain Seal?
- (A) Lower production costs
  - (B) Reliable packaging
  - (C) Environment friendliness
  - (D) Ease of disposal
59. What does Ms. Chan ask Mr. Rhee to do?
- (A) Decrease production levels
  - (B) Schedule presentation
  - (C) Provide additional information
  - (D) Customize a product for her

**Questions 60-62 refer to the following announcement**

**23<sup>rd</sup> Annual NOEE Convention**

Join more than two thousands elementary school teachers and administrators for the annual convention of the National Organization for Elementary Educators (NOEE) in Seattle, Washington, April 4-7. Highlights include:

- Keynote address- "Kids These Day" by Amy Fadden, host of the nationally syndicated children's television program *Wake Up and Sing*
- Video game fair- Meet representatives from Academic Gamer and Learning Curve Games to discuss how to use educational video and computer games in your classroom.
- Interview sessions – Bring your resume and meet with human resources personnel from school districts throughout the country.

All convention activities will take place at the historic Montrose Hotel, which also offers easy access to restaurants, shopping, and museums.

Register for the conference or schedule a job interview today! Visit the NOEE Website at [www.noee.org](http://www.noee.org)

60. Where would this announcement most likely be found?

- (A) In a tourist brochure about Seattle
- (B) In an advertisement for the Montrose Hotel
- (C) In a magazine for teachers
- (D) In an elementary school textbook

61. What is suggested about the NOEE?

- (A) It produces educational children's games.
- (B) It holds a convention every two years.
- (C) It sponsors children's television programs.
- (D) It helps its members find jobs.

62. What is indicated about Amy Fadden?

- (A) She is a former NOEE president.
- (B) She will be a speech at the convention.
- (C) She has been a teacher for 23 years.
- (D) She has written several books for children.

**Questions 63-66 refer to the following notice**

Welcome to the Smythe and Lewes team! We look forward to helping you build a career with us. We pride ourselves on the professionalism of our employees. Therefore, we offer the following tips to help you serve customers better and make your work as productive as possible. We specialize in well-made formal and business attire for men and women from respected manufactures. We expect employees to wear similar attire at work, and we encourage you to wear products from our stores. Therefore, we offer you a 40% discount on all merchandise including shoes and accessories at all Smythe and Lewes locations. This will allow you to promote our store and, at the same time, to develop a professional wardrobe of your own.

It will also introduce you to the products and fashions we carry. As you can imagine, customers expect Smythe and Lewes employees to be knowledgeable about our inventory. Please make an effort to familiarize yourself with it. This task is best reserved for periods when there are fewer customers in the store- in the morning for weekday shifts and, for weekend shifts, at night before closing. As our inventory changes from week to week, this needs to be an ongoing process. With a little effort, you will soon be able to answer questions from our customers confidently!

63. For whom is the notice intended?

- (A) Clothing manufactures
- (B) Smythe and Lewes customers
- (C) Newly hired employees
- (D) Smythe and Lewes executives

64. What is probably NOT sold at Smythe and Lewes store?

- (A) Men's accessories
- (B) Business suits
- (C) Formal shoes
- (D) Athletic apparel

65. What will Smythe and Lewes give to recipients of the notice?

- (A) A discount on store products
- (B) Sample items from manufacturers
- (C) Two breaks during every shift
- (D) Free delivery on large orders

66. What are recipients encouraged to do?

- (A) Avoid wearing business attire
- (B) Study the store's inventory
- (C) Return defective products
- (D) Replenish the stock regularly

**Questions 67-68 refer to the following classified advertisement.**

**FOR RENT**– 900 square meters of rarely-available commercial space on the first floor of the Mosley Building – a landmark high-rise with a nearly 100-year history; an open floor plan and large windows make this space ideal for a restaurant or cafe.

**GREAT LOCATION**– The main entrance to the space is on a very busy part of Wilson Avenue, which has lots of vehicle and foot traffic. There are numerous public parking areas nearby, and the convention center is only a 5-minute walk away.

**TRANSPORTATION**– Close to the 141, 146, and 7X express buses as well as the Downtown Tourist Loop boarding point.

**INCLUDED**– Many recent upgrades, including expanded lobby and enhanced public spaces; available high-speed Internet connections; 36-month lease includes reduced rent for the first 6 months; for more information, call Dee Realty at (808) 555-0930.

67. What is indicated about the Mosley Building?

- (A) It has several elevators.
- (B) It has a large indoor parking lot.
- (C) It is in a heavily traveled location.
- (D) It opened to the public six months ago.

68. What is NOT mentioned about the space for rent?

- (A) It is on the building's first floor.
- (B) It can be accessed from Wilson Avenue.
- (C) It has undergone improvements recently.
- (D) It is located near a central railway station.

**Questions 69-71 refer to the following e-mail.**

From: Arturo Santos (SantosFreightInc@mll.com)  
To: Ted Munson (Munson@mll.com)  
Subject: Your shipping  
Date: November 30

Dear Mr. Munson,

I just wanted to follow up on our phone conversation from the 27th and confirm that I will come to your residence on Saturday, December 12th with shipping boxes and packing materials. Depending on traffic, I expect to arrive at your home at 11 in the morning.

To label your boxes, you will need to do the following: Mark all boxes clearly and label them as “one of a total.” So, for example, the first of 29 boxes would be 1/29, the second would be 2/29, and so on. You should also mark the destination city and country on top of each box. In your case, you would write “Chicago, USA.” You will also want to write “Fragile” and “Top Load” on the boxes in which you pack your ceramics and other delicate kitchenware. Remember that no loose or unpacked items can be accepted by the receiving warehouse in Chicago.

As we discussed earlier, my crew of movers will meet you at your home at 10 A.M. on January 15th to pick up your items. The delivery time to the warehouse is normally 4 days. Please do feel free to contact me with any further questions you might have.

Regards,

Arturo Santos

69. What is one purpose of the e-mail?

- (A) To confirm an appointment
- (B) To apologize for shipping damage
- (C) To request an extension on a deadline
- (D) To describe the contents of a shipment

70. What can be inferred about Mr. Munson?

- (A) He is shipping items from Chicago.
- (B) He is shipping some easily broken items.
- (C) He used to work for a moving company.
- (D) He operates a kitchen supply company.

71. When most likely will Mr. Santos’s moving crew visit Mr. Munson?

- (A) On November 30
- (B) On December 12
- (C) On January 15
- (D) On January 29

**Questions 72-75 refer to the following memo.**

#### **MEMORANDUM**

To: All employees

From: Yvonne Nguyen, office manager

Subject: The Clean Earth Program

We actively encourage staff participation in our recycling efforts, “The Clean Earth Program.” Many among our staff have been involved with the program since it started nearly a decade ago, but some newer employees may not be familiar with it. To that end, I’d like to meet with

everyone this Friday at 5 P.M. in Staff Room B and show you how the program works. Attendance is mandatory, and it will take about 20 minutes to run through everything.

Before we meet, there are a few things you should know. We're very lucky in that we could enlist the help of D&S Removal Services for our recycling needs. They have provided us with the big recycling container you see beside the photocopier as well as comprehensive pick-up service. You may place any recyclable items – from folders to cell phones to old printers – into this box for collection. However, we ask that you return used ink cartridges to our office manager, Marge Glowacki, for refilling. If you would like a small container to use by your desk, you can request one by calling David Lembke in custodial services at X-5822.

Through the Clean Earth program, we are striving to recycle at least 70% of our office waste. The program got off the ground when our media room librarian, Douglas Yoon, needed to dispose of 200 of our old seminar videotapes. He contacted a friend of his at D&S Removal Services, and they immediately set up the convenient pick-up program we have now. This means, by the way, that you are welcome to toss your unwanted home videotapes into the big collection box for recycling. We hope everyone will do their part in meeting our recycling goals.

Thank you!

Yvonne Nguyen  
Office manager

72. What is one purpose of this memo?

- (A) To recognize an employee's service anniversary
- (B) To seek volunteers for an upcoming event
- (C) To announce a new recycling program
- (D) To give details about a training session

73. The word "enlist" in paragraph 2 is closest in meaning to

- (A) secure
- (B) summarize
- (C) assign
- (D) offer

74. Who most likely started the Clean Earth Program?

- (A) Yvonne Nguyen
- (B) Marge Glowacki
- (C) Douglas Yoon
- (D) David Lembke

75. Which items are NOT collected beside the photocopier?

- (A) folders
- (B) videotapes
- (C) ink cartridges
- (D) cell phones

Questions 76-80 refer to the following information on a Website.

Market Focus Inc. – Be a Product Tester

Home

Community

Join

Test products!

Earn money!

Influence business and industry!

Becoming a product tester for Market Focus Inc. is a great way to earn money, make your opinions heard, and even pick up insight into the world of market research. Here are the answers to Frequently Asked Questions (FAQs) about product testing.

**What kind of company are you, and what do you do?**

We are a full-service market research firm that does innovative product tests for a broad range of clients including such award-winning companies as Hanson Foods. The company was founded by market research pioneers David and Beverly Clawson nearly 40 years ago. We were nearly bought out by the large firm DK Research last November, but David and Beverly instead passed Market Focus Inc. down to their sons, Jeff and Daniel. So, for us, market research remains a family affair. We are also a proud member of the National Association of Food Engineers.

**I want to be a product tester. What do I do next?**

Once you are registered to become a product tester for Market Focus Inc., your name will be placed on an availability list. When you are chosen for market research, you will be notified by phone or e-mail. You will then come to our facility on Logan Street to participate. Depending on the study, you may test food items, toys, cell phones, or even large appliances. To sign up with us, click the “join” link in the upper right and fill out the electronic registration form. The information you provide will go directly to our database, so note that we are not able to accept e-mailed applications.

**I’ve been chosen for a product test. How does it work?**

First, our recruiter will inform you how much your test pays. You will then be given the survey forms at our first floor reception area, and go to our research room across the hallway. The 200-seat eating area of this modern facility also serves as a working restaurant which is open for lunch daily from 11 A.M. to 3 P.M. Please note that you may not bring your own food and drink into the room, as it is a controlled environment. For the convenience of families, there is a children’s playroom next to the research room. Most of our tests last about an hour.

**How often can I participate in product tests?**

Names are chosen by a computer at random, based on factors including age and product preferences. You might participate in product tests once or twice in a short time period, and then several months will pass before your next test. Some people get called more than others, but at most you may do the tests 3-4 times a year.

I’m available for a product test. Can I call you and take part in one?

We’re afraid not. Part of market research is having a random group of participants. But please do free to call us to confirm that your contact information is up-to-date.

76. What is indicated about Market Focus Inc.?

- (A) It has always been run by the same family.
- (B) It has won several awards for its service.
- (C) It recently built a new headquarters building
- (D) It started its own professional organization.

77. How most likely would a person register to be a product tester?

- (A) By e-mailing the company
- (B) By visiting a different part of the Web site
- (C) By visiting the company in person
- (D) By phoning the company

78. The words “pick up” in paragraph 1 are closest in meaning to

- (A) spread
- (B) resume
- (C) obtain
- (D) lift

79. What is NOT indicated about the research room?

- (A) It functions daily as a restaurant.
- (B) There is a children’s play area inside.
- (C) No outside food is allowed there.
- (D) It is located on the first floor.

80. What can be inferred about the company’s product tests?

- (A) They mostly involve toys.
- (B) They all pay the same amount.
- (C) They are done in groups of three.
- (D) They cannot be participated in regularly.

**Questions 81-85 refer to the following notice and letter.**

Peak Global Tours

We make travel fun, exciting, and affordable on tours to countries all over the world!

Would you like to travel for free?

- Register 15 people for a trip and receive complimentary travel.
- Register 30 people for a trip and receive complimentary travel plus a \$100 bonus!

We will

- Supply guidebooks to group members and handle all bookings and paperwork.
- Outfit your group members with luggage tags and name tags.
- Provide a 24-hour hotline for you and your group.

To learn more, call our central office at 1-800-555-0154, or visit our Website at

[www.peakglobaltours.com](http://www.peakglobaltours.com)

Peak Global Tours

176 New Bridge Road, Suite 204, Singapore 059413

Tel: 6532-0236

[www.peakglobaltours.com](http://www.peakglobaltours.com)

Ms. Se Ying Tan

73 Holland Drive

Singapore 149735

September 19

Dear Ms. Tan:

We are excited that you have elected to be a group leader! We know that you and the 16 people in your group are going to have a wonderful time on the Peak Global Tours trip to Florence and Rome (May 7- May 18). Feel free to add more people to your group at any time up to four weeks before the trip; however, anyone who books a trip after December 31 will have to pay additional fees.

We will email periodic updates about the trip to you. In the meantime, please consider joining the group leaders' forum on our Website to receive valuable travel trips. We will mail you and your group members a departure package with your final itinerary and flight information approximately 10 days before your scheduled departure date.

With best wishes,

Tong Sim

81. What is the purpose of the notice?

- (A) To provide information about trends in international travel
- (B) To announce the launch of a new travel Website
- (C) To list services provided by a travel agency
- (D) To advertise an upcoming tour of Italy

82. What is indicated about Peak Global Tours?

- (A) Its staff can be contacted at any time.
- (B) Its provides uniforms to its group leaders.
- (C) It sells luggage and travel accessories.
- (D) It specializes in travel to Europe.

83. What is suggested about Ms. Tan?

- (A) She will be asked to pay additional fees.
- (B) She is eligible to receive a fee trip.
- (C) She has sent a package to Tony Sim.
- (D) She has posted travel information on a Website.

84. In the letter, the word "tips" in paragraph 2, line 2, is closest in meaning to

- (A) pieces of advice
- (B) pointed ends
- (C) Web pages
- (D) gifts of money

85. According to the letter, what will most likely happen in April?

- (A) Ms. Tan will travel to Florence and Rome.
- (B) Ms. Tan will book another trip.
- (C) Peak Global Tours will send some documents to Ms. Tan.
- (D) Peak Global Tours will add people to Ms. Tan's group.



**Questions 86-90 refer to the following emails**

From: [eewiese@office-vpbb.de](mailto:eewiese@office-vpbb.de)

To: [jbeck@reyna-ibs.org](mailto:jbeck@reyna-ibs.org)

Subject: Volume out

Date: July 25

Dear Mr. Beck,

The proceedings of the February Small Business Solutions Conference in San Antonio will be published in August, not in September as originally planned. This means that I will soon be sending out five copies of the volume free of charge to all contributors, and I need to know where your copies should be sent. The address I have on file is:

**Jason Beck**

**Reyna Institute for Business Studies**

**2300 Roepen Dr.**

**Irving, TX 75039**

Is this address correct? Also, for your information, you may order ten additional copies of the volume from the publisher with a 20% discount for contributing authors. If you want to do so, please contact

**Peter Bauer Publishing**

**Generalsweg 13**

**10785 Berlin**

Thank you once again for your contribution to the proceedings. It was a pleasure working with you.

Elena Wiese

Volume Editor

From: [jbeck@reyna-ibs.org](mailto:jbeck@reyna-ibs.org)

To: [eewiese@office-vpbb.de](mailto:eewiese@office-vpbb.de)

Subject: Re: Volume out

Date: July 26

Dear Ms. Wiese,

Thank you for your email. I am delighted to hear that the volume will come out sooner than planned.

Concerning your question about my current address, actually we just moved to a new building last week. It's only a few miles away, but we are no longer in Irving. My new address is:

**Jason Beck**

**Reyna Institute for Business Studies**

**391 Parker Ave.**

**Eules, TX 75049**

Thank you,

Jason Beck

86. Who is Mr. Beck?
- (A) The editor of a journal
  - (B) A bookstore owner
  - (C) A graphic designer
  - (D) A contributor to a publication
87. What does Ms. Wiese ask Mr. Beck to do?
- (A) Confirm his contact information
  - (B) Approve corrections to an article
  - (C) Send her a list of his publications
  - (D) Make a presentation at conference
88. How many copies of the publication will Mr. Beck receive from Ms. Wiese?
- (A) One
  - (B) Five
  - (C) Ten
  - (D) Fifteen
89. Where will Ms. Wiese send the copies?
- (A) To San Antonio
  - (B) To Berlin
  - (C) To Irving
  - (D) To Eulless
90. When did Mr. Beck move to a new office?
- (A) In February
  - (B) In July
  - (C) In August
  - (D) In September

**Questions 91—95 refer to the following notice and letter.**

#### Obtaining Certified Vital Records

You must apply in person or by mail for certified copies of vital records, such as birth certificates, marriage licenses, or health records. Our office does not accept applications by telephone, fax, or through our Web site. You must provide the following information with your request:

- Name
- Address
- Type of record requested
- Passport, government ID card, or other photo identification

(Photocopies of these documents are acceptable)

The charge is \$15.00 per copy issued. We accept checks, money orders, and credit cards.

In Person:

You can apply in person at 5 East Amber Street, Room 115. The Vital Records Office is open 8:00 A.M. to 4:30 P.M. Monday to Wednesday; 8:00 A.M. to 5:30 P.M. Thursday; and 8:00 A.M. to 4:00 P.M. on Friday.

By Mail:

Applications for copies of vital records should be mailed to the following address:

Vital Records, RO. Box 349, Madison, WI 53702. Please include an addressed, stamped, business-size envelope with your request. Copies are normally mailed within fourteen business days. If you require faster service, you may request our expedited service. Expedited requests are normally processed within 24 hours and require an additional charge of \$10 per request, for a total of \$25 per copy.

Requests for expedited service should be mailed to the following address:

Vital Records-Rush Service, PO. Box 567, Madison, WI 53702.

2235 Meyer Way  
Appleton, Wisconsin 52206

Dear Sir or Madam:

This letter is to request a certified copy of a marriage license issued last month in Milwaukee County to John Allen Heinrich and Elizabeth Ann Miller. I have enclosed a check for \$25, as well as a copy of my passport. Please mail the certificate to John Heinrich, 2235 Meyer Way, Appleton, WI 52206.

Thank you.

Yours sincerely,

John Heinrich

91. What is the main purpose of the notice?

- (A) To announce a recent price increase
- (B) To provide directions to an office
- (C) To explain how to obtain certain official records
- (D) To describe a new government facility

92. What information must accompany each request?

- (A) Identification that includes a photograph
- (B) Two copies of recent tax returns
- (C) The applicant's telephone number
- (D) A letter written on business stationery

93. On what day does the Vital Records Office close at 5:30?

- (A) Monday
- (B) Tuesday
- (C) Wednesday
- (D) Thursday

94. What does John Heinrich request a copy of?

- (A) A birth certificate
- (B) A marriage license
- (C) A passport
- (D) A health record

95. Why does John Heinrich enclose a check for \$25?

- (A) He wants two copies of a document.
- (B) He is requesting a very old record.
- (C) He is asking to have his records sent to an overseas address.
- (D) He wants to receive a document quickly.

**Questions 96—100 refer to the following newspaper articles**

**Cezanta's Move**

Atlanta (United News Service)—Atlanta-based Cezanta Air, the nation's number four airline, announced today that it will cut its domestic airfares significantly. The company is hoping that by offering its new promotional fare plan, the carrier will be able to increase its customer base and win a greater share of the market. The company promises to charge no more than \$300 for a one-way economy ticket or \$500 for a one-way first-class ticket. The new plan also includes the reduction of various ticketing fees and the elimination of several less-traveled routes at the end of this year. Cezanta hopes that these changes will raise revenue over the long term. The company is also planning to update its airplanes' interiors and redesign flight attendants' uniforms.

**Buford Valley Daily News**

**WILL NEW AIRLINE STRATEGY FLY?**

by Ken Daly

Faced with weak revenues, rising labor costs, aggressive pricing from small, discount competitors, and most notably high fuel costs, several major air carriers have struggled mightily in the past three years. They have experimented with a wide variety of marketing strategies without much success. Recently, Cezanta cut its ticket prices by nearly 50 percent. However, it is unlikely that this strategy will result in a major increase in profits for the airline, as most of the other large airlines will probably cut their prices to follow suit. Some analysts are actually expecting Cezanta's revenues to fall in the upcoming year. With fuel prices expected to continue rising and with the cost of fuel accounting for nearly 40 percent of all carriers' operating expenses, any increase in passenger traffic is unlikely to offset the decrease

in ticket prices. The one sure thing is that, after December, consumers flying out of Buford Valley will no longer be able to take advantage of Cezanta's price cuts.

96. What is suggested about the airline industry?

- (A) Operating costs have recently gone down.
- (B) Smaller airlines often offer very low prices.
- (C) Ticketing fees will be eliminated.
- (D) Airlines have increased the amount spent on advertising.

97. What does Cezanta Air plan to do?

- (A) Reduce the number of its international flights
- (B) Expand its service on less-traveled routes
- (C) Eliminate business-class and first-class seating
- (D) Modernize the inside of its aircraft

98. What does Mr. Daly suggest?

- (A) Other airlines will try to match Cezanta's prices.
- (B) Smaller airlines will be bought by their larger competitors.
- (C) Cezanta's revenues will increase right away.
- (D) Passengers' opinions influence aircraft design.

99. According to analysts, what is the industry's greatest challenge?

- (A) Outdated equipment
- (B) Rising fuel costs
- (C) Customer satisfaction
- (D) Improving safety

100. What can be inferred about Buford Valley?

- (A) It is close to Atlanta
- (B) It is the site of a new airport.
- (C) Cezanta will move its headquarters there.
- (D) Cezanta will not fly there next year.

-----THE END -----