# 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. Urgent/important that S + V0

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**  *Bên cạnh*

B. except

C. until

D. between

increases. To find out more about the positions, visit our employment Website at 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) forB. as C. with D. **From** *(remember)*

\_\_\_\_, 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,

## 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** (Công nghệ đóng gói thực phẩm).

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

**23rd** **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

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** (quần áo thể thao)

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

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,

Tony 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**-**vpbp**.**de**

**To**: **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: jeck@reyna-ibs.org To: eewiese@office-vpbp.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 always, but we are no longer in Irving. My new address is: **Jason** **Beck**

**Reyna** **Institute** **for** **Business** **Studies** **391** **Parker** **Ave**.

**Euless**, **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 Euless**

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 fleinrich

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 ¡s 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

# Listening

## PART I

|  |  |
| --- | --- |
| **1.B**  **Two people in lab coats looking at a computer screen  Description automatically generated with medium confidence** | **2.C**  **A picture containing text, grass, outdoor  Description automatically generated** |
| **3.A**  **A person carrying an umbrella  Description automatically generated with medium confidence** | **4.A**  **A picture containing text, person, outdoor, standing  Description automatically generated** |
| **5.D**  **A picture containing text, person  Description automatically generated** | **6.D**  **A picture containing person  Description automatically generated** |

## PART II Question - Response

7. Who are you going to send on the business trip?

(**A**) **I've** **picked** **Susan** **in** **accounting**.

(B) It was a very rewarding trip.

C. At the start of next year.

8. Why don't we go for a bike ride tomorrow?

(A) I gave Mr. Holland a ride to the airport.

(**B**) **That** **sounds** **like** **fun**.

C. It was 3:30 P.M.

9. Did Monica answer the phone, or was she away from the office?

(A) I'll mark it on the calendar at the office.

(B) Please leave a message.

(**C**) **She** **was** **meeting** **her** **client** **at** **that** **time**.

10. Which theater is the movie showing at?

(A) He's a famous actor.

(**B**) **Well**, **I'll** **have** **to** **check**.

C. She's over there.

11. Why is there a moving truck parked outside?

(A) We're removing coffee stains.

(B) Into a bigger office.

(**C**) **Because** **new** **neighbors** **are** **moving** **in**.

12. What should I bring on the camping trip?

(**A**) **You'll** **need** **hiking** **boots**.

(B) He's on a business trip with his colleague.

C. Yes, we should.

13. You will receive five days off next month.

(A) I had a great time at the resort.

(B) I turned the equipment off.

(**C**) **Will** **it** **be** **paid** **or** **unpaid**?

14. Did Olivia already return the rental car?

(**A**) **Yes**, **just** **this** **morning**.

(B) There are several different models.

C. I'm ready to order now.

15. Isn't this area off limits to motor vehicles?

(A) It's fifty percent off today.

(**B**) **There** **is** **a** **walking** **path** **only**.

C. Actually, it's a stolen vehicle.

16. I'd recommend using the stairs today.

(**A**) **Can** **you** **tell** **me** **why**?

(B) No, I didn't stare straight into the camera.

C. I usually use the copy machine at the corner.

17. When will I receive this month's paycheck?

(A) The conference will be held next month.

(**B**) **Before** **March** **3**.

C. In the bottom drawer.

18. Do we have enough gas to get to the airport?

(A) Who arrived at the airport yesterday?

(**B**) **We** **don't** **have** **to** **worry** **about** **it**.

C. She's the chief flight attendant.

19. Why hasn't the travel itinerary been sent out yet?

(A) At Terminal 6.

(B) He was a travel agent.

(**C**) **We** **haven't** **decided** **on** **the** **dates**.

20. Who forgot to turn off the lights last night?

(A) We were waiting at the traffic lights.

(**B**) **I'm** **guessing** **it** **was** **John**.

C. Kelly will take a day off tomorrow.

21. How many copies of this handout do you want made for the meeting?

(A) The report was short.

(B) I’m meeting with the Board of Directors this afternoon.

(**C**) **Twenty**-**five** **should** **be** **enough**.

22. I’ve proofread this book, so I’ m going to mail it.

(**A**) **Wait**. **I** **need** **to** **take** **a** **look** **first**!

(B) Sure, give me 10 minutes.

C. The post office is on Cordova Road.

23. I’d like an aisle seat, please, towards the front of the plane.

*(Tôi muốn ngồi chỗ lỗi đi, hướng về phía trước máy bay)*

(**A**) **I’m** **sorry**, **sir**. **I** **only** **have** **window** **seats** **available**.

(B) My back hurts when I sit in these chairs for too long.

C. I agree. The food was excellent last night.

24. I’d like you to type this letter this afternoon or by tomorrow morning.

(**A**) **OK**. **I** **can** **get** **it** **done** **after** **lunch**.

(B) I tried calling but got a busy signal.

C. It’s Tuesday tomorrow.

25. Why did you close the branch early?

(**A**) **There** **was** **a** **power** **outage**, **so** **I** **couldn’t** **serve** **customers**.

(B) I had to close the branch early.

C. It’s a long way from here.

26. Who is coming to the mortgage and insurance presentation?

(**A**) **Ian** **and** **Brian** **will** **be** **joining** **you**.

(B) I don’t have any insurance.

C. There’s a schedule of activities on the hall board.

27. Where is the new accountant going to work?

(**A**) **He’ll** **have** **an** **office** **on** **the** **fifth** **floor**.

(B) I’m sure he’ll work the same hours as us.

C. It’s not an option, I’m afraid.

28. When did you need the budget spreadsheets by?

(**A**) **As** **soon** **as** **possible**.

(B) I haven’t made them yet.

C. It’s three o’clock in London.

29. What is he going to talk about?

(A) He might talk for over two hours.

(**B**) **It** **says** **in** **the** **program**.

C. I’ve heard he gives very interesting talks.

30. Should I hire Mr. Mathers, or should I hire Mr. Williams?

(**A**) **I’d** **go** **for** **the** **candidate** **with** **the** **most** **experience**.

(B) Williams is a common family name.

C. I’m going for lunch.

31. I can’t find the filing cabinet keys anywhere.

(A) It’s getting late.

(**B**) **I** **hope** **they’re** **not** **locked** **inside** **the** **cabinet**.

C. I’m filing the papers as fast as I can

## PART III

DIRECTIONS: You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter A, B, C, D on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

|  |
| --- |
| 32. How do the speakers know each other?  A. They met through a friend.  B. They take a class together.  C. They live in the same apartment complex.  **D. They work at the same company.**  33. What does the woman suggest that the man do?  A. Introduce himself to his co-workers  B. Wear a work uniform  **C. Learn how to make a list of goods**  D. Have a house-warming party  34. What does the man need to do first?  **A. Change his clothes**  B. Attach a name tag  C. Contact a warehouse supervisor  D. Read an employee handbook |
| 35. Why is the man calling?  A. He forgot a document password.  **B. He needs an important document.**  C. He wants to apply for a job.  D. His computer is not working.  36. When will the woman leave work?  A. 4:00 P.M.  B. 5:00 P.M.  C. 6:00 P.M.  **D. 7:00 P.M.**  37. What does the woman suggest the man do?  A. Extend a warranty  B. Come to work early tomorrow  C. Participate in a survey  **D. Check his e-mail** |
| 38. Where does the woman work?  A. At a restaurant  B. At a university  C. At a movie theater  **D. At a hotel**  39. Why are the tables and chairs currently unavailable?  A. A shipment has not arrived.  B. The woman didn't permit their use.  **C. Other people are using them.**  D. The storage room is locked.  40. What does the man clarify?  **A. The expected number of guests**  B. The location of stored supplies  C. The starting time of an event  D. The necessary documents |
| 41. Who bought the new computer?  A. The man  B. The woman  C. The man and the woman together  **D. Their employer**  42. Why is the man pleased with the computer?  A. It fits his briefcase.  **B. It is much nicer than his old computer.**  C. He didn’t have to pay for it.  D. It’s his first computer.  43. How does the woman feel about the computer?  **A. She is looking forward to getting one.**  B. She thinks it looks heavy.  C. She doesn’t like laptop computers.  D. She doesn’t think the man deserves it. |
| 44. Where has the woman been?  A. In Asia  B. In the office all week  **C. At the conference all week**  D. At home  45. What does the man recommend the woman do?  A. Start a new project, then check the files  **B. Check the Asian Asian reports immediately**  C. Spend less time out of the office  D. Attend more meetings  46. What does the woman expect to find in the report?  A. New proposals  **B. Bad news**  C. A plesamt surprise  D. Profit figures |
| 47. Where do the man and the woman have to go?  A. To a lunch appointment  **B. To a meeting**  C. To meet supplier  D. To a reception  48. Why isn’t the man leaving at the same time as the woman?  A. He needs to finish reading a letter.  B. He needs to make some phone calls.  **C. He needs to finish wrting a letter.**  D. He is waiting for a letter to arrive.  49. Why does the woman think their coworkers will be angry?  A. They dislike the man.  **B. The man will be late again.**  C. They didn’t want the woman to attend.  D. They have been very irritable recently. |
| 50. What is wrong with the man?  A. He has lost his job.  **B. He thinks he has the flu.**  C. He wants a raise.  D. He has a headache.  51. What does the woman imply?  A. He needs more sleep in order to look good.  **B. He should have stayed at home.**  C. He can recommend a doctor.  D. He looks better outside of work.  52. Which of the following best describes the situation in the man and the woman’s office?  A. They have a lot of deadlines approaching.  **B. They are going through a quiet period.**  C. Everyone is off sick.  D. The office is closed for the holidays. |
| 53. What happened?  A. The man loaned his car to the woman.  **B. He left his keys in the parking lot.**  C. He gave his keys to the woman.  D. His keys were stolen.  54. What is the relationship between the man and the woman?  A. Siblings  B. Parents  C. Spouses  **D. Coworkers**  55. Why does the man consider himself lucky?  **A. No one tried to take his car.**  B. He wasn’t harmed when his car was stolen.  C. It gave him an opportunity to get to know the woman.  D. He has two cars. |
| 56. How does the man feel about the change Cheryl is making?  **A. He hopes she likes her new job.**  B. He thinks she is making a mistake.  C. He hopes she likes her new apartment.  D. He thinks she is a good person.  57. What is Cheryl going to do?  **A. She’s going to coordinate conferences.**  B. She’s going to be a wedding planner.  C. She’s going to take an extended vacation.  D. She’s going to move to another city.  58. Assuming it is now April, when will Cheryl start at Beckwith and McDougal?  A. In two weeks  B. May 3rd  **C. May 1st**  D. June 1st |
| 59. Where most likely are the speakers?  A. At an office  B. At a lawyer's office  **C. At a hardware store**  D. At a local mall  60. What does the man mention about the delivery?  A. He isn't getting any equipment delivered to the office.  **B. He is getting the small equipment delivered to the office.**  C. He is getting a drill delivered to the office.  D. He is getting some documents delivered to the office.  61. What does the man say he needs?  A. An invoice  B. Some paint  C. A shovel  **D. Some nails** |
| Text, letter  Description automatically generated  62. What did the man recently do?  A. He met with a photographer.  B. He met with a sales associate.  **C. He met with an interior decorator.**  D. He had lunch.  63. Why does the man want to move the sales desk?  A. To increase the company's sales  B. To make it look nicer  C. To make more room for the woman to work  **D. To give waiting customers more space**  64. Look at the graphic. Where will the sales desk be moved to?  A. Where the help desk is now.  B. So it is to the right of the entrance.  **C. Where the waiting area is.**  D. They will move the help desk instead. |
| Table  Description automatically generated  65. What did the man say about next week?  A. There will be an inspection.  B. Some new computers will arrive.  **C. They will have fire drills.**  D. Someone called in sick.  66. Look at the graphic. What department do the speakers work in?  A. Human Resources  B. Accounting  C. Customer Service  **D. Legal**  67. What does the woman suggest they do?  A. Don't say anything  B. Print out some extra copies  **C. Speak to their supervisor**  D. Put up a sign |
| Diagram  Description automatically generated with low confidence  68. Where does the man most likely work?  A. Chemist  B. Hardware store  **C. Model shop**  D. Medical clinic  69. Look at the graphic. What part is the woman missing?  A. Decals  B. Model kit  **C. Snap fit tool**  D. Rubber tires  70. What does the man offer to do?  A. Deliver it to her  B. Give her a refund  C. Cancel the order  **D. Express-post it to her** |

## PART IV

DIRECTIONS: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

|  |
| --- |
| 71. Where is this announcement taking place?  A. In a shopping mall  B. At a public lecture on recycling  C. In a class on environmental problems  **D. At a staff meeting**  72. Where is the container for newspapers?  A. On the shelves  B. Near the copy machines  C. In a box  **D. Beneath the back windows**  73. What time of day is this announcement probably being made?  A. Early in the morning  **B. Just before noon**  C. Around two in the afternoon  D. At the end of the working day |
| 74. Who are being introduced?  A. Two research scientists  B. Two international business people  **C. Two medical doctors**  D. Two travel agents  75. What is remarkable about Marcia Goldsmith?  A. She achieved success at a young age.  **B. She is an excellent lecturer.**  C. She lived in one place for 10 years.  D. She is unmarried.  76. What did David Ireland do for three years?  A. Worked at UCSF Medical Center  B. Wrote a book on tropical diseases  **C. Lived in West Africa**  D. Worked for the World Health |
| 77. Which one of these is NOT a sponsor of the festival?  A. Taos Electronics  **B. Taos Communications**  C. Taos Motors  D. Taos Telecommunications  78. What is new about the Storyteller Theaters?  A. They now seat 280.  B. There are now four of them.  **C. They have new film projectors.**  D. They will not be used in the festival.  79. How much does it cost to see one movie?  A. $4  B. $50  C. $5  **D. $6** |
| 80. How long had it rained?  A. 3 days  **B. 7 days**  C. 2 weeks  D. A week and a half  81. What advice is given and why?  A. Shop now because after heavy rains food prices increase.  B. Keep your hats on because it will rain.  **C. Hold on to your hats because it will be windy.**  D. Keep the skies fresh and clear by driving less.  82. What will the weather be like along the coast today?  A. Breezy and mild  B. Sunny and breezy  C. Sunny with temperatures in the high 70s  **D. Mild temperatures with gusting winds** |
| 83. What is the problem?  **A. There are not enough seats available.**  B. There are not enough passengers.  C. The flight will be delayed for several hours.  D. Some passengers want an earlier flight  84. What does the airline not want to do?  A. Bump into passengers  B. Change the flight time and reprint everyone's tickets  **C. Arbitrarily move passengers to a different flight**  D. Pay people to change flights  85. What does the airline offer?  A. A later non-stop flight with a better airline  **B. A better class of travel or a free flight**  C. A letter of apology in the future  D. A later Bight and a free flight coupon. |
| 86. When is it possible to speak to a librarian?  A. Mondays and Fridays  **B. When the library is open**  C. When you access the library website  D. On very rare occasions  87. Who should press 6?  A. Parents  **B. People with hearing problems**  C. People who want to read business magazines  D. People who can't use the Internet  88. If you want to get information about checking out a video, which number do you select?  A. 1  **B. 2**  C. 3  D. 4 |
| 89. What position is being advertised?  A. Legal assistant  **B. Dental assistant**  C. Foreign coordinator  D. Bank manager  90. What does the man imply when he asks, "Have you seen the criteria for the dental assistant position?"  A. He is looking at some forms.  **B. He is asking if Julia is familiar with the requirements.**  C. He needs some extra work done.  D. He wants to learn more about them.  91. Why does the man want to meet the woman?  **A. To teach him the criteria**  B. To make some changes to his office  C. To sign the contract  D. To change the criteria |
| Table  Description automatically generated  92. Who most likely is the speaker?  A. A content developer  B. A secretary  **C. A store manager**  D. A police officer  93. Why most likely is the speaker calling?  **A. To confirm the size on an order**  B. To request some delivery information  C. To send an extra gift  D. To purchase a new set of cards  94. Look at the graphic. Who can give the listener planning advice?  A. John Trizz  B. Don Trenton  **C. Shubert Mendez**  D. sally Howie |
| A picture containing graphical user interface  Description automatically generated  95. Look at the graphic. What is the name of the guest's new album?  A. Valleys of Fire  B. Step It Up  C. Tunnel Vision  **D. Talk Down**  96. What does the speaker say influences the guest's music?  A. Getting married  B. Moving to America  **C. Moving to London**  D. Meeting Joey Denton  97. What will the guest most likely do next?  A. Move back to his hometown  B. Get engaged to his girlfriénd  C. Release a new album  **D. Get married to his girlfriend** |
| Graphical user interface, text, application  Description automatically generated  98. Look at the graphic. What floor are they on?  A. 3rd  B. 4th  **C. 5th**  D. 6th  99. What is the reason for the celebration?  A. Introducing a new employee  B. Mr. Jang's birthday  **C. The retirement of Mr. Jang**  D. A wedding anniversary  100. Who is Mr. Hopkins?  A. Mr. Jang's nephew  **B. A colleague of Mr. Jang**  C. The owner of the company  D. A waiter |

# Reading More (Tự xem)

As a Hanson-Roves employee, you are entitled to sick absences, during which you will be paid for time off work for health \_\_31\_\_\_. To avoid deductions to your pay, you \_\_32\_\_ to provide a physician-signed note as documentation of your illness. \_\_33\_\_ should include the date you were seen by the doctor, a statement certifying that you are unable to perform the duties of your position, and your expected date of return. Your supervisor will then forward the documentation to Human Resources. Hanson-Roves ensures the privacy of your health information. Employee health records can be accessed only by those with a valid business reason for reviewing them.

31. A. **Reasons** B. Origins C. senses D. contributions

32. A. were required B. required C. **are** **required** D. are requiring

33. A. Those B. They C. I **D**. **It**

34. …

(18 April)-MKZ Foods, Inc., the region's largest exporter of pecans, expects its outgoing shipments to increase significantly over the next few months. This \_\_(1)\_\_ is based on the fact that the region's pecan farmers expanded their land area by 20 percent last year. According to spokesperson Katharina Seiler, MKZ's exports could reach a colossal 50,000 metric tons this year \_\_(2)\_\_

MKZ buys most of the yield from the region's pecan farms and processes it \_\_(3)\_\_ export throughout the world. "The availability of new land for \_\_(4)\_\_ in the region is creating opportunities for growth," said Ms. Seiler. "I believe MKZ is going to have a truly outstanding year."

143. \_\_(0)\_\_

A. **cost** B. delay C. decision D. forecast

144. \_\_(1)\_\_

**A**. **Such** **a** **figure** **is** **unprecedented** **in** **the** **company's** **history**.

B. Moreover, Ms. Seiler holds an advanced degree in economics.

C. Pecans are high in vitamins and minerals.

D. Still, MKZ shares have been profitable in recent years.

145. \_\_(2)\_\_

A. on B. **for** C. in D. by

146. \_\_(3)\_\_

A. **farming** B. farmer C. farmed D. Farm

**Questions 39-42 refer to the following advertisement.**

With Global Strength Gym's *30-day trial period*, you get the opportunity to try out our classes, equipment, and facilities. \_\_\_\_39\_\_\_\_. It's completely risk-free! To sign up, we require your contact information and payment details, but you will only be charged if you are a member for \_\_\_\_40\_\_\_\_ 30 days. If you decide within this time that you no longer want to be a member of Global Strength, \_\_\_\_\_41\_\_\_ visit our Web site at www.gsgym.com. On the Membership page, select to \_\_\_\_42\_\_\_\_ your membership and enter the necessary information.

It's that easy!

1. A. **Throughout the trial, you pay nothing and sign no contract**.
2. Weight-lifting classes are not currently available.
3. A cash deposit is required when you sign up for membership.
4. All questions should be e-mailed to customerservice@gsgym.com.
5. A. not even
6. almost
7. **over**
8. less than
9. A. justly
10. regularly
11. evenly
12. **simply**
13. A. extend
14. renew
15. **cancel**
16. initiate

**Questions 47- 48 refer to the following text-message chain.**

**Louisa Santos 9:30 A.M.**

Kenji, where are you? The job candidates are here.

**Kenji Muro 9:31 A.M.**

Sorry! The bridge is closed. My bus had to take a detour. I should be there in 30 minutes. Please start without me.

**Louisa Santos 9:34 A.M.**

OK. I'm going to interview Elena Crenshaw first.

**Kenji Muro 9:34 A.M.**

Good. She's the one with experience at another T-shirt company.

**Louisa Santos 9:35 A.M.**

Yes. Can you believe our small company has grown so much that we need to hire someone just to process orders?

**Kenji Muro 9:36 A.M.**

I know! OK. I'll see you soon.

1. What does Mr. Muro want Ms. Santos to do?

A. Process some orders

B. Make a hiring decision

C. Reschedule a meeting

**D. Talk to a job candidate**

1. At 9:36 A.M., what does Mr. Muro mean when he writes, "I know"?

**A. He is also surprised by the company's growth.**

B. He thinks salaries should be higher.

C. He has met Ms. Crenshaw before.

D. He is certain his bus will arrive in 30 minutes.  
**------------------------------------------------------------------------------**

**Golden Day Stock Photographs**

Using stock images in your materials can significantly improve your company's ability to communicate-not only with external clients but with employees as well. A well-chosen image can serve many functions, from increasing employee engagement with internal communications, to catching the attention of potential clients, to helping readers of documents better understand complex ideas.

56Golden Day's images come from a unique international network of contributors, so our selection is not only large but also truly diverse. No matter the size of your organization, and no matter where you are located and with whom you do business, you will find the perfect photo to enhance your message.

Our monthly subscription plans range from $49 to $495 based on the quantity and **resolution** of the images you download. Once you download an image, there are no limits on its usage.

Don't miss our special introductory offer: first-time subscribers qualify for consultations with our branding experts for six months at no extra cost! Our experts will help you ensure that all your client-facing materials are cohesive and make your company stand out.

1. What reason to use stock images is NOT mentioned in the advertisement?

A. To encourage employees to read company newsletters

**B. To keep current customers interested in a company's brand**

C. To attract new customers

D. To help clarify written information

1. According to the advertisement, why are Golden Day's images special?

A. They are a larger size than is typically offered.

B. They are created by famous photographers.

C. They are used by multinational companies.

**D. They are sourced from all over the world.**

1. The word "**resolution**" in paragraph 3, line 1, is closest in meaning to

**A. level of detail**

B. statement of agreement

C. subject matter

D. firmness of purpose

1. What is Golden Day offering to new customers?

**A. Free marketing advice**

B. Discounts on subscription plans

C. Limited-time access to additional photo collections

D. Introductions to potential new clients

**Questions 59-62 refer to the following online chat discussion.**

**Peter Harrer [9:30 A.M.]** Hi, everyone. I'll make this brief as I know you're all busy reading the manuscripts for the editorial meeting on Friday. 59

**Cora Grant [9:31 A.M.]** Did we change the time for that?

**Peter Harrer [9:32 A.M.]** It's still at 2:00, right?

**Meili Shu [9:32 A.M.]**  Yes. At first we talked about having it in the morning, but I have an appointment at 10:00.

**Peter Harrer [9:33 A.M.]** OK. I'm glad we got that sorted out. I'd like to share Kwang's idea. Kwang , do you want to explain it?

**Kwang Chun [9:35 A.M.]** Sure. What if we encourage our customers to sign up to receive a newsletter each month by e-mail? We would include information about our special promotions or book giveaway contests. We could even have some of our authors write occasional articles.

**Cora Grant [9:36 A.M.]** Yes, they could give insights into their work or maybe discuss a favorite book.

**Meili Shu [9:37 A.M.]** It's a great idea! This kind of thing is getting more popular in business these days. And people always like a chance to win free books.

**Peter Harrer [9:38 A.M.]** Well, keep in mind we are a small press with a small budget. Would one of you like to get this idea off the ground?

**Kwang Chun [9:39 A.M.]** I suppose I should, since I'm proposing it. Maybe Meili would help?

**Meili Shu [9:40 A.M.]** Of course.

**Peter Harrer [9:41 A.M.]** OK, thanks everyone. See you all on Friday.

1. Who most likely are the participants in the online chat discussion?

A. Staff at a marketing firm

B. Reporters at a local newspaper

C. Presenters at a conference

**D. Colleagues at a publishing company**

1. At 9:33 A.M., what does Mr. Harrer mean when he writes, “we got that sorted out”?

A. The manuscripts have all been assigned.

**B. A meeting time has been agreed upon.**

C. An appointment has been canceled.

D. New work policies have been followed.

1. What project is Mr. Chun taking on?

**A. Developing a newsletter**

B. Revising a budget

C. Reviewing a book

D. Writing an advice column

1. What does Ms. Shu agree to do?

**A. Assist a colleague**

B. Change her schedule

C. Interview an author

D. Take a business trip

**Questions 96-100 refer to the following memo, schedule, and email.**

From: Optieris Office of Parking and Transportation

To: All Optieris staff

Date: December 20

Subject: Upcoming enhancements to our shuttle bus system

In direct response to your helpful feedback, we would like to announce a number of improvements to the shuttle system that connects the Optieris campus with the Morbrook and Nesse train stations. The following changes will go into effect on January 2:

1. A third bus will be added to our fleet to increase service frequency as well as capacity in case one bus is ever down for maintenance. Buses will now run every 15 minutes instead of 30 minutes.
2. A second campus stop will be added. Besides the current stop at the main administration building on the east side of the Optieris campus, there will be a second stop to better accommodate all our staff.
3. A service will be added in the evening. It will depart the Optieris campus 30 minutes later than the current last service of the day.

Thanks again for your input. For the sake of our environment, we are proud to facilitate your use of public transportation by making our shuttle bus service more convenient than ever.

|  |  |  |  |
| --- | --- | --- | --- |
| Shuttle Bú Schedule – Weekday Mornings (Updated January 2) | | | |
| Morbrook Station | Nesse Station | East Campus | West Campus |
| 7:55 | 7:21 | 7:39 | 7:42 |
| 7:30 | 7:36 | 7:54 | 7:57 |
| 7:45 | 7:51 | 8:09 | 8:12 |
| 8:00 | 8:06 | 8:24 | 8:27 |
| 8:15 | 8:21 | 8:39 | 8:42 |
| 8:30 | 8:36 | 8:54 | 8:57 |

Email

From: Sofia Edgren [sofiaedgren@lekmail.com](mailto:sofiaedgren@lekmail.com)

To: Sharani Khamis [s.khamis@optieris.com](mailto:s.khamis@optieris.com)

Subject: Applicant interview at Optieris

Date: January 25 Dear Ms. Khamis,

Thanks for inviting me to an interview with Mr. Rochon next week on the Optieris campus. I am certainly excited to be a finalist for this position in quality control. I also appreciate your sending me the company shuttle bus schedule. I will take a train arriving at Nesse Station at 7:55 AM and then your shuttle bus upon arrival, which should get me to your West Campus at a reasonable time.

Sincerely, Sofia Edgren

1. What reason is given for updating the shuttle bus system?
2. **Optieris employees provided feedback.**
3. The current bus fleet is getting old.
4. More staff are coming to work by train.
5. Optieris has built new facilities on its campus.
6. What will be one change to the bus system from January 2?
7. Buses will create less air pollution.
8. **Buses will be more frequent.**
9. Each bus will follow a different route.
10. The first morning bus will run earlier.
11. What bus stop will be added to the route?
12. Morbrook Station
13. Nesse Station
14. East Campus
15. **West Campus**
16. Why will Ms. Edgren visit the Optieris campus?
17. To finalize a contract between her company and Optieris
18. To run a quality-control check
19. To attend a training session
20. **To pursue an employment opportunity**
21. What time does Ms. Edgren expect to get off her bus at Optieris?
22. At 7:57 AM
23. At 8:12 AM
24. **At 8:27 AM**
25. At 8:42 AM