

TEST 01

Question 101

Most of the presentations overran, but Ms Wismer finished _____ early.

Aher

Bhers

Cherself

Dshe

Question 102

In order to be _____ onto the Executive MBA program, candidates must have at least two years' work experience at an executive level.

Aadmission

Badmit

Cadmitting

Dadmitted

Question 103

Our customers value our customer service more _____ than that offered by our competitors.

Ahighly

Bhigher

Chigh

Dhighest

Question 104

Ms Jones has been Assistant Manager in the Research and Development Department _____ 2010.

Asince

Bfrom

Ceven

Donly

Question 105

We plan to focus on emerging markets, which have a _____ need for water.

Aresultant

Bplanned

Cperiodic

Dgrowing

Question 106

The company's standard employment agreements require employees to give three months' _____ if they wish to terminate the agreement.

Areference

Bquality

Cnotice

Drecruitment

Question 107

The consultant found that interdepartmental communication within the company was _____ poor.

Aexcept

Bexception

Cexceptional

Dexceptionally

Question 108

I am interested _____ in the salary, but also in the job itself.

Aboth

Bas well as

Ceither

Dnot only

Question 109

We hold _____ meetings to insure that all aspects of the project are properly coordinated.

Afrequent

Bfrequency

Cfrequented

Dfrequently

Question 110

We are not able to give _____ on discounted items purchased during sale periods.

Aprofits

Bfigures

Crefunds

Dsavings

Question 111

Your application _____ the Marketing Department has been received and will be dealt with shortly.

Aof

Bto

Cat

Dby

Question 112

As no pool cars were available, the sales team _____ the express train to the conference.

Adrove

Btook

Cwent

Dspent

Question 113

The discounted gym membership _____ for company staff includes unlimited entry and complimentary towels on each visit.

Acondition

Brequirement

Cfee

Dallowance

Question 114

We have succeeded in increasing _____ in our factories by 8% in order to meet rising demand for our products.

Aproduce

Boutput

Csales

Dpackaging

Question 115

Ms Jacobs and Mr Vallon celebrated _____ promotions by buying dinner for the whole team.

Athey

Bthem

Ctheir

Dtheirs

Question 116

Morale _____ employees is particularly high at the moment due to the company's outstanding successes last year and the accompanying staff bonuses.

Abetween

Bbeside

Cbeneath

Damong

Question 117

Please arrive on time so that we can begin the meeting _____ at 10:00 A.M.

Asoon

Bpromptly

Cpresently

Dsometime

Question 118

I'd like to _____ the main conference room, but the on-line room booking function isn't working.

Areserve

Breserved

Creserving

Dreservation

Question 119

_____ sales are currently below our expectations, we are confident that the situation will improve in the next quarter.

AAlthough

BHowever

CDespite

DWhether

Question 120

At the beginning of the meeting, Ms Torres gave an _____ on progress with the restructuring plans.

Aupdating

Bupdate

Cupdated

Dupdates

Question 121

Our research suggests that our competitors are seen as charging more _____ prices than we do.

Aconsumable

Breasonable

Cvaluable

Dpaying

Question 122

Access to the Customer Relationship Management System _____ made available to all employees when they begin working at the company.

Ais

Bhad

Cwas

Dhas been

Question 123

I'd like to _____ that we clarify the roles and responsibilities of those working in this department.

Arecommendation

Brecommended

Crecommending

Drecommend

Question 124

After the first round of interviews for the graduate scheme, 100 candidates were _____ from the recruitment process.

Aeliminated

Bdisappointed

Cfired

Dorganized

Question 125

The marketing plan for the following year was received _____ by the directors.

Aenthusiastic

Benthusiasm

Centhusiast

Denthusiastically

Question 126

Our proposals met _____ the client's full agreement.

Abefore

Bby

Cwith

Dto

Question 127

We have improved our _____ to customer complaints, as reflected in our better ranking in recent customer satisfaction surveys.

Arespond

Bresponding

Cresponsive

Dresponsiveness

Question 128

The way in which the editor _____ negotiations with freelance workers led to many freelancers no longer wishing to work with the company.

Ato conduct

Bconducted

Cconductor

Dconducting

Question 129

One of our most _____ achievements last year was the launch of the new sports coupe.

Acelebrate

Bcelebrates

Ccelebrated

Dcelebration

Question 130

Use of private transportation for company business must be _____ in advance with your manager.

Acollected

Baligned

Ccontrolled

Darranged

Question 131

Some employees believe that their projects do not need to be assessed, _____ we should always evaluate and question project outcomes.

Abut

Bwhich

Cneither

Dor

Question 132

Globecom has _____ increased its stake in Star Telecom above 45% by purchasing H-Mobile, a Star Telecom shareholder.

Arandomly

Bindirectly

Ccosmetically

Dcentrally

Question 133

Anyone parking their vehicle in the company parking lot must _____ a valid parking permit in the window of the vehicle.

Aprint

Bmanufacture

Cdisplay

Dstate

Question 134

Sales to China have risen 12%, showing the _____ effects of targeting marketing spend on the Chinese market last year.

Aaccessible

Bbeneficial

Cmanageable

Dreluctant

Question 135

We offer ----- outsourcing solutions to streamline companies' operations.

Ainnovate

Binnovative

Cinnovation

Dinnovating

Question 136

Please register at the front desk _____ arrival at the conference hall.

Ato

Bon

Cas

Dfrom

Question 137

The Chief Executive Officer has every _____ of attending next week's Annual General Meeting in New York.

Aintend

Bintending

Cintention

Dintentional

Question 138

New strategic investment funds have been growing in popularity as investors _____ new sources of income.

Aseek

Bpay

Cprofit

Durge

Question 139

Faulty items can only be repaired, not replaced, unless returned to retail outlets _____ 30 days of purchase.

Awhen

Bwithin

Cuntil

Dsince

Question 140

The Marketing Department believes that the new product is extremely _____ and should achieve our sales expectations.

Amarket

Bmarketing

Cmarketable

Dmarketed

Part 6

Questions 141–143 refer to the following notice.

Hancock Inc.

Hancock Towers

CBD Belapur

Navi Mumbai

August 18

Dear Ms Timms,

It is my pleasure to inform you that we would like to offer you the position of Project Manager at Hancock Inc. Could you please give me a call anytime.....

- A. However
- B. Consequently
- C. During
- D. therefore

business hours to confirm that you would like to accept the position. As discussed at interview, as a new employee you will receive a

- A. Temporary
- B. Change
- C. Go
- D. went

contract for the first six months of your employment with us. After this time, a decision will be made, based on your performance over the six-month period, as to whether

- A. employ
- B. change
- C. substitute

you as a permanent member of staff.

I look forward to hearing from you in due course.

Kind regards,

Questions 144–146 refer to the following article.

Growing Your Business Through Sales

By Ralph O'Hanlon

Your start-up company is in its early days, and your client base still mainly consists of your own personal contacts. Now, you want to grow the company by hiring your first salesperson. You may think that the salesperson you hire will adequately create and manage a sales plan for your business. However, you could not be more

- A. wrong
- B. go
- C. sale

as the skills necessary for being a great salesperson differ considerably from those needed to be an effective sales manager. The fact of the matter is that a great sales record does not make for a great manager, and that not everyone is management

- A. materialization
- B. merterial
- C. being material

As a small business owner, it is your responsibility to plan your sales strategy before you hire your first salespeople. If you do this, you will know precisely what.....

- A. type
- B. think
- C. grow

of salespeople you need to help you realize your strategy, and the salespeople will know what is expected of them. Just as you plan every other aspect of your business, so too must you plan your sales strategy if you want your company to fulfill its potential.

Questions 147–149 refer to the following letter..

Veronica Boroshvili

9 Hexton Avenue

Detroit, MI 48220

September 9

Dear Ms Boroshvili,

Thank your for your telephone call of September 5 reporting an item on your credit card statement that had been charged twice. We contacted the merchant in question and this error has been rectified.

- A. Now
- B. Then
- C. behind

The amount overcharged last month will now be credited to your account and willon your statement next month.

- A. Appear
- B. Go
- C. contacted

We would like to take this opportunity to apologize for the inconvenience that this error has caused you. Unfortunately, the problem was our control, and resulted from an error on

- A. beyond
- B. go
- C. made

the part of the merchant from whom you made the purchase. Please do not hesitate to contact us again in the future in the event of any further problems with your credit card billing.

Yours sincerely,

Questions 150–152 refer to the following e-mail.

From: Caroline Butcher <cbutcher@gcentral.gov>

To: All staff <mailer@gcentral.gov>

Subject: Computer maintenance

Date: January 18

Dear all,

The IT Departmentnew operating systems on all computers from 5:00 P.M. on

- A. expect
- B. complete
- C. install

Friday, March 12. We expect to complete the installation process on all terminals by midday on Sunday, March 14.

In order to assist us with this, we ask all staff to turn off their terminals by 4:45 P.M. on Friday, March 12. Company laptops may still be used after this time, but we ask that these also are switched off you leave for the weekend on March 12.

Laptops must be

- A. then
- B. so far
- C. before

left in the office that weekend so that they too can be upgraded by IT staff.

The installation of the new operating system is not.....

- A. cause
- B. save
- C. expected

to cause loss of or damage to existing files, but nevertheless we recommend that you back up all your files beforehand. In any case, all files should ordinarily be saved on the central server, and not on individual computer drive

PART 7

Questions 153–154 refer to the following e-mail.

To: William Ho

From: Rebecca Church

Subject: Genoa Optical Convention

Date: April 8

Dear Will,

I am now attaching my presentation for the Genoa Optical Convention next month. As discussed, I'd be grateful if you could take a look at it and let me know your thoughts. In particular, I wonder if you could help me make it more concise, as I am worried that it is currently a little long. Any advice would be hugely appreciated. Also, please can you double check that the company logo on page 1 is in the correct format – as you know, I am not good with design!

If you don't mind, could we meet tomorrow or the day after to discuss? I'd like to hear your feedback in person. Afternoons anytime after two are good for me, so please let me know when would suit you best.

Best,

Becca

Question 153

What is the purpose of the e-mail?

A To request a design change

B To organize a conference

C To express appreciation

D To ask for help with a presentation

Question 154

What does Rebecca request that William do?

A Write a presentation for her

B Review a proposal

C Meet with her one afternoon

D Draw up a conference schedule

Questions 155–156 refer to the following letter.

Rencor Pharma

November 14

Hilary Davidson

Purchasing Manager

Butler Henderson

769 Naples Avenue

Harrisburg, VA 46780

Dear Ms Davidson,

We are writing to let you know that as of December 15, we will be relocating our headquarters to Dudley Business Park, Ventura Boulevard, Boston, MA. This is the address you should use for all written correspondence with customer services from December 15. Customer service telephone numbers will remain the same. Our Product Development Team will remain at our current address on Broadmoor Drive.

I am also taking this opportunity to send you our new product brochure, which you may find interesting.

Thank you for your valued custom. We hope to continue providing you with excellent service from our new premises.

Kind regards,

Miles Burke

Customer Relations Manager

Rencor Pharma

Enc.

Question 155

What is the purpose of the letter?

A To publicize new products

B To schedule a business meeting

C To respond to a customer

D To communicate a change of address

Question 156

What is enclosed with the letter?

A A business proposal

B An invoice for purchased products

C A list of addresses

D Information about merchandise

Questions 157–159 refer to the following e-mail.

From: Sharon Dewey <SDewey@socorp.com>

To: All staff <staff@socorp.com>

Date: May 3

Subject: Leave policy

The revised leave policy will come into effect as of May 4.

To summarize the updated policy, which was e-mailed to you all on April 15, all staff will now have to request leave no less than two calendar weeks before the date upon which the proposed leave commences. Requests must be submitted via the company intranet by clicking on 'Absence Management', and then 'Submit Leave Request'. Once entered into the system, request forms will be forwarded automatically to your line manager and department manager (where these differ).

We trust that these arrangements are clear. If not, feel free to get in touch with your Human Resources contact.

Question 157

Why was the e-mail written?

A To explain an office move

B To ask about new computer software

C To give feedback on customer service

D To sum up a new policy

Question 158

When will the change take effect?

A Today

B Tomorrow

C In one week

D In two weeks

Question 159

What must staff do to submit a request?

A Speak with their managers

B Contact staff in Human Resources

C Complete an on-line form

D Make their own arrangements

Questions 160–161 refer to the following newspaper article.

Bell Music Announces Digital Strategy

Bell Music, whose Downtown label boasts some of the best up-and-coming artists in popular music, announced Friday its intention to invest in digital sales over the coming quarter. Bell, which reported a significant decrease in profits for the third consecutive quarter last month, has seen its revenues squeezed by illegal MP3 downloads and competitors' more innovative offerings in digital sales. Following its rivals, Bell will now seek to create value-added digital content, for example offering exclusive video and multimedia content to customers purchasing albums and singles digitally. In this way, the company hopes to increase sales, and thereby retain its stable of exciting new artists. The company's biggest star, Suzanne Bialetti, won a record four awards at last month's Music Association Awards, and has had three number one hits this year. However, she is also estimated to be the most illegally-downloaded artist, something that Bell hopes to address with its new strategy.

Question 160

How does Bell Music plan to increase sales?

A By moving into new countries

B By selling electronically

CBy signing the best artists

DBy releasing more albums

Question 161

What is stated about Suzanne Bialetti?

AShe is the firm's best known artist.

BShe is the best-selling musician this year.

CShe presented awards at a ceremony.

DShe downloaded some MP3s.

Questions 162–165 refer to the following schedule.

National Association of Aeronautical Engineers (NAAE)

Jobs Fair

Aristotle Conference Center Pitman Science Park Oxford OX19 5EU

Schedule

8:30 A.M. – 10:00 A.M.: Registration Attendees register for the event, and receive conference packs. Venue: conference center front desk

10:00 A.M. – 10:30 A.M.: Opening Address Joseph Hillier, President of the NAAE, will give the opening address on emerging trends in aeronautical engineering. Venue: Rose Room

10:30 A.M. – 11:00 A.M.: Break Complimentary coffee and tea will be served. Attendees will have the chance to chat informally with recruiters and company representatives. Venue: Exhibition Hall

11:00 A.M. – 5:00 P.M.: Companies Exhibition Attendees can talk with representatives of various companies about job openings. Job seekers are advised to bring copies of their resume to distribute to employers of interest. Some companies will be holding official interviews on the day of the fair. Venue: Exhibition Hall.

5:00 P.M. – 6:00 P.M.: Special Interest Lecture 'Modeling and Performance Verification Tools in Aeronautics' by Dr Paula Fields. Venue: Rose Room

11:00 A.M. – 6:00 P.M.: Careers Guidance Professional careers counselors will be on hand throughout the event to give attendees advice on their resumes and job hunting tips. Venue: Joseph Room

Question 162

For whom is this event mostly likely intended?

AScience teachers

BEngineering specialists

CCareers advisors

DEvent organizers

Question 163

What will the President of the Association discuss?

ANew developments in the field

BThe opening of a new facility

CThe growth of overseas markets

DTips for gardening

Question 164

What will happen during the break?

AAn opening address will be prepared.

BInterviews will be arranged.

CFree refreshments will be provided.

DTalks will be given by employers.

Question 165

What will be available in the Joseph Room?

ARelationship counseling

BJob interviews

CDemonstrations of new products

DTalks will be given by employers.

Questions 166–168 refer to the following letter.

Fly Travel

Fly Travel

165, Rue de l'Université

Quimper, France

Tel: 02 98 90 88 12

Fax: 02 98 56 11 98

Ms Valerie Myers

Av. du Braden

Quimper, France

September 28

Dear Ms Myers,

Thank you for using Fly Travel's English language service. Your reservation has been processed successfully, and I can now confirm your booking and itinerary. Unfortunately, there are no direct flights to your destination, so you will need to transfer in Paris. Please check your itinerary below and let us know if anything is incorrect. Changes can be made until October 10.

Outbound

Departure date: October 26

From: Quimper Cornouaille Airport

To: Marseille International

Departure time: 08:05 A.M.

Arrival at destination: 14:35 P.M.

Inbound

Departure date: November 3

From: Marseille International

To: Quimper Cornouaille Airport

Departure time: 21:15 P.M.

Arrival at destination: 02:25 A.M. (November 4)

You will receive your tickets for these flights within the next five working days. Should you need to contact us about anything, please call us at 02 98 90 88 12, e-mail fly-quimper@flytravel.fr, or drop into any of our branches.

Best wishes for an enjoyable journey,

Fanny Leroy

Manager

Fly travel, Quimper

Question 166

What is the purpose of the letter?

A To confirm travel plans

B To expedite payment for a flight

C To announce a change of destination

D To book a vacation package

Question 167

What is indicated about Ms Meyers?

A She speaks French.

B She wanted to take a direct flight.

C She is unavailable.

D She will visit acquaintances in Paris.

Question 168

When will Ms Myers get back to Quimper?

A October 10

B October 26

C November 3

D November 4

Questions 169–171 refer to the following flyer.

iClean Office Cleaning Solutions Coming to Cincinnati!

iClean Office Cleaning Solutions will be beginning its operations in Cincinnati, OH, in July. Already well established on the East Coast, iClean is business's favorite partner when it comes to office cleaning. Why? Because we give free quotes, use only the most conscientious and reliable employees, and include no hidden extras in our charges – we have just two, clearly defined packages which cater for all your office cleaning needs:

Our Basic Cleaning Package offers:

- * daily disposal of garbage from trash cans
- * daily floor mopping/vacuuming
- * twice-daily restroom cleaning
- * weekly desk dusting

Our Select Cleaning Package offers all of the above, plus:

- * monthly window cleaning
- * monthly deep clean of office
- * bimonthly carpet shampooing / floor waxing

What's more, companies with multiple sites can get up to 25% off our standard prices.

Please get in touch for a quote.

To celebrate our expansion into Cincinnati, we are offering new clients in the area a special 15% discount on our Basic Cleaning Package, and 10% off our Select Cleaning Package, for a limited time only.

To take advantage of these fantastic deals, and to experience our wonderful cleaning and customer service, get in touch now.

Telephone: 555-8711-9119

E-mail: customercare@iclean-cincinnati.com

Question 169

What is the purpose of the flyer?

A To inform clients of a price change

B To highlight the need for cleanliness

C To publicize a Web site

D To promote a business

Question 170

What service is NOT included in the Basic Cleaning Package?

A Garbage removal

B Bathroom cleaning

C Floor shining

D Desk wiping

Question 171

Who can receive the largest discount?

A Firms with more than one office

B Companies choosing the basic package

C New businesses in the area

D Existing clients

Questions 172–175 refer to the following notice.

Seal Automotive

Date: June 9

Subject: Charity fundraiser

Seal Automotive will be holding its annual charity event on July 2, to which all employees are cordially invited. This year's nominated charity, chosen by staff, is the Children's Community Orchestra. As usual, the event will take place in the Miller Center, where a buffet lunch will be available. Entertainment will be provided by local comedian Bobby Miller and the Mill Street Jazz Band.

Group Chairman Howard Price will be in attendance, and will give an address at the end of the event. Howard has been the architect of the company's engagement with the local community, and would like to take the opportunity to thank staff members for their commitment over the years.

Tickets for the event are priced at \$40 and will be sold on a first come, first served basis from June 12. Various colleagues will be selling tickets. Please check staff notice boards for details of your nearest ticket seller. 173) Needless to say, all proceeds from ticket sales will go to the Children's Community Orchestra. To thank us for our support, the Orchestra will be coming to our site on the lunchtime of August 19 to give a special performance in the staff canteen.

Question 172

For whom is the notice intended?

AStaff members

BVolunteers

COrchestra musicians

DFood suppliers

Question 173

Why is the event being held?

ATo support a community group

BTo recruit new employees

CTo attract volunteers

DTo motivate staff

Question 174

From what date are tickets available?

AJune 9

BJune 12

CJuly 2

DAugust 19

Question 175

What is NOT true about Howard Price?

AHe is a company employee.

BHe has led the company's work with the community.

CHe is grateful to other staff members.

DHe is in charge of the event.

Questions 176–180 refer to the following information.

Baverstock Shipping Co. FAQs

How can I find my local Baverstock Shipping representative?

Baverstock Shipping has an extensive network of local branches throughout Asia, Europe, the Middle East, and North America. We also have more than 400 branches in South America operated by our partner, Baverstock Transportes. You can find your nearest store using our on-line store finder at www.baverstockshipping.com/storefinder. Alternatively, you may call our international customer information hotline at 1-800-555-3434. At all our stores, you will find friendly and knowledgeable staff, as well as a range of items for all your shipping needs, such as packaging solutions, wrapping, and labels.

Does Baverstock Shipping offer package collection?

Yes, Baverstock Shipping will pick up packages from business or residential addresses in most locations. To check your location, please visit our on-line address checker at www.baverstockshipping.com/addresscheck. The address checker can also tell you the operating hours of your local pick-up service. Same day collections are available at most city locations, except in South America, and 24-hour pick up is available from most branches in Asia.

How can I track my shipment?

Baverstock Shipping has an industry-leading shipment tracking system which allows you to monitor your shipment at every stage of the process. To track your shipment, simply log onto our Web site at www.baverstockshipping.com and click on 'Track'. Then, enter the unique shipment number that you received when your order was processed. We also have a mobile application that allows you to track your shipment while you are on the move. The application is available for most popular platforms and can be downloaded from app stores in the usual way, free of charge.

What happens if my package is lost?

Baverstock Shipping very rarely loses a package. However, there are times when, due to circumstances beyond our control, a shipment goes astray. If you believe for any reason that your shipment has gone missing, please contact our Customer Service Department immediately at 1-800-555-3929. You can rest assured that our operators will do everything possible to locate your package. In the event that the item has been lost, you will benefit from Baverstock Shipping's free insurance on all shipped items.

Question 176

For whom is the information most likely intended?

A Customers

B New recruits

C Store managers

D Delivery staff

Question 177

What is mentioned about branches in South America?

A They are run by an associate company.

B They are newly opened.

C They have a same day collection service.

D They offer 24-hour pick up.

Question 178

The word unique in paragraph 3 is closest in meaning to

A unusual

B individual

C electronic

D exceptional

Question 179

How can shipments be monitored?

A By visiting a Web site

B By purchasing an application

C By visiting a store

D By making a telephone call

Question 180

What should be done first if a package is lost?

A The Web site should be checked.

B A telephone call should be made.

C An e-mail should be sent.

DInsurance should be paid.

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

Glenbridge Property News

Phase 1 Of Lansdown Court Development Now Complete

Dawson Developments announced in May that the first phase of the landmark Lansdown Court development off Picklechurch Street was complete. The completion of Phase 1 is a significant achievement for the house builder, who faced various problems with planning regulations in securing permission for the build. The development, whose total projected cost is \$50 million, will feature more than 200 dwellings, including 60 affordable homes – 10 more than originally planned. Phase 1 comprises 25 homes, all of which have already been sold.

‘Dawson has worked with our contractors and with the local authorities and community to bring Phase 1 of the build in on time,’ Dawson Public Relations Manager Rachel Watson told Glenbridge Property News. ‘While local figures at first raised objections to the development, we are confident that our inclusion of affordable homes in the project will serve to allay their fears, and insure that local people are able to buy property in the area, thanks to Lansdown Court and Dawson Developments.’

Watson announced that the company will be holding a street party in the development on July 10 to welcome new owners and residents, and to thank builders and other contractors for their efforts.

The choice of the Picklechurch Street area for the development surprised many when it was first announced. However, the recent announcement of plans for a high-speed railway with a station on Picklechurch Street, as well as the construction of Highway 145, has attracted the attention of many in the property business. Three other developers are rumored to be considering making bids to redevelop other sites in the vicinity.

To: Jason Evans <jp.evans@DWdev.co.uk>

From: Penny Moir <penny.m@theevents.biz>

Date: June 19

Subject: Lansdown Court street party event

Dear Jason,

I’m writing to give you the regular weekly update on preparations for the street party event at your company’s Lansdown Court development.

We have now ordered all catering, for which you will be invoiced directly in advance of the event. Costs are well within our agreed budget. I would like to bring to your attention a matter that was raised during our event planning meeting here this morning. This relates to the weather. As you know, the current plan, as advised by your company, is to hold the event outdoors in the central courtyard area. However, we think it would be wise to make a contingency plan in case of inclement weather on the day. Perhaps a large tent would be a good idea, and we would be able to hire one within the stipulated budget. Please give me a call to advise.

On another note, we have succeeded in generating some media attention for the event.

Local radio have told us they intend to broadcast a piece live from the event, and we have been told that journalists from both local newspapers will attend. Please could you put me in touch with your Public Relations Manager so that we can make preparations for this?

Best wishes,

Penny Moir

PQR Events Management

Question 181

What is the main subject of the article?

AA law trial

BLocal transportation

CPlanning regulations

DA housing development

Question 182

What is the purpose of the letter?

AThe area has become a popular place for construction.

BCosts are higher than predicted.

CLocal residents are against the building of the train station.

DA welcome party for future residents has been canceled.

Question 183

Who most likely is Jason Evans?

AA resident of Lansdown Court

BA local radio host

CA relative of Penny Moir

DA colleague of Rachel Watson

Question 184

What is recommended in the e-mail?

AChecking a weather forecast

BReducing a budget

CMaking alternative arrangements

DOrdering less food

Question 185

What will Jason Evans probably do?

AIntroduce Penny Moir to Rachel Watson

BCall another catering firm

CAttend a meeting with Penny Moir

DContact local media outlets

Questions 186–190 refer to the following advertisement and e-mail.

K Foods

K Foods is the largest importer and distributor of Korean, Japanese, and Chinese food products in the Mid West. Our company was founded over 20 years ago, and has since become the market leader, supplying fresh meats, vegetables, and processed products to stores and restaurants throughout the region. We have a delivery fleet of more than 200 refrigerated vehicles, and a central warehouse with a storage capacity of 155,000 square feet.

As we seek to expand our network of contented customers, we are currently offering reduced delivery charges of up to 10% for new customers purchasing a minimum of \$20,000 dollars of produce per month*.

For more information about purchasing from us, and for a product price list, please contact our customer account staff at customers@k-food-suppliers.com.

*terms and conditions apply

To: customers@k-food-suppliers.com

From: Betty Jeong <betty@littleseoul.com>

Subject: Korean food supplies

Date: December 9

Dear Sir/Madam,

I am in the process of opening a restaurant in Columbus, Ohio. As we will be specializing in Korean cuisine, we are looking for suppliers of Korean ingredients, primarily vegetables, meats, and alcoholic beverages. We expect to purchase somewhere within the region of \$5000–\$10,000 of supplies per month. We are also aiming to expand our business by opening a number of other restaurants in surrounding areas over the coming years. We have been given an estimate by Arirang Wholesale, but we are unhappy with that company's delivery charges. They were unable to offer us a discount, even though we are a business with strong future growth potential. I'd be grateful if you could give me a call to discuss our requirements and to give me an estimate.

I look forward to hearing from you.

Regards,

Betty Jeong

Question 186

What is NOT indicated about K Foods?

AIt owns a number of restaurants.

BIt delivers throughout the Mid West.

CIt supplies chilled products.

DIt gives discounts to new customers.

Question 187

Why does Ms Jeong write to K Foods?

ATo explore the possibility of doing business with K Foods

BTo give feedback about a supplier

CTo alter a food order

DTo apply for a position at K Foods

Question 188

What is indicated about Ms Jeong?

AShe has experience in the restaurant trade.

BShe is unhappy with her business partner.

CShe will try to grow her business.

DShe owns a food store.

Question 189

What can be inferred about Arirang Wholesale?

AIt is more successful than K Foods.

BIt charges extra for shipping.

CIt has a larger delivery network than K Foods.

DIIt was dissatisfied with Ms Jeong.

Question 190

What most likely will Ms Jeong receive from K Foods?

AA job offer

BA 10% reduction on delivery charges

CA price list

DProduct samples

Questions 191–195 refer to the following form and e-mail.

Please send me six monthly issues of Electronics Monthly, at the special introductory rate of \$1 per issue. Thereafter, please send me six further issues at the regular price of \$9.99.

Customer Details

Name: Gerald Linthe

Address: 45 Nelson Street, Toronto, Canada

E-mail: glinthe@plusmail.com

Payment Information

Credit card

Visa

Name on card

Mr Gerald Linthe

Card number

4567 1991 7652 1999

CVS

948

Two complimentary items courtesy of Electronics Monthly:

	Item Code	Quantity
Halogen lamp	FG13P	1
Electric coffee maker	FG23P	
Universal cell phone charger	FG27P	1

Comments

Although I realize I can only have two free items from the list above, could I possibly purchase item FG23P and so receive this as well as the two other items I have selected?

To: Gerald Linthe <glinthe@plusmail.com>

From: Patricia McCarthy <p.mccarthy@elecsmonthly.org>

Subject: Electronics Monthly subscription

Dear Mr Linthe,

Thank you very much for subscribing to Electronics Monthly. You will be receiving your first discounted issue shortly.

I regret to inform you that one of the free items that you chose, FG19P, is not in stock at the moment. We will dispatch the item to you as soon as it is available. I am afraid that at present I am unable to inform you when this will be. The other free item that you selected, FG27P, is available and will be sent to you along with your first issue of the magazine.

In response to your query regarding the possibility of purchasing an additional item, I am afraid that we are not able to sell any of the products on our free items list. I apologize for any disappointment that this may cause. I have no doubt that you would be able to source the item from a vendor who does sell such products.

Thank you again for your subscription.

Yours sincerely,

Patricia McCarthy
Subscriptions Dept
Monthly Magazines

Question 191

Why did Mr Linthe complete the form

A To purchase two items

B To request a credit card refund

C To place a regular order

D To unsubscribe from a magazine

Question 192

What is the total cost of Mr Linthe's subscription?

A \$6

B \$9.99

C \$65.94

D) \$119.88

Question 193

What does Mr Linthe indicate on the form?

A He ordered the wrong product by mistake.

B He moved to a new address.

C He was overcharged for an order.

D He wants to buy an item.

Question 194

Which item in the e-mail is not available at present?

A Halogen lamp

B Smartphone speaker dock

C Electric coffee maker

D Universal cell phone charger

Question 195

What does Ms McCarthy suggest that Mr Linthe do?

A Choose a different item

B Await a full refund

C Find an alternative supplier

D Resubscribe to the magazine

Questions 196–200 refer to the following e-mails.

To: Jessica Montgomery <jmontgomery@polsoc.org>

From: James Farley <jfarley@gainsboroughpub.com >

Date: April 7

Subject: Political Science Conference

Dear Prof. Montgomery,

I am Commissioning Editor for Health and Social Sciences at Gainsborough Books in New Hampshire. I am currently seeking authors for a series of new titles in the fields of economics and political science. I am therefore very interested in attending your conference in London on June 8.

I note from your tentative schedule that many of the speakers whose talks I wish to attend are presenting on the Friday. Due to other work commitments, I am unfortunately not able to attend the conference until the Saturday. I will be traveling back from a work trip to Tokyo on the Friday. A co-worker of mine told me that, when faced with a similar situation in the past, she was able to view the conference presentations on-line. I wonder if you have similar plans this year to put the presentations on your Web site. I'd be grateful if you could let me know. I am most interested in viewing the following talks:

Prof. John Atkins: European economic development – leaders and laggards

Dr Kevin Wright: The new political economy of international relations

Prof. Rosa Dominguez: Social welfare in the post-crisis world

Prof. Duncan Swann: Regional development theory – a reflection

Thank you very much for any advice on this.

Kind regards,

James Farley

Commissioning Editor

Gainsborough Publishing

To: James Farley <jfarley@gainsboroughpub.com >

From: Jessica Montgomery <jmontgomery@polsoc.org>

Date: April 10

Re: RE: Political Science Conference

Dear Mr Farley,

Thank you very much for your e-mail, and for your interest in our conference. You'll be pleased to know that we do indeed intend to make many of our presentations available for on-demand viewing. We will also be streaming all presentations live at our Web site during the event. To access the live stream and the videos after the event, please follow these steps:

1. Go to our Web site, www.polsoc.org 2. Click either on 'Live Stream' (accessible during the conference), or 'Recording Lectures' (available 48 hours after the conference ends). 3. When prompted, enter your membership ID number. Note that only members are able to access video content.

Due to rights issues, we are not able to offer on-demand video of all the lectures. I'm afraid that the third of the lectures that you are interested in will not be available on-demand. It will, however, be streamed live on the Friday of the conference.

Please contact me if you have any further queries, either by e-mail or by calling us at our Paris office.

Kind regards,

Prof. Jessica Montgomery

Political Science Society

Question 196

In which field does Mr Farley most likely work?

AAcademia

BPublishing

CBusiness consultancy

DEvent management

Question 197

Where will the conference be held?

A In Tokyo

B In London

C In New Hampshire

D In Paris

Question 198

W In the first e-mail, the word tentative in paragraph 2 is closest in meaning to

A shy

B draft

C revised

D published

Question 199

What is necessary for Mr Farley to be able to watch the presentations?

A He needs to register for a password.

B He should call the association's office.

C He has to be a member of the association.

D He must attend the conference.

Question 200

Which presentation will Mr Farley probably be unable to watch?

A European economic development – leaders and laggards

B Social welfare in the post-crisis world

C The new political economy of international relations

D None

TEST 02

Question 1

All residents are invited ____ the local council meeting next Friday night.

Aattend

Battending

Cto attend

Dwill attend

Question 2

If you don't pay your credit card bill ____ the due date, you will incur a late fee.

Aat

Bby

Cfor

Din

Question 3

All apartments in the new building ____ three bedrooms and two bathrooms.

Ahad

Bhas

Cdo have

Dhave

Question 4

The community held a fundraiser to build a ____ playground in the park.

Achildren

Bchild's

Cchildren's

Dchildrens'

Question 5

Mr. Takada travels from Tokyo ____ New York once a month.

Ato

Band

Cfor

Dbetween

Question 6

The program ____ a symphony by an unknown composer.

Ainvolved

Bplayed

Cperformed

Dincluded

Question 7

Purchases above \$50 are ____ for free shipping.

Aable

Beligible

Cavailable

Dlegible

Question 8

The photocopy machine ____ working today.

Adon't

Bnot

Cisn't

Daren't

Question 9

All employees are encouraged to ____ in the company's retirement plan.

Acontribute

Bdistribute

Cconsider

Dparticipate

Question 10

The audience was asked not to talk ____ the movie.

Aduring

Bafter

Cbefore

Din

Question 11

____ the president nor the vice president is able to attend the sales meeting tomorrow.

ANot

BEither

CNeither

DBoth

Question 12

The airline requires international passengers to check in at least one hour ____ to departure.

Aearly

Bbefore

Cprior

Dahead

Question 13

Press 0 if you wish to speak ____ a customer service representative.

Afor

Bat

Cabout

Dto

Question 14

Gina's boss is ____ on vacation next week.

Agone

Bgoing

Cwent

Dto go

Question 15

The sign said: "Please turn off the light when you ____ the room."

Aleave

Bleft

Cleaves

Dleaving

Question 16

The museum is open from 9 a.m. ____ 5 p.m. every day except Monday.

Aand

Bto

Cby

Dat

Question 17

Marcus was twenty ____ late for his appointment.

Aminute

Bminute's

Cminutes'

Dminutes

Question 18

Sarah was disappointed that she didn't get the job ____ she really wanted it.

Aalthough

Bbecause

Cdespite

Dhowever

Question 19

It isn't ____ to interrupt people when they're speaking.

Apolite

Bimportant

Crude

Dfriendly

Question 20

Peter graduated from Stanford University ____ June 2012.

Aat

Bin

Cby

Don

Question 21

The flight was canceled ____ bad weather.

Aas a result

Bin spite of

Cbecause of

Din case of

Question 22

The company ____ a special orientation program for its new employees.

Aset about

Bset in

Cset out

Dset up

Question 23

Robert hopes to get a pay ____ next year when he finishes his degree.

Acheck

Braise

Cpromotion

Dmoney

Question 24

If Mike were nicer to his staff, they ____ work harder at their jobs.

Awould

Bshould

Ccould

Dcan

Question 25

Please leave your name and phone number ____ the tone and I'll return your call.

Aon

Bafter

Cbefore

Dduring

Question 26

If Jack's symptoms worsen, he should get medical ____.

Aattention

Bconsideration

Cfacility

Dprofessional

Question 27

There are still tickets ____ for Saturday night's concert.

Aaffordable

Ballowable

Cavailable

Denjoyable

Question 28

Applications will no longer be ____ after the Friday deadline.

Aaccepted

Bexpected

Cexcepted

Dinspected

Question 29

Too many cars are making the roads ____.

Aconflicted

Bcongested

Ccommuted

Dcoordinated

Question 30

Jacqueline has been dancing ____ she was five years old.

Abefore

Bsince

Cas soon as

Das long as

Question 31

The office closes at 7 p.m. and ____ is allowed to enter.

Aanyone

Beveryone

Csomeone

Dno one

Question 32

Jason hopes ____ promoted to Sales Manager next spring.

Ato have

Bto be

Chave

Dbeing

Question 33

If you have ____ question, please raise your hand.

Aa

Bsome

Cany

Dthe

Question 34

Yuko needs a new car because her old car is always ____.

Abreaking up

Bbreaking down

Cbroken

Dbreaks

Question 35

The family really enjoyed their vacation ____ the fact that it rained.

Ain spite

Bdespite

Ceven though

Dalthough

Question 36

There's a first aid kit in the staff kitchen _____ of an emergency.

Awhen

Bunless

Cuntil

Din case

Question 37

Mr. Lee speaks Mandarin, French, and English, _____ he doesn't speak Japanese.

Aand

Bor

Cbut

Dso

Question 38

He hires an _____ whenever he travels to international conferences.

Aintermediary

Binterrupter

Cinterpreter

Dinterceptor

Question 39

The operator asked Paul to _____ while she tried Mr. Park's extension.

Ahang up

Bhold up

Chold on

Dhang out

Question 40

We couldn't understand the teacher so we asked him to _____ the instructions.

Arepeat

Breport

Crespect

Drecite

PART 6: 141-143 refer to the following questions

To: All Employees

From: Margaret Barker, Senior Vice President

Date: October 17

Re: Farewell Jim Henderson

As you all know, Jim Henderson.....

- A. leaves
- B. will be leaving
- C. left

the company next Friday after 17 years. Jim has made a tremendous contribution to the company.

He was.....

- A. first
- B. initially
- C. after

hired in 1998 to implement a computerized accounting system. During those challenging years, Jim managed a smooth transition with minimal disruption to the business. His analytical skills have helped our company become one of the most successful in the field. Please join me in wishing Jim the very best in his future position as Director of Finance of the Lander Corporation. We will miss him..... Refreshments will be served at 4 p.m. on

- A. a lot
- B. much

Friday afternoon in Conference Room B.

Questions 144–146 refer to the following letter.

Erica Wang

Director of Human Resources

Black Fox Media Corporation

Dear Ms. Wang,

Ilike to apply for a position as Senior Designer with your company. As you can

- A. would
- B. was
- C. were

see from my attached resume, I am perfectly suited to this position.

I have worked with two of the most prestigious advertising companies in the city.....

- A. furthermore
- B. however
- C. now

I have recently completed my Master's degree in Fine Art at the Hudson School of Art and Design.

I have designed several high-profile advertisements. Recently, my work was.....in a national publicity campaign for the Environment Protection Society.

- A. Related
- B. involved

I look forward to meeting you in an interview at your convenience.

Regards,

Polly Demarco

Questions 147–149 refer to the following e-mail.

To: Cindy Evans

From: Sam Wen, Human Resources Department

Date: May 13

Re: Work Schedule

Dear Cindy,

This email confirms your alternative work schedule is.....

A. effectively

B. effective

immediately. Your new hours will be from 10:00 a.m. to 6:00 p.m. with a half-hour lunch break and a 15-minute break in the afternoon.

As we.....

A. discuss

B. discussed

last week, this new arrangement should not affect the quality of your work nor impact the work of your department. Note also that this schedule will be on a trial basis to be reviewed on August 15.

I hope this revised schedule resolves some of that concerned you. As always,

A. schedule

B. issues

please feel free to communicate with me at any time.

Questions 150–152 refer to the following letter.

April 4

Mr. Jasper Johnson

45 Elm Street

Beacon, MA 02108

Dear Mr. Johnson,

Congratulations! We are delighted to inform you that your application for a permit to install your sculpture in the public space on Main Street has been

A. go

B. approved

You will be responsible for the transportation of the sculpture to the designated space. You will be paid the sum of \$10,000 upon completion of the sculpture, including the cost of installation.....you will arrange.

A. Which

B. When

The spaceto the public on June 7 while you install the sculpture.

A. Will close

B. Will be closed

The work must be completed on that day. You will also ensure that the sculpture is properly secured.

We look forward to enjoying your wonderful sculpture for many years to come.

Yours truly,

Deborah Manning

Arts Development Coordinator

Beacon City Council

Part 7

Questions 153–155 refer to the following notice:

BROADWAY WORKSPACE

Tired of Working from Home?

Join other successful entrepreneurs and small business owners at our new 25,000-foot coworking facility. You have the option of renting a shared workspace (starting at \$400 per month) or a private office (starting at \$2,000 per month). Short-term spaces are also available from \$30 per day. All spaces have natural light and are fitted with ergonomic furniture.

Amenities include free Wi-Fi, photocopiers, printers, a full kitchen with coffee makers and a microwave oven, conference rooms, an event space, and a bike storage area.

Working in a shared office space has unlimited benefits. It's a great way to expand your professional network, share knowledge, and maintain a better work-life balance. Call now to reserve your space at the Broadway Workspace.

Question 153

What is the purpose of this notice?

A To inform people about the benefits of working in a shared space

B To advertise space at a new coworking facility

C To encourage more people to cowork

D To help people who are tired at home

Question 154

Who is the audience for the notice?

A People who enjoy working in a shared environment

B People who like to ride to work

C People who are looking for an alternative to working from home

D People who want to rent a workspace for a day or a month

Question 155

What options are available?

A A better work-life balance

B Conference rooms and an event space

C Many amenities and benefits

D Shared workspaces or private offices

Questions 156–158 refer to the following email:

To: EllenMars@mail.net

From: BenLehman@WNSE.org

Date: 16 May

Re: WNSE Fundraiser – We Miss You!

Hi Ellen,

You've been a valued member of the WNSE family for four years, but we notice that your membership has recently expired. We understand that life gets busy and it's easy to forget to renew your membership. That's why every spring and fall, we remind our listeners to reach into their wallets and support their local public radio station.

We know our listeners depend on WNSE for their local news, music programs, and weather reports. We're committed to delivering the highest quality service because we care about you. Now it's your turn to show you care. It only takes three minutes to renew your membership and it costs only \$60. For \$120, we will send you a one-year subscription to New World magazine.

Yours truly,

Ben Lehmann

Question 156

Why is Ben Lehmann writing to Ellen?

AHe wants to offer her a job at the radio station.

BHe wants her to send money.

CHe wants her to listen to WNSE.

DHe wants her to subscribe to New World magazine.

Question 157

What do we know about Ellen?

AShe's too busy to listen to the radio.

BShe doesn't want to reach into her wallet.

CShe's decided not to support her local public radio station.

DShe hasn't renewed her membership.

Question 158

How many times a year does WNSE hold a fundraiser?

AOnce a year

BTwice a year

CThree times a year

DFour times a year

Questions 159–161 refer to the following letter:

Mr. David Comstock

Bailey & Comstock Real Estate Agency

254 Second Avenue

Brunswick, NY 18834

Dear Mr. Comstock,

I am writing because I am very upset about an unpleasant experience I had last week with one of your agents, Dolores Wiley. I had called Ms. Wiley about the apartment for rent on

Willow Street. Ms. Wiley showed me the apartment, and I liked it very much. She told me that the apartment was mine as long as my credit history was good. She said the cost of the credit check was \$50. I know my credit history is good, so I paid her that amount.

The following morning, I called Ms. Wiley to find out when I could sign the lease. She said that the apartment had been given to someone else who had seen the apartment just before me. I couldn't believe it! I asked her to refund the \$50, but she refused. She said your company's policy is to charge each applicant a nonrefundable credit check fee. I feel like I've been robbed! I believe this policy is unethical and deceptive. I will never do business with your agency again.

Yours truly,

Beverly Oberon

Question 159

What is the purpose of this letter?

ATo ask Mr. Comstock to fire Dolores Wiley

BTo apply for the apartment on Willow Street

CTo complain about the agency's credit check policy

DTo inform Mr. Comstock that she was robbed

Question 160

Why wasn't Beverly Oberon successful in renting the apartment?

AHer credit history was poor.

BThe apartment was given to another applicant.

CShe refused to pay the \$50 credit check fee.

DShe didn't agree with the company's policy.

Question 161

Another word for "unethical" is:

Aimmoral

Bunfair

Cexpensive

Dconfusing

Questions 162–163 refer to the following notice:

SECURITY CHECKPOINT

You are entering an area of high security. Please have your passports and boarding passes ready for inspection. Remove any sharp objects and liquids from your luggage. All electronic devices should be placed in a separate bin. All laptops must go through the X-ray machine. People over 75 can leave their shoes and jackets on. If you have a medical device, you should inform the officer who is conducting the screening. All disability-related equipment and devices are allowed through this checkpoint once cleared through screening.

You or your luggage may be selected for additional screening. If you do not comply with these instructions, you may be prosecuted. We take your safety very seriously.

Question 162

Where would this notice be posted?

AAt a department store

BAt an airport

CAt a hospital

DAt a border

Question 163

What should you do if you have a medical device?

AYou should inform the security officer.

BYou should place it in a separate bin.

CYou can leave it on.

DYou must remove it.

Questions 164–166 refer to the following announcement:

PRODUCT RECALL ANNOUNCEMENT

Warmulex 500LZ Portable Heater

This product recall has been initiated in response to complaints regarding the safety of the Warmulex 500LZ portable heater. The Consumer Protection Board has been advised that 24 consumers have reported that the heater can overheat and cause the unit to melt. There have been 3 reports of the heater catching fire when set at high speed for more than 15 minutes.

If you have purchased the Warmulex 500LZ portable heater, **DO NOT USE IT**. The heater is a fire hazard and may cause serious injuries such as burns and electric shock. Consumers should immediately unplug the unit and return it to the retail store where they purchased it. The store will either issue a full refund or replace the unit with the new 600LZ model.

We regret any inconvenience. For further information, contact Warmulex Customer Support on 800-500-0141.

Question 164

Why is the Warmulex heater being recalled?

AThe Consumer Protection Board has advised it.

BThe heater doesn't work after 15 minutes on high speed.

CThe heater is dangerous.

DThe new 600LZ model has just been released.

Question 165

Who benefits the most from this announcement?

AThe manufacturer of the Warmulex heater

BRetail stores that sell heaters

CPeople who want to purchase a new heater

DConsumers who already own the heater

Question 166

What should consumers do if they want further information?

AContact Warmulex on the toll-free number.

BUnplug the heater immediately and return it to the store.

CReturn to the store and get a free 600LZ model.

DCall the Consumer Protection Board.

Questions 167–170 refer to the following email:

To: All Employees

From: Ralph Borg, Human Resources

Date: November 2

Re: Flu Season

Flu season is around the corner and vaccine shots will be offered to all employees again this year. A nurse from the Lakeside Medical Clinic will administer the shots next Thursday November 7 between 10 a.m. and 3 p.m. in Conference Room C. Please visit the employee services website and make an appointment today.

Please take the flu seriously. Each year, influenza results in approximately 226,000 hospital admissions and 36,000 deaths. Symptoms include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills, and tiredness. Please do not come to work if you suspect that you have the flu. You may come to work at least 24 hours after you no longer have a fever (100° F or above).

Please take the opportunity to vaccinate yourself this season. It's free, fast, and effective.

Question 167

What will happen on November 7th?

AEmployees can receive a flu shot from the Lakeside Medical Clinic.

BIt's the beginning of the flu season.

CEmployees may come to work if they don't have flu symptoms.

DA nurse will be available to give flu shots to employees.

Question 168

Why is the Human Resources department encouraging employees to get a flu shot?

AThe shot is free.

BThe nurse is only available for one day.

CFlu can be a deadly disease.

DProductivity will suffer if many employees are out sick.

Question 169

Which of the following is NOT suggested in the article?

AFlu symptoms go away after 24 hours.

BThe flu kills many people every year.

CThe flu is very contagious.

DA flu vaccine is available.

Question 170

Which two words mean the same?

Afever and aches

Bflu and influenza

Cvaccination and shot

Drunny and stuffy

Questions 171–173 refer to the following article:

Managing Change

by Carla Douglass

Almost every company experiences change at some stage. Companies must change with the times, adopt new technologies, and meet shifting customer demands in order to increase profits and stay in business. Change can be exciting, but it can also be unsettling and scary for employees. Many employees resent change and even resist it. It is the manager's responsibility to make sure workplace change is as smooth as possible for employees.

Here are some tips for an easier transition. First, make an announcement that change is imminent so that everyone is informed at the same time. Next, give employees as much information as possible about what the change is, how it will affect them, and when it will occur. It's important to give employees as much time as possible to adapt to change. Then, encourage feedback from your employees. Employees are more likely to embrace change if they feel as if they have a personal investment. Finally, listen to them. It's no use asking for feedback and then doing nothing about it. Make yourself available and respond to questions quickly. Remember, employees who feel appreciated are much more likely to work harder and care about the business as much as you do.

Question 171

Who is the most likely audience for this article?

AManagers

BEmployees

CCustomers

DInvestors

Question 172

What does the author suggest managers do after making an announcement?

AEncourage feedback from the employees

BInform all employees at the same time

CGive employees as much information as possible

DListen to the employees

Question 173

The word "imminent" at the beginning of the second paragraph is closest in meaning to:

Apositive

Bforthcoming

Cimportant

Dinevitable

Questions 174–175 refer to the following notice:

ATTENTION CLASSIC CAR ENTHUSIASTS

The Warburton Classic Car Club will be holding its 37th Annual Car Show on Saturday June 13 and Sunday June 14 from 9 a.m. to 6 p.m. at the Pala Mesa Fairgrounds.

Admission is \$5. Children under 12 will be admitted free of charge.

First, second, and third prizes will be offered in each class (1920s–1970s), including Best in Show. Over 20 trophies will be awarded.

A flea market with antiques, collectibles, car parts, and second-hand items will be open all weekend and the Warburton Youth Orchestra will perform at 3 p.m. on Sunday.

For further information, visit our website at www.WarburtonClassicCars.com.

Question 174

Who will be most interested in this event?

A Children under 12

B Young musicians

C Owners of old cars

D Antique dealers

Question 175

What do you need to do to enter the show?

A Own a classic car

B Visit the website

C Shop at the flea market

D Pay an admission fee

Questions 176–178 refer to the following article:

Japanese Art and Fashion Meet

by Lori Theroux

An exciting exhibition has opened at the Gallery of Modern Art this month. Entitled “Future Beauty: 30 Years of Japanese Fashion,” this fascinating exhibition explores the incredible innovation of Japanese fashion designers from the early 1980s to the present day.

Japanese designers had a tremendous impact on the fashion world in the late twentieth century. Over 100 costumes are on display by acclaimed designers such as Issey Miyake, Rei Kawakubo, Yohji Yamamoto, and Junya Watanabe. Curated by the eminent fashion historian Akiko Fukai, Director of the Kyoto Costume Institute, the exhibition is a rare opportunity to see these unique and sometimes bizarre creations.

Tickets are \$20 and can be purchased online. The exhibition finishes on February 15. Photography is not permitted inside the exhibition.

Question 176

What kind of exhibition is described?

A Modern Japanese paintings

- B**Unique Japanese photography
- C**Contemporary Japanese fashion
- D**Traditional Japanese art

Question 177

Which words are used to describe the costumes?

- A**Unique and bizarre
- B**Incredible and tremendous
- C**Acclaimed and eminent
- D**Fascinating and rare

Question 178

According to the article, what CAN'T you do at the exhibition?

- A**Touch the costumes
- B**Take photographs
- C**Talk loudly
- D**Meet the designers

Questions 179–180 refer to the following email:

To: All Employees

From: Sebastian Twombly-Smith, Human Resources

Date: October 21

Re: Welcome Cheryl Chan

Please join me in welcoming Cheryl Chan to the Hong Kong office. Cheryl will assume the role of Chief Policy Analyst, reporting to Dan Beauchamp. We are very fortunate to have someone of Cheryl's caliber and experience.

Some of you will know Cheryl from the Seoul office where she has been located for the past 3 years. Prior to that, she lived in the UK for several years, obtaining her Master's degree at the London School of Economics and working briefly at the Bank of England.

Luckily for us, Cheryl, her American husband Todd and their two daughters, decided to return to her homeland. Cheryl starts work today. She is located on the 24th floor next to Conference Room B. Please drop by and introduce yourself to Cheryl.

Sebastian

Question 179

Where did Cheryl work before the Seoul office?

- A**The Hong Kong office
- B**The London School of Economics
- C**The UK office
- D**The Bank of England

Question 180

Where was Cheryl born?

- A**Hong Kong
- B**South Korea
- C**United Kingdom

DUnited States

Questions 181–185 refer to the following agenda and email:
CDM MEDIA CORPORATION

Executive Team

March 20, 9–11 a.m., Conference Room D

First, second, and third prizes will be offered in each class (1920s–1970s), including Best in Show. Over 20 trophies will be awarded.

Agenda

Attendees: Lillian Olsen (Editorial Director), James Fong (Finance), William Padar (Sales Director), Louis Devereux (Human Resources), Laura Fenmore (Production Director), Agostino Massini (Circulation Director), Mason Wu (Technical Services Director)

1. Review minutes of the last meeting
2. Determine criteria and goals for the upcoming Global Publishing Conference in Amsterdam, April 14–19 (Lillian)
3. Presentation of professional development schedule for international employees (Louis)
4. Discuss development of website, responsibility for content approval, maintenance, subscription services, customer care, etc. (Mason)
5. Approval of job description and compensation for Social Media Director position (Louis and Mason)
6. Review draft budget (James)
7. Editorial and production schedules for the April print edition (Lillian and Laura)
8. Review circulation revenues, print subscription and single-copy price increases and digital pay plans (William and Agostino)
9. Reception for the Chinese delegates at the Ritz-Marmont Hotel, April 4–7 (William)
10. Discuss assignment of interns to executive staff (Louis)

To: Mason.Wu@CDMMedia.org

From: Louis Devereux@CDMMedia.org

Date: March 21; 10:15

Re: Social Media Director position

Mason,

We were all concerned to hear that you weren't able to attend yesterday's meeting due to illness. I hope it's just a stomach bug and not something more serious.

The minutes will be distributed later today, but I wanted to give you a heads-up regarding the Social Media Director position. As you know, James wanted the base salary reduced by 10%. He was overruled and the compensation package was finally approved. I posted the

position immediately after the meeting, as we all agree this appointment is a high priority. By the end of the day, I had received a dozen applications, several of which are very solid.

One outstanding candidate is Sonja Curtiss, Associate Director of Social Media at Nova News Corporation. She appears to have the qualifications and experience we're looking for. I set up an interview for 8 a.m. on Friday. I hope you'll be back in the office by then. If not, I can bring her back next week for a second interview if she seems like a good fit. She'll be on vacation the following week, so I want the two of you to meet before then. I'll let you know if anyone else of her caliber applies.

I hope you feel better.

Louis

Question 181

When was the meeting?

A March 20 at 11 a.m.

B March 21 at 10:15

C Friday at 8 a.m.

D March 20 at 9 a.m.

Question 182

Why was Mason unable to attend the meeting?

A He was too busy.

B He was on vacation.

C He was unwell.

D He was at an interview.

Question 183

What is the main purpose of Louis's email?

A To inform Mason about the status of the Social Media Director position

B To tell Mason that Sonja Curtiss is going on vacation the following week

C To advise Mason that his compensation package has been approved

D To express his concern about Mason's health

Question 184

What did James Fong want to do?

A Overrule the Social Media Director's compensation package

B Reduce the Social Media Director's salary by 10%

C Revise the draft budget

D Approve the Social Media Director appointment

Question 185

What's happening on April 4?

A The Global Publishing Conference commences in Amsterdam.

B The new Director of Social Media starts work.

C The April edition is printed.

D The Chinese delegates arrive.

**Questions 186–190 refer to the following posts:
FAMILYROOTS.COM MESSAGE BOARD**

Alice Sharpe

Posted: 24 Jan, 11:24 AM

I am researching my ancestor Jacques Weber. He was born in Belfort, France, in 1832 and sailed from Le Havre to New York in 1850. He is listed as a farmer in the passenger records. We believe he was one of the thousands of young men who left Europe seeking their fortune in California during the gold rush.

In 1853, he sailed from San Francisco to Sydney, Australia. Gold had also been discovered in the Bathurst area of New South Wales in 1851. We think that Jacques was unsuccessful in California, so decided to try his luck in Australia. Records show that Jacques settled in the town of Blayney and married Sarah Casey in 1859. At some stage, he changed his surname from Weber to Veper. (This has really complicated my search!) He worked as a blacksmith, so I guess he never discovered gold. He became an Australian citizen in 1910, two years before his death.

Jacques and Sarah had nine children. One of them, Blanche, is my great-great-grandmother. I'm searching for other relatives of the Weber/Veper or Casey families. I haven't been able to find out much about Sarah Casey, so please contact me if you have any information about her.

Brad Mears

Posted: 25 Jan, 8:51 PM

Hi Alice,
Jacques Veper and Sarah Casey are my ancestors, too. My family is descended from their eldest son Peter (named after Jacques' father Pierre). I have some information about Sarah Casey. She was born in County Carlow, Ireland, in 1834, one of seven children. Her father was Dr. Michael William Casey and her mother was Jane Leigh. The family moved to Dublin in 1842 where Dr. Casey ran a medical clinic. When Dr. Casey died in 1857, his wife Jane turned the clinic into a small hotel, which she managed until her death in 1879. In 1858, Sarah and her brother Joseph immigrated to Australia. Joseph was a lawyer and established a legal practice in Blayney. That's where Sarah and Jacques met. I hope this helps. Please feel free to text me if you need further information.

Brad

Question 186

What kind of people post on this message board?

A People who are searching for lost family members.

B People who are interested in their family's history

C Historians who are interested in the Californian and Australian gold rushes

D People who are interested in immigrating to another country

Question 187

Why did Jacques Veper probably decide to go to the United States?

A He was tired of the farming life in Belfort, France.

B He wanted an adventurous life.

C He wanted to discover gold in California.

D He wanted to seek his fortune in New York.

Question 188

Why did Jacques Veper probably decide to go to Australia?

A He couldn't find work in the United States.

B He didn't discover gold in California.

C He wanted to be a blacksmith in Blayney.

D He had always wanted to visit Australia.

Question 189

What complicated Alice Sharpe's search?

A Jacques changed his surname from Weber to Veper.

B Jacques married Sarah Casey.

C Jacques isn't mentioned in the ship's passenger list.

D Jacques moved from Bathurst to Blayney.

Question 190

What did Jane Casey do after her husband died?

A She married Jacques Weber in Blayney.

B She immigrated to Australia.

C She returned to County Carlow.

D She managed a small hotel in Dublin, Ireland.

Questions 191–195 refer to the following letter and estimate:

June 25, 2014

Simone Hobbes, Events Coordinator

Hillsville Country Inn

45 Mill Road

Harrisburg, IL 35543

Dear Simone,

My husband and I received your invoice of \$8,690 for catering our wedding reception on June 4. We are very upset that the invoice exceeds the estimated cost that you provided on February 15 (see attached). You specifically agreed to work within our budget of \$8,000. We are disputing the following items in the invoice.

When we met with you on February 7, you said you would waive the cost of renting the additional tables and chairs that we required. Therefore, we were surprised to see the rental cost included in the invoice. Also, you had originally agreed to provide a 50% discount on

two rooms to accommodate our parents on the night of the reception. Instead, we have been charged the full price for the two rooms. We are also shocked to see a room service charge of \$8 for a bottle of water that my mother-in-law requested.

Finally, the food served at our reception was NOT as good as the delicious food we tasted in February. The vegetarian dish in particular was very disappointing. You did explain to me that the vegetables would change based on seasonal availability. However, I expected the summer dish to be as good as, if not better than, the winter dish. Also, the wait staff fee is \$200 higher than quoted.

In light of the above issues, we look forward to receiving a revised invoice.

Yours sincerely,

Diane Mancini

HILLSVILLE COUNTRY INN

ESTIMATED COST

February 15

Number of guests: 140

Menu	\$
Appetizers:	3
Shrimp & avocado wrapped in puff pastry	,
Bruschetta with mozzarella, tomato & basil	9
Main Courses:	5
Herb-roasted chicken & wild rice pilaf	0
Pasta with white truffle oil & seasonal vegetables	
Desserts:	
Poached pear tart & chocolate cake with raspberry sauce	
Local artisanal cheese platter	
Beverages	\$
	1
	,
	2
	5
	0
Supplies: cutlery, flatware, table decorations, flowers	\$
Rental of additional 6 tables and 36 chairs	8
(complimentary)	5
	0

Wait staff	\$ 1 , 0 5 0
Accommodation (2 double rooms for 1 night: 50% discount)	\$ 1 9 5
Taxes	\$ 6 9 5
TOTAL	\$ 7 , 9 9 0

Question 191

When was the wedding reception?

- A February 7
- B February 15
- C June 4
- D June 25

Question 192

Why is Diane Mancini unhappy?

- A The final cost is higher than the estimated cost.
- B The invoice is \$200 higher than quoted.
- C The estimated cost is higher than the quoted amount.
- D The invoice did not include a discount on the food.

Question 193

Which item in the invoice was supposed to be free?

- A Two double rooms for the parents
- B The bottle of water
- C The rental of additional tables and chairs
- D The vegetarian dish

Question 194

Why was Diane disappointed with the food?

- A It was more expensive than she had expected.
- B The vegetarian dish wasn't available.
- C The vegetables weren't seasonal.
- D The vegetarian dish wasn't delicious.

Question 195

What does Diane want Simone Hobbes to do?

A Provide a discount on the food.

B Reduce the invoice by \$700.

C Revise the estimated cost.

D Provide a full refund.

TEST 03

Question 101

Sales are much better this year ____ last year.

A compare

B comparing

C compared to

D compare with

Question 102

Rina's boss asked ____ to organize the program for the company's annual picnic.

A herself

B she

C him

D her

Question 103

The weather was so cold yesterday that our feet ____.

A are freezing

B was freezing

C were frozen

D was frozen

Question 104

Martin wants to ____ to you about your trip to India because he intends to go next year.

A talk

B discuss

C say

D explain

Question 105

Keiko's skin is very ____ to the sun, so she always wears a hat and sunscreen.

A sensible

B sensitive

C sensational

D sensing

Question 106

The Accounts Department ____ employees for all expenses incurred during business trips.

A appreciates

B distributes

C charges

D reimburses

Question 107

If you don't like working with people, you ____ become a social worker.

Amightn't

Bdon't

Cshouldn't

Dcan't

Question 108

It's ____ the law to smoke in the public parks.

Aagainst

Babove

Cbeside

Dacross

Question 109

Dusan wasn't offered the job, ____ he was perfectly qualified.

Aexcept

Bsince

Cbecause

Dalthough

Question 110

Kimiko wants to ____ her temporary job and find a full-time position.

Aretire

Bquit

Close

Dfire

Question 111

Nicky's driver's license was ____ after she was caught speeding on the highway.

Aexpired

Bissued

Cextended

Dsuspended

Question 112

Yusef has a master's degree in biology ____ seven years' experience working as a horticulturalist with the Parks Department.

Aas well as

Binstead of

Cnext to

Din addition

Question 113

The audience ____ after Veronica delivered her moving speech.

Aescalated

Bintimidated

Capplauded

Dcommended

Question 114

We can't wait for Benjamin ____ or we'll miss our flight.

Aany longer

Blonger

Clong time

Dmore

Question 115

Cathy doesn't speak any Arabic, not ____ a word.

Ajust

Bonly

Ceither

Deven

Question 116

There was not enough ____ to charge the suspect, so he was released.

Aguilt

Bevidence

Csuspicion

Dclues

Question 117

Natasha spent many hours preparing her ____ before she applied for the job.

Abackground

Beducation

Cresume

Dinterview

Question 118

Calling his cell phone number is the best way to ____ Mr. Wang.

Areach

Btouch

Ctalk

Dhear

Question 119

Since the invention of computers, typewriters have become ____.

Aadequate

Bobsolete

Cincredulous

Dexpensive

Question 120

Employees can opt ____ the plan if they don't wish to participate.

Afrom

Boff

Cinto

Dout of

Question 121

Mr. Ling's assistant couldn't find his briefcase ____.

Anowhere

Banywhere

Csomewhere

Deverywhere

Question 122

The government was ____ on the basis of its environmental policies.

Aelected

Bdecided

Cvoted

Ddedicated

Question 123

The man sitting ____ me on the bus this morning was feeling unwell.

Abetween

Bby

Cnext to

Dbesides

Question 124

Mrs. Purcell is the ____ boss we've ever had.

Anice

Bmost nice

Cnicest

Dnicer

Question 125

Many people don't ____ the name of their local council member.

Aknow

Bknows

Cknown

Dknew

Question 126

Donald has been ____ to accept the award on behalf of the organization.

Achose

Bchosen

Cchoice

Dchoose

Question 127

The economy has been slowly improving in ____ years.

Acurrent

Btately

Clast

Drecent

Question 128

Justin ____ up a lot of Japanese while he was living in Osaka.

Amade

Bgave

Cpicked

Dkept

Question 129

The newspaper ____ that the minister has decided to resign.

Asupported

Breported

Cdictated

Dreleased

Question 130

The audience remained completely silent ____ the entire performance.

Aduring

Bso long as

Cover

Dwhile

Question 131

The interviewer asked Clare about her ____ experience in the fashion industry.

Apreferred

Bdubious

Cadvanced

Dprior

Question 132

____ an inventory shortfall, the warehouse is unable to deliver the goods for 6–8 weeks.

AIn spite of

BWith regard to

CDue to

DAs a result

Question 133

Gopal is very hungry because he didn't ____ all day.

Aeat

Bbeaten

Cate

Deats

Question 134

Samira and her ____ Ruby and Lily borrow each other's clothes all the time.

Afriend's

Bfriends'

Cfriends

Dfriend

Question 135

The lawyer said he would keep us ____ of any new developments in the case.

Ainformed

Binform

Cinforming

Dinforms

Question 136

An event is ____ held to welcome our international guests in the hotel ballroom tonight.

Abeen

Bbeing

Cbe

Dto have been

Question 137

Thousands of employees were let ____ during the economic crisis.

Aoff

Bdown

Cout

Dgo

Question 138

____ you see the interesting documentary about the French Revolution on TV last night?

ADo

BDoes

CHad

DDid

Question 139

If your clients ____ any assistance during their stay, our staff is available to help at any time.

Arequire

Bwish

Cask

Dsuggest

Question 140

Heidi's boss ____ her that she could take two weeks' vacation next summer.

Ainsured

Bassured

Callowed

Dagreed

Part6: 141-143 refer to thw following questions

To the Editor:

I support the addition of more bicycle lanes in the downtown area. More and more people are riding to work these days.....during the summer months. A recent study shows that

A. through

B. especially

C. through out

17% of employees ride to work, an increase of 4% since last year.

A. although

B. in spite of

the number of cyclists has increased, the number of designated bicycle lanes has not. As the existing bicycle lanes become more congested, cycling becomes more dangerous.

So far this year, thereseveral fatalities due to cyclists having to ride on roads

A. has been

B. have been

C. been

that don't have designated bicycle lanes. We need to encourage more people to ride their bikes to work. It's good for your health and helps the environment.

Questions 144–146 refer to the following e-mail:

To: All Employees

From: Roger Burke, Human Resources

Date: February 13

Re: Early Closing

As you know, a major snowstorm is expected in our area later this afternoon. For the safety of all employees, the officeat 1 p.m. today.

- A. Close
- B. Will close

We anticipate that the office will be open tomorrow. However, you can call 555-9743 or check the company's website6 a.m. tomorrow for updates on the building's status.

- A. Through
- B. behind
- C. before

Those who can work from home tomorrow may do so. Use your common sense if you decide to come to work, especially if you have a long commute. The safety of our employees is our highestPlease be safe.

- A. Priority
- B. schudule

Questions 147–149 refer to the following newsletter:

As we approach the holiday season, we should remember that some families can't afford to buy gifts for their children. Please consider making a donation to the Family Support Center. You can make a financial contribution or donate toys.

- A. Either
- B. Neither
- C. both

New toys are preferred. Used toys should be in very good.....

- A. weather
- B. condition
- C. problem

Toys can be left in the bin at the entrance of the building on Columbus Avenue.

If you can't make a donation, consider.....your time at the Family Support Center.

- A. Volunteer
- B. volunteering

We are always looking for people to help in the kitchen. Please contact our office if you can help. Even a small contribution can make a big difference.

Questions 150–152 refer to the following letter:

February 27

Charles Yu

753 Lakeside Drive

Greenville, GA 30101

Dear Charles,

We are delighted to offer you the position of Network Engineer in the Production Management department of our company. The annual salary is \$72,500. You will report directly

Annette Goldsmith, Network Manager.

A. To

B. On

C. of

After a three-monthperiod,

A. temporary

B. probationary

you will be entitled to receive our benefits package, including medical insurance and paid leave. We would like you to begin work on Monday, March 12.

If you accept the position, please sign the attached form and return it to me at your earliest convenience. We are confident that you..... a significant contribution to our business

A. make

B. can make

C. making

and look forward to working with you.

Yours truly,

Paula Nugent

Human Resources Specialist

Samson Industries

Questions 153–155 refer to the following email:

To: All Employees

From: Patrice Dickerson, Director of Human Resources

Date: February 7

Re: Results of Staff Survey

Thank you for your participation in the staff survey. We are committed to making this company a great place to work and recognize that improvements can and should be made. As a result, a number of changes and modifications will be implemented, as outlined below.

- **Issue:** There is the perception of a lack of trust between senior managers and their subordinates. Additionally, several employees complained that a culture of intimidation and bullying had a negative impact on staff morale, resulting in frustration and resentment.
Action: All senior managers will be required to attend training to improve their communication skills.
- **Issue:** Many employees feel unable to voice their opinions and believe they will not be listened to. They perceive that they are not encouraged to be involved in decision making
Action: We will introduce weekly “open door” sessions where senior managers will be available to speak with staff — either one-on-one or in small groups — about any issues that concern them.
- **Issue:** Several employees complained that they are struggling to cope with their workloads because of the lack of supportive staff. These employees feel burdened by paperwork and unable to focus on the key aspects of their jobs.
Action: The company will increase the number of support staff over the forthcoming year.

Question 153

What is the purpose of this memo?

A To encourage employees to communicate better and work harder

B To inform employees that they are required to participate in a staff survey

C To advise management that they must implement changes and modifications

D To describe the issues and actions that will be taken as a result of the survey

Question 154

What has a negative impact on staff morale?

A A lack of communication

B A culture of intimidation and bullying

C A perception that senior managers don't listen to their subordinates

D A sense of frustration and resentment

Question 155

The word “survey” is closest in meaning to:

A questionnaire

B assessment

C critique

D outline

Questions 156–158 refer to the following letter:

Dear Neighbor,

I have knocked on your door several times, but you never answer. I live in the apartment directly below you. For the past three weeks, I have been kept awake by a strange noise coming through my ceiling — a dragging sound, followed by a loud thud. It sounds like heavy equipment is being moved around. Or perhaps you have a pet elephant? Whatever the noise is, it's keeping me awake.

I am a student, and I have important exams next week. I study until 11 p.m. and then try to sleep. The problem is that the noise starts at exactly 11:15 p.m. and continues until after midnight. Sir, if I don't get 8 hours' sleep each night, my concentration suffers the next

day. This can't go on. If you must make the noise, can you make it before 11 p.m.? I am prepared to wear earplugs while I study, so it won't bother me.

Yours hopefully,

Adnan Patel

Question 156

What is Adnan's problem?

AThe upstairs neighbor won't answer the door.

BHe can't sleep because of the strange noise.

CHe has important exams next week.

DA strange noise is keeping him from studying.

Question 157

What happens if Adnan doesn't get 8 hours' sleep?

AHe can't concentrate well.

BHe fails his exams.

CHe can't wake up the next morning.

DHe hears strange noises.

Question 158

What is the tone of Adnan's letter?

AFurious

BThreatening

CNervous

DHumorous

Questions 159–162 refer to the following article:

COMMUNITY NEWSLETTER

April is Poetry Month!

Each year in the month of April, we celebrate poets and poetry with a program of events to entertain and educate the community. This year will be bigger and better than ever before! Here is the program for this weekend.

Saturday, April 4

10 a.m. Meet the Poet. Free

Local poet Belinda Howe will read from her latest collection, *The Light on the Hill*.

Afterwards, the poet will answer questions and sign copies of her book. Tickets are required and are only available with the purchase of a copy of the book.

2–4 p.m. Children's Poetry Workshop \$15

For children aged 7–12. Poet Leonard Murray will conduct a fun workshop for kids.

Topics include: Ideas and inspiration; Finding the right words; Putting it all together, and Reading out loud. Kids will delight in learning how poems work and creating their own.

Sunday, April 5

11–6 p.m. Poetry Book Fair. Free

This outdoor market features stalls from a variety of publishers and booksellers such as Five Star Press and the Poet's Pen bookstore. New and second-hand books available.

8 p.m. “Capturing a Moment in Three Short Lines” SOLD OUT

Distinguished Japanese poet Haruki Miyamoto will give a master class on the art of haiku.

Question 159

According to the article, what is the purpose of Poetry Month?

ATo encourage people to support poetry by buying more books

BTo be bigger and better than ever before

CTo provide the community with something fun to do in April

DTo entertain and educate the community about poetry

Question 160

Who is conducting the poetry workshop?

ABelinda Howe

BLeonard Murray

CChildren between the ages of 7 and 12

DHaruki Miyamoto

Question 161

What do you have to do to meet Belinda Howe?

AYou have to buy her book.

BYou have to like her poetry.

CYou have to live in the community.

DYou have to have read her book.

Question 162

The word “distinguished” is closest in meaning to:

ADifferent

BWealthy

CHighly respected

DWidely known

Questions 163–164 refer to the following article:

BUSINESS NEWS

GlobalEd Acquires NorthEd

London-based GlobalEd Corporation (GCO) recently announced its decision to acquire NorthEd Learning Solutions — a firm based in Portland — for \$650 million. GlobalEd is a leader in the development, manufacture, and marketing of educational products around the world, providing software and learning solutions for educational and government clients in 150 countries. NorthEd helps organizations apply cloud-based technology and services to maximize their performance. NorthEd also offers consulting services that focus on research and management systems. With this acquisition, GlobalEd expands its portfolio by offering a wider range of learning services to ensure that clients are equipped with the latest technology and skills.

The learning services market is currently estimated to be \$130 billion, with government, universities, and high-tech businesses being its main customers. GlobalEd already has extensive expertise in these areas and is likely to increase its revenues by capitalizing on this enormous revenue-generating potential. GlobalEd stock price rose sharply after the

acquisition was announced, closing at \$99.50 per share. Major layoffs are expected at the Portland office.

Question 163

Why did GlobalEd acquire NorthEd?

A To provide software and learning solutions to more clients

B To focus on development, manufacture, and marketing

C To expand its portfolio by offering a wider range of learning services

D To offer services that focus on research and management systems

Question 164

What is an expected outcome of the acquisition?

A GlobalEd's share price will continue to increase.

B The learning services market will expand.

C The NorthEd executives will relocate to London.

D Many NorthEd employees will lose their jobs.

Questions 165–167 refer to the following interview:

SMALL BUSINESS IN THE SPOTLIGHT

An Interview with Jim Owens, Co-Founder of Owens Hardware Inc.

by Briony Miller

Jim Owens owns a successful chain of hardware stores across the country. He recently published a book called *Big Ideas for Small Business Owners*. Recently, I spoke with Jim at his home in Cleveland, Ohio.

Briony

Miller It's a pleasure talking with you, Jim, and congratulations on the publication of your book.

(Briony Miller):

Jim Owens

(Jim Owens):

Briony Miller:

Thanks, Briony.

Briony Miller: What motivated you to write the book, Jim?

Jim Owens: Well, I've run my business for 36 years and I've learned a lot. I felt that the time was right to share that knowledge with my colleagues in the small-business community. I enjoyed writing it and I've gotten a lot of positive feedback.

Briony Miller: So, what's your advice for people who want to open their own small business?

Jim Owens: First, try to find a mentor. I was very fortunate to have my Uncle Arnold as my first business partner. He taught me everything I know, but he never told me

what to do or what NOT to do. Second, surround yourself with the best people you can find, and then give them the opportunity to do what they love. This builds confidence and loyalty in your employees.

BM
: That sounds like great advice, Jim. Anything else?

JO: I'd say, don't be afraid. If you have a great business idea but you're afraid because of you don't have the experience or the money, don't worry. It's not the end of the world to make mistakes. Get your mistakes out of the way and learn from them. Very few people are successful right away. It takes time.

BM
: Thanks, Jim. Best of luck with the book!

JO: Thanks, Briony. Good to talk with you.

Question 165

Why did Jim Owens write his book?

AHe wanted to teach people how to run a business.

BHe wanted to share his knowledge and experience.

CHe wanted to become a writer and receive positive feedback.

DHe wanted the opportunity to do what he loves.

Question 166

What is Jim's first piece of advice?

ATo work with your uncle

BTo find someone who can tell you what to do

CTo find an experienced person who can guide you

DTo have a successful business partner

Question 167

What does Jim think about mistakes?

AHe thinks it's important to make mistakes and then learn from them.

BHe thinks that mistakes are avoidable if you have enough experience and money.

CHe thinks that if you don't make mistakes, you'll never be successful.

DTo have a successful business partner

Questions 168–171 refer to the following article:

HOW WE SEE THE FUTURE

by Celia Desmond

Optimism

A survey of more than 48,000 people in 44 countries shows that people living in developing countries believe that their children will have a brighter financial future than they do. However, people living in wealthier countries feel the opposite.

The survey, conducted by the Pew Research Center, shows that only 28% of people living in countries with advanced economies believe their children's lives will be better than theirs. Astonishingly, 65% believe that their children and grandchildren will be worse off. Only 30% of American respondents are optimistic about the future. French respondents are the most pessimistic with only 13% of respondents feeling optimistic about their children's

future. On the other hand, an impressive 94% of Vietnamese respondents are optimistic about the future, while 85% of Chinese respondents are optimistic. The only other countries where more than 70% of respondents were optimistic are Chile, Brazil, and Bangladesh.

Hard Work

On the subject of work, 73% of Americans believe that working hard is very important to success in life. Only 25% of French respondents said hard work was very important and only 18% of Chinese respondents.

An average of 66% of respondents believe that people are better off under a capitalist system. Interestingly, only 70% of Americans support the free markets, compared to China (76%), Bangladesh (80%), and Vietnam (95%).

Question 168

In which country were people most optimistic about their children's future?

AUnited States

BFrance

CVietnam

DChina

Question 169

In which country were people most pessimistic about their children's future?

AChile

BFrance

CBangladesh

DUnited States

Question 170

Which country had the highest percentage of respondents who believe hard work is very important?

AUnited States

BFrance

CVietnam

DChina

Question 171

What percentage of Chinese respondents supported the free markets?

A18%

B66%

C76%

D85%

Questions 172–173 refer to the following form:

INTENSIVE ENGLISH COURSE

Please complete the application form and return it to the Office of International Student Services, Lakewood Community College, 4 Lakeside Drive, Lakewood, VA 43309.

Check the semester you wish to attend:

☐ Fall semester

- ☐ Spring semester
- ☐ Summer semester

Check the course you wish to enroll in:

- ☐ **CONVERSATION SKILLS 1** (Beginning–Low-Intermediate), Tuesday–Friday, 9:00–11 a.m., (25 hours, 5 weeks) **\$350**
- ☐ **CONVERSATION SKILLS 2** (Intermediate–High-Intermediate), Monday–Thursday, 3:00–5:00 p.m., (25 hours, 5 weeks) **\$350**
- ☐ **COMMUNICATION SKILLS FOR BUSINESS 1** (Beginning–Low-Intermediate), Tuesday–Friday, 9:00–11 a.m., (25 hours, 5 weeks) **\$350**
- ☐ **COMMUNICATION SKILLS FOR BUSINESS 2** (Intermediate–High-Intermediate), Monday–Thursday, 9:00–11 a.m., (25 hours, 5 weeks) **\$350**

PAYMENT: Payment is due in full at the time of registration by cash, check, money order, or major credit card.

PROFICIENCY TESTING: There is a \$25 one-time, non-refundable testing fee.

TUITION FEES: Fees include tuition and use of the computer lab (not the cost of the textbook).

REFUND POLICY:

Cancellation of class due to insufficient enrollment = 100% refund

Withdrawing before classes begin = 90% refund

Withdrawal during the first week = 50% refund

Withdrawal after the first week = No refund

Question 172

Which course is available on Wednesday afternoons?

AConversation Skills 1

BConversation Skills 2

CCommunication Skills for Business 1

DCommunication Skills for Business 2

Question 173

What happens if applicants drop out on the third day of class?

AThey get a 50% refund.

BThey get a 90% refund.

CThey get a 100% refund.

DThey don't get a refund.

Questions 174–175 refer to the following poster:

LOST CAT

Reward: \$100

Missing cat. Female, 10 months old. Black coat with white around the throat, chest, and paws.

Green eyes. She's wearing a red collar with a small bell attached to it.

Answers to the name of Missy.

She was last seen at about 4:30 p.m. on December 15 on the corner of Bedford Avenue and Larchmont Crescent.

She is our family pet and we miss her so much!

If you see her, please call Mindy on 555-9221.

Question 174

Who is the audience for this poster?

A Cat owners

B Pet-store owners

C People who have lost cats

D People who live in the neighborhood

Question 175

What should you do if you see the cat?

A You should call Mindy.

B You should collect the reward.

C You should call Missy.

D You should feed the cat.

Questions 176–178 refer to the following letter:

Dear Sharon,

I wish to apologize for the way I spoke to you at the office yesterday. I had no right to accuse you of taking the credit for the success of the project. I know that you worked extremely hard to meet the deadline. I also know that you kept working on the project after I had left for the day. I became upset because the CEO seemed to think all of the good ideas were yours. It's true that you did do most of the work and you did have a lot of good ideas. I know he's trying to encourage you because you're a new employee. And he's absolutely right: You are doing an outstanding job.

My only excuse is that I haven't been sleeping well lately. My wife has been ill and I've been very worried about her. I try not to bring my problems to the office, but I have failed miserably in this case. Going forward, I assure you I will try harder to be more professional. I hope you will forgive me and that we can start afresh.

Yours truly,

Dean

Question 176

Why is the purpose of Dean's letter?

A To acknowledge that Sharon worked harder on the project than he did

B To admit to Sharon that he failed miserably

C To tell Sharon that he's sorry for behaving badly

D To inform Sharon of his wife's illness

Question 177

Why was Dean upset?

A His mother is ill.

B The CEO seemed to think Sharon had all the good ideas.

C The project wasn't a success.

D Sharon took all the credit for the project's success.

Question 178

What will Dean try to do in future?

AHe will try to forgive Sharon.

BHe will try to be more professional.

CHe will give Sharon more credit for her hard work.

DHe will not bring his problems to work.

Questions 179–180 refer to the following notice:

JOB OPPORTUNITY

Marketing Assistant, Community Bank

A Marketing Assistant is required to conduct administrative functions for the Marketing Department and to assist in general marketing activities. The Marketing Assistant provides customer support to the general public as well as to private client groups in the production and delivery of marketing materials and custom presentations. Other responsibilities include:

- Provide marketing and communications support to the bank's branch locations
- Maintain inventories of marketing materials and forms and process invoices
- Coordinate marketing forms, compile marketing reports, and edit and proofread materials prior to publication
- Monitor social media activity and prepare web analytics reports for the bank's website
- Coordinate employee-attended events

Required Skills:

A minimum of 2 years' experience in a banking or corporate environment is required. The ideal candidate must be highly organized and have excellent interpersonal skills. A Bachelor's degree in Business Administration or Marketing is preferred. Superior computer skills are necessary. Community Bank offers a competitive compensation with bonus eligibility and an excellent benefits package. Applicants must include their desired salary.

Question 179

What kind of company is hiring?

AA telecommunications company

BA technology company

CA finance company

DA publishing company

Question 180

Which of the following is NOT a requirement for the job?

AA Bachelor's degree in Business Administration or Marketing

BA minimum of 2 years' experience in a banking or corporate environment

CExcellent interpersonal skills

DSuperior computer skills

Questions 181–185 refer to the following email and document:

To: anwar.hanif@topspace.com

From: hassan.shihab@montex.net

Date: April 21

Re: Thanks

Hi Anwar,

Thanks for lunch yesterday, and congratulations again on your promotion! It's great that your talents are finally being recognized at the company. I know how hard you have worked to get this far. You mentioned that you are nervous about your presentation at next week's sales conference. After we spoke, I remembered a list that I put together before I gave a speech at my brother's wedding last year. I did a lot of research, and these tips really helped me. I also told some jokes, but that's not appropriate for your presentation. Anyway, I hope these help.

Good luck, and let me know how it goes.

Hassan

Public-Speaking Tips

1. Practice your presentation in front of a mirror or a family member until you know it by heart. Speak very slowly and then very quickly until you find a comfortable pace somewhere in between.
2. Warm up your voice before the presentation. Yawn to relax your jaw. Sing or hum to tone up your vocal cords.
3. Don't think of your presentation as a performance. Imagine you are having a person-to-person conversation with a friend or colleague, rather than a room full of strangers. Don't expect perfection. You are human and we all make mistakes.
4. Visualize your presentation. Imagine you are watching yourself successfully deliver the presentation from start to finish.
5. Pause often and breathe deeply. You've heard this before, but it really works. When you are nervous, your breathing become rapid and shallow, and you sound less confident. Pausing also helps your audience absorb what you have just said.
6. Make eye contact with some audience members. Don't be afraid of them. People's expressions tend to be blank during presentations. Don't interpret this as boredom. People are simply concentrating on what you are saying.

Question 181

What is the purpose of Hassan's email?

ATo thank Anwar for yesterday's lunch

BTo congratulate Anwar on his new job

CTo ask for Anwar's advice about a speech

DTo give Anwar some tips on public speaking

Question 182

What is NOT appropriate for Anwar's presentation?

AResearch

BJokes

CMistakes

DEye contact

Question 183

What can we infer about Anwar?

AHe is an experienced presenter.

BHe is Hassan's brother.

CHe has asked for Hassan's help.

DHe has never delivered a presentation before.

Question 184

To know something "by heart" means to:

Abe very emotional about it

Bknow it word-for-word

Cfeel deeply about it

Dunderstand it completely

Question 185

What happens when your breathing becomes rapid and shallow?

AYou sound less confident.

BYou lose the audience's attention.

CYou absorb what you have just said.

DYou make many mistakes.

Questions 186–190 refer to the following program and email:

LEADERSHIP SKILLS IN A CHANGING ENVIRONMENT

Two-Day Seminar: \$475

Convention Centre, Collins Plaza Hotel

Day 1: Thursday, September 26

8:30 Guest Speaker: Dr. Bill Fonseca: Embracing Change to Drive Growth

9:30–12:00: Managing Performance

- What does it take to lead?
- Setting realistic goals and expectations
- Coaching a virtual team

1:00–4:00: Networking

- Maximizing the value of professional contacts
- Using social media to expand your network

Day 2: Friday, September 27

9:00–12:30: Effective Delegation

- Developing a dynamic team
- Assessing your ability to effectively lead others
- Understanding the negative impact of micromanagement

1:30–4:00: Mentoring

- What makes a good mentor?
- The key stages of the mentoring process
- Evaluating the process

To: Candice.Watson@Global_Leadership.org
From: Jill.Needham@SDB.com
Date: September 21
Re: Leadership Skills Seminar

Dear Ms. Waterson,

Thank you for confirming my registration for the Leadership Skills seminar. I have subsequently realized that I have a scheduling conflict and will be out of town on September 27. Therefore, I will be unable to attend the second day. As it is too late to receive a refund under the terms of your cancellation policy, I wish to send a substitute, my colleague Cassandra Wilson, in my place. I understand that a \$25 substitution fee applies. Please confirm that this is acceptable.

Jill Needham
Regional Accounts Manager
Smith, Dodds & Barron Inc.

Question 186

Who will most likely attend the seminar?

A Colleagues

B Coordinators

C Managers

D Substitutes

Question 187

What is the topic on Thursday afternoon?

A Networking

B Coaching

C Managing

D Mentoring

Question 188

What is the purpose of Jill Needham's email?

A To confirm her attendance at the seminar

B To cancel her registration

C To advise that she is unable to attend Day 2

D To request a refund

Question 189

Why can't Jill Needham receive a refund?

A There is no refund policy.

B She will be out of town.

C She will be attending Day 1.

D It's too late to cancel her registration.

Question 190

The word "substitute" is closest in meaning to:

A executive

B associate

Creplacement

Dsubordinate

Questions 191–195 refer to the following article and letter:

BANK STREET DEVELOPMENT PLAN TO GO AHEAD

by George Szubanski

At a public meeting last night, City Council members announced their intention to proceed with a \$10 million redevelopment plan for the area surrounding Bank Street. The controversial plan, known as the Bank Street Development Plan, involves rezoning the district from commercial to residential use in order to construct several high-rise apartment buildings. If the plan proceeds, Bank Street's 58 commercial businesses will be forced to relocate, and a park and children's playground will also be demolished.

Mayor Costanzo has stated that the construction is necessary to increase the number of affordable housing units in the neighborhood and to relieve high population density issues in other areas of the city.

"You're not being sensitive to the needs of the local community!" shouted resident Miguel Ángel López during the meeting. "The people clearly told you that we don't want the rezoning, and you aren't listening. Who is working for whom?"

"I admit that some people are going to be hurt," Mayor Costanzo responded. "But this will be better for the city in the long run. People need to look at the big picture."

Community activists, who organized a protest march after the meeting, said they intend to launch a campaign to appeal the plan. They argue that rezoning will be a disaster for small business owners in the neighborhood, who will be forced to move or close down altogether.

LETTER TO THE EDITOR

I am against the Bank Street Development Plan. If the plan goes ahead, it will destroy a historic and thriving community. My family has owned a clothing store on Bank Street for three generations. My cousins own the supermarket across the street. The park and playground are an important part of our community's social life. Families have picnics in the park every weekend in summer. It's the only place for our children to play.

Furthermore, the relocation plan for the residents is unclear. Most importantly, we don't want to move! The mayor and the City Council members seem to forget that they are our elected representatives. Miguel Ángel López is correct. They are supposed to work for us! Have they also forgotten that there is an election in November?

Mrs. Gabriela Garcia

President, Bank Street Small Business Association

Question 191

Where would you most likely read the article?

AIn a monthly magazine

BIn a daily newspaper

CIn a real estate brochure

DIn a library book

Question 192

Why does City Council want to rezone the Bank Street commercial district?

AThe area is too densely populated.

BThere are too many businesses in the area.

CThe small businesses aren't successful.

DThere isn't enough affordable housing in the city.

Question 193

Which word best describes the Bank Street business owners?

AUpset

BBusy

CSocial

DSensitive

Question 194

Why did Gabriela Garcia write a letter?

ATo support the community activists who oppose the plan

BTo remind City Council members that they are elected representatives

CTo describe her family's history in the area

DTo tell the mayor that she doesn't want to move

Question 195

What is happening in November?

AThe community activists will organize a major protest.

BThe residents will vote for their local representatives.

CThe developers will demolish the park and playground.

DThe residents will be forced to relocate to another area.

Questions 196–200 refer to the following email and chart:

To: Walter Molineaux, CEO

From: Katrina Ekberg, Human Resources Director

Date: October 14

Re: Survey Results

Walt,

The results of the Employee Satisfaction with Management survey have now been distributed to the Senior Executive Team. I have scheduled a meeting for next Monday morning to discuss the results and to devise an Action Plan that addresses the shortcomings and weaknesses reflected in the survey. Once the Action Plan is finalized, it will be communicated to employees.

In order to show that we are committed to improving employee satisfaction and making this a great place to work, I recommend that we establish a Survey Committee to act on negative aspects of the survey as soon as possible. I also recommend including an employee representative on the committee. Employees should participate in task forces and focus groups in order to increase their level of overall satisfaction with the company. This will also help to reduce the high rate of staff turnover the company has experienced in recent years, and therefore increase overall productivity.

Katrina

EMPLOYEE SATISFACTION WITH MANAGEMENT SURVEY RESULTS				
	No t at Al l	Som etim es	Most of the Time	All of the Time
Does your manager have good communication skills?	65 %	15%	10%	10%
Does your manager behave in a professional manner?	35 %	20%	20%	25%
Does your manager have good business knowledge?	50 %	20%	20%	10%
Is your manager good at resolving conflicts?	70 %	10%	10%	10%
Is your manager fair?	55 %	25%	10%	10%
Is your manager a good motivator?	40 %	20%	25%	15%
Does your manager give constructive criticism?	50 %	30%	15%	5%
Is your manager accessible and available?	60 %	20%	10%	10%

Question 196

What was the purpose of the survey?

ATo assess overall employee satisfaction with management

BTo show management's commitment to making the company a great place to work

CTo reduce the high rate of staff turnover in recent years

DTo recommend improvements to management's negative aspects

Question 197

What will happen next Monday?

AThe results of the Employee Satisfaction with Management survey will be distributed.

BA Survey Committee will be established to address the survey's negative aspects.

CThe Senior Executive Team will meet to discuss the survey and devise an Action Plan.

DAn Action Plan will be finalized and communicated to employees.

Question 198

Which of the following will employees NOT participate in?

ATask forces

BExecutive team meetings

CFocus groups

DSurvey committee meetings

Question 199

In which area did management get the lowest rating in the survey?

AProfessional manner

BCommunication skills

CConflict resolution

DConstructive criticism

Question 200

What can you infer about the employees' attitude towards management at this company?

AMost employees are satisfied.

BSome employees are dissatisfied.

CMost employees are dissatisfied.

DNone of the employees is satisfied.

TEST 04

Question 101

The HR manager plans to look ____ the employee's complaint of harassment.

Aonto

Bup to

Cinto

Dout for

Question 102

Tom and Andrew are close friends, though they haven't seen each other in ____ 10 years.

Anearly

Bonly

Cjust

Dyet

Question 103

Malika plans to go to medical school ____ she graduates from college.

Asoon as

Bonce

Cas long as

Dsince

Question 104

The police don't know ____ responsible for the theft of the important artworks.

Awhose

Bwho's

Cwhom is

Dwho are

Question 105

The ____ clothing department is on the fourth floor of the store.

Awoman's

Bwomens'

Cwomen's

Dwomen

Question 106

The rescue workers did everything they ____ to save the residents of the burning building.

Awould

Bshould

Ccan

Dcould

Question 107

Sally is lonely because she doesn't know ____ at her new school.

Aanyone

Bno one

Csomeone

Deveryone

Question 108

Oscar met Julia in Hong Kong five years ____.

Astill

Bsince

Cago

Dyet

Question 109

Hassan's father doesn't speak English and ____ does his mother.

Aeither

Bneither

Cnor

Dnot even

Question 110

You can eat as much food ____ you want at the hotel buffet.

Afor

Bas

Cthat

Dlike

Question 111

Many people depend on social media for ____ news.

Athey

Bthey're

Cthere

Dtheir

Question 112

Mohamed had ____ time to enjoy himself in Rome as he was busy every day.

Afew

Bless

Clittle

Dshort

Question 113

An announcement on the train asks people to stand clear of ____ closing doors.

Aa

Bthe

Cthis

Dthem

Question 114

Frank worked hard to meet the deadline and ____ the support of his team.

Athanked

Bappreciated

Cgrateful

Dcompensated

Question 115

Many employees ____ about the lack of public transport to the company's new headquarters.

Aunhappy

Bregret

Cdislike

Dcomplain

Question 116

One side ____ of global warming is rising sea levels.

Aaffect

Beffect

Cissue

Dresult

Question 117

Most employees have been with the company ____ 6 and 12 years.

Abetween

Bfrom

Csince

Dfor

Question 118

Leo's boss works long hours and ____ take a day off.

Adoesn't never

Bdoesn't ever

Cdon't never

Ddon't ever

Question 119

These cakes are good, but I prefer ____ ones.

Athat

Bthose

Cthis

Dthem

Question 120

We were very ____ to receive our new computers.

Aexciting

Bexcitement

Cexcited

Dexcitable

Question 121

The pharmaceutical company developed a new ____ to prevent the disease from spreading.

Avirus

Binfection

Contagion

Dvaccine

Question 122

The manager ____ her assistant that the report was due on Friday.

Atold

Bsaid

Ctalked

Dspoke

Question 123

The president announced plans to cut ____ on government spending.

Aoff

Bout

Cback

Dup

Question 124

Bill spends ____ of his time in Singapore and Kuala Lumpur.

Amost

Balmost

Cmany

Dlot

Question 125

If you work in the tourism industry, it is usually ____ to work overtime during the summer months.

Anecessarily

Bneedy

Cnecessary

Dneeded

Question 126

The client wants an immediate ____ to his request for discount on the large order.

Areport

Bresponse

Cdemand

Drequirement

Question 127

Mr. Heathcliff wants the report ____ his desk by 9 a.m. tomorrow morning.

Ain

Bat

Cto

Don

Question 128

After two weeks, the new manager has made a very good ____ on his staff.

Aexpression

Bopinion

Cimpression

Dfeeling

Question 129

Children ____ the age of 12 must be accompanied by an adult.

Aunder

Bunderneath

Cbeneath

Dlower

Question 130

Last year's campaign was a great success, but this year's will be even ____.

Abest

Bbetter

Cmore better

Das better

Question 131

Dorothy and her husband had ____ fun in Australia last year.

Amuch of

Ba lot of

Cmany

Dlots

Question 132

People who are too stressed should take better care of ____.

Ahimself

Bthem

Chim

Dthemselves

Question 133

The large conference room accommodates ____ people than the small one.

Amost

Bmore

Cmany

Dlots

Question 134

Alex ____ the right thing when he reported the mistake to his boss.

Adone

Bdoes

Cdid

Ddo

Question 135

Meagan is good at writing, but she's not very good at ____ in public.

Aspeaks

Bto speak

Cspeaking

Dspeak

Question 136

The community center offers weekend activities for teenagers who might ____ have nothing to do.

Aotherwise

Btherefore

Cnevertheless

Dfurthermore

Question 137

Young people can learn a lot ____ talking to older people.

Aabout

Bin

Cfor

Dfrom

Question 138

The couple has a strict ____ so they don't spend more than they earn each month.

Aeconomy

Bfinance

Cbudget

Dincome

Question 139

DMetri is ____ living with his parents, even though he's 32.

Ayet

Bstill

Ckeep

Dcontinue

Question 140

The device is ____ small it can fit in your pocket.

Aenough

Bsufficient

Cless

Dso

Questions 153–155 refer to the following advertisement.

Music and Language Go Together

by Oscar Preston

A recent study shows that musical training during childhood plays a key role in learning a foreign language. The study shows that when 9-year-old children learned music for just one hour a week, they exhibited a greater ability to learn the grammar, vocabulary, and pronunciation of a foreign language, compared to their classmates who did not have musical training.

About 95% of the brain's growth occurs during early childhood. Musical training boosts the brain's ability to process differences between sounds, which assists in the pronunciation of languages. This ability lasts for life. Adults who had musical training as children learn languages faster than adults who had no musical training.

This makes sense when you think that humans first started creating music 500,000 years ago, yet speech and language was only developed 200,000 years ago. As Professor Robin Dunbar from Oxford University points out, speech as a form of communication has evolved from our original development and use of music. This explains why the neural networks for music and language significantly overlap, and why children who learn music become better at learning the grammar, vocabulary, and pronunciation of a new language.

Question 153

According to the article, musical training during childhood:

Acauses the brain to grow larger

Bencourages children to become professional musicians

Cincreases the ability to learn a foreign language

Dexplains why the neural networks for music and language overlap

Question 154

In what way does musical training assist with pronunciation?

AThe skill required to learn music and pronounce words is similar.

BMusical training boosts the brain's ability to process differences between sounds

CHumans created music long before they developed speech.

DMusic and language share the same neural network.

Question 155

What can we assume about adults who had no musical training as children?

AThey are unable to learn a foreign language.

BThey don't enjoy music very much.

CThey have difficulty processing the difference between sounds.

DThey may find it more difficult to learn a foreign language.

Questions 156–158 refer to the following email:

To: All Employees

From: Geoffrey Blodgett, Chief Operating Officer

:

Date: March 14

Re: Announcement

As you all know, the company has been facing enormous challenges as we work to drive synergies across our key functions such as research & development, manufacturing, and operations. Our effort to integrate and streamline the business in order to reduce our expense base unfortunately means that sometimes we have to reprioritize and make tough decisions.

At the Board of Directors meeting last Tuesday, it was decided to right-size the Ringwood office in order to reduce operating costs. The company will provide outplacement support for the 820 affected employees who will be separated from the company effective April 9. This decision, based on an exhaustive reassessment of the risks and opportunities identified within each area, will allow us to transform the company and capitalize on the most significant market opportunities. I know how difficult this is for you, but at the same time I know that I can depend on your commitment to creatively manage the challenges ahead.

Geoff

Question 156

What is the purpose of this memo?

ATo inform employees of the enormous challenges facing the company

BTo advise employees of the need to reprioritize and make tough decisions

CTo inform employees that 820 people in the Ringwood office have lost their jobs

DTo ask for employees' commitment to creatively manage the challenges ahead

Question 157

Why did the Board of Directors make its decision?

AIt needed to reprioritize and reassess the risks and opportunities.

BIt wanted to save money on operating costs and salaries.

CMany of the Ringwood employees weren't productive or creative.

DIt wanted to support the affected employees.

Question 158

What will the company provide for the Ringwood employees?

AIt will pay for career guidance to help them find other jobs.

BIt will support their relocation to another office

CIt will help them to creatively manage the challenges ahead.

DIt will find jobs for them with other companies.

Questions 159–161 refer to the following article:

Weekly Tech Update

by Barney Plimpton

Tired of arriving at your favorite restaurant only to find that your table isn't ready? Or perhaps you're fed up with walking into restaurants and being told you'll have to wait for half an hour for a table. Well, now there's an app to solve the problem.

Once you download the free WaitNoMore app, your location is immediately identified. You will then see a list of local restaurants and their table availability. You can then choose a restaurant and reserve a table. Some restaurants even have a floor map so you can choose the table you want. The restaurant will send you a text message letting you know that your table is ready. If the restaurant doesn't accept reservations, you can check out the wait time.

WaitNoMore has partnered with thousands of restaurants across the country. The restaurants pay \$100 per month to participate in the system. The company claims to have seated over 100,000 diners via its app.

Question 159

What happens when you download this app?

AYour location is identified.

BYou see a list of local restaurants.

CYou can reserve a table in half an hour.

DYou receive a text from the restaurant.

Question 160

Why does the restaurant send you a text message?

ATo confirm your reservation

BTo let you know that your table is ready

CTo identify your location.

DTo ask which table you want

Question 161

How do restaurants participate in the system?

AThey download the app.

BThey partner with the customer.

CThey accept reservations.

DThey pay \$100 per month.

Questions 162–164 refer to the following letter:

August 4

Dear Ms. Wilson,

Thank you for giving me the opportunity to read your manuscript, *The Stranger from Xerxia*. Unfortunately, after careful consideration, I am unable to publish it. The market is crowded with fantasy novels for young adults, and they are becoming increasingly difficult to sell.

I need to feel passionately about the books I publish. While the plot of your novel is interesting and unusual, the ending is predictable and too violent for young readers. Also, the main character wasn't particularly sympathetic, so I didn't care what happened to her. This is the major flaw of the novel, in my view.

Of course, another publisher might have a completely different opinion. Overall, I think you're a talented writer, and I encourage you to send your manuscript to other publishers. I wish you all the best with your writing.

Yours truly,

Patrick Beresford

Beresford Books

Question 162

What is the main purpose of this letter?

ATo thank the writer for sending the manuscript

BTo inform the writer that fantasy novels are too difficult to sell

CTo reject the manuscript for publication

DTo tell the writer that he doesn't care what happens to her

Question 163

Patrick Beresford thinks the plot of the novel is:

Asympathetic and likeable

Bpredictable and too violent

Ccrowded and difficult to sell

Dinteresting and unusual

Question 164

What is Patrick Beresford's opinion of the main character?

AHe doesn't like her.

BHe thinks she is talented.

CHe thinks she is flawed and violent

DHe thinks she is considerate and caring

Questions 165–167 refer to the following article:.

COMMUNITY NEWS

Local Music Store to Close

After 35 years in business, ABC Music on Union Street will close its doors forever this weekend. As CD sales have dwindled, almost all of the city's music stores have vanished.

ABC once had 150 music stores around the country. The Union Street store is the last to close.

“You can’t compete with digital downloading and streaming services,” says manager Jerry Li. “Sales have dropped 12% each year over the past 10 years. Even digital stores are suffering with the rise of streaming services and online piracy. People don’t want to pay for their music anymore, let alone leave their homes to go and buy it.”

“It’s the end of an era,” says Samantha Dobbins, a local resident. “I used to buy records here when I was a kid. I feel guilty that I haven’t supported the store, but times change.”

Question 165

Why is ABC Music going out of business?

A People aren’t listening to music anymore.

B People didn’t like the kind of music sold there

C It can’t compete with digital downloads and streaming services.

D Jerry Li wasn’t a very good manager.

Question 166

According to the article, what is causing digital stores to suffer?

A CD sales have declined.

B People don’t want to pay for their music.

C They can’t compete with downloading.

D They aren’t supported by the community

Question 167

Samantha Dobbins feels guilty because:

A She hasn’t shopped at ABC Music for a long time.

B Times have changed.

C She doesn’t like to leave her home.

D She hasn’t bought music since she was a kid.

Questions 168–170 refer to the following announcement:

PUBLIC SERVICE ANNOUNCEMENT

Safety Driving Tips for the Holidays

The holidays can be an exciting time as family and friends get together to celebrate. But unfortunately these get-togethers can often end in tragedy when loved ones are killed or injured on the roads in traffic accidents.

As the holiday season approaches, drivers need to be aware of actions that will make their holiday travel safer. Here are some tips:

- Make sure your vehicle is in good condition before you leave home, especially during the winter months.
- Make sure everyone in the vehicle is wearing seatbelts and that young children are properly secured in car safety seats.
- Be flexible with your schedule. Leave earlier to avoid peak traffic or change your schedule if bad weather is predicted.
- If you’re the driver, stay alert. Get plenty of rest before the trip and take lots of breaks along the way. If you’re tired, pull over and get some fresh air.
- Don’t speed. Be sure to stay within the speed limit and don’t overtake unless you can see far enough ahead to pass safely.

- Don't use your cell phone while driving. If you must use your phone, pull over and make the call.

Question 168

What is the purpose of this announcement?

ATo warn people that there are many dangerous drivers on the roads

BTo inform people that the holiday season can often end in tragedy

CTo provide tips for driving safely during the holiday season

DTo encourage people to visit their family and friends during the holidays

Question 169

What should you do before you leave home?

ACheck that your vehicle is in good condition.

BLeave early to avoid peak traffic.

CMake sure everyone in the vehicle is wearing seat belts.

DGet plenty of rest.

Question 170

What should you do if bad weather is predicted?

ACancel your trip.

BDrive very slowly and carefully.

CPull over until the bad weather passes.

DLeave earlier or change your schedule.

Questions 171–173 refer to the following email:

To: All Sales Staff

From: Jeremy Song, Director of Business Development
m:

Date: March 30

:

Re: Spring Promotion

Spring is just around the corner and it's time to celebrate the end of winter by offering a special promotion for our customers. New customers who sign up will receive deep discounts on our most popular packages.

- **Value Package**—normally \$65 per month—will be eligible for a \$10 discount for 12 months. This package includes 60 channels, including basic News channels, Kids Network, and 1 premium Movie channel.
- **Smart Package**—normally \$85 per month—will be eligible for a \$15 discount for 12 months. This package includes 85 channels, including all the major News channels, Kids Network, and 3 premium Movie channels.
- **Prime Package**—normally \$105 per month—will be eligible for a \$20 discount for 12 months. This package includes 115 channels, including all the News and Sports channels, Kids Network, Cooking channels, and 5 premium Movie channels.

This promotion will start on April 10 and end on May 1. To support you in your efforts, a special advertising campaign will appear in print and online. As an incentive, we will reward our 3 top performers with an all-expenses-paid weekend in Las Vegas.

I know all of you will give this promotion your very best effort. Let's work together to make this our best promotion ever!

Question 171

What is the purpose of this memo?

ATo notify sales staff that three new packages are available for customers

BTo advise sales staff that they are eligible for discounts on the packages

CTo inform sales staff of a special promotion to attract new customers

DTo tell sales staff they must sell more packages and gain more customers

Question 172

What does the Prime Package offer that the other packages don't?

AKids Network channel

BSports and Cooking channels

CPremium Movie channels

DA weekend in Las Vegas

Question 173

What is the purpose of an "incentive"?

ATo motivate

BTo reward

CTo attract

DTo entertain

Questions 174–175 refer to the following invitation:

YOU'RE INVITED!

Honoring a lifetime of love, happiness, and togetherness

Please join us on Saturday, August 10 at 6 p.m. to celebrate the 50th Wedding Anniversary
of George and Martha Nugent

The party will be hosted by their children George Jr., Gideon, Sally, and Rebecca

The Taj Hotel, Brentwood Avenue, Bedford, NY

Dinner and dancing to the music of the Little River Big Band

Please RSVP by August 1.

Will You Attend?

YES NO

Replied

Yes 23

No 5

Not Yet Replied 46

Question 174

Who is the audience for this invitation?

AGeorge and Martha Nugent

BGeorge Jr., Gideon, Sally, and Rebecca

CFriends and family of Martha and George Nugent

DThe Little River Big Band

Question 175

How many people have been invited to the party?

A23

B28

C46

D74

Questions 176–178 refer to the following article:

Agritourism—A Unique Vacation

Agritourism is one of the fastest growing sectors of the travel industry. It basically connects farmers and tourists in a mutually beneficial experience.

As farmers face serious economic challenges, agritourism can provide them with an additional source of income. Agritourists can gain a deeper understanding of the farming process through hands-on experience tending crops and livestock. It's an invaluable educational experience for children who live in urban areas, as many children have no idea how their food is grown. Many farms also provide fun activities for children such as fruit picking, helping to care for animals, and hay rides.

Taiwan has about 300 "leisure farms" where people can tour some of the world's finest tea plantations. Some of the smaller farms offer rustic accommodation where guests can enjoy the local produce. Spain and Italy have been favorite holiday destinations for many years, but now agritourists can actually stay on working farms and participate in the process of growing and harvesting the olives and grapes used to make oil and wine.

Question 176

What is this article mainly about?

AFarmers need to find new sources of income in order to survive.

BPeople prefer to work on farms and ranches during their vacations.

CTourists and farmers can both benefit from agritourism.

DMost children have no idea where their food comes from

Question 177

What is the major benefit for agritourists?

AStaying in rustic accommodation

BGaining a deeper understanding of the farming process

CProviding additional income for farmers

DVacationing in Taiwan, Spain, and Italy

Question 178

The word "unique" is closest in meaning to:

Asimple

Bincredible

Csecret

Duncommon

Questions 179–180 refer to the following letter:

ADVICE COLUMN: Ask Angie

Dear Angie,

My problem is that my girlfriend pays more attention to her smart phone than to me.

Whenever we go out to a restaurant, she's always talking on the phone to her friends and her sisters. When we go to the movies or the theater, she's texting them all the time. If we go on a vacation or visit a museum, she takes hundreds of photos with the phone and doesn't experience anything with her own eyes. I've asked her to turn off her phone and look at what's going on around her, but she won't. She's addicted to the phone and can't get through the day without it! I don't know what to do.

Fred in Philadelphia

Question 179

What is the purpose of Fred's letter?

A He wants Angie to contact his girlfriend

B He wants to ask Angie on a date

C He wants Angie to pay more attention to him.

D He wants Angie to help solve his problem

Question 180

What does Fred's girlfriend do when they go on a vacation?

A She doesn't experience anything.

B She constantly takes photos.

C She talks on the phone all the time.

D She can't see anything.

Questions 181–185 refer to the following letter and program:

Dear Dr. Mahmoud,

I am delighted that you have accepted our invitation to deliver a presentation on smart buildings at the conference in April. It is indeed an honor to have someone of your caliber speaking at this important event.

Attached please find the conference program. Please let me know when you wish to arrive in New York and I will have my executive assistant make the travel arrangements. All our guests are staying at the Galaxy Hotel on Madison Avenue, just around the corner from the Convention Center. The area also has many local attractions including the Guggenheim Museum and the Metropolitan Museum of Art. Let me know if you are interested in seeing a play on Broadway and I will arrange for the tickets to be sent to your hotel.

I look forward to meeting you at the conference.

Yours truly,

Dr. Winston Metcalfe

Conference Organizer

<p align="center">“Energy Solutions for the Future” Conference Program Gotham Convention Center, New York, NY April 7–11</p>			
Monday	Session	Speaker	Location
9:00 a.m.	Keynote Address	Dr. Cheryl Arbogast, Australian Energy Solutions Pty Ltd.	Main Auditorium
10:00 a.m.	Energy Policy	Dr. Christopher Evers, Minister for Energy	Main Auditorium
10:30 a.m.	Renewable Energy Sources	Dr. Nguyen Thanh Hai, CEO VIETECH Corporation	Room 125
11:15	Electric and	Dr. Alistair McQueen, Scottish	Room

a.m.	Hybrid Vehicles	Energy Board	126
12:00– 1:00 p.m.	LUNCH		
1:15 p.m.	Green Technology	Dr. Shihua Xie, Beijing University	Room 121
2:00 p.m.	Smart Buildings	Dr. Fatima Mahmoud, BZX Architects, Dubai	Room 122
2:30 p.m.	Solar and Wind Energy	Dr. Sanjay Prasad, Energy Consultant, India	Room 110
3:15 p.m.	Climate Change and Biofuels	Professor Miriam Holbert, MIT	Room 104
4:00 p.m.	Industry Perspectives	Dr. Manuel Alonso, Managing Editor, <i>Energía</i> , Brazil	Main Auditori um
7:00 p.m.	DINNER		Grand Ballroom

Question 181

What is the purpose of the letter?

A To invite Dr. Mahmoud to a conference in April

B To confirm Dr. Mahmoud's attendance at the conference

C To arrange Dr. Mahmoud's travel to New York

D To inform Dr. Mahmoud of the Conference Center's location

Question 182

In which room is the session on Green Technology?

A Room 101

B Room 110

C Room 121

D Room 122

Question 183

What will Dr. Metcalfe get tickets for?

A A flight

B A conference

C A museum

D A play

Question 184

What is Fatima Mahmoud's profession?

A Speaker

B Consultant

C Architect

D Doctor

Question 185

The word "caliber" in the first paragraph of the letter is closest in meaning to:

Aability

Bsuccess

Cpower

Dknowledge

Questions 186–190 refer to the following emails.

To: Simon.Farquharson@beltech.net

From: Natasha.Pavlovna@beltech.net

Date: November 18, 2014

Re: Annual Salary Increase

Simon, here are the figures you requested.

- Total number of employees 1
3
,
4
0
0
- Number of employees hired after July 1, 2014 2
0
0
- Number of employees who received a Successful/Outstanding rating in their 2013 Annual Performance Review on February 15, 2014 1
2
,
8
0
0

Let me know if you need any further information.

Natasha Pavlovna

Human Resources Generalist

To: All Employees

From: Simon D. Farquharson

Date: December 1, 2014

Re: Annual Salary Increase

It is my pleasure to inform you that a 3% salary increase will be given to all eligible staff, effective January 1, 2015. This increase recognizes your hard work throughout the past year. Your efforts play a key role in the company's ability to achieve its strategic goals. Your commitment to a high standard of excellence has contributed to our success in meeting the needs of our customers.

To be eligible for the increase, employees must meet the following criteria:

- Employees must be full-time, permanent employees. Part-time and temporary employees are not eligible for the increase.
- Employees must have received a rating of Successful or Outstanding in their Annual Performance Reviews for 2013, conducted on February 1. Employees who received a rating of Needs Improvement or Unsatisfactory will not receive a salary increase.
- Employees who were hired or promoted after July 1, 2014 are not eligible for an increase.

Simon Farquharson
Chief Executive Officer

Question 186

When did employees have their Annual Performance Reviews?

AJanuary 1

BFebruary 1

CJuly 1

DDecember 1

Question 187

How many employees are eligible for the salary increase?

A12,800

B13,000

C13,200

D13,400

Question 188

Which employees are NOT eligible for the salary increase?

AEmployees who are permanent

BEmployees who were promoted in August 2014

CEmployees who received a Successful rating

DEmployees who were hired in June 2014

Question 189

How many employees need to improve their job performance?

A200

B400

C600

D800

Question 190

The word “eligible” is closest in meaning to:

Aexcellent

Bchosen

Cdecided

Dqualified

Questions 191–195 refer to the following letter and email:

Dear Tenants,

Re: New Property Management

This letter is to inform you that Payne Property Management (PPM) has assumed the day-to-day management of the building. From October 1, PPM will manage all repair requests, rent collection, and lease renewals. This decision was made in order to better serve you.

The change does not affect your leases in any way. All rental checks should now be mailed to PPM’s main office at: 433 Dudley Street, Westbook, CT 16659.

Following is a list of your main contacts at PPM

- Ms. Alda Portillo, Office Manager, A.Portillo@PPM.com
- Mr. Dmetri Andropoulos, Leasing Officer, D.Andropoulos@PPM.com

- Mr. Osvaldo Alonso, Maintenance Manager, O.Alonzo@PPM.com
We look forward to continuing a high standard of living in our building with PPM's assistance and expertise. We appreciate your patience during the transition to the new management.

Maxim E. Dubrowski
Owner, 444 King Street

To: O.Alonso@PPM.com
From: P.Atkinson@horizon.net
Date: October 3
Re: Repairs

Dear Mr. Alonso,

I am the tenant in Apartment 5D, 444 King Street. I am writing because my apartment needs several repairs. I had contacted the previous management company, but I received no response. There is a hole in my bathroom ceiling that needs to be repaired urgently. Water is leaking from the apartment above. Also, my refrigerator is not working properly (the freezer is broken). In addition, there are mice and cockroaches in my kitchen. Finally, there have been several robberies in our building over the past year. The security system needs upgrading. For example, we need surveillance cameras mounted in the lobby and in the elevators.

I look forward to hearing from you very soon.

Priscilla Atkinson

Question 191

What kind of business is PPM?

AA security firm

BA building management company

CA property developer

DA real estate agency

Question 192

What is indicated in the letter?

AThe building owner has hired a new management company

BThe management company has hired new office employees

CThe process for renewing leases has changed

DThe ownership of the building has changed

Question 193

To whom did Priscilla Atkinson send her email?

AThe office manager

BThe building owner

CThe leasing officer

DThe maintenance manager

Question 194

Why does the building need surveillance cameras?

AThe old cameras are broken.

BMice and cockroaches have entered the building.

CThere is a hole in the ceiling.

DThieves have broken into the building.

Question 195

In the first paragraph of the letter, the word *assume* is closest in meaning to:

Asupposed

Btaken over

Ccontracted

Dgiven up

Questions 196–200 refer to the following emails:

To: Yukiko.Matsumae@onolink.net

From: Tadao.Tazaki@poetrynow.org

Date: April 7

Re: Poetry Submission

Dear Ms. Masumae,

Thank you for your recent submission of 10 poems to Poetry Now magazine. I am pleased to accept four of your poems for publication:

- “Towards a Distant Light”
- “The Blossom Sighs”
- “The Skin of a Pale Moon”
- “A Prayer for Lost Words”

The poems will appear in the May edition of both the English and Japanese editions of the magazine. We will pay \$75 per poem. You will receive a check within 30 days of publication. We also provide contributing poets with one year’s complimentary subscription to the magazine, valued at \$40.

Best wishes,

Tadao Tazaki

Poetry Editor

To: Tadao.Tazaki@poetrynow.org

From: Yukiko.Matsumae@onolink.net

Date: July 5

Re: Poetry Submission

Dear Mr. Tazaki,

I was delighted to see my poems published in Poetry Now magazine. The accompanying artwork was appropriate, too. I am also grateful for the free subscription. However, I regret to tell you that I have not yet received payment for my poems. I was expecting to be paid in June, but it is now July and I still haven’t received a check. Could you please ask your Accounts Department when they will send it? I appreciate your prompt assistance in this matter.

Yours truly,

Yukiko Matsumae

Question 196

What did Tadao Tazaki receive from Yukiko Matsumae?

AA subscription

BA submission

CA check

DA publication

Question 197

How much did Tadao Tazaki offer to pay Yukiko?

A\$40

B\$75

C\$300

D\$750

Question 198

When did Yukiko's poems appear in the magazine?

AApril

BMay

CJune

DJuly

Question 199

What is the purpose of Yukiko's email?

ATo inquire about a check

BTo cancel a subscription

CTo submit poems for publication

DTo thank Mr. Tazaki for the payment

Question 200

The word "prompt" at the end of Yukiko's email is closest in meaning to:

Ahonest

Bgenerous

Chelpful

Dfast

KIỂM TRA TỪ VỰNG

1. Company/firm
2. Organize/hold

3. Seminar/workshop
4. Employee/ staff

5.	HR/ personnel	49.	Receipt
6.	Hire/recruit/employ	50.	Delivery
7.	Receptionist	51.	Specialize in
8.	Report	52.	Request/ requirement
9.	Assistant	53.	Maintenance
10.	Voucher	54.	Technician
11.	Manual	55.	Reach/ contact
12.	Brochure	56.	Subscription
13.	Register/ sign up	57.	Renew
14.	Procedure	58.	Expire
15.	President	59.	Confidential
16.	Present (v)	60.	Establish/found/set up
17.	Representative	61.	Dependable/ reliable
18.	Partner	62.	Meet the need/ requirement
19.	Executive	63.	Commit
20.	Make an appointment/ arrange a meeting	64.	Affordable
21.	Project	65.	Approximately/nearly
22.	Conference/ meeting	66.	Get in touch with SO
23.	Candidate/applicant	67.	frequently
24.	Take part in/ participate in/ attend/ join	68.	Remind
25.	Sign (v,n)	69.	Specific/ detailed
26.	Demonstrate/show	70.	Update
27.	Workload	71.	Allow SO to do ST
28.	Deadline	72.	Lab
29.	Mandatory	73.	Temporary/ provisional >< permanent
30.	Contribute/dedicate/donate	74.	Intend to Vo
31.	Strategy	75.	Intend for SO
32.	Award (v,n)	76.	Experience (v,n)
33.	Plan (v,n)	77.	Familiar with
34.	Remodel/ renovate/ restore/ refurbish	78.	Comply with/ adhere to/ abide by
35.	Relocate	79.	Take precaution
36.	Reschedule	80.	Guarantee
37.	Merge with	81.	Summary/ abstract
38.	Reimburse	82.	Résumé
39.	Expense/cost	83.	Instruction
40.	Ahead of schedule	84.	collaboratively
41.	Behind schedule	85.	Independently
42.	On schedule	86.	Potential
43.	Retirement party	87.	Deal with/ solve/ handle
44.	Supervisor	88.	Term and condition/provision
45.	Make a reservation	89.	Consult with
46.	caterer	90.	Specialist/expert/professional
47.	Renowned/ well-known/famous/notable	91.	ignore
48.	Payment	92.	Consider

- | | |
|----------------------------------|---|
| 93. As soon as possible | 137. Initial payment |
| 94. File/document/paper/material | 138. Throughout |
| 95. Compatible with | 139. Complain |
| 96. Complete (v,adj) | 140. Currently |
| 97. Recently/lately | 141. Expansion plan |
| 98. Destination | 142. Opportunity |
| 99. Tobe likely to/ capable of | 143. Equipment/appliance |
| 100. Demand | 144. Individual |
| 101. Come up with | 145. Comprehensive/extensive |
| 102. Create/generate | 146. Qualification |
| 103. Reasonable price/ rate | 147. Figure out/ find out |
| 104. Achievement/accomplishment | 148. In a timely manner |
| 105. Outstanding/exceptional | 149. Tobe responsible for/ in charge of |
| 106. Leading firm | 150. Evaluate/ assess |
| 107. Competitive | 151. Fulfill (v) |
| 108. Attract | 152. Tobe eligible for |
| 109. Reputation | 153. Application |
| 110. Maintain | 154. Hesitant (a) |
| 111. Customer expectation | 155. Policy |
| 112. Customer satisfaction | 156. Proceed with |
| 113. Tobe restricted/limited | 157. Proceed to |
| 114. Priority | 158. Proceeds |
| 115. Offer a discount | 159. Save |
| 116. Special offer/ promotion | 160. Complimentary/free |
| 117. Item | 161. Proposal |
| 118. Defective | 162. Approval |
| 119. Refund/reimbursement | 163. Announce/notify/inform |
| 120. At no charge/cost | 164. Survey |
| 121. Warranty | 165. Profit |
| 122. Order | 166. Receipient |
| 123. Vacation | 167. Damage (v,n) |
| 124. Fill out a form | 168. Immediately/promptly/right away |
| 125. Hand in | 169. Verify/confirm |
| 126. Advertisement | 170. Implement/ conduct/ carry out |
| 127. Accommodation | 171. Lack of |
| 128. Apartment | 172. Salary |
| 129. Real estate/ real property | 173. finalize |
| 130. Locate | 174. Enclosed/attached/included/sent with |
| 131. Public transportation | 175. Delay/postpone |
| 132. Commuter | 176. Access |
| 133. Vehicle | 177. Assess/evaluate |
| 134. Income | 178. Participant |
| 135. Tenant/renter | 179. Agenda |
| 136. Replace SO/ST with SO/St | 180. Detailed/specific |

181. Reveal/unveil/ disclose	208. Sufficient/adequate
182. Considerable/significant/great/sharp/rapid	209. Dedication/ contribution/ donation
183. Promote	210. Reminder
184. Prospective	211. Reception
185. Delegation	212. Hold/organize
186. Increase/ rise/ grow/ go up/ boost	213. Talk to SO about ST
187. Attraction	214. Spacious interior
188. Currently	215. Undergo
189. Come up with	216. Restore/ renovate/ remodel
190. Uniform	217. Innovate
191. To be underway	218. Function
192. Fairly common	219. Due to/ owing to
193. Intend for SO	220. Fluctuation
194. On the other hand= on the contrary	221. Attendance
195. Out of stock	222. Consequently
196. Exclusive	223. Whether or not
197. Unique	224. Advance ticket
198. Prior to/ in advance	225. Assuming that
199. Competitor	226. Respond to/ reply to
200. Ability	227. Officiate (v)
201. Assemble/select/gather/collect	228. Announce/ notify/ inform
202. allocate	229. With respect to/ in relation to/ regarding/ concerning
203. Obviously/clearly/apparently	230. Keep pace with
204. Customize	231. Located
205. Avoid + V-ing	232. Prepare
206. A variety of/ a range of/ a selection of	240. Disclose/ reveal
207. Relatively/quite/fairly	241. Declare bankruptcy
233. Keep an appointment	242. Result in/ lead to
234. Break an appointment	243. Result from
235. Under any circumstance	244. Transaction= business deal
236. To be expected to	245. Predict
237. Last (v)	
238. Instead of/ in place of	
239. Back up	
246. Proper/ appropriate	254. Issue/ edition
247. Relevant/pertinent	255. Athlete
248. Facing/faced with	256. Unfortunately
249. Prospective changes	257. Consecutive
250. Fluctuation	258. Discontinue/stop
251. Intend to V	259. Criticism
252. Invest in	260. Attention
253. Author	
261. Reserve the right	264. Capacity
262. Take place/ happen	265. Charity fund
263. Exhibition	266. to be exempt from

267. admission

268. available