|  |  |  |
| --- | --- | --- |
| **If we \_\_\_\_\_\_\_\_\_\_ attract the younger market, our sales will automatically go up.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [will](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [can](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [may](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [have](javascript:p.setRadio(0,%203,%20self)) |

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| --- | --- | --- |
| **Sheila looks awful. She \_\_\_\_\_\_\_\_\_\_ to see a doctor.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [should](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [ought](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [had better](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [must](javascript:p.setRadio(1,%203,%20self)) |

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| **\_\_\_\_\_\_\_\_\_\_ I was trying to get a taxi, it started snowing and I got really cold.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [While](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [During](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [At that time](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [Because](javascript:p.setRadio(0,%203,%20self)) |

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| **I don't like driving on that highway. It's \_\_\_\_\_\_\_\_\_\_ road in town.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [the busiest](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [so busy](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [busier than](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [too busy](javascript:p.setRadio(1,%203,%20self)) |

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| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **The International Bank** | **has** |  | **several of** | **very good** | |  | **A** |  | **B** |  |  |  |  |  |  | | --- | --- | --- | --- | | **investment** | **plans** | **on** | **offer to clients.** | | **C** |  | **D** |  | | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [has](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [several of](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [investment](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [on](javascript:p.setRadio(0,%203,%20self)) |

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| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **The music** | **downstairs** | **was** | **too** | **loud that I couldn't** | |  | **A** |  | **B** |  |  |  |  |  |  | | --- | --- | --- | --- | | **get** |  | **any** | **sleep last night!** | | **C** |  | **D** |  | | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [downstairs](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [too](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [get](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [any](javascript:p.setRadio(1,%203,%20self)) |

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| **Greg said he \_\_\_\_\_\_\_\_\_\_ help next time.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [would request](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [will request](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [might have requested](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [requested](javascript:p.setRadio(0,%203,%20self)) |

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| **Elvis Presley wasn't the first rock-and-roll singer, \_\_\_\_\_\_\_\_\_\_ he was the one who made it popular.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [and](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [in spite of](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [but](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [so](javascript:p.setRadio(1,%203,%20self)) |

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| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **We** | **apologize to** | **the** | **inconvenience** | **in this** | |  | **A** |  | **B** |  |  |  |  |  |  | | --- | --- | --- | --- | | **matter** | **and will do everything** | **to change** | **the situation.** | | **C** |  | **D** |  | | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [apologize to](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [inconvenience](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [matter](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [to change](javascript:p.setRadio(0,%203,%20self)) |

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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **She** | **wishes** |  | **that** | **she** | **has** | **more time** | |  | **A** |  | **B** |  | **C** |  |  |  |  | | --- | --- | | **to study** | **computer programming.** | | **D** |  | | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [wishes](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [that](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [has](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [to study](javascript:p.setRadio(1,%203,%20self)) |

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| --- | --- | --- |
| **The organization will be able to borrow more funds if it \_\_\_\_\_\_\_\_\_\_ some of its current debts.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [pays off](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [could pay off](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [should pay off](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [will pay off](javascript:p.setRadio(0,%203,%20self)) |

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| **I wouldn't plan the New York conference in the winter if I \_\_\_\_\_\_\_\_\_\_ to please the staff.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [hope](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [were hoping](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [should hope](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [am hoping](javascript:p.setRadio(1,%203,%20self)) |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |

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| --- | --- | --- |
| **\_\_\_\_\_\_\_\_\_\_ the programmers nor my boss knows where to find the instruction manual for the software.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [Neither](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [Not](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [Either](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [Both](javascript:p.setRadio(0,%203,%20self)) |

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| **\_\_\_\_\_\_\_\_\_\_ my husband nor my children had ever been on such a long trip before we went to Africa.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [Neither](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [Both](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [Either](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [Nor](javascript:p.setRadio(1,%203,%20self)) |

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| **\_\_\_\_\_\_\_\_\_\_ arriving early at the airport, our boss still missed the flight for London.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [Even](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [Despite](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [Because of](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [As a consequence of](javascript:p.setRadio(0,%203,%20self)) |

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| **A: Will accounting have to shear a little bit in reporting current obligations?  B: \_\_\_\_\_\_ would be more appropriate or even chop.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [Slice](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [Discount](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [Fluff](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [Shrivel](javascript:p.setRadio(1,%203,%20self)) |

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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Ever** | **the schedule** | **is changed** | **on** | **short** | **notice, people** | |  | **A** |  | **B** |  | **C** |  |  |  |  | | --- | --- | | **get** | **upset.** | | **D** |  | | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [Ever](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [is changed](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [short](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [get](javascript:p.setRadio(0,%203,%20self)) |

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| |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **I** | **have** |  | **already** |  | **eaten** |  | **when** | **she arrived.** | |  | **A** |  | **B** |  | **C** |  | **D** |  | | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [have](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [already](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [eaten](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [when](javascript:p.setRadio(1,%203,%20self)) |

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| **This lawsuit isn't really about money. \_\_\_\_\_\_\_\_\_\_ is making a personal statement.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [The person filing the suit](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [It's about](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [It's about the person](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [Whoever](javascript:p.setRadio(0,%203,%20self)) |

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| **The teacher asked the students \_\_\_\_\_\_\_\_\_\_ quiet.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [are](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [to be](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [being](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [be](javascript:p.setRadio(1,%203,%20self)) |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  | | --- | --- | --- | --- | | **On account** | **the** | **latest** | **market trend, we need to** | |  | **A** |  | **B** |  |  |  |  |  |  | | --- | --- | --- | --- | | **upgrade** | **our** | **approach** | **to production.** | | **C** |  | **D** |  | | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [On account](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [latest](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [upgrade](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [approach](javascript:p.setRadio(0,%203,%20self)) |

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| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **I don't** | **remember** |  | **to see** | **her at the party. Are you positive** | |  | **A** |  | **B** |  |  |  |  |  |  | | --- | --- | --- | --- | | **that** |  | **she came** | **?** | | **C** |  | **D** |  | | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [remember](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [to see](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [that](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [she came](javascript:p.setRadio(1,%203,%20self)) |

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| --- | --- | --- |
| **New safety requirements \_\_\_\_\_\_\_\_\_\_ by the government.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [have created](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [will create](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [would create](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [were created](javascript:p.setRadio(0,%203,%20self)) |

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| --- | --- | --- |
| **He had already paid the bill before she \_\_\_\_\_\_\_\_\_\_ to the table.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [has returned](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [had returned](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [was returning](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [returned](javascript:p.setRadio(1,%203,%20self)) |

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| --- | --- | --- |
| **A: Can the formula presented in Diagram 6 be used to predict next quarter's earnings?  B: Yes, but \_\_\_\_\_\_\_ must first be modified to reflect last year's actual revenue.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [it](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [he](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [they](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [we](javascript:p.setRadio(0,%203,%20self)) |

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| --- | --- | --- |
| **A: Can't you see that my client is in the clear on your illegitimate charges?  B: The account withdrawals are valid; \_\_\_\_\_\_\_\_\_\_, embezzlement is illicit.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [furthermore](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [additionally](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [in retrospect](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [notwithstanding](javascript:p.setRadio(1,%203,%20self)) |

The Claims Division has been moved to our new location in Connecticut. This move gave us the chance to achieve the required reduction in personnel. We have cut back the staff from 15 to 8 employees.

We were able to meet the reduction goals due to the fact that two employees retired, since they were at the legal retirement age of 60. Furthermore, two more employees chose to take early retirement at 50 and 55 when we offered a good financial incentive. This monetary encouragement was equal to two years of their annual salary.

Of the remaining three, one worker took a year-long leave to have a baby, another left the company to return to university, and the third was fired for sharing company secrets. None of these workers will be replaced.

Therefore, I am happy to report that, with very few problems and very little financial loss, we have met our reduction goals in the Claims Division.

Next month, we will be working to meet new reduction goals in the Marketing Division as http://corp2.globalenglish.com/617/tres/toeic_pt/img/PT_it.gif makes its planned move to the Connecticut location.

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| **What is the main purpose of this report?** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [to report that some workers are leaving the company](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [to report that many older employees have retired](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [to report that there has been a cutback in the number of workers](javascript:p.setRadio(0,%202,%20self)) (R) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [to report that there has been a change of company location](javascript:p.setRadio(0,%203,%20self)) |

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| --- | --- | --- |
| **Look at the word http://corp2.globalenglish.com/tres/toeic_pt/img/PT_it.gif in the report. Who or what does http://corp2.globalenglish.com/tres/toeic_pt/img/PT_it.gif refer to?** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [the Claims Division in the Connecticut office](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [goals for reducing the number of employees](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [the Marketing Division](javascript:p.setRadio(1,%202,%20self)) (R) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [the plans for moving to the Connecticut office](javascript:p.setRadio(1,%203,%20self)) |

**Employee Relations Committee Meeting Summary**  
by Chris Gonzalez, Ombudsman

The Employee Relations Committee meeting was held on Thursday. The union representatives for the six area offices and the company managers from those same regions were present at the meeting. I sent out a copy of the agenda before the meeting. We discussed all the items on the agenda. I am writing this summary in my official role as the company ombudsman.

The meeting went well. We discussed the employees’ concerns at length. Here is a list of the issues and the points of consensus that we reached. These are the ideas the committee would like to put forward:

* Employees know that healthcare costs are rising. Management agrees to provide more day-care options for employees’ children if employees pay a higher percentage of healthcare costs.
* Employees know that no merit raises are possible at this time. Management agrees to a 3% cost-of-living increase across the board.
* Management agrees to work with employees to develop more schedule options. These will include the 40-hour, 4-day work week. Job sharing might also be possible if two employees can work out a weekly schedule between them.

As ombudsman, my role is to promote understanding and fair decisions. I am happy with these suggestions. All present at the meeting worked hard to compromise, and the discussions were calm and helpful. I am optimistic about the future of our company now and am hopeful about relations between employees and management.

I will prepare the formal **minutes** of the meeting next week. After you read them, please call me if you have any questions. I am always happy to talk with you.

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| **The person who wrote this report \_\_\_\_\_\_\_\_\_\_.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [is very worried about the company's future](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [thinks that the union is being unreasonable](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [represents one of the six regional offices](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [is pleased with the outcome of the meeting](javascript:p.setRadio(0,%203,%20self)) |

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| **In the report above, the word minutesmeans \_\_\_\_\_\_\_\_\_\_.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [a unit of time (60 seconds)](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [a written record of a meeting](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [time passing in a meeting](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [a written agenda for a meeting](javascript:p.setRadio(1,%203,%20self)) |

Ripley's  
BIGGEST SALE EVER!!

**Save, SAVE, SAVE!**

This sale is a gold mine! You can refurnish your entire office at considerable savings! We are shutting down our downtown branch and must liquidate our entire stock of office furniture now! For a limited time only, we have great prices on all your office furniture needs. Come see our huge selection of styles.

All Prices Reduced!

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| **Task Chairs** |  | **Managers' Chairs** |
| http://corp2.globalenglish.com/617/tres/toeic_pt/img/Read_L4_Q9-10B.gif |  | http://corp2.globalenglish.com/617/tres/toeic_pt/img/Read_L4_Q9-10B_2.gif |
| * padded arms for comfort * strong, aluminum swivel base * three traditional colors (black, white, and tan) * collapsible |  | * padded leather or micro suede * many classic colors to choose from, including navy, brown, grey, and tan * high back for added comfort * polished aluminum base for strength |
|  |  |  |
| **Executive Chairs** |  | **Modern, Modular, L-shaped Work Stations Must Go TOO!** |
| http://corp2.globalenglish.com/617/tres/toeic_pt/img/Read_L4_Q9-10B_3.gif |  | http://corp2.globalenglish.com/617/tres/toeic_pt/img/Read_L4_Q9-10B_4.gif |
| * luxurious genuine leather, suitable for executive offices * high back and extra padded seat for relaxation * polished chrome base for strength and style * sophisticated colors (ivory, ebony, burgundy, and walnut) |  | * desks for office workers, receptionists, and administrative assistants * modular shelves for books, office supplies, and photos--enormous capacity * movable keyboard trays for ease of storage * locking drawers for security and privacy |

We have many secretarial and receptionist desks in stock (walnut, blond oak, golden oak, and mahogany). There are also a limited number of executive wrap-around desks available (dark walnut, mahogany, and maple).

Call now and save! We will be open from 9 a.m. to 9 p.m. Friday, Saturday, and Sunday for this sale. The store is still packed with office furniture, so don't miss **it**!

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| **According to the advertisement, Ripley's is having a sale of office furniture because \_\_\_\_\_\_\_\_\_\_.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [the company is closing its downtown store](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [Ripley's wants to buy a new style of office furniture](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [some liquid was spilled on the office furniture](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [there are too many chairs but not enough desks](javascript:p.setRadio(0,%203,%20self)) |

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| **The word it refers to \_\_\_\_\_\_\_\_\_\_.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [the store's furniture](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [a price reduction](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [the downtown store](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [the store's big sale](javascript:p.setRadio(1,%203,%20self)) |

Ms. Lily Kwan  
Animation Plus Studios  
10 Downtown Plaza  
M6B 2B3 Toronto  
Canada

Dear Ms. Kwan,

Thank you very much for sending us your sketches. Our design team felt that your two main cartoon characters would be compatible with our marketing approach. In particular, the character of the witty skunk as the intelligent partner of the teenage superhero was immensely appealing. We think we can use the concept of their **partnership** in the advertising campaign for our new line of athletic shoes.

We would like to meet with you as soon as possible to see if we can set something in motion for the coming fiscal year. We think we could incorporate the skunk as a symbol of independence. His personality is very charismatic and we could pitch him as the visual image associated with the product line. In our assessment, the friendship between the skunk and the teenager is an incredibly powerful image that will appeal to the adolescent and pre-teen markets. The skunk's humorous attitude is a great complement to the teenage hero's seriousness.

I would appreciate it if you could come to London this month and stay for two or three days. Would that be feasible? Our design team can meet with you either Thursday and Friday, the fourteenth and fifteenth, or Monday and Tuesday, the eighteenth and nineteenth. We would, of course, cover all your expenses and pay your stated consulting fee. Your accommodations would be at Hotel Excelsior, which is a pleasant jaunt from our headquarters.

Please let me know whether you will be able to join us on the dates I have proposed. We are very enthusiastic about our innovative line and are delighted to be working with you.

Sincerely yours,

J.P. Petrakis  
Product Development Unit

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| --- | --- | --- |
| **Mr. Petrakis wants Ms. Kwan to \_\_\_\_\_\_\_\_\_\_.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [create two new cartoon characters for marketing](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [fly to London in order to work at the Excelsior Hotel](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [fly to London to meet Olympic Attire's design team](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [move to London in order to work for Olympic Attire](javascript:p.setRadio(0,%203,%20self)) |

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| --- | --- | --- |
| **In this letter, the word partnershipmeans a \_\_\_\_\_\_\_\_\_\_.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [legal marriage pact](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [financial agreement](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [legal arrangement](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [stable relationship](javascript:p.setRadio(1,%203,%20self)) |

Know What You’re Worth

Brent Snodgrass

Money. When you're looking for a job, that's what you want. Nevertheless, these days--I'm sorry to say--money doesn't grow on corporate trees. You can't clamber up the corporate ladder with the attitude that each new employer is going to tack on 10% to your existing salary.

**This** means that, unless you can capitalize on your number-one product--yourself--you're out of luck.

Wake up and smell the coffee! You're going to have to do some serious negotiating, and that takes some know-how.

"Salaries have been on a roller-coaster ride," acknowledged Abu Baquir, CEO at Martinson and Shrift Management Consultants. "It's very difficult to predict what a complete compensation package will include these days."

Job candidates can find out what they're worth by investigating, Baquir added. "The strategy is to find the salaries of your high-profile peers right on the Internet." There are several easily accessible Web sites that have sophisticated search engines. You type in your job title or description and your region. The Web site will give you a range of possible salaries. If you know people in your industry, you can also talk with them. They may be able to set up informational interviews with people who can tell you what to expect if you change jobs. The key is to do your research before you begin looking.

Once you've discovered what you're worth, it's time to start looking at job postings. Remember, though you want to be properly compensated, an enormous salary may not be the only alternative. Stop to think about the different compensation packages you might accept and what a company might be willing to offer.

One angle to consider is supplementing your expected salary with cash, stocks, or bonuses, according to Sara Greenwald, a career architect at JobBuild Magazine.

"Go into the salary negotiation expecting to adjust the equation and present alternate scenarios," Greenwald suggested. "For example, ask for 40% in salary and 60% in stocks and bonuses that will be based on your performance. Make the pitch that you'll show them what you're made of before they have to pay you."

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| **According to the article, employees who are considering moving to a new company should \_\_\_\_\_\_\_\_\_\_.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [compare companies and choose the one that offers the highest salary](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [research compensation ranges for their job in a variety of companies](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [think about compensation that is based solely on their job performance](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [expect to make 10% more money when they start a new position](javascript:p.setRadio(0,%203,%20self)) |

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| **At the beginning of the article, the wordthis refers to \_\_\_\_\_\_\_\_\_\_.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [less money available for salaries in corporations](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [what compensation you want as a job candidate](javascript:p.setRadio(1,%201,%20self)) ® |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [trying to find a new and better job these days](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [taking advantage of your number-one product](javascript:p.setRadio(1,%203,%20self)) |

***Percentages For Success In Staff Training and Development***

The following summarizes a variety of studies about the probability of success for different types of staff training and development activities. The chart is based on what elements are included in the training session. Success means that, after the training session, the staff person actually uses the training as part of his/her job, with a high degree of skill.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Element Of Training and Development** | **Percent of Group Likely To Be Successful** | | Excellent presentation (speech, lecture, film, etc.) | 0-10% | | Five or more demonstrations by presenters | 10% | | Participants try out what was taught-- hands-on involvement during the session | 10-20% | | Simulations--participants act out make-believe work situations with immediate feedback | 50% | | Participants try out new skills on the job; cooperate in feedback sessions, support groups, "peer coaching" | 90-100% | |

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| **What is the purpose of this chart?** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [to give percentages of staff attending training sessions](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [to list information about the different types of training and development](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [to train and develop new employees](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [to show which elements of training and development are the most effective](javascript:p.setRadio(0,%203,%20self)) |

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| **What should employees do in order to ensure the most success?** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [test new skills at work](javascript:p.setRadio(1,%200,%20self)) (R) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [test new skills during the training session](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [test new skills five times or more](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [test new skills when required by management](javascript:p.setRadio(1,%203,%20self)) |