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The European Chronicler calls it, "a must for all engineers working in Europe!"

Civil Engineering Digest is the number one trade journal for civil engineers across Europe. It provides articles on the latest technologies being used, along with ratings of materials and equipment. Each month's issue also includes profiles of colleagues in the field and outlines important infrastructure projects, such as bridges and dams that are being completed throughout the continent. Furthermore, readers will get emails announcing upcoming public seminars in their area. Subscribe today!

- Send me Civil Engineering Digest for two years for only €54.00!
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- Sign me up for a trial subscription for two months, free of charge! *
- *Those signing up for the free trial will automatically be charged for a one-year subscription after the trial ends. Customers may contact us to cancel this subscription.
- **165.** How often is *Civil Engineering Digest* published?
 - (A) Daily
 - (B) Weekly
 - (C) Monthly
 - (D) Annually
- 166. What is NOT offered to subscribers of Civil Engineering Digest?
 - (A) Job advertisements for civil engineers
 - (B) Reports on other engineers
 - (C) Reviews of building materials
 - (D) Details about new structures being built

- 167. What is suggested on the form?
 - (A) Online subscriptions are available for €18.
 - (B) Trial subscribers will be charged €32 after two months.
 - (C) Readers are invited to subscriber-only seminars.
 - (D) The journal has been available for two years.

To:	Distribution List
From:	Ken Gupta <kgupta@ltaa.co.uk></kgupta@ltaa.co.uk>
Subject:	LTAA update
Date:	15 October

A special meeting of the London Travel Agents' Association will take place on 1 November. Clarissa Tang will be speaking on business travel in Australia, New Zealand, and Malaysia.

After the talk she will be signing copies of her books, including her most recent title, Make Time to Travel. Books will be available for purchase at a substantial discount.

The session will be held at the Carol Hotel on Frame Street, and the presentation will start at 6:00 p.m. A complimentary buffet dinner will be provided afterwards for attendees, but seating will be limited, so please contact us to reserve a spot in advance. If you are interested, please send a message to Mark DiStefano at mdistefano@ltaa.co.uk by 25 October.

The complete meeting schedule is available at www.ltaa.co.uk.

Sincerely,

Ken Gupta

- 168. What is the purpose of the e-mail?
 - (A) To advertise a new hotel
 - (B) To offer tourist information
 - (C) To announce information about a meeting
 - (D) To promote a travel agency
- 169. What is suggested about Ms. Tang?
 - (A) She is employed at the Carol Hotel.
 - (B) She purchased some discounted items.
 - (C) She recently canceled a trip.
 - (D) She has written more than one book.

- 170. What is indicated about the meal?
 - (A) It begins at 6:00 P.M.
 - (B) It will feature recipes from Make Time to Travel.
 - (C) It is offered at no cost to meeting participants.
 - (D) It has been rescheduled.
- **171.** According to the e-mail, why should people contact Mr. DiStefano?
 - (A) To reserve a place for dinner
 - (B) To order books at a discounted rate
 - (C) To get the complete schedule
 - (D) To make a hotel room reservation



Blakeley Self Storage, Inc.

440 Cleary Ave. Brownsburg, IN 46112 (317) 555-0142

At Blakeley Self Storage, we guarantee the most convenient self-storage experience in Brownsburg with a clean and safe environment for all your storage needs. — [1] —.

The insulated ceilings and sealed floors of our storage units protect your items from moisture and fluctuating temperatures. We offer a wide range of unit sizes to accommodate virtually any item you may want to store. — [2] —. Moreover, every unit is on the ground floor, minimizing the effort required to access your items. Blakeley's largest units are 5 meters tall, a full meter taller than those of our competitors. There is no minimum number of units you must rent. Rent is collected once a month.

We believe that customers should have full control over their storage units, so unit access is 24 hours a day. With Blakeley, moving is convenient, too. — [3] —. Our facilities can accommodate trucks even up to 20 meters in length.

Visit www.blakeleyselfstorage.com to browse the full range of unit sizes, a list of vacancies, testimonials, and price information. Please call us for the most up-to-date information on unit availability. We maintain waiting lists for those whose desired unit sizes are currently unavailable. — [4] —.

- 172. What is indicated about the self-storage units?
 - (A) They are heated in the winter.
 - (B) They are all located on the same level.
 - (C) They are protected by video security cameras.
 - (D) They are all five meters in height.
- 173. What does Blakeley Self Storage do to make moving easier?
 - (A) It provides space for large vehicles.
 - (B) It offers freight-delivery services.
 - (C) It gives referrals for moving companies.
 - (D) It facilitates transfers to other branches.

- 174. What is featured on the company Web site?
 - (A) A brief history of the company
 - (B) A virtual tour of the facility
 - (C) A list of available units
 - (D) An exclusive discount coupon
- 175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
 - "Should you choose to be placed on one, we will contact you as soon as a space is vacated."
 - (A) [1]
 - (B) [2]
 - (C)[3]
 - (D) [4]

Northwood's Annual Clearance Sale!

July 24–30

Stock up on workplace essentials at fantastic prices!

WRINKLE-FREE DRESS SHIRTS. Made from a durable, wrinkle-free cotton-polyester fabric and especially good for those long days at the office! Available in white, light blue, charcoal, and taupe. Item #M913, \$39.99

PREMIUM DRESS SHIRTS. These shirts are made from our finest quality Egyptian cotton. Hand-stitched collar and cuffs. Available in white, cream, light blue, and lilac. Item #MS756, \$79.99

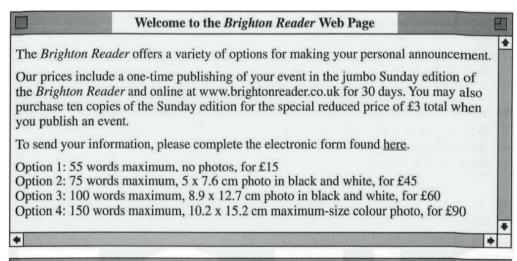
WOOL TROUSERS. These versatile trousers can be paired with a suit jacket and dress shoes for the office, or with a casual shirt for a night at the movies. Our most popular item! Available in light or dark gray. Item #MT744, \$59.99

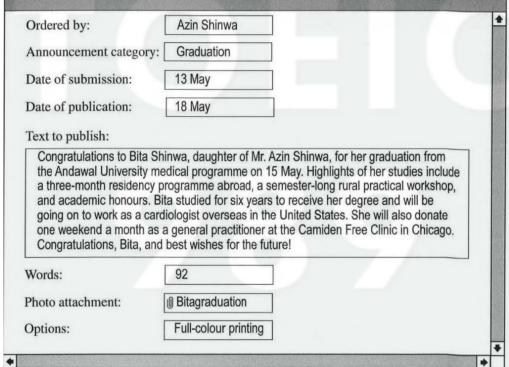
Shipping Information: Orders under \$50 will be shipped at a flat rate of \$5. Orders between \$50 and \$150 will be shipped at a flat rate of \$10. Shipping for orders over \$150 is free. These rates apply to items purchased during each of the annual clearance sales.

	NORTHWOOD	
Name	Gilles Routhier	
Address	3899 Penn Street	
City	Jefferson City State MO	
Phone	573-291-5966	
Email	GillesRouthier@teleword.com	
ltem#	MT744 Size 34 Quantity 1	Color Dark Gray
	ve finished entering items to purchase, press I shipping charges.	submit to calculate

- **176.** For whom is the advertisement most likely intended?
 - (A) People who regularly work in an office
 - (B) People who are going away on vacation
 - (C) People who spend a lot of time outdoors
 - (D) People who are browsing in a shopping mall
- 177. What is indicated about Northwood?
 - (A) It is located in Jefferson City.
 - (B) It offers clearance prices once a year.
 - (C) It is closing on July 30.
 - (D) All of its clothes are handmade.
- 178. What information is NOT given in the advertisement?
 - (A) The item number of each product
 - (B) The material each product is made of
 - (C) The colors available for each product
 - (D) The sizes available for each product

- 179. What is Mr. Routhier buying from Northwood?
 - (A) A shirt
 - (B) A suit
 - (C) A pair of trousers
 - (D) A pair of shoes
- 180. How much will Mr. Routhier probably have to pay for shipping?
 - (A) \$0
 - (B) \$5
 - (C) \$10
 - (D) \$50





- 181. What is being advertised?
 - (A) University facilities
 - (B) Personal announcements
 - (C) Newspaper subscriptions
 - (D) Event-planning services
- **182.** What is suggested about the *Brighton Reader?*
 - (A) It offers reduced prices to new subscribers.
 - (B) It sponsors a number of community events.
 - (C) It is available in more than one format.
 - (D) It is printed only on Sundays.
- 183. How much did the Brighton Reader probably charge Azin Shinwa?
 - (A) £15
 - (B) £45
 - (C) £60
 - (D) £90

- 184. What is Bita Shinwa's profession?
 - (A) Newspaper editor
 - (B) Marketing specialist
 - (C) University professor
 - (D) Medical doctor
- 185. What does the form indicate about Bita Shinwa's plans?
 - (A) She will volunteer her time.
 - (B) She will go abroad for the first time.
 - (C) She will donate money.
 - (D) She will participate in a workshop.

https://www.staffcelebrations.com Staff Celebrations Event planning for companies large and small since 1982

> Team-building Events **Award Ceremonies** Milestone Celebrations **Picnics**

Picnics with your company in mind! Pricing to fit every budget.

We do it all:

Setup and cleanup

Shuttle service between parking area and site if needed

Food and beverages (choose from a wide variety of snack and meal options)

Games and activities for adults and children (many to choose from)

Photos

Gift bags for each guest (optional; your choice of items to include)

We'll come to your site, or you can rent either of our two beautiful spaces: the Garden Grove in Glenview (for up to 200 people) or the Bridge Center in Woodsorrel (for 200-1,000 people).

Treat your staff to an event they'll remember!

To: Delilah Chalmers dchalmers@sybrassarchitecture.com From: Kacper Bukowski <kbukowski@fordingfitness.com> Date: February 12 Subject: Staff Celebrations Dear Ms. Chalmers,

My company is considering hiring Staff Celebrations for our employee picnic this summer, and the company gave us your name as a reference. If you have a moment, could you answer a few questions about their services? Specifically, we would like to know what the staff and location were like and whether the gift bag option is worth the additional cost, It would be very helpful if you could send us your impressions by the end of next week.

Thank you in advance for your help.

Kacper Bukowski Executive Staff Assistant Fording Fitness Center

	E-mail	
To:	Kacper Bukowski <kbukowski@fordingfitness.com></kbukowski@fordingfitness.com>	
From:	Delilah Chalmers <dchalmers@sybrassarchitecture.com></dchalmers@sybrassarchitecture.com>	
Date:	February 14	
Subject:	RE: Staff Celebrations	

Dear Mr. Bukowski,

I am happy to provide you with some information about Staff Celebrations. We hired them for our tenth annual company picnic, which was held this past July. Over 200 of our employees and their families were in attendance. After looking into several options, we settled on Staff Celebrations to plan and host our event because they were highly recommended by several other companies in the area. We were delighted with the convenience of their service. All we had to do was make a few menu and game selections, and they did the rest. We chose to use one of their sites, which was as beautiful as promised. Despite uncomfortably high temperatures on the day of our event, the staff at Staff Celebrations remained cheerful and enthusiastic. We did not opt for the gift bag option, although I recall from our initial meeting that the choices for that seemed to be reasonably priced and of high quality. I highly recommend Staff Celebrations.

Regards,

Delilah Chalmers Vice President for Corporate Events Sybrass Architecture

- 186. What is indicated about Staff Celebrations?
 - (A) It provides snacks free of charge.
 - (B) It has a new location.
 - (C) It offers transportation for guests.
 - (D) It requires payment in advance.
- 187. Why did Mr. Bukowski contact Ms. Chalmers?
 - (A) To inquire about the services provided by Staff Celebrations
 - (B) To give her some information about a research project
 - (C) To ask her company to cater an upcoming event
 - (D) To make suggestions for improving a service
- 188. In the first e-mail, in paragraph 1, line 5, the word "impressions" is closest in meaning to
 - (A) imprints
 - (B) perceptions
 - (C) copies
 - (D) preferences

- 189. What does Ms. Chalmers mention that Mr. Bukowski did NOT specifically ask about?
 - (A) Gift bags
 - (B) Location
 - (C) Staff
 - (D) Food
- 190. Where was the Sybrass Architecture event most likely held?
 - (A) At Fording Fitness Center
 - (B) At Sybrass Architecture
 - (C) At the Garden Grove
 - (D) At the Bridge Center

Opportunities for Leadership Development: Evaluation Report Executive Summary

This report documents the results of a study conducted by the Centre for Management Development and Assessment (CMDA) on behalf of Vaughan Biotechnics. The investigation sought to determine whether administrative workers have sufficient career advancement opportunities and whether the current set of leadership training courses meets the needs of supervisors.

The responses of Human Resources (HR) directors illustrate the current state of affairs, since they are responsible for ensuring that employees have

ample training and development opportunities. Nearly 71% of HR personnel indicated that Vaughan Biotechnics does not provide sufficient training for potential supervisors. Some suggested that the lack of training opportunities led to low promotion rates.

In addition to providing in-depth coverage of these and other findings, this document contains a series of recommendations that will be carefully studied by government officials for possible implementation.

To:	rylan.saunders@vaughanbiotech.co.uk
From:	salma.gorshani@vaughanbiotech.co.uk
Subject:	Course suggestion
Date:	13 July

Dear Mr. Saunders,

I'd like to add another course to the list of suggestions. Having led various large-scale projects over the last five years, I have come to realize how helpful social media can be for supervisors and managers. Therefore, I suggest that you include among the new training courses one that focuses on social media and covers such topics as planning, executing, and assessing social media campaigns.

Thank you and best wishes,

Salma Gorshani



https://www.vaughanbiotech.co.uk/employee/mycareer

Supervisor Training Now Available

On Tuesday, HR director Mr. Rylan Saunders unveiled the new training programme for employees interested in becoming supervisors. The redesigned programme is the result of an inquiry carried out last January that looked into the opportunities available to employees wanting to move up the career ladder. It also included an analysis of the training, which determined that Vaughan Biotechnic's original programme was no longer effective. The improved programme includes courses that reflect today's complex work environment. Courses like Supervising Using Social Media help would-be managers learn how to utilize current tools to lead successful projects. Click the 'professional development' link for more information and to register.

- 191. Why did the CMDA collect information from the directors of Human Resources?
 - (A) They used to hold leadership positions.
 - (B) They determine the criteria for promotion.
 - (C) They provide staff with learning opportunities.
 - (D) They are in charge of hiring new employees.
- 192. What is indicated about the CMDA study?
 - (A) It was completed in January.
 - (B) It is conducted every year.
 - (C) It was critical of supervisors.
 - (D) It was distributed to the public.
- 193. What most likely is a recommendation the CMDA made to Vaughan Biotechnics?
 - (A) Reduce funds available to the directors of Human Resources.
 - (B) Change the type of courses aspiring supervisors must take.
 - (C) Increase the number of female supervisors in its labor force.
 - (D) Allow for more meetings between supervisors and upper management.

- 194. In the e-mail, the word "covers" in line 4 is closest in meaning to
 - (A) is concerned with
 - (B) is placed over
 - (C) guards against
 - (D) accounts for
- 195. What is suggested about Ms. Gorshani?
 - (A) Her leadership style is popular with her
 - (B) Her proposal to the HR director was accepted.
 - (C) She had read the report written by the CMDA.
 - (D) She thinks there are enough opportunities for mentoring.

Dear friend of the Linwood Community Center,

I am writing to invite you to sponsor the Linwood Community Center's annual Bike for Linwood fund-raising event. The money raised by this year's 50-kilometer ride will support the new music education program at the center. Sponsorship would give your company great exposure as the event will be covered by local newspapers and is attended by over 5,000 spectators.

Our sponsorship options include the following.

Primary Sponsor: Company name and logo will be prominently displayed on all promotional materials. Company representative will be photographed with the race winners. \$10,000

Associate Sponsor: Company name will be listed on banners at the event. Sponsor will receive a certificate of appreciation suitable for display. \$5,000

Corporate Sponsor: Company name will be listed in our directory of sponsors. Sponsor will receive a certificate of appreciation. \$1,000

Contributing Sponsor: Sponsor will receive a certificate of appreciation. \$500

No matter at what level you choose to participate, you will be helping the community. Please contact me with any questions.

Sincerely,

Rosalyn Sanchez

Rosalyn Sanchez Director of Fund-raising

E-mail From: bkelly@torypharm.com To: rsanchez@linwoodcc.org Date: June 12 Subject: Event details

Dear Ms. Sanchez,

I am attaching a digital copy of our company's logo for use in your event's advertising materials.

Our director of Community Relations, Nancy Glass, and her assistant will be attending the event and would like to have electronic copies of the photographs from the event to post on our Web site. She would also like to tour the Linwood Community Center before the event and meet some of the students from the new program. Please confirm that this is possible and let me know what time she should plan to arrive.

Sincerely,

Blake Kelly, Tory Pharmaceuticals



Bike for Linwood Fund-raising Event Sponsored by

TORY Pharmaceuticals

50-kilometer ride on June 19 at 9 A.M.

Riders depart from Swanton Town Hall, and the finish line is in front of Linwood Center. Riders and spectators are invited to stay for a celebration that includes entertainment provided by the students from the center's newest program. Food and drinks will be available for purchase.

- 196. For whom is the letter most likely intended?
 - (A) Advertising designers
 - (B) Business owners
 - (C) Local bicycle riders
 - (D) Community center volunteers
- 197. In the letter, the word "exposure" in paragraph 1, line 4, is closest in meaning to
 - (A) condition of being made known
 - (B) state of being unprotected
 - (C) disclosure of something secret
 - (D) position with reference to compass
- 198. What type of sponsorship did Tory Pharmaceuticals most likely select?
 - (A) Primary sponsor
 - (B) Associate sponsor
 - (C) Corporate sponsor
 - (D) Contributing sponsor

- 199. What is suggested about Nancy Glass?
 - (A) She works at the community center.
 - (B) She will be competing in the race.
 - (C) She will have her picture taken with the winners of the race.
 - (D) She has attended this fund-raising event for several years.
- 200. What is indicated about the event?
 - (A) It was started by Blake Kelly.
 - (B) Riders will start from the community center.
 - (C) Portions of the race will be televised.
 - (D) It includes a musical performance.