

TEST 5

PART 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. Pering Township ----- enough money to build a new library next year.

(A) raised (B) convinced (C) observed (D) tackled

102. ----- ground floor cafe is popular with building residents.

(A) Our (B) Ourselves (C) Ours (D) Us

103. The additional training will help you become more ----- with RNV Laboratory's procedures.

(A) primary (B) brief (C) familiar (D) deep

104. Reviews of employee performance are conducted ----- a quarterly basis.

(A) to (B) against (C) on (D) with

105. Concert venues routinely record ----- to evaluate the success of their marketing campaigns.

(A) attendance (B) attendant (C) attended (D) attending

106. The new contract must be signed and returned ----- any work can begin.

(A) before (B) provided that (C) as far as (D) unless

107. The park's maps ----- the difficulty level of each hiking trail.

(A) explaining (B) explain (C) to be explained (D) to explain

108. Braley's Deli prides itself on its fresh ingredients and ----- customer service.

(A) rapid (B) occasional (C) expected (D) proposed

109. The next technology coordination team meeting will be held ----- teleconference at 3:00 p.m. tomorrow.

(A) by (B) of (C) in (D) for

110. Weiss Landscaping has a ----- grasp on its client base because of its excellent customer service.

(A) firm (B) firmest (C) firmly (D) firming

111. We add funds to our savings account ----- we can to ensure we have money on hand for unexpected expenses.

(A) either (B) even so (C) whenever (D) whereas

112. Last year's model of Rulster's electric vehicle ----- at a significant discount.

(A) offers (B) offered (C) was offering (D) is being offered

113. Freight trains are Choman Transport's ----- method of shipping materials if time is not an important factor.

(A) valuable (B) taken (C) preferred (D) plain

114. In order to respond to customer concerns, the sales department has collected all the ----- that has been sent.

(A) correspond (B) corresponded (C) corresponding (D) correspondence

115. Festival officials stored items that were left behind after the event until they could determine ----- owned them.

- (A) who (B) theirs (C) whose (D) that

116. Even though there were problems with traffic last year, officials have again ---- to hold the parade in the city center.

- (A) updated (B) controlled (C) decided (D) advanced

117. We will make arrangements for Ms. Tanaka's ----- once we finalize the schedule for her tour of our corporate headquarters.

- (A) arrive (B) arrives (C) arrival (D) arrived

118. Given the benefits it will provide, members of the community were ----- excited about the proposal for a new shopping center.

- (A) responsibly (B) popularly (C) mistakenly (D) understandably

119. Ultra Star Construction gained ----- savings by purchasing materials from different suppliers.

- (A) substance (B) substantial (C) substantiate (D) substantially

120. Research project managers at Envira Hospital often hire external ----- with extensive experience in their fields.

- (A) patients (B) contenders (C) characters (D) consultants

121. Ms. Kwan reported that she is ----- finished with her report pending receipt of final client reviews.

- (A) too (B) more (C) almost (D) often

122. Based on sales reports from the past three months, the ----- seems to be that our newest products are gaining popularity.

- (A) aim (B) trend (C) offer (D) style

123. Newport Hills Property Developers are hiring ----- contractors to build a state-of-the-art water filtration system.

- (A) qualified (B) qualification (C) qualify (D) qualifies

124. ----- to *Alpine Climber* magazine include Karl Saenz and Holli Bergits, two of Europe's best photographers.

- (A) Buyers (B) Novelists (C) Passengers (D) Contributors

125. Notes on the ----- of the merger of LN Bank and East Way Bank will be included in the meeting minutes.

- (A) financially (B) financing (C) financial (D) financed

126. Ms. Ahmad asked that we complete our assignments ----- so that she can include them in her monthly budget report today.

- (A) prompt (B) prompted (C) promptly (D) prompting

127. The new operations manager was surprised that the directors wanted cost estimates even for minor tasks ----- labeling.

- (A) apart (B) at least (C) in full (D) such as

128. After additional research, Mr. Haines has ----- his report on the prevalence of migratory birds in the region.

- (A) estimated (B) revised (C) inflicted (D) advised

(A) except (B) despite (C) even if (D) as soon as

(A) objects (B) objectives (C) objecting (D) objectively

131. (A) announce (B) announced (C) announcement (D) to announce

132. (A) funds (B) laboratories (C) parts (D) teams

133. (A) between (B) about (C) at (D) over

134. (A) With great fanfare, Medicatenet has published the results of a five-year study.

(B) Most therapies are developed in a trial-and-error process.

(C) Medicatenet is just one of several leading biotechnology companies.

(D) To accommodate this increase, the company has signed a lease to expand into a new facility in Norwalk.

Questions 135-138 refer to the following e-mail.

From: Valeria Sanchez <vsanchez@mellowbayresort.com>

To: Seo-Jun Hak <seo-junhak2390@amail.com>

Subject: Arrival at Mellow Bay Resort

Date: June 4

Dear Mr. Hak,

Your stay at Mellow Bay Resort is coming soon! The check-in time is between 3:00 p.m. and 8:00 p.m. Please call us at (305) 555-0125 if you plan to arrive before or after these hours. Your room may be given to another guest if you arrive after 8:00 p.m. without -----(135).

When checking in, you will receive complimentary tickets for the breakfast buffet, ----- (136) is located down the hall from the lobby. You may also want to make dinner reservations at Lookout Restaurant on the top floor of the hotel with----- (137) views of the ocean and town. Also be sure to stop at our guest services desk for information about local attractions. ----- (138). There is so much in the bay area to explore! We look forward to welcoming you as our guest.

Best regards,

Valeria

135. (A) notice

(B) choice

(C) appearance

(D) luggage

136. (A) how (B) why (C) when (D) which

137. (A) sturdy (B) recent (C) spectacular (D) faithful

138. (A) Guests used to receive a discount on one item at the gift shop on the first floor.

(B) We can help you with plans to enjoy scuba diving, sailing, or other activities.

(C) Every room has a cable television connection with access to popular movies.

(D) Guests can sometimes check in to the hotel early with no additional charge.

Questions 139-142 refer to the following letter.

January 17

Kenji Davis

26 Peartree Lane

Baltimore, MD 21205

Dear Mr. Davis,

It was a pleasure to talk with you at the Annual Model Train Show in Baltimore earlier this month. I -----(139) by the high quality of the antique trains that you had on display.

You mentioned that you might want to sell several sets of antique trains. Faremount Antique Auctions would be an ideal -----(140) for you. Twice a year we hold an online auction of antique toys that attracts bids from model train collectors from around the world. Our most recent auction was in November ---- (141). I believe you will find that items in our auction sold for higher prices----- (142) similar items did at other sites.

Our next auction will be held May 21-22. Let me know if you are interested in participating.

Sincerely,

Justine Garcia, Faremount Antique Auctions

139. (A) impress (B) impressed (C) was impressed (D) was impressing

140. (A) basis (B) marketplace (C) foundation (D) career

141. (A) I encourage you to look online at the prices paid for items in that auction.

(B) Our auctions used to be held at a historic hotel called The Faremount Rose.

(C) Some of our customers are interested in antique metal banks from the 1800s.

(D) All participants in the online auction needed credentials to enter the site.

142. (A) although (B) since (C) nonetheless (D) than

Questions 143-146 refer to the following memo.

To: All Personnel

From: Harkfield Capital

Subject: Half day

Date: November 10

On Friday, November 19, beginning at 2:00 p.m., the parking garage will be power washed and the lines will be repainted. Before the workers can -----(143), the garage needs to be empty.

Therefore, all employees will receive a paid half day off from work. -----(144).

Those who begin at 9:00 a.m. will finish at 1:00 p.m. NO lunch hours will be taken.

Employees must -----(145) the garage immediately after completing their shifts.

The garage will remain -----(146) all weekend. Employees who work on the weekend must park on the street or in a paid lot.

We hope you will enjoy this extra time off.

143. (A) be hired (B) be paid (C) rest (D) start

144. (A) Employees who start work at 8:00 a.m. will leave at noon.

(B) Confidential material should be disposed of in a secure bin.

(C) Carpooling has become increasingly popular with employees.

(D) Managers must approve all overtime requests.

145. (A) vacates (B) vacate (C) vacated (D) be vacated

146. (A) underground (B) exact (C) spacious (D) closed

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following invoice.

Oma Jean's Cakes

Customer Name: Robert Palomino

Customer Phone: (704) 555-0189

Date of Order: October 26

Date of Delivery: October 28

Delivery: Grand Uptown Hotel

Delivery by: Renu Bhatti

Two kg chocolate cake (round)	\$75.00
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Chocolate icing	free
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Strawberry filling	\$20.00
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Message on cake: <i>"Congratulations on your retirement, Mary Ellen!"</i>	free
Special instructions: Decorate cake with yellow icing flowers	\$15.00
Delivery Fee	\$15.00
Grand Total	\$125.00

147. According to the invoice, what was purchased?

- (A) A hotel stay
- (B) Fresh flowers
- (C) Chocolate candies
- (D) A custom dessert

148. According to the invoice, who most likely is Ms. Bhatti?

- (A) A coworker of Mr. Palomino's
- (B) A member of the hotel staff
- (C) An Oma Jean's Cakes employee
- (D) A retiring chef

Questions 149-150 refer to the following text-message chain.

Greg Pfaff (1:17 P.M.)

Hi Jessa. I'm running a bit late for our 2:00 P.M. appointment to troubleshoot the problem with your desktop computer. I should arrive around 2:20 P.M.

Jessa Kim (1:18 P.M.)

That's fine. I hope you can fix it. I depend on that desktop for my online craft supply business.

Greg Pfaff (1:19 P.M.)

I know. It may just need a tune-up. My assistant, Kevin Mulford, will be with me too. He may help you out in the future while I work on a maintenance project at a local data center.

Jessa Kim (1:20 P.M.)

That's good to know.

Greg Pfaff (1:21 P.M.)

Good. That's it, then.

Jessa Kim (1:22 P.M.)

All right. See you when you get here.

149. Who most likely is Mr. Pfaff?

- (A) A studio artist
- (B) A seller of craft supplies
- (C) A computer technician
- (D) A building superintendent

150. At 1:20 p.m., what does Ms. Kim most likely mean when she writes, "That's good to know"?

- (A) She is relieved that a problem was solved.
- (B) She is glad that she will have help if needed.
- (C) She is happy that Mr. Pfaff will arrive soon.
- (D) She is satisfied with work done on a maintenance project.

Questions 151-152 refer to the following product review.

As my company's regional training manager, I am often making presentations to groups of people and rarely in the same place. I needed a portable projector to display

what's on my computer screen, and the Veruvatron 800 is perfect because it is slim and light.

I did quite a bit of research comparing different brands in terms of image resolution and other specifications. Many were comparable in terms of those specifications, but the Veruvatron 800 is especially easy to bring to all my presentations, and that is ultimately why I chose this one. One flaw is that both the power cord and the VGA cord are surprisingly short. I have needed to use an extension cord pretty much every time I use it, so be prepared to do the same.

- Horace Offerman

151. Why did Mr. Offerman choose one projector over others?

- (A) It is durable.
- (B) It is easy to carry.
- (C) It has the best image quality.
- (D) It includes more accessories.

152. What does Mr. Offerman warn readers about?

- (A) The life span of a device
- (B) The length of some cables
- (C) The need for a separate case
- (D) The lack of compatibility with certain computers

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

To: Demetri Owens

Cc: Theodore Scott, Halina Kibera

From: Janice Kovack

Date: January 10

Subject: Next interview

Dear Mr. Owens,

It was great to speak to you about the security systems manager position. I am pleased to report that I would like you to move on to the next level of interviews. You will speak with the director of security, Mr. Scott, and his assistant, Ms. Kibera. I will send another e-mail before the meeting with instructions on how to join the virtual conference call.

Meeting date/time: January 12 at 2:30 P.M. Eastern Standard Time Please confirm that you can make the conference call.

Sincerely,

J. Kovack

Human Relations Agent

153. What is the purpose of the e-mail?

- (A) To advertise a job opening
- (B) To change the time of a virtual meeting
- (C) To offer a job to a candidate
- (D) To schedule an interview

154. Who is Mr. Scott?

- (A) An agent in the human relations department
- (B) The head of security
- (C) An applicant for a job in the security systems department
- (D) Ms. Kibera's personal assistant

Questions 155-157 refer to the following e-mail.

To: board@sunnervalleyalliance.org

From: kathleen.huff@sunnervalleyalliance.org

Date: Tuesday, August 17

Subject: Sunner Planning Commission meeting

Dear Board Members,

I am preparing to speak at the upcoming Sunner Planning Commission meeting and will be creating a slideshow to accompany my presentation. I have some great data to reinforce my points, but I think it will be easier for people to understand if the information is presented visually. Is anybody interested in helping me develop the visual component of my presentation? Some pie charts and diagrams would make a big impact in the slideshow.

The goal is to present the advantages and disadvantages of the three proposals for using the Holt property in northeast Sunner Valley. I am hoping that the commission accepts Ken Jansen's offer to buy the property, which is next to his land. He would expand his orchard and this would help maintain the rural nature of northern Sunner Valley.

The speaker sign-up guidelines state that I will need to submit my presentation materials before the agenda gets posted online, but they do not specify when this will happen. I will call today to find out more details.

Kathleen Huff

155. What is the purpose of the e-mail?

- (A) To coordinate speakers
- (B) To collect more statistics
- (C) To get assistance with graphics
- (D) To argue against some evidence

156. What does Ms. Huff hope the planning commission will do?

- (A) Decline a proposal
- (B) Tighten a restriction
- (C) Preserve rural land
- (D) Restore some waterways

157. What will Ms. Huff confirm?

- (A) The boundaries of a property
- (B) The deadline for submissions
- (C) The allowed length of a presentation
- (D) The regulations for new businesses

Questions 158-160 refer to the following estimate.

Waypave Hardscapes

The Finest in Residential Driveways, Walls, and Patios

ESTIMATE: #20987

DATE: 09/28

TOTAL AMOUNT: \$4,000

PREPARED FOR

Lurene Toyo

23000 S Henry Street

Fairville, GA 30013

JOB DESCRIPTION

Remove grass and old concrete patio behind the house. Lay a cement foundation for the new patio. Install Tropical Sunset tiles per client's approved plan.

MATERIALS	RATE	QUANTITY	AMOUNT
Cement	\$50 per bag	5	\$250

Tropical Sunset tiles	\$3 each	500	\$1,500
Delivery of materials			\$350
Disposal of debris			\$150
Labor			\$1,750
TOTAL			\$4,000

TERMS

\$2,000 due upon signing of contract

\$2,000 due upon completion of project

Payable by credit card, check, or bank transfer

This estimate serves as your contract. Please sign and return this document to estimates@waypavehardscapes.com.

158. For what type of work was the estimate created?

- (A) Painting a house
- (B) Paving a driveway
- (C) Building a stone fence
- (D) Creating an outdoor patio

159. What most likely happened before Waypave provided the estimate?

- (A) A design proposal was accepted.
- (B) An old patio was removed.
- (C) A discount was offered.
- (D) Dirt and debris were removed from a yard.

160. How much will Ms. Toyo owe when she signs the contract?

- (A) \$1,500
- (B) \$1,750

(C) \$2,000

(D) \$4,000

To: Quynh La Tran <tqla@tevanto.vn>

From: Customercare@shoppedesjeans.fr

Date: September 22

Re: Order #93887

Dear Ms. Tran:

Thank you for contacting Shoppe des Jeans Customer Care about order #93887. I am sorry you are not happy with your purchase. — [1] —. The product you ordered, Women's Stretch Jeans size 36 in midnight blue, is one of our best-selling women's styles. In order to get the dark blue color that makes these jeans such a standout, the fabric is dyed twice to deepen the color of the denim. — [2] —. The item's label clearly states that some dye may rub off on light-colored fabric or upholstery until the product has been washed several times. — [3] —. It also suggests washing the jeans with dark colors only, as the dye may run in the wash.

It is unfortunate that you did not see these warnings and that your sofa has become discolored as a result. — [4] —. Our goal at Shoppe des Jeans is 100% customer satisfaction with every purchase. This kind of situation, however, is not covered under our customer service guarantee, since the issue with the dye is addressed on the product's label. I suggest you try treating the sofa with baking soda, followed by upholstery cleaner.

Regards,

Bertine Olivier

Customer Care Representative, Shoppe des Jeans

Questions 161-163 refer to the following e-mail.

161. Why did Ms. Tran contact Shoppe des Jeans Customer Care?

- (A) She received jeans that were the wrong color.
- (B) Her jeans ruined her light-colored clothing.
- (C) She was unhappy with the style of her jeans.
- (D) Her jeans stained an item of furniture.

162. How does Ms. Olivier help Ms. Tran?

- (A) By sending a new pair of jeans
- (B) By offering a full refund
- (C) By offering a discount on future orders
- (D) By suggesting a way to fix a problem

163. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“Each pair of jeans comes with a large label displaying the care instructions.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 164-167 refer to the following brochure.

Lado Shopping Center

Rebbly Development is pleased to announce the approval of a new project, the Lado Shopping Center in Springfield. This rapidly expanding city is conveniently located near the capital, and Lado Shopping Center is set to deliver an excellent shopping experience for all. We expect to finish construction next year.

Property Highlights

- 150,000 square feet of retail and office space
- \$25 per square foot (ground floor)
- \$20 per square foot (upper floors)
- Space available for lease or rent
- Space can be custom-built in consultation with Rebbly Development

Area Attractions

- Located near the aquarium, several parks, and the river
- Two major access roads: Hemley Boulevard and Route 82, with additional connection to Highway 35 to be completed in five years
- 4,000 new homes to be built in Springfield within three years
- Nearby parking structure with ports for electric vehicles to be completed within two years
- Movie theaters, amusement park, and other attractions nearby

164. What is indicated about the new property?

- (A) It will contain movie theaters.
- (B) It will offer private residences.
- (C) Ground-floor units cost more than upper-level units.
- (D) Parking is included for free with all spaces.

165. The word “deliver” in paragraph 1, line 3, is closest in meaning to

- (A) carry
- (B) provide
- (C) send
- (D) purchase

166. What is indicated about Springfield?

- (A) It is owned by Rebbly Development.
- (B) Its population is expected to increase.
- (C) It does not have river access.
- (D) Its economy is based on manufacturing.

167. When will the connection to Highway 35 be completed?

- (A) In one year
- (B) In two years
- (C) In three years
- (D) In five years

Questions 168-171 refer to the following text-message chain.

Jack Elling (10:35 A.M.)

Hi, everyone. Would anyone be able to come into the shop to work tonight?

Kelly is having car problems and can't work her shift.

Emily Chin (10:37 A.M.)

I can't, sorry. But aren't Maria and Koji also working? Don't we usually have two people in the evenings?

Jack Elling (10:39 A.M.)

Yes, we usually have two people, and those two are working tonight. But we are having our special promotion, giving away samples of our new ice cream flavors.

I need a third person to help with that.

Emily Chin (10:40 A.M.)

I'm attending a birthday party this afternoon, so I can't do it.

Cameron Stein (10:42 A.M.)

I could stay on after my day shift is over.

Emily Chin (10:43 A.M.)

Actually, I could work 6-9 P.M. if you don't want to stay. My party is only a few hours. What do you think?

Cameron Stein (10:44 A.M.)

Well, I could really use the overtime hours.

Emily Chin (10:45 A.M.)

OK.

Jack Elling (10:46 A.M.)

Thanks, Cameron!

168. Why does Mr. Elling start the text-message chain?

- (A) To tell Ms. Chin that she missed a work shift
- (B) To ask someone to cover a work shift
- (C) To extend an invitation to a special event
- (D) To ask for a ride to work

169. What is happening at the shop tonight?

- (A) Staff will work on new recipes.
- (B) Staff will offer free ice cream tastings.
- (C) Staff will participate in a training session.
- (D) Staff will hold a going-away party for a colleague.

170. Where is Ms. Chin going today?

- (A) To Mr. Stein's house
- (B) To a car repair shop
- (C) To a party
- (D) To a movie

171. At 10:44 a.m., what does Mr. Stein most likely mean when he writes, “Well, I could really use the overtime hours”?

- (A) He is accepting Ms. Chin’s apology.
- (B) He is declining Ms. Chin’s offer.
- (C) He enjoys working at the shop.
- (D) He prefers to work in the evening.

Questions 172-175 refer to the following summary of a report.

Kiame Tire Factory Productivity Report

Preparer: Wilma Najjar, Systems Engineer

Date of review: April 10

Reason for review: Quarterly inspection

Summary: I have completed my inspection of all equipment and machinery at the plant. — [1] —. The main components of the production line are running as expected. These components include mixers, rollers, and the textile production system. — [2] —. The rotating drums for assembling the tires that were added last quarter have also been functioning as expected. Finally, the molds for the tire treads are beginning to show some signs of wear. Employees have flagged these molds, and the molds will be removed from the production line.

Recommendations: Purchasing new replacement molds is the top priority. See the report in the section dedicated to tire molds for details. — [3] —. Finally, as the Kiame plant increases its production, adding more mixers will be crucial to making more tires. The company must decide at that point whether to purchase newer mixer models or to upgrade those that we are currently using. — [4] —. However, replacing the older mixers will speed up production, which will likely outweigh any additional cost.

172. Why did Ms. Najjar most likely prepare the report?

- (A) To explain why the mixing equipment is not working properly
- (B) To document findings of a factory inspection
- (C) To explain why productivity has recently decreased
- (D) To justify the purchase of new rotating drums

173. What is true about the tire molds?

- (A) There is a separate section about them in the report.
- (B) They have all been replaced recently.
- (C) They are not produced within the factory.
- (D) More tires can now be produced with fewer molds.

174. What is indicated about the Kiame Tire Factory?

- (A) Most of its equipment is old.
- (B) It is less expensive to maintain than anticipated.
- (C) It is likely to grow in the future.
- (D) It has recently lost several employees.

175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“Of course, replacing existing models would be more costly.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 176-180 refer to the following announcement and article.

Call for Entries: Annual Sustainability Competition

Sponsored by the League of New Zealand Builders

PURPOSE: The League of New Zealand Builders (LNZB) wants to recognize an individual whose contribution to a new construction features design innovations that are environmentally friendly. The winner will be featured at an on-site celebration and show guests and journalists around the finished building, explaining its environmental highlights.

ENTRANTS: Priority consideration will be given to members of the LNZB, but any professional builder who completes a project in New Zealand before 15 December of this year may apply. Go to the LNZB Web site for the submission form.

DUE DATE: All submissions are due by 15 December.

JUDGING PROCESS: The application and vetting process includes several steps. After screening the candidates, judges will choose semifinalists. Then a special panel will choose this year's recipient.

FOR MORE INFORMATION: Visit www.leagueofnewzealandbuilders.org.nz to learn more about the LNZB and past winners.

Rahotu Wins LNZB Prize

(17 March)—The League of New Zealand Builders (LNZB) yesterday announced that Maia Rahotu won this year's Sustainability Competition. Ms. Rahotu, whose work on building designs throughout New Zealand goes back many years, won the award for her design of the Rowan Community Centre. The centre utilized renewable and recycled materials throughout its construction. In April, Ms. Rahotu will be formally presented with the award during the ceremony at the centre; details will be announced soon. "It was a tough decision this year," said LNZB's director, Thomas Young.

“All applicants chose materials that minimize environmental impact. But we were able to narrow the candidates to three top choices, each of whom was interviewed by our panel of experts.”

Building components in the Rowan project were thoughtfully selected by Ms. Rahotu to minimize environmental impact, Young added. “However, what is exceptional about Ms. Rahotu’s design is how well it harvests solar energy.” According to experts at LNZB, her solar design generates a high surplus of electricity beyond the building’s requirements. This surplus is transmitted to the region’s power grid—in effect reducing strain on local energy production.

176. What does the announcement indicate about the award?

- (A) Its winner is chosen by Mr. Young.
- (B) Its focus is on making cities smaller.
- (C) It is given out every year.
- (D) It includes a cash prize.

177. According to the announcement, what is required of candidates for the competition?

- (A) Sponsorship from an LNZB mentor
- (B) New Zealand citizenship
- (C) Membership in the LNZB
- (D) Completion of a building project

178. According to the article, what is true about Ms. Rahotu?

- (A) She has significant design experience.
- (B) She served on the LNZB selection panel.
- (C) She recently moved to the region.
- (D) She specializes in designing apartment buildings.

179. What will Ms. Rahotu do in April?

- (A) Join a special LNZN panel
- (B) Become the head of the LNZN
- (C) Lead a tour of a building
- (D) Submit an entry in a competition

180. According to the article, why is Ms. Rahotu's design exceptional?

- (A) It uses a high percentage of recycled materials.
- (B) It produces a large amount of electricity.
- (C) Its roof and walls have curved shapes.
- (D) It has a garden that covers most of the roof.

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

LAZON COLOR SWIRL CUTTING BOARD

Model#B875

Always wash the product soon after each use, especially after cutting acidic fruits and vegetables like oranges and tomatoes.

Refrain from using bleach or cleaners with chlorine, which the board can absorb. For tough food stains, soak the board in soapy water for five minutes. Be sure to remove the leather hanging strap before cleaning, since water will make the leather tough and brittle.

To store your product, hang it upright from the leather strap on a wall or shelf. Do not store it in direct sunlight, since this will cause the vibrant colors of the board to fade. Periodically, polish the board with a light coat of olive oil to help the board's colors stay bright.

Like all Lazon products, our cutting boards are handmade. With minimal upkeep, you can keep your product looking like new.

If you have any problems with your board, please e-mail us at support@lazonproducts.com. Our policy is to replace at no cost any defective parts or products within three months of purchase. At Lazon Products, quality is our top priority!

From: Jonas E. Iversen <jonaseiversen@daylightcommerce.com>

To: support@lazonproducts.com

Date: August 2, 4:58 P.M.

Subject: Model #B875

Hello,

I'm writing in regard to a defect in my Lazon Model #B875 board. I was very careful to follow all the maintenance tips that came with the product, but when I was taking off the leather strap as instructed, I noticed a small tear had formed in the middle. It's not very large now, but it will only get bigger after a couple more months of use. Even though I purchased the product four months ago, I only started using it one month ago. Is the leather strap still covered under your defective parts policy? I'd like to get a new one.

Thank you for your assistance.

Jonas E. Iversen

181. What do the instructions describe?

- (A) How to display a piece of artwork
- (B) How to prepare a type of gourmet food
- (C) How to use a construction tool
- (D) How to take care of a piece of kitchen equipment

182. According to the instructions, what can oil be used for?

- (A) To make a product taste better
- (B) To make a product look better
- (C) To make a product run faster
- (D) To make a product stronger

183. What was Mr. Iversen most likely about to do when he noticed a problem?

- (A) Clean the product
- (B) Store the product
- (C) Display the product
- (D) Assemble the product

184. How long has Mr. Iversen owned the product?

- (A) For one month
- (B) For two months
- (C) For three months
- (D) For four months

185. What does Mr. Iversen ask Lazon Products to do?

- (A) Give him maintenance tips
- (B) Give him a full refund
- (C) Send a replacement part
- (D) Offer to repair the product

Questions 186-190 refer to the following Web page, e-mail, and invoice.

<https://www.flutteringwings.com.mx>

About Us Reservations FAQ Contact Us

Fluttering Wings Resort

Located just minutes from the entrance to the Tall Trees Monarch Butterfly Sanctuary, Fluttering Wings Resort is Mexico's finest eco-friendly destination. Open year-round, our facilities include a full-service restaurant, a relaxing swimming pool, and a rooftop deck with an amazing view.

Butterfly season is from mid-November to early March, and millions of monarch butterflies pass the winter at the Tall Trees sanctuary. Visitors can hike up the mountain on foot, but most prefer to participate in our guided horseback tours. Our expert guides, who escort visitors up the mountain, are all local villagers. They continuously scout the sanctuary for the best viewing locations.

At all times of the year, we offer hiking trails, bird-watching, and horseback riding. Electric vehicle tours of the villages and farms outside the sanctuary are also available.

To: Carmen Sanchez <c.sanchez@flutteringwings.com.mx>

From: James Norville <jnorville@itiaworld.org>

Date: June 12

Subject: International Travel Industry Association Guardian Award

Congratulations, Carmen Sanchez!

Fluttering Wings Resort has been named a recipient of an International Travel Industry Association Guardian Award. The ITIA Guardian Award includes a \$5,000 cash award and one year of free support from our advisory team. ITIA experts can advise Fluttering Wings on ways to operate your business more efficiently and to use the Web to promote your services to potential visitors. A member of our advisory

team, Rosa Del Vio, would like to present the award to you and visit your resort in July or August. She will be in touch with you before the end of the month.

Sincerely,

James Norville

Executive Director, International Travel Industry Association

Fluttering Wings Resort

INVOICE

Name: Julio and Lisa Bardom

Prepayment received on: February 1

Dates of stay: February 25-27

King-size room: two nights at \$95/night	\$190.00
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Guided butterfly sanctuary tour: \$40 x 2	\$80.00
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Total	\$270.00
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Amount Paid:	\$270.00
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Balance Due:	\$0.00
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Note: Regarding your question, don't worry-the butterflies don't depart the reserve until early March.

186. What can guests do at Fluttering Wings Resort?

- (A) Learn to scuba dive
- (B) Take a cooking class
- (C) Observe birds
- (D) Rent scooters

187. According to the e-mail, in what way can ITIA help Fluttering Wings Resort?

- (A) By teaching employees how to raise butterflies
- (B) By helping the resort improve its online advertising effort
- (C) By providing the resort with new laptop computers
- (D) By constructing additional guest rooms

188. What resort activity will Ms. Del Vio be unable to do during her visit?

- (A) Tour the local villages in an electric vehicle
- (B) Take a guided horseback tour
- (C) Visit a sanctuary while millions of butterflies are there
- (D) Use the resort swimming pool

189. What is the purpose of the note on the receipt?

- (A) To reassure the Bardoms about the timing of their trip
- (B) To explain why the bill included an extra charge
- (C) To thank the Bardoms for visiting a resort
- (D) To warn the Bardoms of a possible disappointment

190. How will the Bardoms most likely tour the butterfly sanctuary?

- (A) On foot
- (B) On bicycles
- (C) On horseback
- (D) In all-terrain vehicles

Questions 191-195 refer to the following advertisement and e-mails.

15th Annual Innovations in Horticulture and Agriculture Conference

At the renovated Blane Hotel and Conference Centre, London, UK

10-12 November innovationsinhorticulture.org.uk

Featured Speakers:

- Chen Wan, China
- Hope O'Brian, United Kingdom
- Piet Bax, Netherlands
- Emil Savov, Bulgaria

For more information and to register, visit the Innovations in Horticulture and Agriculture Web site. Student discounts available with ID. A limited number of hotel rooms are available at the conference site. There is a complimentary bus service for attendees staying at nearby hotels.

E-Mail Message

To: Piet Bax <pbax@mailcrate.com>

From: Jacob Brewster <jbrewster@sootenfarms.co.uk>

Subject: Lighting Information

Date: 18 December

Dear Mr. Bax:

It was wonderful meeting you in London last month. Thank you for taking the time to talk to me after your speech and for agreeing to the video meeting on 5 January. I'm going to ask my project manager, Ms. Woo-Jin Ko, to join us. Among other things, Ms. Ko has some questions about lighting for my greenhouses. I think she has some questions about the products offered by the Brillante Luxlight company. I understand you helped design some of their products, so perhaps you can offer some advice. I know we'll both have many other questions, so I do appreciate this

opportunity. I also hope I will be able to visit sometime in the spring and get an in-person look at your greenhouses.

Sincerely,

Jacob Brewster

To: Jacob Brewster <jbrewster@sootenfarms.co.uk>

From: Juana Galvez <jgalvez@brillanteluxlight.com.mx>

Subject: Agreement

Date: 30 January

Dear Mr. Brewster:

We received the request and the design specifications from you. Unfortunately, the recent inclement weather has delayed the shipments of some materials we need to begin production. However, once these materials arrive, we will fast-track your order and begin production immediately.

Sincerely,

Juana Galvez

191. What does the advertisement indicate?

- (A) The number of student discounts is limited.
- (B) The conference will last for fifteen days.
- (C) Free busing from hotels is available.
- (D) The conference center is being renovated.

192. Where did Mr. Brewster and Mr. Bax most likely meet?

- (A) At a conference
- (B) On a plane flight
- (C) At a charity fund-raiser
- (D) At the Brillante Luxlight office

193. In the first e-mail, what does Mr. Brewster say he will do?

- (A) Reschedule a video meeting
- (B) Hire a new project manager
- (C) Change an order he made
- (D) Include someone else in a meeting

194. What is the purpose of the second e-mail?

- (A) To ask Mr. Brewster to send a shipment
- (B) To discuss the status of an order
- (C) To explain some specifications
- (D) To complain about the quality of a product

195. What is suggested about Mr. Brewster?

- (A) He owns farmland in both the United Kingdom and Bulgaria.
- (B) He wants to start a new business with Mr. Bax.
- (C) He developed a new agricultural product.
- (D) He ordered lights for some indoor plants.

Questions 196-200 refer to the following advertisement, review, and e-mail.

ORANGE LIGHT GYM GRAND OPENING WEEK

Orange Light Gym is coming to Singapore! Join us as we open our newest and best gym in April. This will be our first location in Singapore, and we will add two other locations later this year.

- 10 percent off for new Orange Light Gym members who sign up during our Orchard Road grand opening event from 4 April until 8 April
- Singapore bodybuilding legend Ronny Cho appearing on 5 April
- World-famous trainer Lina Sitaman appearing on 6 April

ORANGE LIGHT GYM • 1140 Orchard Road • Singapore

Orange Light Gym Marina South 183 Reviews

2 October

Max Halle

I have been a regular Orange Light Gym member for ten years and generally like their service. I live in Dubai but travel to Singapore for work regularly, so it's great to belong to a gym with locations in both countries! The Marina South gym in Singapore is very clean and well designed, but there are two areas that need improvement. There are not enough machines, especially compared to the much larger Orchard Road location. Also, I have visited the gym about ten times and on nearly half of those occasions, the pool was not available for use. I will still use this gym because of the global membership, but I hope they address the cause of the pool closures.

To: Sam Adawi

From: Ani Wayanti

Date: 14 October

Subject: Stokner Service

Mr. Adawi,

I know we have a one-year contract with Stokner Service, but I am very concerned. The problems that we have had at the Orange Light Gyms in Singapore are due to improper maintenance. Quite simply, I don't think the workers that Stokner employs are trained well enough to do their jobs. Can we meet to discuss this? The sooner we resolve this issue, the better.

Ms. Wayanti

Regional Manager

Orange Light Gym

196. According to the advertisement, what is indicated about Orange Light Gym's Orchard Road location?

- (A) It is Orange Light Gym's only location with a pool.
- (B) It is the first Orange Light Gym in Singapore.
- (C) It is owned by a famous bodybuilder.
- (D) It offers classes led by a popular trainer.

197. What does Mr. Halle indicate about the Orange Light Gym Marina South location?

- (A) It is not conveniently located.
- (B) It is not very clean.
- (C) It has more machines than the Orchard Road location.
- (D) It is smaller than the Orchard Road location.

198. What is true about Mr. Halle's membership in the Orange Light Gym?

- (A) He plans to cancel it.
- (B) He received a 10 percent discount.
- (C) He never used it to enter the Dubai location.
- (D) He started it before locations opened in Singapore.

199. Why did Ms. Wayanti send the e-mail?

- (A) To express concern about a hired company's poor work
- (B) To ask about becoming a gym member
- (C) To discuss an overpayment
- (D) To recommend hiring better trainers

200. What is suggested about Stokner Service?

- (A) It services Orange Light Gym locations in Dubai.
- (B) It fixes the exercise machines at Orange Light Gyms in Singapore.
- (C) It is not maintaining the pools at Orange Light Gyms well.
- (D) It was recently bought by another company.