

READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

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. Former Sendai Company CEO Ken Nakata spoke about ----- career experiences.
(A) he
(B) his
(C) him
(D) himself
102. Passengers who will be taking a ----- domestic flight should go to Terminal A.
(A) connectivity
(B) connects
(C) connect
(D) connecting
103. Fresh and ----- apple-cider donuts are available at Oakcrest Orchard's retail shop for £6 per dozen.
(A) eaten
(B) open
(C) tasty
(D) free
104. Zahn Flooring has the widest selection of ----- in the United Kingdom.
(A) paints
(B) tiles
(C) furniture
(D) curtains
105. One responsibility of the IT department is to ensure that the company is using ----- software.
(A) update
(B) updating
(C) updates
(D) updated
106. It is wise to check a company's dress code ----- visiting its head office.
(A) so
(B) how
(C) like
(D) before
107. Wexler Store's management team expects that employees will ----- support any new hires.
(A) enthusiastically
(B) enthusiasm
(C) enthusiastic
(D) enthused
108. Wheel alignments and brake system ----- are part of our vehicle service plan.
(A) inspects
(B) inspector
(C) inspected
(D) inspections

109. Registration for the Marketing Coalition Conference is now open ----- September 30.
- (A) until
(B) into
(C) yet
(D) while
110. Growth in the home entertainment industry has been ----- this quarter.
- (A) separate
(B) limited
(C) willing
(D) assorted
111. Hawson Furniture will be making ----- on the east side of town on Thursday.
- (A) deliveries
(B) delivered
(C) deliver
(D) deliverable
112. The Marlton City Council does not have the authority to ----- parking on city streets.
- (A) drive
(B) prohibit
(C) bother
(D) travel
113. Project Earth Group is ----- for ways to reduce transport-related greenhouse gas emissions.
- (A) looking
(B) seeing
(C) driving
(D) leaning
114. Our skilled tailors are happy to design a custom-made suit that fits your style and budget -----.
- (A) perfect
(B) perfects
(C) perfectly
(D) perfection
115. Project manager Hannah Chung has proved to be very ----- with completing company projects.
- (A) helpfulness
(B) help
(C) helpfully
(D) helpful
116. Lehua Vacation Club members will receive double points ----- the month of August at participating hotels.
- (A) onto
(B) above
(C) during
(D) between
117. The costumes were not received ----- enough to be used in the first dress rehearsal.
- (A) far
(B) very
(C) almost
(D) soon
118. As a former publicist for several renowned orchestras, Mr. Wu would excel in the role of event -----.
- (A) organized
(B) organizer
(C) organizes
(D) organizational
119. The northbound lane on Davis Street will be ----- closed because of the city's bridge reinforcement project.
- (A) temporarily
(B) competitively
(C) recently
(D) collectively
120. Airline representatives must handle a wide range of passenger issues, ----- missed connections to lost luggage.
- (A) from
(B) under
(C) on
(D) against

121. The meeting notes were ----- deleted, but Mr. Hahm was able to recreate them from memory.
- (A) accident
(B) accidental
(C) accidents
(D) accidentally
122. The current issue of *Farming Scene* magazine predicts that the price of corn will rise 5 percent over the ----- year.
- (A) next
(B) with
(C) which
(D) now
123. Anyone who still ----- to take the fire safety training should do so before the end of the month.
- (A) needing
(B) needs
(C) has needed
(D) were needing
124. Emerging technologies have ----- begun to transform the shipping industry in ways that were once unimaginable.
- (A) already
(B) exactly
(C) hardly
(D) closely
125. The company handbook outlines the high ----- that employees are expected to meet every day.
- (A) experts
(B) accounts
(C) recommendations
(D) standards
126. Because ----- of the board members have scheduling conflicts, the board meeting will be moved to a date when all can attend.
- (A) any
(B) everybody
(C) those
(D) some
127. The project ----- the collaboration of several teams across the company.
- (A) passed
(B) decided
(C) required
(D) performed
128. We cannot send the store's coupon booklet to the printers until it ----- by Ms. Jeon.
- (A) is approving
(B) approves
(C) has been approved
(D) will be approved
129. ----- the closure of Verdigold Transport Services, we are looking for a new shipping company.
- (A) In spite of
(B) Just as
(C) In light of
(D) According to
130. The ----- information provided by Uniss Bank's brochure helps applicants understand the terms of their loans.
- (A) arbitrary
(B) supplemental
(C) superfluous
(D) potential

PART 6

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

Questions 131-134 refer to the following announcement.

Come to the Maxley Heights Center for Horticulture and learn how to create a beautiful, eco-friendly garden for your home or business. ----- . We will teach you how to plant a rain 131. garden, which is simply a shallow sunken garden ----- a special soil mix to filter pollutants from 132. rainwater flowing from nearby roads and rooftops. These gardens can be landscaped with native plants and flowers. ----- , rain gardens are always beneficial to the local environment. Among 133. other things, ----- improve drainage and protect rivers and streams. 134.

To register, visit www.maxley-horticulture.org.

131. (A) Children of all ages will enjoy the new exhibits.
(B) Learn about rainfall patterns across the region.
(C) Build a set of simple patio furniture with easy-to-acquire materials.
(D) Next Saturday at 4 P.M., we are hosting a free workshop for the public.
132. (A) to use
(B) used to
(C) by using
(D) that uses

133. (A) Best of all
(B) For example
(C) In any event
(D) As a matter of fact
134. (A) we
(B) they
(C) both
(D) yours

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Questions 135-138 refer to the following letter.

31 July

Akwasi Dombo
Fourth Avenue
GA 105
Accra, Ghana

Dear Mr. Dombo,

Thank you for your ----- support in helping me to plan the opening gala for Tokyo's fashion week. The event was a huge success, and I was honored to work with you. I know that our attendees follow your work closely, and they loved the designs you contributed for this event. Your designs received a lot of ----- on social media. Shows like this will keep Tokyo on the map as a premier fashion centre. ----- . I realize that the multiple delays made the planning no easy task. The auction ----- our Young Designers Award program is coming up soon and I look forward to working with you on that as well.

Sincerely,

Asahi Ishioka
Director, Japanese Guild of Fashion Designers

135. (A) amazed
(B) amazement
(C) amazing
(D) amazingly

138. (A) will benefit
(B) to benefit
(C) has benefited
(D) benefits

136. (A) attention
(B) proposals
(C) innovation
(D) criticism

137. (A) Several other events have gone surprisingly well.
(B) Thank you also for your flexibility in planning the event.
(C) Please stop by our office the next time you are in the city.
(D) Tokyo is a top tourism destination for many reasons.

Questions 139-142 refer to the following e-mail.

From: Patron Services <patronservices@menachinlibrary.org>
To: Edgar Hughes <hughese98@villachesta.com>
Subject: Card expiration date approaching
Date: December 3

Dear Mr. Hughes,

Please be advised that your Mena Chin Library card will expire one month from today.

----- must be renewed if you intend to keep your membership for the coming year.
139.

----- . This can be done at the information desk at any branch location.
140.

----- you decide to close your account, no action is necessary. Failure to complete your renewal
141.

by the ----- date will result in the expiration of your library privileges.
142.

If you have any questions about this notice, or about general library services, you may reply directly to this e-mail.

Sincerely,

Patron Services

- 139.** (A) It
(B) You
(C) Our
(D) Each

- 141.** (A) Also
(B) Should
(C) Because
(D) Although

- 140.** (A) To sign up for a card, visit your local library branch.
(B) For questions about library membership, please visit our Web site.
(C) Renewal must be completed at least one week before your card expires.
(D) You may opt out of this program at any time.

- 142.** (A) specifically
(B) specifics
(C) specified
(D) specificity

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Questions 143-146 refer to the following letter.

April 7

Naomi Burwell
43 Waymire Road
South Portland, ME 04109

Dear Ms. Burwell,

I am Omar Ridha, the manager of Droplight Studio. ----- . We offer a full range of photography **143.** services for real estate professionals like you. We take pride in composing interior and exterior shots that make a property look its best. Droplight Studio spares no effort in ----- superior **144.** digital images. ----- , our professional-grade equipment, lighting, and staging techniques allow **145.** us to highlight the best features of a property. And once the photo shoot is over, every image ----- expert editing. All these services come standard in every package. **146.**

Please visit our Web site to view our work as well as our pricing and scheduling information. We are happy to work with you to customize orders.

Sincerely,

Omar Ridha, Droplight Studio

- 143.** (A) I would like to introduce you to our business.
(B) Great photographs can make your property stand out.
(C) We are looking forward to your visit.
(D) It was the first studio of its kind to open in this area.
- 144.** (A) researching
(B) creating
(C) purchasing
(D) displaying

- 145.** (A) If not
(B) By comparison
(C) Otherwise
(D) Indeed
- 146.** (A) receives
(B) is receiving
(C) had received
(D) had to receive

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 information.

STOP! PLEASE READ FIRST.

Thank you for purchasing this item.

As you do the unpacking, please verify that all components are included and place them in a safe area to avoid loss or damage. Assemble the item on a soft surface or on the flattened empty box.

Follow the pictures and begin the assembly by placing the main part on its side. Never overtighten any screws or bolts, or you may damage the wood or cushioning. Please visit our Web site to obtain maintenance tips and register your product for warranty coverage: www.indoordelight.com.

147. Where is the information most likely found?

- (A) On a door
- (B) On a receipt
- (C) In a box
- (D) On a Web site

148. What kind of item is most likely discussed?

- (A) A desktop computer
- (B) A piece of furniture
- (C) A household appliance
- (D) A power tool

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Questions 149-150 refer to the following meeting schedule.

We are asking all Winnipeg staff to keep a copy of this schedule at their desks as a quick reference tool for scheduling interoffice meetings. Whenever possible, please schedule these meetings during one of the underlined hours, that is, after 7:00 A.M. but before 11:00 A.M.

Winnipeg	Toulouse
<u>7:00 A.M.</u>	— 2:00 P.M.
<u>8:00 A.M.</u>	— 3:00 P.M.
<u>9:00 A.M.</u>	— 4:00 P.M.
<u>10:00 A.M.</u>	— 5:00 P.M.
11:00 A.M.	— 6:00 P.M.
12:00 noon	— 7:00 P.M.

149. What is suggested by the schedule?

- (A) A conference has been scheduled.
- (B) A firm has offices in two time zones.
- (C) Administrative assistants make travel plans.
- (D) Some meeting times have been changed.

150. What is indicated about 11:00 A.M.

Winnipeg time?

- (A) It is when the Winnipeg office closes for lunch.
- (B) It is when staff in Toulouse begin their workday.
- (C) It is not a preferred time to schedule a meeting.
- (D) It has just been added to the schedule.

Questions 151-152 refer to the following brochure.

The Bryant Foyer is one of the premier event spaces in our area. Set on a hill, it has expansive windows that provide sweeping views of the adjacent botanical gardens and the river. Built in 1897, it was the home of the Franconia Charitable Trust until its renovation just over a year ago. Today, the space can accommodate up to 200 guests and is ideal for wedding receptions, office parties, and panel presentations. With its marble floors, cathedral ceiling, and stunning artwork, the Bryant Foyer is the ideal location for your next gathering.

The on-site restaurant, Andito's, caters our events and also operates as its own business. This farm-to-table restaurant, headed by chef Michaela Rymond, meets all dietary needs and has revolutionized the local food scene. Area residents know to plan far in advance to get a seat.

To reserve the event space or to make a dinner reservation, give us a call at 216-555-0157.

151. What is indicated about the Bryant Foyer?

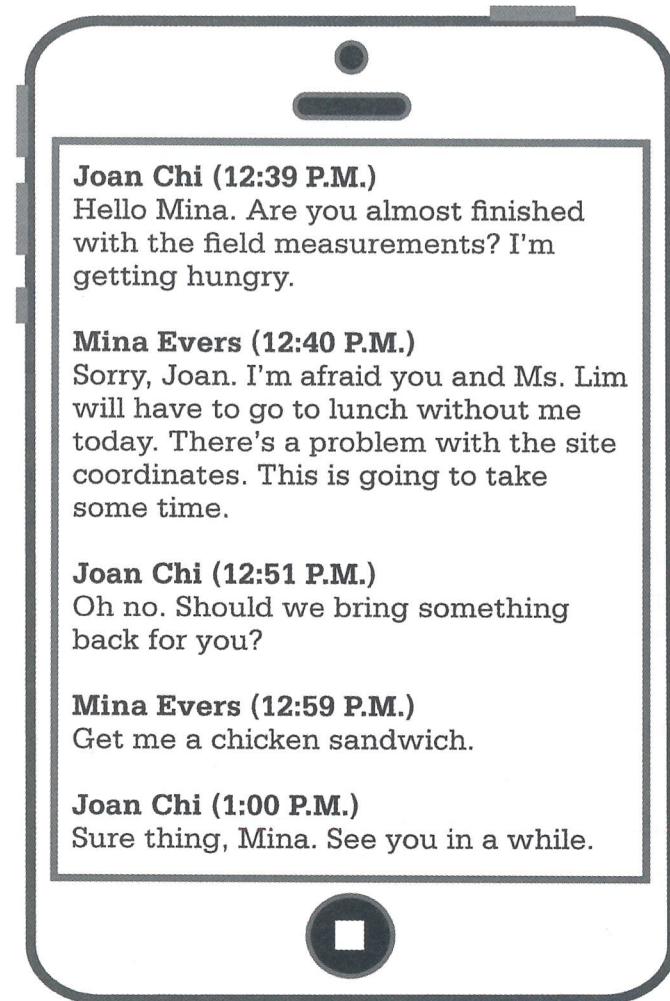
- (A) It is located on the shores of a lake.
- (B) It has recently been renovated.
- (C) It will build a botanical garden for guests.
- (D) It is reserved solely for corporate events.

152. What is suggested about Andito's?

- (A) It was started by an international chef.
- (B) It offers limited menu options.
- (C) It is now funded by a charitable organization.
- (D) It is very popular with local residents.

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Questions 153-154 refer to the following text-message chain.



153. At 1:00 P.M., what does Ms. Chi most likely mean when she writes, "Sure thing, Mina"?
- (A) She will bring lunch for Ms. Evers.
 - (B) She can provide a tool that Ms. Evers needs.
 - (C) Some site coordinates are correct.
 - (D) Some measurements must be double-checked.

154. What will happen next?
- (A) Ms. Chi will get new site coordinates.
 - (B) Ms. Chi and Ms. Lim will be out for a while.
 - (C) Ms. Evers will share a recipe.
 - (D) Ms. Lim will begin taking measurements.

Questions 155–157 refer to the following notice.

This season's excellent weather has yielded a substantial harvest of fruits and vegetables, in many cases more than growers may find buyers for. Those of you wishing to donate surplus produce to community organizations can do so by visiting Vosey Farm and Garden's Web site (www.vfgrdn.org), where you will find our list of drop-off locations.

If you need us to come to you instead, please contact us. We will reach out to one of the many independent truck drivers who have kindly volunteered to transport and quickly distribute your food donations to vetted groups that need it. Check our Web site for more information about this service as well as for insights into topics related to farming and gardening in the Northern Great Plains region.

- 155.** For whom is the notice most likely intended?
- (A) Farmers
 - (B) Professional chefs
 - (C) Truck drivers
 - (D) Supermarket managers
- 156.** What does the notice indicate about the weather?
- (A) It caused transportation delays.
 - (B) It included heavier rain than usual.
 - (C) It was frequently a topic in the local news.
 - (D) It was beneficial for crops.
- 157.** What service does the notice mention?
- (A) Staffing for local businesses
 - (B) Food collection and distribution
 - (C) Farm machinery repair
 - (D) Gardening workshops

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Questions 158-160 refer to the following notice.

We are delighted that you are joining us for today's event. — [1] —. We ask that you adhere to the following guidelines to ensure that all attendees have an enjoyable experience.

Upon entering the venue, please put any and all electronic devices in silent mode. Ringtones and lit screens are very distracting to both the performers and your fellow audience members. — [2] —. Moreover, audience members are not allowed to make an audio or visual recording of the performance.

Bags and other items in the aisles pose a safety concern. — [3] —. If your bag is too big to fit properly under a seat, consider storing it in a locker for just \$2. — [4] —. One of our attendants will gladly assist you with that.

Thank you for your cooperation.

158. Where most likely is the notice posted?

- (A) In an airplane
- (B) In a concert hall
- (C) At a restaurant
- (D) At a post office

159. What is stated about large bags?

- (A) They can be put in a locked box for a fee.
- (B) They must be left outside the building.
- (C) They will be inspected by an attendant.
- (D) They must be stored under a seat.

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

"Please refrain from making phone calls or texting at all times."

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

Questions 161-164 refer to the following e-mail.

E-mail	
To:	Camille Ayala <ayala@esplinelectronics.com>
From:	Masae Adachi <madachi@sweeterspecialties.com>
Date:	February 12
Subject:	Event order
Attachment:	✉ Sweeter Specialties Request Form

Dear Ms. Ayala,

Thank you for selecting our business to provide baked goods for the Esplin Electronics conference event in March. We are honored that you chose us for a fourth year in a row! On March 29, we will provide a large vanilla cake for each of the ten venues you indicated, and we will deliver a custom-baked multilayer cake on the following day. You will be billed on March 28. Please review the attached order form and return it to me within seven days.

Regarding the cake you ordered for March 30, our head pastry chef will produce it according to your specifications. In fact, he created a sample of the complete recipe earlier today—almond crème cake with fresh raspberry filling. We have judged it to be a delectable treat, and we are sure that you will be pleased.

If you have any concerns, just send me an e-mail. As always, we value your business.

Masae Adachi, Owner
Sweeter Specialties

161. What is the main purpose of the e-mail?
- (A) To request confirmation of an order
 - (B) To adjust some delivery dates
 - (C) To announce the expansion of a business
 - (D) To promote new dessert products
162. What is suggested about Ms. Ayala?
- (A) She is receiving a professional award.
 - (B) She has worked as a pastry chef.
 - (C) She has been a Sweeter Specialties client in the past.
 - (D) She received a positive recommendation about a chef.
163. What is indicated about the multilayer cake?
- (A) It has been a best-selling product with clients.
 - (B) It is the most expensive cake at Sweeter Specialties.
 - (C) It is baked for Esplin Electronics annually.
 - (D) It is a new flavor combination for Sweeter Specialties.
164. The word “judged” in paragraph 2, line 3, is closest in meaning to
- (A) criticized
 - (B) settled
 - (C) determined
 - (D) described

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Questions 165-167 refer to the following product review.

Great Dishwasher!

I never had a dishwasher before. After remodeling my kitchen, I finally had room for a compact dishwasher. I did a lot of research, and the Dish Magic 300 seemed to be the best choice. It was pricier than other models, but all of the reviews were excellent. So, I decided to spend the extra money. I have had the dishwasher for one month now, and I could not be happier with my decision. Most importantly, the dishes come out sparkling clean, no matter how dirty they were going in. Also, the machine is so quiet, you do not even know it is running. Lastly, it is designed to use water efficiently, which is very important to me. Overall, I am very pleased with this dishwasher.

– Anna Yakovleva

- 165.** Why did Ms. Yakovleva choose the Dish Magic 300 dishwasher?
- (A) It was less expensive than most models.
 - (B) It was the largest model available.
 - (C) It was rated very highly.
 - (D) It was the same brand as her other appliances.
- 166.** The word “running” in paragraph 1, line 7, is closest in meaning to
- (A) adjusting
 - (B) controlling
 - (C) moving
 - (D) operating
- 167.** What is indicated about Ms. Yakovleva?
- (A) She cares about saving water.
 - (B) She recently moved to a new home.
 - (C) She bought the dishwasher a year ago.
 - (D) She remodels kitchens professionally.

Questions 168-171 refer to the following information.

Skyler Airlines employs more than 20,000 people from all over the world. We're growing fast and have many positions available. — [1] —. So regardless of your background, there's probably a place for you on our team. Skyler employees enjoy many perks. — [2] —. For example, our discount program enables them to fly to any of our destinations for a fraction of the average ticket price. — [3] —. We offer upward and global mobility, tuition reimbursement, a mentorship program, and a generous compensation package. — [4] —. Annual paid vacations enable a comfortable work-life balance. It's no wonder that Skyler Airlines was named "Best Airline to Work For" by *Travel Vista Journal* three years in a row.

- 168.** For whom is the information intended?
- (A) Skyler Airlines employees
 - (B) Skyler Airlines customers
 - (C) Potential journal subscribers
 - (D) Current job seekers
- 169.** In the information, what is NOT mentioned as being offered to employees?
- (A) Payment for educational expenses
 - (B) Free airline tickets
 - (C) Opportunities for mentoring
 - (D) Paid days off
- 170.** What is mentioned about Skyler Airlines?
- (A) It flies to the most destinations around the world.
 - (B) It is planning to merge with another airline.
 - (C) It has been praised by a trade publication.
 - (D) It has replaced its seats with more comfortable ones.
- 171.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "Our openings cover a broad range of skill sets."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 172-175 refer to the following online chat discussion.



Susan Gowan 9:16 A.M.

Good morning. The presentation slides about the new line of headphones are almost ready for distribution to our many partner stores. We are on track to send them out next Monday.

Maggie Lorenz 9:17 A.M.

How do they look?

Susan Gowan 9:20 A.M.

There are still some missing elements.

Alan Woodson 9:21 A.M.

We mainly need the information from the user studies that reviewed the headphones for sport use. We should have that report from the research and development office by Wednesday.

Maggie Lorenz 9:22 A.M.

Yes, let's not overlook that. And if you're concerned about the report not arriving by Wednesday, please contact Matt Harven and remind him to expedite a summary to us.

Susan Gowan 9:23 A.M.

Assuming we receive that summary soon enough to incorporate its findings into the slides, should the three of us schedule a trial run through the presentation on Thursday or Friday?

Maggie Lorenz 9:24 A.M.

Let's try for Thursday afternoon. Then we will still have Friday to make any necessary changes.

Alan Woodson 9:25 A.M.

Fine by me. I'm free after 2 P.M.

172. What is indicated about a presentation?
- (A) It will be expensive to produce.
 - (B) It will highlight some best-selling products.
 - (C) It will be Ms. Gowan's first project.
 - (D) It will be sent to multiple locations.
173. At 9:22 A.M., what does Ms. Lorenz imply when she writes, "let's not overlook that"?
- (A) More staff should attend a meeting.
 - (B) Information from the user studies is important.
 - (C) The presentation must run smoothly.
 - (D) Partner stores must be notified about an upcoming report.
174. Who most likely is Mr. Harven?
- (A) A store manager
 - (B) An amateur athlete
 - (C) A product researcher
 - (D) An advertising executive
175. When do the writers plan to meet to review a slide presentation?
- (A) On Monday
 - (B) On Wednesday
 - (C) On Thursday
 - (D) On Friday

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Questions 176-180 refer to the following press release and review.

Aparna Kothari, Media Contact
Kitchen Swifts
akothari@kitchenswifts.com.au

FOR IMMEDIATE RELEASE

SYDNEY (4 June)—Kitchen Swifts and Chef Darius Cordero are joining together to give home cooks a new culinary experience. The award-winning chef is the owner of restaurants in both the Philippines and Australia, including the recently opened Enriqua's. He says his cooking reflects his Filipino heritage, which is a blend of many cultures.

"I've designed these simplified recipes for Kitchen Swifts so that cooks at home can enjoy new and exciting flavours with ease," he said. "While preparing and eating these meals, you can feel like you are travelling the world with me."

Zahra Chambers, vice president of Kitchen Swifts, says she is pleased to work with Chef Cordero and to offer delicious new recipes to their customers. Kitchen Swifts supplies menus, recipes, and ingredients for two people, four people, or six people, including a range of vegetarian selections. Customers choose the most appropriate meal options, and then a box is delivered weekly. Current customers will see no price increase with the partnership. To find out more, visit the Kitchen Swifts Web site at www.kitchenswifts.com.au.

<https://www.sydneyrestaurants.com.au>

A colleague arranged for us to eat at Enriqua's while I was at a conference in Sydney. It is usually fully booked for dinner; you may need to call months in advance for a table. We had a wonderful lunch there instead. Everything was delicious, and the bread and desserts are baked on-site! It was a worthwhile treat before I flew back to Hong Kong.

—Meili Guan

176. What is the purpose of the press release?
- (A) To promote the opening of a restaurant
 - (B) To announce a business partnership
 - (C) To introduce a travel program
 - (D) To congratulate an award recipient
177. In the press release, the word “reflects” in paragraph 1, line 4, is closest in meaning to
- (A) results in
 - (B) changes
 - (C) shows
 - (D) thinks about
178. What is indicated about Kitchen Swifts?
- (A) It raised its prices for all customers.
 - (B) It revised its delivery schedule.
 - (C) It offers several meal options.
 - (D) It has a new vice president.
179. What is most likely true about Ms. Guan?
- (A) She went to Mr. Cordero’s restaurant.
 - (B) She recently went to Sydney for a vacation.
 - (C) She is a colleague of Ms. Chambers.
 - (D) She regularly orders from Kitchen Swifts.
180. What did Ms. Guan suggest about Enriqua’s in the review?
- (A) It has a limited lunch menu.
 - (B) It takes dinner reservations.
 - (C) It serves bread from a local bakery.
 - (D) It has a location in Hong Kong.

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

To:	laura.savard@orbitmail.scot
From:	cboyle@ceoleire.co.uk
Date:	25 May
Subject:	RE: Some suggestions

Dear Ms. Savard,

Thank you for your kind offer to either pick up your online order from my shop or to pay extra for air or train transport. Neither arrangement is necessary, as I am happy to deliver your items to you in Stranraer myself. It so happens that my sister and her children live nearby in Kirkcolm. Before seeing them, I will drive my rental car to your house and hand deliver the items to you.

As you know, my merchandise is 100 percent handcrafted. If any damage occurs in transit, the repair turns into an expensive, time-consuming ordeal. Over the years, I've seen too much damage done by inattentive baggage handlers. My policy is to deliver items personally whenever feasible or hire a ground- or sea-based courier service I trust.

I look forward to meeting you on 5 June. I expect to arrive at your house no later than 5 p.m.

Sincerely,

Conor Boyle
Ceoleire Classics

Northern Ireland Ferry Service

Date of Issuance: 26 May

Passenger Name: Conor Boyle

Departing Belfast: Friday, 5 June, 1:05 PM

Docking at Cairnryan: Friday, 5 June, 3:20 PM

Baggage: 1 suitcase (small), 2 instrument cases
(1 mandolin, 1 guitar)

Vehicle transport: No

Adult Standard Class: £55.00

Please arrive 30 minutes prior to departure.

181. What is the purpose of the e-mail?
- (A) To finalize a plan
 - (B) To accept an invitation
 - (C) To promote a new service
 - (D) To request feedback on a policy
182. Why will Mr. Boyle travel from Stranraer to Kirkcolm?
- (A) To make a delivery
 - (B) To attend a meeting
 - (C) To drop off a rental car
 - (D) To visit with family members
183. What is indicated in the e-mail?
- (A) Mr. Boyle's sister is a cofounder of Ceoleire Classics.
 - (B) Mr. Boyle has been disappointed by air- and train-freight companies.
 - (C) Ms. Savard has purchased items from Mr. Boyle in the past.
 - (D) Ms. Savard prefers a specific brand of luggage.
184. What is most likely true about Ms. Savard?
- (A) She often travels for her job.
 - (B) She paid extra to have items hand delivered.
 - (C) She recently purchased musical instruments.
 - (D) She will meet Mr. Boyle at the rental car office.
185. How is Mr. Boyle traveling to Cairnryan on June 5?
- (A) By car
 - (B) By train
 - (C) By boat
 - (D) By plane

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Questions 186-190 refer to the following advertisement, online forum posting, and outline.

Train to Achieve (TTA)—Our classes prepare you to succeed!

Profiled in the latest *Business Directions Nigeria* newsletter, Train to Achieve (TTA) is one of the most innovative training providers in West Africa. By offering our classes entirely in online format, we bring the classroom to your home. All classes include individualized instruction and are taught by recognized professionals in their respective fields. Upon successful completion of a class, you will receive an official Certificate of Training, a valuable addition to any résumé. For a complete list of class fees and schedules, visit our Web site at www.train-to-achieve.org.ng. The following are some of our most popular classes.

Introduction to Social Media Marketing (TTA1504): Taught by marketing consultant Marcus Akpan, the class equips you with the know-how to promote your business online.

Become a Successful Freelance Writer (TTA3283): Business writer Brenda Akande gives you expert guidance on how to hone your writing skills and sell your writing services.

Starting an Internet Radio Station (TTA7629): Online radio host Natalie Kabiru shows you how to appeal to your target market and gives practical tips for setting up your broadcast service.

Basics of Graphic Design (TTA7633): Veteran graphic designer Doug Umaru helps you acquire the basic skills needed to start a graphic design business.

Discussion forum for students enrolled in Train to Achieve Class TTA1504

Posted on: 21 May, 9:41 A.M. **Posted by:** Joseph Egbe **Subject:** Presentations

Viewing the list of students enrolled in this class, I remembered chatting with some of you on the forum for January's poster design class. I look forward to sharing our learning experiences again for this class. Yesterday I was the second student to meet with Mr. Akpan for an individual videoconference about my business. I own a food truck from which I sell baked goods, and when I shared with Mr. Akpan the outline for my Web site, he suggested that I add a section with vivid images of all my baked goods. It was helpful advice.

Egbe's Bakery—Unique baked-in flavours in every bite!

- **Section 1:** Explore our menu and price list
- **Section 2:** Browse photos of our delicious treats
- **Section 3:** Learn about our catering services
- **Section 4:** View lists of ingredients

- 186.** What is indicated about TTA?
- (A) It was founded by a graphic designer.
(B) It publishes its own online newsletter.
(C) It offers classes led by industry professionals.
(D) It has classroom facilities in cities across West Africa.
- 187.** According to the advertisement, what does TTA provide to students who finish a class?
- (A) A résumé-writing workshop
(B) A discount on a follow-up class
(C) A list of current job postings
(D) A certification document
- 188.** What is most likely true about Mr. Egbe?
- (A) He helped design a discussion forum.
(B) He has previously taken a TTA class.
(C) He develops videoconferencing software.
(D) He recently sold a bakery food truck.
- 189.** What TTA class is Mr. Egbe enrolled in?
- (A) Introduction to Social Media Marketing
(B) Become a Successful Freelance Writer
(C) Starting an Internet Radio Station
(D) Basics of Graphic Design
- 190.** What section did Mr. Egbe most likely add to the outline after speaking with Mr. Akpan?
- (A) Section 1
(B) Section 2
(C) Section 3
(D) Section 4

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Questions 191-195 refer to the following article, review, and e-mail.

Caribbean Flavours Abound

By *Rebecca Roats*

NOTTINGHAM (1 August)—Orange Bay Kitchen has been serving up an infusion of Jamaican flavours in a laid-back Caribbean atmosphere for six months now. Managed by Keron Deslandes, the 150-seat restaurant is an aromatic jewel amid the bustling shops and eateries in Wester Square. The servers are always happy to help diners select from the variety of delights on the extensive menu, which includes curried goat, oxtail soup, and red snapper. The restaurant is most famous for its jerk chicken. Marinated for 24 hours prior to grilling and served with sides of stewed cabbage and coconut rice, the dish is a good deal at £12.

If you stop in on any Friday night between 7 and 11 P.M., you will enjoy live reggae music.

<https://www.dinerreviews.co.uk/orangebaykitchen>

Posted on 22 August by Tamika Peterkin, tpeterkin@sunmail.co.uk

Orange Bay Kitchen: 2/5 Stars

After reading a glowing article about Orange Bay Kitchen by Rebecca Roats, I was eager to give this place a try. My husband and I arrived there at 7 P.M. yesterday, keen to enjoy live music with our dinner. Unfortunately, the band's performance that night had been cancelled. Undeterred, we stayed and both ordered the jerk chicken. While the chicken's smoky flavour was outstanding, the stewed cabbage was lacking in flavour. Also, the portion size was smaller than we had anticipated, so we ordered another appetiser to avoid going home hungry. The head chef came out to apologise and was extremely nice, but we will probably not go back anytime soon.

E-Mail Message

To: tpeterkin@sunmail.co.uk
From: vsmith@orangebaykitchen.co.uk
Date: 24 August
Subject: Your review
Attachment: 0258

Dear Ms. Peterkin,

Thank you for visiting Orange Bay Kitchen and leaving a review. Our manager, Keron Deslandes, told me more about your visit and our failure to live up to your expectations that evening. Please accept the attached £20 gift certificate; I do hope that you will give us another try.

During your visit, our band had an equipment malfunction, which is what led to the last-minute cancellation. However, the band will be back performing weekly beginning in September. Also, I want you to know that Head Chef Adio Brown has changed the spices he uses in the stewed cabbage. I am sure you will find them delightful.

Sincerely,

Vea Smith, Owner
Orange Bay Kitchen

191. What does the article mention about Orange Bay Kitchen?
(A) It is currently hiring servers.
(B) It is located on a quiet street.
(C) It has another location in Jamaica.
(D) It opened six months ago.
192. According to the article, what is the most popular menu item at Orange Bay Kitchen?
(A) Red snapper
(B) Oxtail soup
(C) Jerk chicken
(D) Curried goat
193. What is suggested about Ms. Peterkin's visit to Orange Bay Kitchen?
(A) She was there on a Friday.
(B) She dined alone.
(C) She requested extra rice.
(D) She ordered dessert.
194. What is a purpose of the e-mail?
(A) To answer a question
(B) To offer an apology
(C) To ask for feedback
(D) To confirm a reservation
195. Whom did Ms. Peterkin meet at Orange Bay Kitchen?
(A) Ms. Roats
(B) Mr. Deslandes
(C) Mr. Brown
(D) Ms. Smith

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Questions 196-200 refer to the following invoice, notice, and e-mail.

Orbys Distributors	
Client: Green Canyon	Date: June 10
Account: 4352-0	
Item	Price
Garden soil, 33 cubic meters	\$1,170.00
Crushed gravel, 30 metric tons	1,710.00
Decorative stone, 20 metric tons	1,140.00
70 paving stones, .6 x .6 meters	630.00
Subtotal	4,650.00
Discount (10%)	465.00
Delivery charge	350.00
Grand Total	4,535.00

Please see the enclosed notice outlining important changes to your billing.

Orbys Distributors
To our valued customers:
Our current invoicing system has been in use since Orbys Distributors was founded over twenty years ago. As a much-needed upgrade, we are switching to electronic invoicing. Starting August 1, invoices will be generated automatically each month and will be sent to the e-mail address associated with your company's account.
Rest assured that our long-standing incentives remain in place:
<ul style="list-style-type: none">• A 10% discount for orders of more than \$4,000• A 20% discount for charitable organizations• Free deliveries to locations within 5 miles of one of our supply centers• Free samples for members of our Frequent Buyer Club
More information about our transition to electronic invoicing is available on our Web site. Thank you for your support. Orbys Distributors appreciates your business.

E-mail

To:	Mary Peterson, Billing Department
From:	Tanvir Singh, Account Manager
Date:	September 12
Subject:	Account 1012-4

Hello Mary,

I received a query today from William Tesoriero at Tesoriero Remodeling. His monthly invoice for August never arrived.

As you know, Mr. Tesoriero was one of our very first customers. Since we first opened for business, he has made purchases from us on a regular basis. He is also a member of the Frequent Buyer Club. This is a customer we absolutely do not want to lose. I explained to him that the rollout of our electronic invoicing system did not go as smoothly as we had hoped and promised that this would not happen again.

I would appreciate it if you could please investigate the problem without delay and send the invoice for August to Mr. Tesoriero.

Tanvir

196. What does the invoice suggest about Green Canyon?
- (A) It does landscaping projects.
 - (B) It designs highways.
 - (C) It repairs old houses.
 - (D) It operates a farm.
197. Why most likely did Green Canyon receive a discount on its order dated June 10 ?
- (A) It is a charitable organization.
 - (B) It belongs to the Frequent Buyer Club.
 - (C) It spent more than \$4,000 on merchandise.
 - (D) It is located near an Orbys Distributors supply center.
198. According to the notice, what is changing at Orbys Distributors?
- (A) Its e-mail address
 - (B) Its list of incentives
 - (C) Its invoicing system
 - (D) Its delivery schedule
199. What is suggested about Mr. Tesoriero?
- (A) He asked to meet with Mr. Singh.
 - (B) He is interested in employment at Orbys Distributors.
 - (C) He recently placed an order for some construction machinery.
 - (D) He has been a customer of Orbys Distributors for about twenty years.
200. What does Mr. Singh ask Ms. Peterson to do?
- (A) Make a bill payment
 - (B) Solve a problem
 - (C) Confirm an order
 - (D) Update an account number

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.