

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. After upgrading to Pro Data Whiz, our clients began ----- problems with spreadsheets.
(A) has
(B) had
(C) have
(D) having
102. Requests for additional days off are ----- by Ms. Chung in Human Resources.
(A) approved
(B) dropped
(C) reached
(D) reminded
103. The programmers have a list of changes ----- the next software update.
(A) between
(B) of
(C) for
(D) above
104. Let Farida Banquet Service ----- professional catering for your important corporate events.
(A) providing
(B) provide
(C) provides
(D) to provide
105. Using various innovative techniques, Boyd Industries has improved the ----- of its tiles.
(A) closure
(B) product
(C) quality
(D) method
106. ----- of all cosmetics are final, and refunds will not be given under any circumstances.
(A) Sale
(B) Sales
(C) Sells
(D) Selling
107. If you have already submitted your response, no ----- action is required.
(A) bright
(B) further
(C) previous
(D) average
108. Ms. Sieglak stated that the app design was based on ----- own research.
(A) she
(B) hers
(C) her
(D) herself

109. ----- the organization has doubled its outreach efforts, it has yet to see an increase in new clients.
- (A) Until
(B) Because
(C) Although
(D) Therefore
110. Starting on October 8, ----- board of education meetings will be streamed live on the school district's Web site.
- (A) all
(B) so
(C) that
(D) to
111. The hairstylists at Urbanite Salon have ----- experience working with a variety of hair products.
- (A) considers
(B) considerable
(C) considerate
(D) considering
112. Both candidates are ----- suitable for the assistant manager position.
- (A) permanently
(B) promptly
(C) equally
(D) gradually
113. With the acquisition of Bloom Circuit, Wellstrom Hardware has ----- expanded its offerings and services.
- (A) greater
(B) greatness
(C) great
(D) greatly
114. Please note that file names should not ----- capital letters or spaces.
- (A) differ
(B) contain
(C) match
(D) pick
115. The Sun-Tech ceiling fan has received more than 15,000 five-star reviews from ----- customers.
- (A) satisfied
(B) checked
(C) adjusted
(D) allowed
116. Please ----- the Returns section of our Web site if you are unhappy with any part of your order.
- (A) visit
(B) visits
(C) visited
(D) visiting
117. Ito Auto Group is offering excellent ----- on pre-owned vehicles this month.
- (A) trips
(B) reasons
(C) customs
(D) deals
118. Product prices are influenced ----- such factors as consumer demand and retail competition.
- (A) by
(B) under
(C) those
(D) nearly
119. Monmouth Enterprises will be ----- prefabricated houses online starting on April 1.
- (A) predicting
(B) passing
(C) retaining
(D) marketing
120. All employees should familiarize ----- with the company's policies and procedures.
- (A) their
(B) them
(C) theirs
(D) themselves

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121. Custom furniture orders require a 50 percent deposit ----- the time of the order.
- (A) as
(B) off
(C) into
(D) at
122. We are planning a ----- for the Klemner Corporation's twentieth anniversary.
- (A) celebration
(B) celebrated
(C) celebrity
(D) celebrate
123. Though she lacks political experience, Ms. Diaz has been ----- impressive in her first term as mayor.
- (A) quite
(B) soon
(C) ever
(D) next
124. The university library usually acquires ----- copies of best-selling books to meet students' demand.
- (A) multiply
(B) multiple
(C) multiples
(D) multiplicity
125. This year's conference tote bags were ----- donated by Etani Designs.
- (A) generous
(B) generosity
(C) generously
(D) generosities
126. We will be holding a ----- on Friday to honor the 30-year engineering career of Mr. Kuan.
- (A) record
(B) share
(C) reception
(D) place
127. Groove Background creates soothing playlists of instrumental music, ----- classical and jazz.
- (A) instead
(B) including
(C) in addition
(D) indeed
128. Members of the finance department ----- to Mr. Chua's lecture on risk avoidance.
- (A) to be invited
(B) inviting
(C) invite
(D) are invited
129. The board of trustees debated for hours ----- the revised hiring policies.
- (A) during
(B) above
(C) over
(D) across
130. The participants closely ----- the fitness instructor's movements tend to learn the proper technique more quickly.
- (A) imitate
(B) imitations
(C) imitative
(D) imitating

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 article.

Grocery Chain to Host Event

LEIGHTON (October 8)—Ohale Foods, one of the region's largest supermarket chains, is seeking to fill almost 100 open positions. For that reason, the company is holding a ----- event on October 131.

20. Job opportunities exist at all fourteen of Ohale's current stores. ----- , Ohale is seeking 132. employees for its new Westside location, which is still under construction. ----- . 133.

Those who ----- the event should bring copies of their résumé to the Grand Ballroom of the 134. Palace Suites Hotel between 10 A.M. and 7 P.M. No appointment is required.

131. (A) manufacturing
(B) hiring
(C) political
(D) sporting

134. (A) attending
(B) to attend
(C) attended
(D) are attending

132. (A) If not
(B) After all
(C) Additionally
(D) For example

133. (A) Its grand opening is scheduled for mid-November.
(B) Most applicants had prior experience.
(C) Its appointment of Linda Okumu as its CEO has surprised analysts.
(D) Local competitors cannot match its prices.

Questions 135-138 refer to the following instructions.

Thank you for your purchase of an Ajaz Water Filter Pitcher. It is a wonderful solution for water that tastes great! To improve the effectiveness of the Ajaz Water Filter Pitcher, we ----- priming the **135.** filter before the first use. **136.** Then screw the filter clockwise into the lid of the pitcher until it fits ----- . As you use the pitcher, remember that ----- water flow is a signal that the filter is becoming **138.** clogged and will need to be replaced soon.

- 135.** (A) tried
(B) recommend
(C) consider
(D) started

- 137.** (A) extremely
(B) highly
(C) tightly
(D) steadily

- 136.** (A) Our filtration system will be redesigned within the next year.
(B) Water use may be reduced by running your dishwasher less frequently.
(C) To do this, run cool tap water through the filter for three minutes.
(D) There are 150 liters of water in the main storage tank at all times.

- 138.** (A) diminished
(B) diminishes
(C) diminish
(D) diminishable

Questions 139-142 refer to the following policy.

Returning merchandise

Abney Home Products is committed to providing outstanding service, and we guarantee the ----- of all the products in our catalog. If you are not satisfied with a purchase, call our customer **139.** service line at 339-555-0177 to request a return authorization code. The service agent ----- you for the invoice number from the package insert. ----- . Please be aware that Abney **140.** Home Products is not ----- for postage on merchandise returns. **141.** **142.**

- 139.** (A) condition
(B) object
(C) explanation
(D) preview

- 142.** (A) responsibly
(B) responsible
(C) responsibility
(D) responsibleness

- 140.** (A) asked
(B) is asking
(C) has asked
(D) will ask

- 141.** (A) Our employees have software training and are skilled at resolving problems.
(B) To cancel a furniture delivery, please call within 24 hours of ordering.
(C) When you send back the product, be sure to include the authorization code.
(D) The catalog has sections for kitchen goods, lighting, appliances, and more.

Questions 143-146 refer to the following memo.

To: All Employees

From: Marina Papantonio, Safety Liaison

Date: November 12

Subject: Safety Training

It is time once again for our annual safety training workshop. This year, training will focus on digital safety measures, like avoiding scams and protecting against cyberattacks. Our technology experts already have installed new programs throughout our company's information system to reduce risk. ----- , we all need to understand how the programs work and what to do when a problem arises.

To accommodate ----- , several workshops will be conducted throughout the upcoming week.

144.

You can register for any one of these ----- on our company's intranet page. Just click on the link 145. for "Safety Training."

----- . If you are unable to take part in any of the scheduled workshops for any reason, you must 146. inform your supervisor.

143. (A) If so
(B) However
(C) Otherwise
(D) In that case

145. (A) sessions
(B) positions
(C) conferences
(D) competitions

144. (A) itself
(B) his
(C) whose
(D) everyone

146. (A) Cyberattacks are on the rise.
(B) The training is held each summer.
(C) Please make every effort to sign up.
(D) Last year's program was canceled.

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 advertisement.

Owl and Moon

Buy one mattress, and choose one of our beautiful rugs for free!

Use the following coupon code when you check out at owlandmoon.co.uk:
ESSZRS4T.

Our mattresses are shipped directly to your home and usually arrive within one week. Try out a mattress for 90 days, and if you are not happy with it, send it back for a full refund. We also offer low-interest financing for two years on all our furniture.

- 147.** What types of products are being advertised?
- (A) Camping gear
 - (B) Household items
 - (C) Office equipment
 - (D) Automobile accessories
- 148.** What is indicated about the company?
- (A) It has been in business for two years.
 - (B) It accepts product returns.
 - (C) It has same-day delivery.
 - (D) It has a yearly sale.

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Questions 149-150 refer to the following e-mail.

E-mail

To: Demarco Hines <d.hines@worldmail.com>
From: Soon Yi Park <customerservice@thebestbags.co.kr>
Subject: Item F208 (canvas overnight bag)
Date: 19 June

Dear Mr. Hines,

The Best Bags canvas overnight bag you ordered is not currently available in the colour you requested. There are several options available to you.

1. Cancel your order, and we will gladly refund your money in full.
2. Select a different colour. That item is currently available in light blue, dark green, and dark gray.
3. Choose an item of equal value from our Web site or catalogue.
4. Wait until the item you ordered is back in stock in light gray. Allow three to five weeks.

Please let us know which option you prefer. We apologize for any inconvenience.

Thank you,

Soon Yi Park, Customer Service Agent

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

- (A) To confirm shipment of an order
- (B) To acknowledge the return of an order
- (C) To provide alternatives for an order
- (D) To thank a customer for placing an order

150. What color bag is currently NOT available?

- (A) The light blue one
- (B) The dark green one
- (C) The dark gray one
- (D) The light gray one

Questions 151-152 refer to the following text-message chain.



TEST 5

151. What is suggested about Mr. Nomura?
- (A) He does not usually work on Tuesdays.
 - (B) He shares an office with Ms. Moroff.
 - (C) He recently purchased office supplies.
 - (D) He works off-site one day a week.
152. At 9:51 A.M., what does Mr. Nomura most likely mean when he writes, “Check with Cheryl”?
- (A) Cheryl may have extra binders.
 - (B) Cheryl must approve a purchase.
 - (C) Cheryl will be able to locate Frank.
 - (D) Cheryl knows when a delivery will arrive.

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Questions 153-154 refer to the following form.

| Cortica Bank | |
|---|--|
| Please fill out the following form to open a new bank account. | |
| Is this your first account with Cortica Bank? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | |
| Existing account number (if applicable): <u>190-37580</u> | |
| New account type: <input type="checkbox"/> Chequing <input checked="" type="checkbox"/> Savings <input type="checkbox"/> Investment | |
| Name: <u>Frances Wilkes</u> | |
| Mailing address: <u>17 Jones Street North Sydney NSW 2060</u> | |
| Phone number: <u>(02) 7010 8624</u> | |
| E-mail address: <u>fwilkes@myemail.com.au</u> | |
| Initial deposit amount (minimum \$500): <u>\$1,500</u> | |
| Would you like to sign up for electronic communications? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | |
| If you select "Yes," we will contact you via voice mail, e-mail, or text. If you select "No," you will receive monthly paper statements in the mail. | |
| Please note that accounts take up to two business days to be established. Your funds will be available after this period. You will receive your debit card in the mail in up to five business days. | |

153. What is indicated about Ms. Wilkes?

- (A) She has another account with Cortica Bank.
- (B) She plans to open an investment account.
- (C) She has lost a debit card.
- (D) She placed an order for checks.

154. How will the bank most likely contact Ms. Wilkes?

- (A) By e-mail
- (B) By text message
- (C) By telephone
- (D) By letter

Questions 155-157 refer to the following job advertisement.

Construction Superintendent Jones-Richmond Construction (JRC)



Founded 25 years ago, JRC is a full-service general contractor serving clients throughout Winnipeg and the surrounding area.

Responsibilities:

- Report to senior project manager
- Manage on-site construction activities
- Ensure compliance with safety regulations
- Negotiate purchases and contracts
- Establish construction schedules

Qualifications:

- Minimum five years of commercial construction experience
- Willingness to travel to job sites daily (usually within a 50-kilometre radius)
- Strong written communication skills

To apply, submit a résumé and cover letter through www.jrc.ca/apply.

TEST 5

155. What is suggested about Jones-Richmond Construction?
- (A) It is a new company.
(B) It has won industry awards for its work.
(C) It is based in Winnipeg.
(D) It specializes in home construction projects.
156. What is NOT listed as a responsibility of the construction superintendent?
- (A) Setting schedules
(B) Training inexperienced workers
(C) Participating in contract discussions
(D) Ensuring worker safety
157. According to the advertisement, what must a successful job applicant have?
- (A) A technical certification
(B) A reference letter from a former employer
(C) Senior management experience
(D) The ability to visit construction sites each workday

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Questions 158-160 refer to the following e-mail.

| | |
|-------------|----------------------------|
| To: | All Sledgehammer Gym Staff |
| From: | Lucas Sledge |
| Date: | September 15 |
| Subject: | Payroll changes |
| Attachment: | Form |

Dear Staff,

Thanks to your dedicated work, word of our little gym has spread. Over the past twelve months, enrollment has significantly increased and so has our teaching staff. Although this growth is wonderful, having to process the payroll by myself has become rather burdensome. Therefore, I have contracted Trumbull and Company to provide direct deposit of your wages into your bank accounts. — [1] —. Consequently, you no longer need to deposit your paycheck yourself. Also, you will now be able to get your pay stubs and tax information online. — [2] —.

To allow for these changes, I am asking everyone to provide me with the necessary banking details. Please complete the attached form and bring it to the office with a voided check no later than September 25. — [3] —. The new process will take effect in October. — [4] —. Please let me know if you have any questions.

Take care,

Lucas

158. What is mentioned as a benefit of the new payment system?

(A) It will reduce Mr. Sledge's workload.
(B) It will include more staff involvement.
(C) It will simplify tax collection.
(D) It will result in fewer payment errors.

159. What does Mr. Sledge ask employees to do?

(A) Update their contact information
(B) Submit ideas on how to improve the gym
(C) Provide information about their bank account
(D) Sign up for a professional development class

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

"If I am not around, please see my assistant."

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

Questions 161-163 refer to the following article.

Aussie Coffee Fair This Weekend

SYDNEY (4 June)—Coffee will be the main attraction this weekend at the Aussie Coffee Fair hosted by Homewares, the country's top kitchen appliance manufacturer. The event will be held at the Harbour Expo Centre.

The two-day event will feature a variety of coffee-oriented presentations by coffee growers and roasters, food writers, makers of kitchen equipment, and chefs. Foods and beverages will be available to view, taste, and buy at booths throughout the centre.

Sessions will feature demonstrations on cooking with coffee and tips for brewing the best cup of coffee, as well as information on nonfood uses for coffee. In addition, culinary experts will be on hand to meet with coffee enthusiasts for discussions designed to help them create a true coffeehouse experience in their own homes.

Entry to the Aussie Coffee Fair is free. However, registration is required as space is limited. For information and to register online, go to www.aussiecoffeefair.com.

- 161.** The word “top” in paragraph 1, line 3, is closest in meaning to
- (A) only
 - (B) leading
 - (C) highest
 - (D) modern
- 162.** Who will NOT be conducting informational presentations at the fair?
- (A) Chefs
 - (B) Coffee growers
 - (C) Equipment makers
 - (D) Coffeehouse owners
- 163.** What must people do to attend the fair?
- (A) Sign up on a Web site
 - (B) Call to make a reservation
 - (C) Buy a ticket at the event location
 - (D) Present a Homewares product receipt

Questions 164-167 refer to the following e-mail.

| | |
|--------------|-------------------------------|
| From: | melissa@grandgrainsbakery.com |
| To: | elinoroterro@webmail.com |
| Date: | October 28 |
| Re: | Desserts |

Dear Ms. Otero,

I just followed up with our baker about your request to have an assortment of desserts instead of one large cake for the party you are hosting at your home on November 7. We suggest ordering three dessert pieces per person. The cost for three desserts is between \$10 and \$12 per person. Our most popular desserts are the mini cheesecakes, the berry tartlets, and the brownies.

I know you are using a separate caterer for the lunch, and they will help serve and clean up after the party. You also mentioned that you were considering whether to put the dessert table in your backyard or inside your house. Just keep in mind that if you order the cheesecakes, they should not be left out for more than two hours. If you give us very specific instructions about where to set up the desserts, our staff can leave them in the appropriate place without disturbing the party.

Once you make your dessert choices, simply let us know how many guests you expect, and we can take care of the rest.

Melissa Luhya
Grand Grains Bakery

164. What is the purpose of the e-mail?
- (A) To advertise some new pastries
 - (B) To present options for an event
 - (C) To recommend serving a larger cake
 - (D) To request payment on an order
165. What does Ms. Luhya indicate about the mini cheesecakes?
- (A) They are the most expensive dessert.
 - (B) They are available in several flavors.
 - (C) They should not be unrefrigerated for a long time.
 - (D) They cannot be ordered in larger sizes.
166. The word “disturbing” in paragraph 2, line 6, is closest in meaning to
- (A) interrupting
 - (B) frightening
 - (C) rearranging
 - (D) moving
167. What information does Ms. Luhya request from Ms. Otero?
- (A) A street address
 - (B) An approximate budget
 - (C) The name of a caterer
 - (D) The number of guests

Questions 168-171 refer to the following e-mail.

To: Cheryl Futrel <cfutrel@zephyrmail.com>
From: Lydia Matsuda <service@candella.com>
Date: June 9
Subject: Home decorating

Dear Ms. Futrel,

Thank you for your interest in Candella Interior Design. — [1] —. We are proud to claim that we are the oldest and most successful online design consulting company in the region. We welcome you as a new client. — [2] —. From modest country homes to urban apartments, we do it all.

We understand from your original inquiry that you intend to sell your apartment soon and are primarily interested in how best to present it to prospective buyers. Here's how our design services work: the first step is completing an online questionnaire. — [3] —. Next, you will be matched with an online professional interior designer who can help you with all choices for paint colors, window treatments, and floor coverings. You will receive a room layout plan and a personalized list of ideas for furniture and accessories, with all products available for purchase online. — [4] —. As a special bonus, from now until July 1 our online retail partners have agreed to offer a 10 percent discount on products purchased through our links.

Finally, you will be glad to learn that we charge not by the hour but by the room for our design ideas, with the average price being about \$275 per room.

We look forward to hearing from you and working with you soon.

Sincerely,

Lydia Matsuda

TEST 5

- 168.** What is indicated about Candella Interior Design?
- (A) Its main office is located in a major city.
 - (B) Its staff members visit clients' houses.
 - (C) It has been in business longer than its competitors have been.
 - (D) It is a family-run business.
- 169.** Why does Ms. Futrel want to redecorate her apartment?
- (A) To prepare for a visit from relatives
 - (B) To make it attractive to potential buyers
 - (C) To replace furniture that she dislikes
 - (D) To use it as an example for her clients

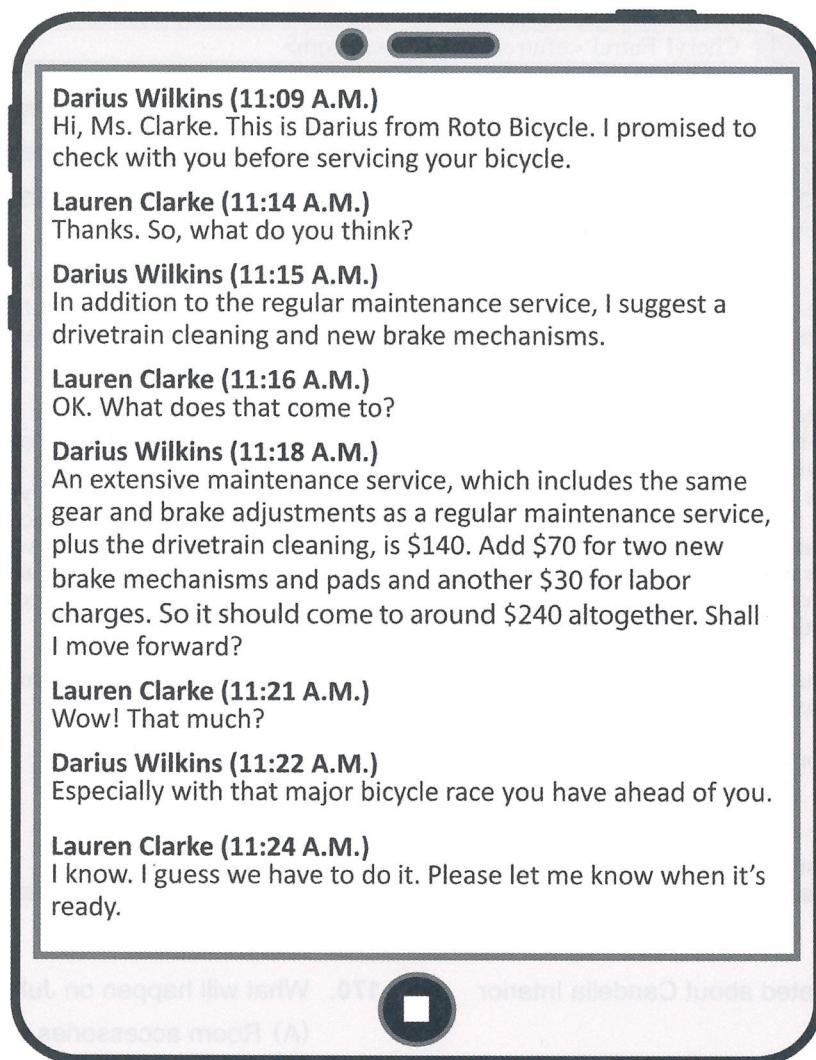
- 170.** What will happen on July 1?
- (A) Room accessories will be distributed.
 - (B) Work will begin on a new project.
 - (C) The client list will be expanded.
 - (D) A special offer will end.
- 171.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"The answers will give us a sense of your taste and requirements."

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

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Questions 172-175 refer to the following text-message chain.



172. Why did Mr. Wilkins contact Ms. Clarke?
- (A) To recommend a new product
 - (B) To discuss a scheduling problem
 - (C) To confirm that a bicycle part has been ordered
 - (D) To request permission to do some work
173. What most likely cost about \$30 ?
- (A) New braking mechanisms
 - (B) Labor charges
 - (C) Basic maintenance service
 - (D) Drivetrain cleaning
174. At 11:21 A.M., what does Ms. Clarke imply when she writes, "That much"?
- (A) She did not realize how busy Mr. Wilkins is.
 - (B) The pressure in her tires was surprisingly low.
 - (C) The cost of repairs seems high.
 - (D) Repairing the bike will take more time than she expected.

175. What is suggested about Ms. Clarke?
- (A) She prefers to pay with cash.
 - (B) She is shopping for a new bicycle.
 - (C) She is unhappy with the quality of a repair.
 - (D) She will soon compete in a bicycle race.

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Questions 176-180 refer to the following e-mail and Web page.

E-Mail Message

To: Cassie Raferty <cassie@mailcurrent.ie>
From: Youssef Zimri <zimri@zimrimechanical.ie>
Subject: Following up
Date: 12 September
Attachment: cmcclinic

Dear Ms. Raferty,

I am very happy with your work so far. Your suggestion to add photos from our archive certainly dressed up the “Company History” page. The help-wanted pop-up bubble on the home page also looks good. Hopefully, it will attract applicants with mechanical experience.

I’d like you to add one more project to our “Portfolio” page. We have finally finished replacing the plumbing and heating systems at Clary Medical Centre’s satellite clinic in Galway. It was a challenging job, and I’m proud of our results. The attachment contains photos and a short description of what we did there.

Sincerely,

Youssef Zimri
Owner, Zimri Mechanical

<https://www.clarymedicalcentre.ie>

About News Staff Contact Us

Clinic opening soon

We have repurposed 47 High Street, Galway, into a satellite medical clinic and will celebrate with a grand opening party on Friday, 28 October. Remarks by Medical Director Dr. Celia O’Leary and local elected officials will begin promptly at 1:00 P.M., followed by a ribbon-cutting ceremony and tours until 4:30 P.M.

Thirty miles from the Clary Medical Centre’s main campus, the Clary Clinic is housed in the historic Brandmore shoe factory, which closed more than two decades ago. During renovations, care was taken to maintain the exterior’s nineteenth-century architectural features. The clinic’s interior boasts eighteen examination rooms, a state-of-the-art x-ray facility, private offices for patient consultations, and a lab for processing patient samples.

Clinic staff will begin seeing patients on Tuesday, 1 November. To make an appointment, please call 020 915 1424.

176. Who most likely is Ms. Raferty?
- (A) A job recruiter
 - (B) A plumbing contractor
 - (C) A Galway historian
 - (D) A Web-site designer
177. What is indicated about Mr. Zimri?
- (A) He is trying to recruit an assistant architect.
 - (B) He is a member of Clary Medical Centre's board of directors.
 - (C) He is pleased with his firm's work at a former shoe factory.
 - (D) He is waiting for Dr. O'Leary's feedback on a portfolio.
178. According to the Web page, what will happen at the grand opening event?
- (A) Government officials will be in attendance.
 - (B) Sandwiches will be served.
 - (C) New building plans will be revealed.
 - (D) Former patients will be interviewed.
179. On the Web page, the word "maintain" in paragraph 2, line 3, is closest in meaning to
- (A) assert
 - (B) heal
 - (C) support
 - (D) preserve
180. According to the Web page, what is NOT part of the Clary Clinic?
- (A) A medical laboratory
 - (B) A pharmacy
 - (C) Medical imaging equipment
 - (D) Offices for clinicians

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

| PURCHASE ORDER | | | | |
|--|--|----------|-------------|------------|
| Pirate's Bounty Seafood 11 Harbor Street Charlottetown, Prince Edward Island, C1A 0A5 | 2 October Purchase Order: 5338 | | | |
| VENDOR | SHIP TO | | | |
| Rochette's Commercial Refrigeration 2175 Lyons Avenue Guelph, Ontario, N1C 0A1 519-555-0112 | Pirate's Bounty Seafood 11 Harbor Street Charlottetown, Prince Edward Island, C1A 0A5 Attn: Lenore Okiya 782-555-0145 | | | |
| ITEM NUMBER | DESCRIPTION | QUANTITY | PRICE | TOTAL |
| BF550 | Blizzard walk-in freezer Features: 1.5m x 2m x 2.5m, adjustable shelves, aluminum flooring, galvanized steel panels | 1 | \$6,400.00 | \$6,400.00 |
| COMMENTS OR SPECIAL INSTRUCTIONS | | | SUBTOTAL | \$6,400.00 |
| Restaurant expanding. Need unit by 17 November. | | | TAX | \$960.00 |
| | | | GRAND TOTAL | \$7,360.00 |

| | |
|----------|--|
| To: | Lenore Okiya <l.okiya@piratesbounty.ca> |
| From: | Shaliya Umuma <customerservice@rochettestransportation.ca> |
| Date: | 3 October |
| Subject: | Purchase Order 5338 |

Dear Ms. Okiya,

We received your purchase order for the Blizzard walk-in freezer. Unfortunately, the model you requested is on back order and will not be available for three months. We regret the inconvenience and would like to offer you some options.

I can offer you the Blizzard BF600, which measures 2m x 2.5m x 3m, at the discounted price of \$6,900 plus tax. It comes with the same features as the item you ordered. Alternately, we have a refurbished BF400 in stock. It's the same size as the BF550; however, while the BF550 includes a remote control for setting the temperature, the BF400 has a wall-mounted device for that purpose. The BF400 unit comes with a two-year warranty. It is priced at \$5,600 plus tax.

Please let me know how you wish to proceed. Just reply to this e-mail.

Shaliya Umuma, Customer Service Manager

181. Why does Pirate's Bounty Seafood need to purchase new equipment?
- (A) Its current refrigerator stopped working.
 - (B) The warranty on its current refrigerator has expired.
 - (C) The restaurant is increasing in size.
 - (D) The restaurant is moving to a new location.
182. What is the problem with the item Ms. Okiya ordered?
- (A) It was lost during shipping.
 - (B) It has been discontinued.
 - (C) It is temporarily out of stock.
 - (D) It has a damaged control panel.
183. What is NOT a feature of the Blizzard BF600?
- (A) It has a fast-freeze switch.
 - (B) It has adjustable shelves.
 - (C) It has aluminum flooring.
 - (D) It has galvanized steel panels.
184. According to the e-mail, what does the BF400 model come with?
- (A) A user manual
 - (B) A remote control
 - (C) A warranty
 - (D) A tax waiver
185. In the e-mail, the word "Just" in paragraph 3, line 1, is closest in meaning to
- (A) immediately
 - (B) kindly
 - (C) shortly
 - (D) simply

GO ON TO THE NEXT PAGE 

Questions 186-190 refer to the following schedule, e-mail, and article.

Fifth Annual International Marketing Society Conference
23–25 October, Grant Hotel and Conference Centre, London



Day 1:

| Time | Description | Venue |
|-------------------------|--|--------------------|
| 7:00 A.M. to 8:00 A.M. | Morning Social: Complimentary omelets, pastries, coffee, tea | Mezzanine |
| 8:30 A.M. to 10:00 A.M. | Marcos Secada, founder and CEO, Grindstone Marketing Group | Room 2 |
| 10:30 A.M. to noon | Claire Song, business columnist and best-selling author | Room 10 |
| 12:30 P.M. to 2:00 P.M. | Lunch (ticket purchase required) | Alexander Ballroom |

| | |
|-------------|--|
| To: | Nadir Kalwar <kalwar.n@kdbuildingconcepts.com> |
| From: | Olek Dzik <odzik.k@kdbuildingconcepts.com> |
| Date: | 12 May |
| Subject: | Upcoming marketing campaign |
| Attachment: | Link to video |

Nadir,

Thanks for your help with the corporate marketing plan. Attached is a link to the video created for us by Grindstone Marketing Group. It shows our 3-D printing equipment pouring fast-setting concrete, layer by layer. I think it looks great as is, and I believe it will be the most compelling aspect of our 1 June launch, especially if the Sheffield house is sold by then.

In case you haven't heard, our next construction project will be a home just a couple of kilometres from your office building!

Olek

House Constructed Using 3-D Technology For Sale

SHEFFIELD (15 May)—An international construction firm specializing in innovative building technologies has completed one of Britain's first 3-D printed houses. The new structure is located on Morgan Road in Sheffield.

KD Building Concepts took less than two weeks to execute the first phase of the project, which entailed printing the concrete walls and installing the electrical and plumbing systems, according to company president Olek Dzik. In just two months, the fully landscaped house with two bedrooms

and two bathrooms was ready for market.

"Labour costs were cut in half thanks to 3-D printing technology," said Mr. Dzik, whose company has offices in France and Germany, as well as in Sheffield. "At KD Building Concepts, we are committed to building homes that are both affordable and luxurious."

The house was listed for sale this week by a local real estate broker. The asking price is £150,000.

Next on the horizon for KD Building Concepts is the construction of a home in Hamburg, Germany.

186. What is mentioned on the schedule?

- (A) Free breakfast is available for conference participants.
- (B) The conference is five days long.
- (C) A keynote address will be delivered at the end of the first day.
- (D) A featured speaker has been replaced.

187. According to the schedule, what will happen at 10:30 A.M.?

- (A) A writer will give a presentation.
- (B) Coffee will be served in the lobby.
- (C) Lunch tickets will be sold in room 10.
- (D) A revised schedule will be distributed.

188. What can be concluded about Mr. Dzik?

- (A) He wants a marketing video to be shortened.
- (B) He has asked Mr. Kalwar for a new marketing plan.
- (C) He organized a conference in London.
- (D) He hired Mr. Secada's firm for a project.

189. What is suggested about Mr. Kalwar?

- (A) He is a videographer.
- (B) He works in Germany.
- (C) He is planning to buy a house in Sheffield.
- (D) He specializes in construction materials.

190. What does the article indicate about the house created with a 3-D printer?

- (A) It cost £150,000 to build.
- (B) It was finished in two months.
- (C) It will be landscaped next week.
- (D) Its bedrooms are all the same size.

Questions 191-195 refer to the following job posting, flyer, and article.

Gallery manager at Richard Lahiri Gallery in Cromwood

Applicants for this full-time position must have experience in retail art with an established history of successfully attracting patrons interested in purchasing original works of art. Experience managing a social media account is also desired. The position will be primarily on-site; however, some remote hours can be scheduled. Candidates must be available to start work on or before April 1. Qualified applicants should contact gallery director Richard Lahiri at rlahiri@richardlahirigallery.com.

Summer Scene Arts Program

Starting on May 1, five art galleries in Cromwood will be hosting open houses every Friday from May through August. Come enjoy live music, refreshments, artist talks, and more on the Cromwood boardwalk. Activities start at 4:00 P.M. and continue until 9:30 P.M., rain or shine. Participating galleries are listed below.

**Rita Blake Art • Siitva Gallery • Richard Lahiri Gallery
Patricia Dolivo Painting • Ashland Pottery and Crafts**

Funded by the Cromwood City Council and Regents Bank

Summer Activities in Middleton County

Compiled by Lisa Yu-Seaver

Cromwood Art Nights

Residents of Elmhurst, Melbridge, and Cromwood are invited to explore the local art scene in Cromwood this summer. The five galleries on the boardwalk overlooking the Wye River are holding special events each Friday as part of the Summer Scene Arts Program. This Friday, Richard Lahiri and his gallery manager, Geetu Gelang, will use a giant screen to demonstrate software for creating virtual art. The event will also feature craft vendors, food trucks, and live music. See www.cromwood.gov/things-to-do for more information.

Movies in Brady Park

The popular summer movie series in Herrontown returns on June 16! Each Saturday evening, a classic film will be projected on Brady Park's Grand Lawn. Bring your picnic basket and a blanket and get comfortable! The schedule of films is available at www.bradypark.org/activities.

191. What is stated in the job posting about the managerial position?
- (A) It is fully on-site.
 - (B) It is Mr. Lahiri's current job.
 - (C) It requires sales experience.
 - (D) It will be part-time until April 1.
192. According to the flyer, what will happen on May 1 ?
- (A) A public arts program will begin.
 - (B) A city council meeting will take place.
 - (C) A new art gallery will hold a grand opening.
 - (D) Regents Bank will be closed for the day.
193. What is suggested about Ashland Pottery and Crafts?
- (A) It is located near the Wye River.
 - (B) It specializes in virtual art.
 - (C) It hosts pottery workshops every Saturday.
 - (D) It is sponsoring a summer movie series.
194. What is suggested about Geetu Gelang?
- (A) She is a local musician.
 - (B) She will be selling her crafts on May 1.
 - (C) She plans to start a social media account.
 - (D) She was recently hired by the Richard Lahiri Gallery.
195. According to the article, where is Brady Park located?
- (A) In Cromwood
 - (B) In Elmhurst
 - (C) In Herrontown
 - (D) In Melbridge

Questions 196-200 refer to the following article, memo, and policy.

Senano Designs Buys Gendalla in \$60 Million Deal

LOS ANGELES (March 20)—Fashion powerhouse Senano Designs announced on Wednesday that it had acquired Gendalla, an up-and-coming luxury brand. The acquisition is part of Senano's plan to supplement its clothing products with a line of designer watches. Over the next two years, the company has further plans to expand its offerings to include fragrances and luggage. Lina Pacheco, Senano's chief

executive officer, said that such expansion is necessary to keep up and compete with other international fashion houses. Although based in Los Angeles, in recent years Senano has opened offices in Philadelphia, Chicago, and Miami. Ms. Pacheco says she was unfamiliar with Gendalla products until a year ago, when she saw one of their ads in an automobile magazine. "The products have a distinctive, modern style," Ms. Pacheco said, "which will go well with Senano's trendsetting clothes."

MEMO

From: Oscar Johansen, Accounting department
To: All Gendalla employees
Date: March 22
Subject: Travel expense policy
Attachment: Policy

I have attached a copy of Senano's policy on travel expenses, which will go into effect when we officially become employees of Senano on March 31.

Note that Senano's policy is more restrictive than Gendalla's policy in several ways. For example, employees will no longer have one month to submit expense reports. However, the new policy will make some processes much easier: specifically, Senano's requirements for submitting expenses under \$50 are simpler than those under current Gendalla policy.

Carlie Dawson, an accounting director who works at Senano's headquarters, will come to our New York office to lead an information session about this and other policy-related changes on Thursday, March 28, at 2:00 P.M. I strongly encourage you to attend.

Senano Designs

Travel Expense Policy

- To be reimbursed for work-related travel, employees must submit a travel request at least two weeks before a trip, listing the reason for travel and estimating all expenses.
- Original receipts must be submitted for expenses above \$50. Any expenses below that do not require the submission of original receipts.
- All receipts and expense reports must be submitted within three weeks after a trip is completed. Expenses submitted after this time will require the approval of the department head.

Page 1

- 196.** What does Gendalla mainly produce?
- (A) Watches
(B) Luggage
(C) Clothing
(D) Fragrances
- 197.** According to the article, why is Senano Designs acquiring Gendalla?
- (A) To sell products at a lower price
(B) To expand its social media presence
(C) To offer a more diverse range of products
(D) To address declining sales in some cities
- 198.** What are Gendalla's employees invited to do on March 28?
- (A) Suggest changes to a travel policy
(B) Attend a meeting in the afternoon
(C) Tour Senano's corporate headquarters
(D) Make an appointment with an accountant
- 199.** Where is Ms. Dawson's office?
- (A) In New York
(B) In Chicago
(C) In Philadelphia
(D) In Los Angeles
- 200.** How is Gendalla's current travel expense policy likely different from Senano's?
- (A) A receipt must be submitted for every expense.
(B) Preapproval must be obtained for expenses over \$50.
(C) The expense report must be signed by a manager.
(D) Employees can submit their expense reports jointly.

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.