

## 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. Mr. Liu is known for negotiating employee disputes -----.  
(A) calm  
(B) calmly  
(C) calmest  
(D) calmness
102. The city is accepting proposals for the redesign of Oshida Public Park ----- January 25.  
(A) when  
(B) until  
(C) a few  
(D) whether
103. Sales ----- maintain client files and provide logistical support.  
(A) assists  
(B) assisted  
(C) assisting  
(D) assistants
104. Tonight at Harbor Falls Library, writer Delroy Greene will be ----- stories from his childhood in Jamaica.  
(A) dividing  
(B) sharing  
(C) using  
(D) awarding
105. Mr. Kam has invited all staff members to attend ----- retirement party.  
(A) he  
(B) his  
(C) him  
(D) himself
106. Stanley Point Theater in downtown Detroit will produce four plays and three ----- next season.  
(A) actors  
(B) audiences  
(C) tickets  
(D) musicals
107. There is enough money ----- in the budget to cover travel expenses.  
(A) remains  
(B) remainder  
(C) remained  
(D) remaining
108. Romm Industries staff trained nine new associates who were hired ----- the same day.  
(A) as  
(B) into  
(C) on  
(D) once

109. Taylor Kanagawa wrote several books on effective team management ----- his 40-year career at Sapp Publishers Ltd.
- (A) between  
(B) while  
(C) beside  
(D) during
110. The community clinic project is designed to improve health ----- in isolated areas.
- (A) outcomes  
(B) reasons  
(C) corrections  
(D) grades
111. Jingshen Airlines announced that it will be hiring 200 ----- employees next year.
- (A) add  
(B) adding  
(C) additional  
(D) additionally
112. The customer was impressed by how ----- Mr. Schmid operated the complicated machinery.
- (A) skillfully  
(B) primarily  
(C) obviously  
(D) richly
113. Staff are invited to participate in a ----- of social events during the first week of May.
- (A) series  
(B) status  
(C) theory  
(D) guest
114. The contract states that Solcus Corporation will be ----- for any costs resulting from work delays.
- (A) accountable  
(B) manageable  
(C) knowledgeable  
(D) flexible
115. Author Minh Phan's latest novel was ----- influenced by Vietnamese folk stories.
- (A) heavy  
(B) heavily  
(C) heaviest  
(D) heavier
116. Tourists are expected to flock to the Sorachi Discovery Museum when it opens ----- in Mikasa, Hokkaido.
- (A) soon  
(B) as  
(C) almost  
(D) initial
117. The factory floor is divided into four ----- sections: one for each stage of product assembly.
- (A) previous  
(B) eligible  
(C) distinct  
(D) installed
118. Handouts for the afternoon seminar must be prepared ----- the lunch break.
- (A) down  
(B) beside  
(C) before  
(D) off
119. Chat Mobile will determine, based on end-of-the-year sales numbers, ----- the company will open any additional stores.
- (A) whether  
(B) who  
(C) since  
(D) that
120. The red line will ----- only express stops from Finn Street to Boone Street on weekends.
- (A) made  
(B) makes  
(C) make  
(D) making

121. The company's latest video game, *Hunting for Treasure*, has been praised ----- by reviewers.
- (A) enthusiastically  
(B) enthusiastic  
(C) enthusiasm  
(D) enthusiast
122. During the off-season, the Great Mountain Amusement Park operates on ----- hours.
- (A) reduced  
(B) employed  
(C) slow  
(D) busy
123. The construction project will ----- 30 residential units and 10 commercial spaces.
- (A) overall  
(B) first  
(C) about  
(D) include
124. Ms. Pham's employment contract cannot be finalized ----- her starting salary is still being negotiated.
- (A) once  
(B) because  
(C) after  
(D) until
125. Office supplies are available in our resources cabinet for ----- who needs them.
- (A) anyone  
(B) whichever  
(C) such  
(D) more
126. Through its network of local agents, new housing start-up Philocenia intends to ----- the rental sector.
- (A) exercise  
(B) indicate  
(C) participate  
(D) revolutionize
127. Rapid Books has the payroll solutions every company needs, allowing users ----- invoices in three easy steps.
- (A) sent  
(B) have sent  
(C) sending  
(D) to send
128. Epsy Electronics will open eight additional retail stores ----- the next two years.
- (A) above  
(B) behind  
(C) about  
(D) within
129. The three-day workshop focuses on the public speaking ----- that are central to delivering memorable presentations.
- (A) strategies  
(B) strategized  
(C) strategically  
(D) strategic
130. Critics agree that the movie *An Unusual Introduction* ----- combines computer-generated images and live action.
- (A) seamlessly  
(B) collectively  
(C) factually  
(D) distantly

## 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 notice.

### Sky Air First Pass

Thank you for flying Sky Air First with ----- . We hope you enjoy your flight.  
**131.**

You can take advantage of our best prices on future flights ----- purchasing a Sky Air First Pass.  
**132.**

For a ----- annual fee, you will get special discounts, seat upgrades, and the use of our exclusive  
**133.**  
travelers' lounge. ----- . Ask your flight attendant for more information and an application.  
**134.**

131. (A) them  
(B) theirs  
(C) us  
(D) ours

132. (A) at  
(B) on  
(C) by  
(D) to

133. (A) lowers  
(B) low  
(C) lowly  
(D) lowest

134. (A) We hope you will fly Sky Air First again.  
(B) You will also get priority boarding.  
(C) Please find your seat immediately.  
(D) The flight delay will be minimal.

Questions 135-138 refer to the following article.

### CJOK Radio Show Welcomes New Staff

QUEENSVILLE (7 July)—Local radio station CJOK announced Katherine Dees as the new producer of the popular show *Out and About in Queensville*. Ms. Dees is now ----- for 135. coordinating schedules, booking guests for the show, and managing media relations.

136. -----, the station hired sound editor Virginia Thacker and production assistant Reggie Dietrich

to support Ms. Dees in her new role. 137.

*Out and About in Queensville*, which has been airing for 30 years, is performed live weekly from September to May in the Orpheum Theater in downtown Queensville. The show

138. ----- musical guests, writers, and storytellers for an hour of weekly programming.

135. (A) responsive  
(B) responsibly  
(C) responding  
(D) responsible

138. (A) gives  
(B) marks  
(C) features  
(D) holds

136. (A) Even so  
(B) In fact  
(C) For example  
(D) In addition

137. (A) CJOK was founded 60 years ago.  
(B) These recent hires follow the retirement  
of producer Ed Evans.  
(C) Ms. Dees was born and raised in  
Cedarburg.  
(D) CJOK has more than one popular show  
in its lineup.

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

To: Sandra Barga <sbarga97@hjmail.ca>  
From: Artie Romanche <service@northwestbags.ca>  
Date: 12 July  
Subject: Order number 71280

Dear Ms. Barga:

We received your recent order asking for your name to be stitched on a Klamath Kool handbag.

We are, ----- , eager to complete your order. Unfortunately, our seamstress who fulfills  
**139.** personalisation requirements will be on leave for the next three days. We wanted to let you know  
that her ----- will cause a delay in shipping your bag.  
**140.**

----- for the wait, we would like to offer you a 10 percent discount on your current order. Or, if  
**141.** you prefer, you can opt for free personalisation on your next order. ----- . At Northwest Bags,  
**142.** we strive for 100 percent customer satisfaction!

Sincerely,  
Artie Romanche  
Customer Service Representative, Northwest Bags

- 139.** (A) still  
(B) besides  
(C) of course  
(D) nevertheless
- 140.** (A) absence  
(B) arrival  
(C) request  
(D) investigation
- 141.** (A) Compensated  
(B) To compensate  
(C) For compensating  
(D) It is compensation
- 142.** (A) The choice is yours.  
(B) We appreciate your review.  
(C) The bag will look great with your initials  
on it.  
(D) We are the only local retailer offering  
custom services.

Questions 143-146 refer to the following article.

### Sehelec Announces Wind-Solar Hybrid Project

MUMBAI (15 March)—Sehelec Ltd. announced it will begin construction on a 500-megawatt wind-solar hybrid power ----- outside of Bangalore, India. ----- . Sehelec expects to begin 143. 144. operations within 24 months, and it will sell the power to Indian energy giant Novaseon Industries.

“Our contract with Novaseon to provide ----- power moves us closer to our long-term corporate 145. goal,” said Sumit Varma, CEO of Sehelec. “Our objective is to achieve a capacity of 20 gigawatts within five years. Doing so will make us one of India’s largest green power companies. And that, in turn, will help the country ----- its carbon-reduction target.” 146.

143. (A) plant  
(B) planter  
(C) planting  
(D) planted

144. (A) Windy conditions can cause damage to tall buildings.  
(B) The facility will consist of a mix of solar panels and wind turbines.  
(C) Electric vehicles have fewer emissions than other vehicles have.  
(D) The pace of upgrades to India’s power grid slowed slightly this year.

145. (A) renew  
(B) renewers  
(C) renewable  
(D) to renew

146. (A) understand  
(B) explain  
(C) block  
(D) reach

## 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 menu.

**Carina's Café Lunch Specials**

Monday through Friday from 11:00 A.M. to 3:00 P.M.

For only \$8, combine the soup of the day with one of the following items:

**Turkey Sandwich** – Turkey, avocado, tomato, lettuce, and mayonnaise on wheat bread

**Vegetable Panini** – Sourdough bread filled with tomato, cucumber, spinach, and mayonnaise, then grilled

**Mushroom Chicken Cavatappi** – Chicken in a mushroom, celery, and onion sauce, served over S-shaped pasta

**Vegetable Wrap** – Fresh tomato, cucumber, and carrots with hummus (made with our secret recipe) on flatbread

147. What does each lunch special include?

- (A) A soup
- (B) Carrots
- (C) Tomatoes
- (D) A beverage

148. What item contains an ingredient that is only available from Carina's Café?

- (A) Turkey sandwich
- (B) Vegetable panini
- (C) Mushroom chicken cavatappi
- (D) Vegetable wrap

**Questions 149-150** refer to the following advertisement.

**Certified Aqua Instructor Workshop**

This workshop helps fitness professionals become certified aqua instructors by demonstrating how to design challenging and effective aquatic classes. Join instructor Deshonte Smith for a full-day course to learn a sequence of pool-based workouts that will motivate your students. Mr. Smith started his journey to instructor certification by taking classes at Valley Floor Fitness. He is also a professor at Wilkinson University.

The workshop costs \$99 and will be held at Valley Floor Fitness in Missoula on August 27 from 9 a.m. to 5 p.m. For more information and to register, e-mail Maya Cramer at [certification@valleyfloorfitness.com](mailto:certification@valleyfloorfitness.com).

- 149.** The word “design” in paragraph 1, line 2, is closest in meaning to

(A) find  
(B) create  
(C) draw  
(D) name

- 150.** What is indicated about the workshop?

(A) It will be held at a pool at Wilkinson University.  
(B) It is being offered on two different dates.  
(C) It is available at a discounted rate in August.  
(D) It will be taught by a former student of Valley Floor Fitness.

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



151. At 3:29 P.M., what does Ms. Duchemin most likely mean when she writes, "Saturday is good for me"?
- (A) She prefers to work morning shifts.
  - (B) She is able to do a favor for Mr. Cho.
  - (C) She will attend a conference.
  - (D) She would like to meet Mr. Cho's friend.
152. Where most likely do Mr. Cho and Ms. Duchemin work?
- (A) At a hotel
  - (B) At a university
  - (C) At a medical center
  - (D) At an accounting firm

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

To:	Madalena Navas <mnavas@cordovacreations.com>
From:	Hugo Jones <hkjones@sunmail.com>
Date:	April 2
Subject:	Thank you

Dear Ms. Navas,

I enjoyed speaking with you about the associate manager position last week, and as I mentioned, I am very excited about the possibility of working with you at Cordova Creations. I wanted to let you know that I have received a job offer from another company, and I have to respond to that hiring manager soon. I realize it has only been a few days since my interview, but if it is at all possible for you to update me on the status of my application before the end of the week, that would be very helpful. I have long admired Cordova Creations and would really like to be a part of it. I am hoping to hear positive news from you.

Thank you,

Hugo Jones

**153.** What does Mr. Jones indicate in his e-mail?

- (A) He used to work with Ms. Navas.
- (B) He is an associate manager.
- (C) Another company wishes to hire him.
- (D) His interview has been scheduled for next week.

**154.** What does Mr. Jones want to know by the end of the week?

- (A) Whether an important decision has been made yet
- (B) Whether Ms. Navas is available for a meeting
- (C) Whether Ms. Navas would like to apply for a new position
- (D) Whether the company will expand its product offerings

Questions 155–157 refer to the following article.

### Hibiscus Supply to Run Its Own Container Ship

BUSAN (15 October)—As international shipping continues to increase, companies that transport goods between continents have found themselves competing for expensive space on container ships. — [1] —. Delays in getting goods to factories and into stores have become more common. — [2] —.

As one of the biggest exporters of home building supplies in the country, Hibiscus Supply is particularly vulnerable to these issues. — [3] —. To avoid potential shipping

problems, Hibiscus Supply has decided to operate its own container ship to export products overseas. — [4] —.

According to Hibiscus Supply president James Koh, operating the company's own ship should improve efficiency at ports and decrease overall shipping costs. Says Mr. Koh, “The cost to ship with freight companies has doubled in the past year. By shipping our products ourselves, we'll be able to avoid passing shipping-related price increases on to our customers.”

155. What products does Hibiscus Supply most likely sell?
- (A) Construction materials
  - (B) Pillows and sheets
  - (C) Wholesale food items
  - (D) Spare automobile parts
156. Why does Hibiscus Supply want to operate its own container ship?
- (A) To provide shipping services to other companies
  - (B) To ship its products quickly and cheaply
  - (C) To deliver its products to unusual locations
  - (D) To ship more goods than most freight companies can handle
157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “The newly acquired ship is scheduled to begin running later this month.”
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

Questions 158-160 refer to the following memo.

**MEMO**

To: All Accounting Staff  
From: Jennifer Snow, Senior Manager  
Date: January 8  
Subject: Pedro Allende

Please join me in congratulating Pedro Allende as he prepares to enter his new role as a full-time administrative assistant in our accounting department. Mr. Allende, a part-time clerk in our mail room, completed a certificate program in computer support at Lander Vocational Institute last month. He was first hired by our company as a delivery driver, a role he held for two years before transferring to the mail room.

Mr. Allende's first day in the accounting department will be Monday, January 11. We all wish him well!

158. Why did Ms. Snow send the memo?

- (A) To invite employees to an office party
- (B) To announce a change to an employee's job
- (C) To inform employees about a reduction in work hours
- (D) To request employee feedback on a departmental policy

159. The word "prepares" in paragraph 1, line 1, is closest in meaning to

- (A) assembles
- (B) returns
- (C) reaches out
- (D) gets ready

160. What is indicated about Mr. Allende?

- (A) He currently works as a delivery driver.
- (B) He recently completed a training program.
- (C) He previously assisted Ms. Snow in a different department.
- (D) He will begin working part-time next week.

**Questions 161-163 refer to the following advertisement.**

**Help Wanted: Machinist**

Camerley Corp. of Napier, New Zealand, has an opening for an experienced machinist to work in our 15,000-square-metre fabrication plant, which produces custom tools and machine parts for a variety of industries. Requirements for the position include:

- Ability to collaborate with engineers to fabricate tools and machine parts
- Familiarity with specialised equipment
- Skill with doing precision work based on technical drawings
- Comfort working with metal and various other materials, such as wood and plastics
- Ability to work both independently and as part of a team

To apply, please send CV and two references to [jobs@camerleycorp.co.nz](mailto:jobs@camerleycorp.co.nz).

**161.** What type of business placed the advertisement?

- (A) A land developer
- (B) A car-repair shop
- (C) A factory
- (D) A hardware store

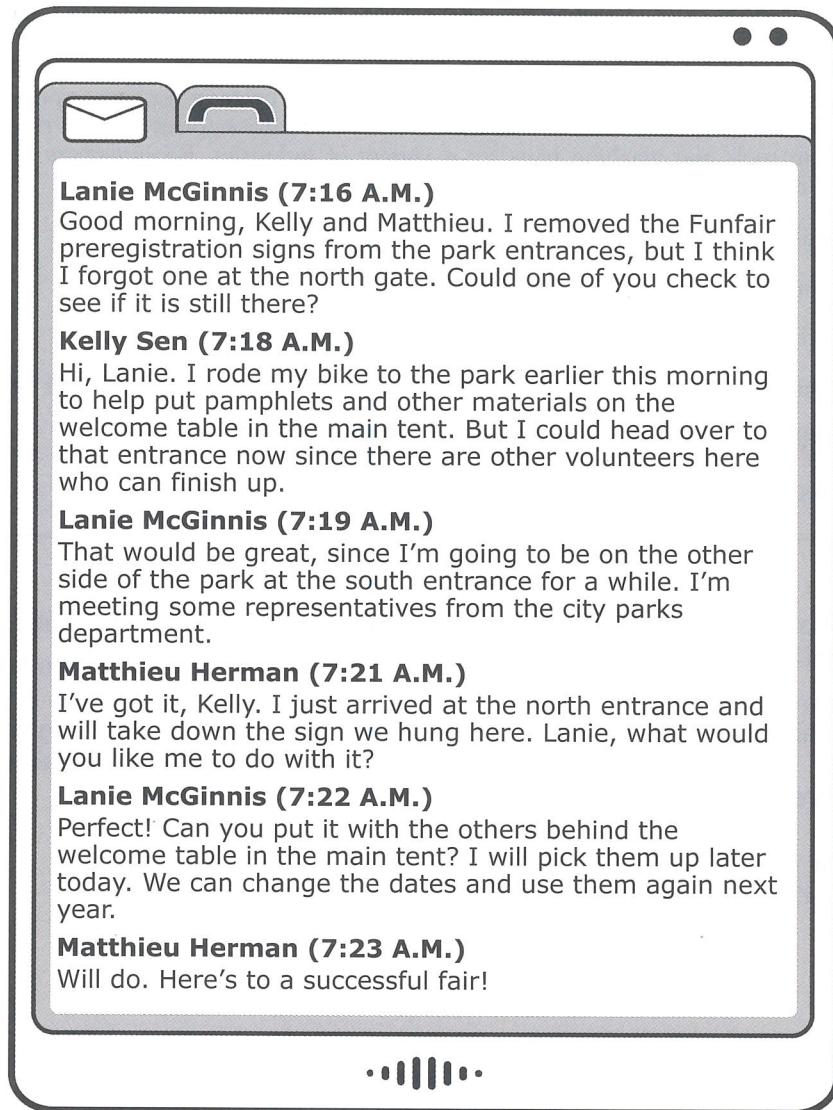
**162.** What material is NOT specified in the advertisement?

- (A) Metal
- (B) Glass
- (C) Wood
- (D) Plastic

**163.** What is listed as a requirement for the job?

- (A) Training in business-to-business sales
- (B) A university degree in engineering
- (C) Experience creating technical drawings
- (D) The ability to work alone and with others

Questions 164-167 refer to the following text-message chain.



- 164.** What is probably true about the writers?
- (A) They are registering people for a bike-to-work program.
  - (B) They are coordinating a public event.
  - (C) They work for a city parks department.
  - (D) They are members of a club that walks in a park.
- 165.** What was Ms. Sen doing?
- (A) Erecting a tent
  - (B) Designing pamphlets
  - (C) Placing items on the welcome table
  - (D) Attaching signs to the park entrance
- 166.** At 7:21 A.M., what does Mr. Herman mean when he writes, “I’ve got it, Kelly”?
- (A) He has already taken down a sign.
  - (B) He will perform a task requested by Ms. McGinnis.
  - (C) He will return unused materials to the office.
  - (D) He realizes that Ms. Sen does not need help.
- 167.** What does Ms. McGinnis instruct Mr. Herman to do?
- (A) Help her locate the main tent
  - (B) Meet her at the south entrance
  - (C) Write down participants’ information
  - (D) Leave an object behind the welcome table

Questions 168-171 refer to the following fact sheet.

**Zealandia Airlines Fact Sheet for Fiscal Year Ending 30 June**

**Service Levels and Capacity:** Zealandia Airlines provides regional service among four cities. In each case, average flight capacity exceeded the company goal of 85 percent.

**On-Time Performance (OTP):** For the purpose of measuring OTP, flights are considered “on time” when they reach their destination within fifteen minutes of the scheduled arrival time. Regional airlines are subject to fines when OTP drops below 50 percent. The following chart shows Zealandia’s commendable OTP rates for the recent fiscal year.

City	OTP
Kelton Falls	52%
Grangerton	68%
Satcherville	79%
Barbour City	64%

**Proposed Expansion:** Zealandia Airlines provides regional passenger air service and is seeking to expand its fleet to begin providing commercial airfreight delivery. Establishing this service is a component of the airline’s growth plan and corporate vision. The airline is currently in negotiations with aviation authorities to explore options.

**Terminal and Service Improvements:** Zealandia Airlines is participating in discussions with airport management about comprehensive renovations to its passenger lounge and café and has offered to commit \$5 million from its budget to the project. Company executives have also finalized a plan and committed funds to overhaul its rewards program. The initiative supports the aim to be a leading service provider among similar airlines and capture an increasing percentage of the market share.

168. The word “exceeded” in paragraph 1, line 2, is closest in meaning to

(A) surpassed  
(B) excelled  
(C) perfected  
(D) decided

169. According to the fact sheet, what is true about Zealandia Airlines?

(A) Executives aim to improve its flight capacity.  
(B) Most of its flights arrive at their destinations on time.  
(C) It is larger than 85 percent of regional airlines.  
(D) It has received a fine from aviation authorities.

170. What does Zealandia Airlines want to provide in the future?

(A) Private charter flights  
(B) Luxury travel tours  
(C) Commercial shipping  
(D) Aircraft leasing

171. How does Zealandia Airlines hope to improve service for passengers?

(A) By remodeling the passenger waiting area  
(B) By moving to a new location within the terminal  
(C) By upgrading the seating inside the aircraft  
(D) By offering improved meal service on all flights

Questions 172-175 refer to the following press release.

## New Fleet for Northeast Railways

Northeast Railways expects to spend \$5.6 billion to replace its fleet of 65 passenger trains, many of which are more than 40 years old. — [1] —.

The company has entered into a contract with Logiens Transport for a new fleet of trains that will operate on electrified tracks when those track systems are available and on diesel fuel at all other times. — [2] —. The trains will be capable of traveling at speeds of up to 130 kilometers per hour and will produce

far less pollution than the current fleet does.

Logiens also promises an enhanced passenger experience. The train cars will have panoramic windows, improved ventilation, and wider aisles. — [3] —.

Northeast's contract with Logiens also includes equipment and replacement parts and provides a long-term service agreement. — [4] —.

172. What is Logiens Transport's role?
- (A) To recommend ways to reduce pollution
  - (B) To acquire financing for a purchase
  - (C) To familiarize train engineers with new technology
  - (D) To manufacture and service the replacement fleet
173. What information is included in the press release?
- (A) The date on which the trains will be delivered
  - (B) The budget for replacing the current trains
  - (C) The annual cost for parts and service
  - (D) The number of passenger seats in each train car

174. What is suggested about the tracks that Northeast Railways uses?
- (A) They are owned by the government.
  - (B) They are not shared with freight trains.
  - (C) Most are in urgent need of repair.
  - (D) Some are not electrified.
175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“Each reclinable seat will have an individual power supply and USB port.”

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

**Questions 176-180** refer to the following e-mail and form.

To:	headquartersstaff@seonwulawfirm.com
From:	iqalandar@seonwulawfirm.com
Date:	October 1, 9:39 A.M.
Subject:	Remote work setup
Attachment:	Equipment request form

Dear Associates,

On December 3, our headquarters will close for a month for renovation. As all of you normally work out of these offices in San Francisco, please plan to work off-site and collect everything you may need (your laptop, files, etc.) before December 1. Entry to the building will be restricted after that date.

If you would like a temporary space at our San Jose offices, please e-mail me, and I will reserve one for you. If you plan to work from home and need additional equipment (such as a printer), fill out the attached form from our technology department and return it to me. A representative of that department will mail the equipment to your home address.

We realize this work on the building is a disruption, but timing it with our slow season should make the situation easier. We think you will be happy with the changes when the building reopens on January 5. If you have any questions, please reach out to me.

Best,

Ian Qalandar, Manager  
Seonwu Law Firm  
(415) 555-0177

**Seonwu Law Firm—Equipment Request Form**

**Employee name:** Jason Kang

**Employee ID:** 102899

**E-mail:** jkang@seonwulawfirm.com

**Date to receive:** November 30

**Equipment:** desktop monitor, printer

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(This section is to be completed by the technology department.)

**Request completed:**  Yes      No

**Request filled by:** Aubrey Smith

**Equipment serial numbers:** VN3902556, MXE96400

**Date sent:** November 27 via overnight mail

- 176.** What is indicated about Seonwu Law Firm?
- (A) It focuses on real estate law.
  - (B) It has a large advertising budget.
  - (C) It serves clients across the country.
  - (D) It is headquartered in San Francisco.
- 177.** According to the e-mail, what will the technology department do?
- (A) Install updates on employee laptops
  - (B) Send office equipment to employees
  - (C) Train employees to use new software
  - (D) Place equipment in renovated offices
- 178.** What is suggested in the e-mail about Seonwu Law Firm?
- (A) It plans to expand its operations.
  - (B) It mostly employs remote workers.
  - (C) It is usually not busy in December.
  - (D) It handles many high-profile cases.
- 179.** What can be concluded about Mr. Kang?
- (A) He chose not to work in the San Jose office.
  - (B) He is a senior partner at the Seonwu Law Firm.
  - (C) He will be on vacation after November.
  - (D) He has requested a larger office.
- 180.** What most likely is Ms. Smith's occupation?
- (A) Lawyer
  - (B) Office manager
  - (C) Technical support staff
  - (D) Administrative assistant

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

**Planning a Tour of Your Facility**  
by Didiane Lessard

Plant tours are commonplace in many factories, but not all tours are as effective as they could be. Too many companies make the mistake of adopting a one-size-fits-all approach rather than tailoring tours to maximize their usefulness. A potential investor and a casual tourist will probably not be impressed by the same things, so it is best to be clear about the tour's purpose early on. Here are some guidelines to make each tour as effective as possible.

**Be selective.** Unless your tour is for a safety inspection, your guests do not need (or want) to see every part of your factory. Choose a few sections that will interest your guests and give them a better sense of your product. For example, journalists will want to create a story about your plant, so show them the parts of the plant that have historical significance, such as a room with the company's original production equipment.

**Timing is everything.** Always be mindful of the physical demands of the tour. Even the hardest guest will tire of standing or walking for long periods. It is a good idea to schedule breaks in tours lasting longer than an hour. The time spent in a single section matters also. If you allow guests only five minutes in an area, they will soon forget it. On the other hand, even the most impressive room gets boring after half an hour.

**Personality is NOT everything.** While having a personable and friendly tour guide is essential, your guests are coming to see what goes into making your product. Tour guides get asked a variety of questions, some unexpected, so a comprehensive knowledge of the production processes is important (and absolutely vital during inspections). You also want someone who will keep the tour moving—visitors will appreciate a tour that begins and ends on time.

<b>To:</b>	Masumi Toda <mt978@vidatechsystems.com>
<b>From:</b>	Ana Miftaroski <am680@vidatechsystems.com>
<b>Date:</b>	May 1
<b>Subject:</b>	Upcoming plant tour
<b>Attachment:</b>	Lessard_article

Hi, Masumi,

I have attached an April 15 article by Didiane Lessard to help you plan the tour we will be giving later this month. I especially agree with the section on timing. Since the tour, by necessity, will have to cover the entire plant, it must be conducted as efficiently as possible. As for a guide, I would have recommended Nathan Zarate, but he will be traveling on May 21. Perhaps Maja Clausen could do it. She has also worked here for several years; she is very knowledgeable about our facility, processes, policies, and procedures. I am confident that she will be able to handle any questions the visitors might ask.

Ana Miftaroski, Vice President of Operations

- 181.** What is one problem mentioned about factory tours in the article?
- (A) They are often rescheduled at the last minute.
  - (B) They give the same information to all types of visitors.
  - (C) They fail to supply protective gear that fits everyone.
  - (D) They allow groups that are too large.
- 182.** According to the article, what is the maximum amount of time that a tour should stay in one area?
- (A) 10 minutes
  - (B) 20 minutes
  - (C) 30 minutes
  - (D) 60 minutes
- 183.** What is NOT indicated in the article as a characteristic of a good tour guide?
- (A) A friendly personality
  - (B) The ability to stand for long periods
  - (C) A deep knowledge of processes
  - (D) The ability to pay close attention to time
- 184.** For whom is Mr. Toda most likely planning a tour?
- (A) Casual tourists
  - (B) New employees
  - (C) Potential investors
  - (D) Safety inspectors
- 185.** When is the tour scheduled to take place?
- (A) On April 15
  - (B) On April 21
  - (C) On May 1
  - (D) On May 21

Questions 186-190 refer to the following Web page, schedule, and testimonial.

<https://www.zonecatering.com/home>

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Zone Catering provides food trucks at film and television production sites throughout California. Just let us know where you need a food truck and how many people you need to feed. We can serve your entire cast and crew. Our trucks also move with you and your team if you are shooting scenes in various locations.

At Zone Catering, we offer a wide variety of cuisines. All the fruits and vegetables we use in our menus are grown here in California. Our menus are easily adapted to accommodate dietary restrictions. For convenience, our food trucks offer both full meals and individual items. We can serve meals buffet-style, or people can order directly from the truck.

Let us take care of the catering for your production. You will find our food delicious, and you will find our service friendly and convenient. We even offer 24-hour support in case any issues arise while we are at your location. We hope to serve you soon!

Zone Catering Food Trucks		
<b>Schedule Date:</b> <u>June 10</u>		
Film	Shooting Location	Contact Person
<i>Trappings</i>	Harpin Lot	Erin Begg
<i>Make the Meeting</i>	192 Laredo Street	Mark Lillo
<i>Tutors and Tuxedos</i>	Tandor Fields	Jun-Seo Kil
<i>Jatem and the Storm</i>	Spectrum Hall	Donna Gawason

<https://www.zonecatering.com/testimonials>

Home	Menus	Testimonials	Contact Us
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June 10—I have been in the acting business for over 25 years and am sometimes disappointed by the food trucks on film production sites. That was not the case today when we were filming *Make the Meeting*. The food truck had excellent coffee, and the strawberries in the large fruit salad were so fresh and tasty! Even though there was a long line of customers on an extremely hot and uncomfortable day, the server was able to get everyone's food ready quickly. She was friendly and easygoing, too! Even the food truck was pleasant-looking—the mural painted on the side of the truck was beautiful! I hope to see Zone Catering food trucks at future film shooting locations.

—Robert Chiodo

186. What does the Web page indicate about Zone Catering?
- (A) It specializes in providing food at music concerts.
  - (B) It has lower prices than its competitors.
  - (C) It recently moved its corporate office to California.
  - (D) It provides customer support 24 hours a day.
187. According to the schedule, who was the contact person for the filming of *Trappings* on June 10?
- (A) Erin Begg
  - (B) Mark Lillo
  - (C) Jun-Seo Kil
  - (D) Donna Gawason
188. Where was the food truck that Mr. Chiodo visited?
- (A) At Harpin Lot
  - (B) At 192 Laredo Street
  - (C) At Tandor Fields
  - (D) At Spectrum Hall
189. What is probably true about the salad Mr. Chiodo ordered?
- (A) It had an unusual taste.
  - (B) It was too big for him to finish.
  - (C) It included several types of berries.
  - (D) It contained fruit grown in California.
190. What is indicated about the food truck server in the testimonial?
- (A) She had difficulty working in the heat.
  - (B) She paints murals in her spare time.
  - (C) She prepares orders quickly.
  - (D) She has worked in her industry for 25 years.

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

To:	Hae-won Jeong
From:	Julia Laurent
Date:	July 28
Subject:	Dallas hotels
Attachment:	📎 List of downtown accommodations

Dear Hae-won,

I plan to attend the National Digital Marketing Conference in October. I know you have traveled to this conference in Dallas many times. This will be my first time attending, and I'm not sure which hotel to book. I have attached a list of accommodations that are near the convention center. Right now, I am leaning toward the Bonita Suites Hotel, but I would like to know which property you would recommend.

I hope you have settled into your new position with the digital marketing department. I am looking forward to the conference and hope to see you again there.

Kind regards,

Julia Laurent  
E-mail Marketing Specialist  
The 3R Marketing Firm

List of Downtown Accommodations (from <a href="http://www.topbusinesshotels.com/search/Dallashotels">www.topbusinesshotels.com/search/Dallashotels</a> )		
Hotel	Rate	Description
The Oaktree Hotel	\$204/night	Luxury hotel in the heart of downtown Close to the convention center Outdoor pool, three on-site restaurants Close to shopping
Alessi Dallas Hotel	\$155/night	Quaint boutique hotel in downtown Dallas Lobby restaurant for breakfast and dinner Near convention center and history museum
Bonita Suites Hotel	\$125/night	New hotel in downtown convention center area Office and kitchen in each suite Computer center with printers located in lobby Meeting space available for groups Free on-site parking available

To:	Julia Laurent
From:	Hae-won Jeong
Date:	July 29
Subject:	RE: Dallas hotels

Dear Julia,

I will be attending the National Digital Marketing Conference this year as well! I love traveling to Dallas every year for this conference because it is a great networking opportunity. Since this is your first time attending, I recommend you go to the newcomers' reception on the first night. The conference executive planning committee is putting it on, and it could be an excellent occasion to socialize with other conference goers.

I will be staying at the Alessi Dallas Hotel. It is the closest to the convention center, and the rooms are comfortable. For you, I would suggest the one you already seem to prefer. It so happens that the newcomers' reception will be held in one of the event rooms there. It is a little farther away but still convenient. As a friendly reminder, we are advised not to book hotels with rates that exceed our company's limit of \$175/night.

I look forward to seeing you in October. It will be lovely to catch up.

Best,

Hae-won Jeong  
Digital Marketing Director  
The 3R Marketing Firm

- 191.** What is the purpose of the first e-mail?
- To schedule a meeting with a client
  - To ask for assistance with a project
  - To seek a suggestion from a colleague
  - To congratulate a colleague who was promoted
- 192.** According to the list, what is suggested about the Bonita Suites Hotel?
- It is located in a historic building.
  - It features resources for business travelers.
  - It is near many downtown tourist attractions.
  - It charges a daily fee for parking.
- 193.** What is true about Ms. Jeong?
- She has not attended a marketing conference before.
  - She prefers the Alessi Dallas Hotel for its restaurant.
  - She thinks Ms. Laurent should stay at the Bonita Suites Hotel.
  - She works for a different company than Ms. Laurent.
- 194.** Why would Ms. Jeong most likely suggest that Ms. Laurent avoid the Oaktree Hotel?
- It does not have an on-site restaurant.
  - Its room rate exceeds the company's limit.
  - Its clients are mostly noisy tourists.
  - It is too far from the conference location.
- 195.** What does the second e-mail indicate about the National Digital Marketing Conference?
- Its location changes to a different city each year.
  - Last year it was held at the Alessi Dallas Hotel.
  - Ms. Jeong is on its executive planning committee.
  - It includes an event for first-time attendees.

**Questions 196-200** refer to the following letter and e-mails.

<p>Dover Water Supply 7400 Rodney Boulevard, Dover, DE 19904</p> <p>March 12</p> <p>Ms. Na-Ri Cam 361 Farming Avenue Dover, DE 19902</p> <p>Dear Ms. Cam,</p> <p>This letter is to confirm that Dover Water Supply will begin service at your address on Wednesday, April 6. Your customer account number, which is the same as your water meter number, is DWS4289.</p> <p>Billing is monthly, and payment is due on the fifteenth of each month. Bills can be paid by mailing a check to our main address or by entering your account number and payment information on our secure page at <a href="http://www.doverwatersupply.com/billing">www.doverwatersupply.com/billing</a>.</p> <p>We will be performing a system flush of the pipes in your area on Monday, April 4. Customers may temporarily see discoloration or sediment in their water around that time. Please visit our Web site for more information. You can also contact Customer Support at <a href="mailto:questions@doverwatersupply.com">questions@doverwatersupply.com</a> or call us at (302) 555-0135.</p> <p>Sincerely, <b>Matthew Ensign</b> Matthew Ensign Account Representative, Dover Water Supply</p>
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<p><b>*E-mail*</b></p>
<p>To: <input type="text" value="questions@doverwatersupply.com"/></p> <p>From: <input type="text" value="Na-Ri Cam &lt;n.cam@mailcurrent.com&gt;"/></p> <p>Date: <input type="text" value="March 17"/></p> <p>Subject: <input type="text" value="Account number DWS4289"/></p> <p>Hello,</p> <p>I am in the process of moving to my new home in Dover. I received a letter stating that my water service will start on April 6. It also said something about pipes being flushed on April 4. Should I expect to see discoloration when I start using my water? Are there any steps I should take?</p> <p>Also, I tried to use your secure page, but it gave me an error message saying that my account number was not valid. I will need your help in getting online access by the May 15 due date.</p> <p>Thank you for any information you can provide.</p> <p>Na-Ri Cam</p>

E-Mail Message

To: Na-Ri Cam <n.cam@mailcurrent.com>  
From: Customer Support <questions@doverwatersupply.com>  
Date: March 18  
Subject: RE: Account number DWS4289

Dear Ms. Cam,

Thank you for your message. Your water might look cloudy on April 6 when you first turn on your faucets. We recommend that you keep the water running until it is clear before you use it. I assure you that the water is not harmful in any way. The minerals that cause the discoloration occur naturally, and our latest water analysis showed very high quality.

I apologize for the problem you described. I have fixed it, so you should not have any further trouble.

If you have any other questions, please don't hesitate to reach out to us again.

Best regards,

Ramona Hizon  
Customer Support, Dover Water Supply

196. What is one purpose of the letter?
- (A) To list customer benefits
  - (B) To alert customers to a price change
  - (C) To confirm the start of a service
  - (D) To describe changes to a Web site
197. What most likely does Ms. Cam want to do online on May 15 ?
- (A) Request a new water meter
  - (B) Complete a customer survey
  - (C) Report a leaking pipe
  - (D) Pay a water bill
198. According to the second e-mail, what should Ms. Cam do on April 6 ?
- (A) Boil her drinking water for five minutes
  - (B) Allow her water to run for some time
  - (C) Contact her neighbors
  - (D) Request a service visit
199. In the second e-mail, what is indicated about the water from Dover Water Supply?
- (A) It is safe to use.
  - (B) It is measured every month.
  - (C) It is distributed to many cities.
  - (D) It is naturally free of minerals.
200. What can be concluded about Ms. Hizon?
- (A) She resolved the issue with Ms. Cam's account.
  - (B) She sent a copy of the water analysis to Ms. Cam.
  - (C) She will offer Ms. Cam a discount for new customers.
  - (D) She lives in Ms. Cam's area.

**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.**