

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. The new policy allows employees to set ----- own working hours under certain conditions.
(A) they
(B) their
(C) theirs
(D) themselves
102. Based on last year's data, Paik Company increased its sales projections ----- the current year.
(A) when
(B) for
(C) if
(D) or
103. Harbison's Department Store interviews applicants ----- standard business hours.
(A) among
(B) beside
(C) during
(D) onto
104. Takealong Industries' commercial propane heaters deliver more warmth to ----- areas.
(A) wideness
(B) widen
(C) wider
(D) widely
105. By switching to new project-management software, the editorial team has ----- improved its publication processes.
(A) great
(B) greatly
(C) greater
(D) greatest
106. The search committee ----- three candidates for the chief executive position.
(A) nominating
(B) nomination
(C) has nominated
(D) has been nominated
107. ----- a two-month delay, new carpeting was installed in the east conference room.
(A) Additionally
(B) Although
(C) After
(D) Furthermore
108. To boost -----, the Makeup Artist Academy is offering a free starter kit to new students.
(A) enroll
(B) enrolled
(C) enrolling
(D) enrollment

109. Because Lectula Furniture Company ----- its delivery times, we were able to set a firm opening date for the new hotel.
- (A) guarantees
(B) advises
(C) requires
(D) delays
110. The computer technician was very ----- but was not able to solve my problem.
- (A) friendly
(B) neutral
(C) possible
(D) frequent
111. To make room for conference attendees, ----- visitors to the office building should use the rear parking area tomorrow.
- (A) regular
(B) regularly
(C) regularize
(D) regularity
112. Employees must wear their security badge in a way that is ----- visible when in the building.
- (A) clearly
(B) recently
(C) evenly
(D) secretly
113. Ms. Phon wanted to attend the gallery opening; -----, the inclement weather made that impossible.
- (A) therefore
(B) following
(C) however
(D) for example
114. Giving leadership tasks to warehouse package handlers often ----- them to work more productively.
- (A) adopts
(B) reinforces
(C) motivates
(D) attracts
115. Kaybing Construction works ----- on large commercial projects in the Newfoundland area.
- (A) exclusively
(B) exclusive
(C) exclusivity
(D) exclusives
116. Carly Logan plans -----, so Alan Zill has volunteered to be the stamp club's next treasurer.
- (A) resigning
(B) to resign
(C) resigns
(D) to have resigned
117. Although the housing market slowed ----- the summer months, sales began to pick up again in the autumn.
- (A) apart
(B) even
(C) only
(D) over
118. To remain fully functional, the exercise machines need to be cleaned -----.
- (A) rather
(B) almost
(C) routinely
(D) openly
119. The extended warranty is good for ten years or 100,000 miles, ----- comes first.
- (A) whoever
(B) either
(C) whichever
(D) another
120. Atlantic Grocers must offer online shopping options or ----- losing customers to other supermarkets.
- (A) risk
(B) protect
(C) cancel
(D) hold

121. ----- client is assigned to a personal financial adviser to whom inquiries should be addressed.
- (A) Each
(B) All
(C) Some
(D) Most
122. Mr. Singh wants to form a ----- to explore some employee reward programs.
- (A) supervisor
(B) suggestion
(C) notification
(D) committee
123. Please provide your phone number ----- the delivery driver needs to contact you.
- (A) whereas
(B) despite
(C) if not
(D) in case
124. ----- of Pondview Tower are required to make rent payments on or before the first day of every month.
- (A) Owners
(B) Buyers
(C) Tourists
(D) Tenants
125. Likoni Hospitality Group, one of Mombasa's largest employers, has a ----- impact on the local economy.
- (A) considerably
(B) considerable
(C) considering
(D) consideration
126. ----- best sellers, Booksters offers a wide selection of classics and biographies.
- (A) Besides
(B) Somewhat
(C) Whose
(D) Becoming
127. New food regulations require all Dean's Burgers packaging to contain the notice that ----- undercooked meat can be harmful.
- (A) consumer
(B) consumption
(C) consumes
(D) consuming
128. Each Genutria snack bar contains as much protein as two eggs, with none ----- the fat and cholesterol.
- (A) of
(B) by
(C) out
(D) minus
129. Fisko eyeglass frames come in various -----, including round, square, and oval.
- (A) sights
(B) methods
(C) shapes
(D) materials
130. The CEO wants a greater portion of next year's budget ----- to research and development.
- (A) allocated
(B) imprinted
(C) economized
(D) rationalized

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 advertisement.

Estella Guitar Lessons: Play with the Best

Whether you play acoustic guitar ----- electric, taking lessons with an Estella Guitar teacher is the
131.

best way to improve your ability. With years of experience crafting playing techniques, -----
132.

qualified instructors can tailor lessons to focus on the skills you want to fine-tune. Receive a
customized learning plan to set goals and overcome the challenges that cause many players to
get discouraged. ----- . An Estella Guitar teacher will help boost your confidence.
133.

At Estella Guitar, we believe that playing music is a way of expressing yourself. ----- , we will help
134.
you go beyond the familiar chords and riffs to develop your own identity as a musician. Ready to
get started? Visit www.estellaguitar.com/lessons to get matched with the right instructor for you!

TEST
6

131. (A) is
(B) or
(C) likely
(D) from

134. (A) So far
(B) With that in mind
(C) On a different note
(D) At that point

132. (A) our
(B) ourselves
(C) ours
(D) us

133. (A) Contact a technician for questions
about repairs.
(B) A high-quality instrument will help you
to perform at your best.
(C) The best resource for you as a
learner is an expert to guide your
progress.
(D) It took them several years to master
their instruments.

GO ON TO THE NEXT PAGE

Questions 135-138 refer to the following policy.

In-home delivery takes approximately one week after an order is shipped from our warehouse.

The actual time may vary based on the location of your ----- and your availability for accepting the **135.**

item. Vernico Furniture will work with a carrier ----- an appointment that is convenient for you. **136.**

Typical hours are Monday through Friday between 8 A.M. and 5 P.M., ----- evening appointments **137.**

can often be arranged. Upon arrival at your home, the item will be placed in the location you desire. ----- . Assembly is included as well. **138.**

- 135.** (A) garden
(B) records
(C) residence
(D) organization

- 136.** (A) to schedule
(B) is scheduling
(C) as a schedule
(D) that scheduled

- 137.** (A) if so
(B) when
(C) though
(D) in the meantime

- 138.** (A) When buying a home, location is extremely important.
(B) Refinishing furniture is a form of art.
(C) Furnished apartments can be found online.
(D) All packing materials will be removed.

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

To: Thao Pham <thaopham@amail.com>
From: Leena Montoya <lmontoya@academemedia.com>
Date: April 17
Subject: Subscription

Dear Mr. Pham,

----- . Your subscription to *Medical Innovations Quarterly* has been canceled. ----- May 1, you
139. **140.**
will no longer receive the print edition.

We hope that you will consider once again becoming a ----- of our publications. Academe Media
141.
publishes many high-quality scientific journals in addition to *Medical Innovations Quarterly*. Should
you wish to subscribe to one by May 31, we can offer you a two-year subscription at the annual
rate. Visit www.academemedia.com/shop and enter the code DOUBLE ----- checkout.
142.

If you have any feedback that could help us improve our products or services, please call me
directly at 212-555-0122.

Sincerely,

Leena Montoya
Customer Service Manager, Academe Media

- 139.** (A) Thank you for your timely order.
(B) We have processed your request.
(C) This is a payment reminder.
(D) Please contact us to update your information.
- 140.** (A) Starts
(B) Started
(C) Starter
(D) Starting
- 141.** (A) distributor
(B) producer
(C) reader
(D) teacher
- 142.** (A) until
(B) upon
(C) without
(D) next

Questions 143-146 refer to the following information.

In a commercial kitchen, all refrigerators are required to have a thermometer that ----- from
143.

0°F (-18°C) to 220°F (104°C). To prevent the growth of bacteria, refrigerated foods must be stored at 41°F (5°C) or below. The head chef is responsible for checking these thermometers throughout the day to ensure that the kitchen is in compliance at all times.

Also important to consider is ----- . Thermometers should always be located in the warmest
144.

spot in the refrigerator. ----- . This location is also appropriate because it allows the
145.

thermometer to be easily ----- as soon as the door is opened.
146.

- 143.** (A) ranges
(B) ranger
(C) ranged
(D) ranging

- 144.** (A) size
(B) safety
(C) reliability
(D) placement

- 145.** (A) Remove them carefully.
(B) This is typically inside the door.
(C) It should be kept cool at all times.
(D) They can also be purchased in bulk.

- 146.** (A) sold
(B) seen
(C) repaired
(D) removed

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 e-mail.

To:	<m_castillo@rapidonet.com.ph>
From:	<no-reply@rapidonet.com.ph>
Date:	19 June
Subject:	Rapido Net

We have noticed some activity on your account. Your secret-question option for password recovery was updated at 3:16 P.M. today. If you initiated this update, no further action is necessary. If not, we can help you secure your account. Call 919-555-1066 to speak to an account representative.

If you would like to remove the secret-question password recovery option, you may use a verified e-mail address or phone number to access your account instead. Make the process even more secure by setting up two-step verification. Just ask our representative how.

Thank you for trusting Rapido Net as your Internet service provider.

- 147.** What is the purpose of the e-mail?
- (A) To welcome a new user to Rapido Net
 - (B) To remind a user about a forgotten password
 - (C) To confirm that a change was made to a user's account
 - (D) To inform a user about new company policies
- 148.** What is indicated about Rapido Net?
- (A) It provides faster Internet speeds than its competitors.
 - (B) It offers extra security through two-step verification.
 - (C) It automatically generates complex passwords for customers.
 - (D) It has increased its monthly user fee.

GO ON TO THE NEXT PAGE

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

To:	<lduberville@futuremail.co.uk>
From:	<support@globaltech.co.uk>
Date:	23 March
Subject:	Residential service

Dear Ms. Duberville,

Thanks for your order. We are very pleased to have you as a new customer and are contacting you to request that you set up an appointment for one of our representatives to install a Global Tech modem at your home. Please go online and select a 30-minute window out of the four we have posted to your account.

In preparation for our visit, please clear the area on the wall where you would like us to install the modem. Setting up the modem will take just a few minutes, after which you will be able to enjoy our service.

We will use the phone number listed on your account the morning of the appointment to confirm the visit. Let us know at this time if you have any questions for us.

Sincerely,

Gordon Mackey
Customer Service, Global Tech

- 149.** What kind of service has Ms. Duberville most likely contracted?

(A) Window installation
(B) House cleanup
(C) Wall-to-wall carpeting
(D) Internet access

- 150.** What will happen at the time selected by Ms. Duberville?

(A) She will pick up some equipment at an office.
(B) She will receive a new Global Tech mobile phone.
(C) She will be visited by a Global Tech representative.
(D) She will be e-mailed a customer satisfaction survey.

Questions 151-152 refer to the following online chat discussion.

The image shows a simulated online chat interface with two participants: Katrina Finton and Steven Khen. The messages are timestamped from 1:46 P.M. to 1:52 P.M. The messages are as follows:

- Katrina Finton (1:46 P.M.)**: Hey, Steven. I am hoping to move into a new apartment soon, and the landlord requires a letter verifying my place of employment and my income. I have written up the letter. Would you be willing to sign it today as proof that I work here at Carrino Agency?
- Steven Khen (1:48 P.M.)**: Double-check with Ariana Seltzer first. The human resources department usually has a form they can provide for you.
- Katrina Finton (1:49 P.M.)**: I tried that. They don't have a set form.
- Steven Khen (1:50 P.M.)**: No problem then. Bring your document over.
- Steven Khen (1:51 P.M.)**: By the way, the meeting about the Zaine Company Web site was moved to 3:00 P.M. You already have all your designs for their Web site ready, right?
- Katrina Finton (1:52 P.M.)**: I'm all set.

151. At 1:49 P.M., what does Ms. Finton most likely mean when she writes, "I tried that"?
- (A) She signed a rental agreement.
 - (B) She submitted proof of income.
 - (C) She contacted Ms. Seltzer.
 - (D) She filled out a form.
152. What most likely is Ms. Finton's position?
- (A) Apartment manager
 - (B) Office administrator
 - (C) Human resources director
 - (D) Web designer

Questions 153-155 refer to the following Web page.

http://www.marilisprofessionalcoaching.com

Marilis Professional Coaching: January Events

January 15 at 4:30 P.M.—Job Search Support
Learn about the latest tools and techniques to help you find a rewarding entry-level job. Topics include the best Web sites for job announcements and how to use professional organizations to get job leads.

January 16 at 4:30 P.M.—How to Market Yourself
To set yourself apart from other job candidates, you have to effectively communicate the value you'll bring to the company. This session will help you successfully promote yourself to potential employers, both in person and through social media.

January 17 at 4:30 P.M.—Interview Strategies
Get tips on interview rules, common questions, and the process for what you need to do before, during, and after a job interview. This session will be interactive, featuring mock interviews with attendees.

Go to www.marilisprofessionalcoaching.com/register to sign up for any of these low-cost events. Note that all January events are virtual.

153. What is the purpose of the Web page?
- (A) To promote career-assistance services
 - (B) To announce a local job fair for recent graduates
 - (C) To advertise open positions at social media companies
 - (D) To describe rewarding careers in Web design and creation
154. According to the Web page, what will happen on January 17 ?
- (A) Companies will post job opportunities.
 - (B) Employers will make hiring decisions.
 - (C) Job candidates will attend a group interview.
 - (D) Participants will practice responding to interviewers.
155. What is indicated about the events?
- (A) They occur each month.
 - (B) They take place online.
 - (C) They are for senior professionals.
 - (D) They are free of charge.

Questions 156–158 refer to the following review.

Eston Development Worth a Look

by Marcus Watanabe

“Ideal residential developments combine twenty-first-century convenience with small-town charm.” That is the philosophy found in the brochure of the Homestead at Eston, a recently completed housing development just outside the town of Eston. — [1] —.

The community has wide streets, sidewalks, and three small parks surrounding a central square. The square features a café, a restaurant, and several shops. In the northeast corner of the development, there is an activity complex that includes a gym, theater, and swimming pool. — [2] —. “This means you never have to leave the

community unless you want to,” said Marjorie Solomon, sales director. “Once you visit, you’ll realize why so many people are purchasing homes here.”

While never leaving your development struck me as an odd idea, the Homestead planners deserve praise for creating a very attractive place to live. — [3] —. The planners have obviously prioritized the environment. Natural habitats have been carefully preserved, and homes and other structures have been designed to conserve water and energy.

Model homes are currently available for tours. — [4] —. Open houses take place 12:30–4:00 P.M. Saturdays and Sundays. Alternatively, appointments can be made by calling 856-555-0129.

- 156.** What is indicated about the activity complex?
- (A) It has a variety of desirable features.
 - (B) It is currently under construction.
 - (C) It has low membership fees.
 - (D) It is located in the central square.
- 157.** How can a prospective resident learn more about Homestead at Eston?
- (A) By viewing a model home online
 - (B) By requesting a brochure
 - (C) By visiting the community
 - (D) By calling a current homeowner

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

“Homestead, however, is more than just a pretty place.”

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

Questions 159-160 refer to the following e-mail.

From:	Stefan Fonsman <sfonsman@kaybunconstruction.ca>
To:	Rita Palore <rpalore@palorecement.ca>
Subject:	Palore Cement
Date:	March 2

Dear Ms. Palore,

Thank you for sending your estimate for the cement work on our apartment project in Smithville. The narrative accompanying your bid answered all of our questions, and my team was impressed by your firm's previous work and references. Your company is my first choice to take on the project.

Nonetheless, I still need budget approval from my director, Anita Cho. Your proposed price is a bit steeper than anticipated. I will be speaking with Ms. Cho about this tomorrow morning. Based on your company's reputation for outstanding work, I am confident that she will sign off on your bid.

I expect to get back to you by March 4.

Regards,

Stefan Fonsman
Kaybun Construction

159. What is one purpose of the e-mail?

- (A) To introduce a new owner
- (B) To acknowledge receipt of an estimate
- (C) To invite team members to a presentation
- (D) To ask for additional work references

160. When will Mr. Fonsman meet with Ms. Cho?

- (A) On March 2
- (B) On March 3
- (C) On March 4
- (D) On March 5

Questions 161-163 refer to the following announcement.

City of Altamesa seeks election workers

Who is qualified to be an election worker? Almost anyone, including homemakers and professionals, as well as those who are unemployed, self-employed, or retired.

Requirements:

- Available 6 A.M. to 1 P.M. or 1 P.M. to 8 P.M. on March 5, June 7, and November 1
- Is not a politician and does not live with or work for a politician
- Is 18 years of age or older
- Is comfortable interacting with the public
- Is organized and detail-oriented

Workers must attend a four-hour pre-election training workshop on March 4 and will be compensated based on their title:

Election Assistant, \$18/hour

Election Clerk, \$20/hour

Election Chief, \$22/hour

For details or to apply, visit www.altamesaelections.gov/apply.

- 161.** What information is included in the announcement?
- (A) Rates of pay
(B) Work site locations
(C) The application deadline
(D) The training workshop's start time
- 162.** What does the announcement suggest is a requirement for being hired?
- (A) Interest in politics
(B) A high school diploma
(C) A voter registration card
(D) Good communication skills
- 163.** What is mentioned about the training workshop?
- (A) It is offered three times a year.
(B) It is led by an experienced election official.
(C) It is required for all election workers.
(D) It is available both online and in person.

GO ON TO THE NEXT PAGE

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

E-mail

To:	Jihyang Lee <jlee@myemail.com>
From:	Robert Wang <rwang@frontstreetbank.com>
Date:	April 7
Subject:	Is VIS for you?

Dear Ms. Lee:

You are now able to enroll in Front Street Bank's new Voice Identification System (VIS). VIS is a fast, convenient, and secure way to access and control your bank accounts by phone. — [1] —. For example, you can make a payment on a Front Street Bank loan by saying "loan payment." You can check your credit-card transactions by saying "recent transactions." You can even transfer money between accounts by saying "transfer." Discover all the ways VIS can simplify your banking life at www.frontstreetbank.com/VIS. — [2] —.

Your voice identification is stored securely by Front Street Bank and can be used only with Front Street Bank. Call 615-555-0189 to set up VIS for your accounts. — [3] —. If in the future you no longer wish to use VIS to access your account, simply call to have one of our customer-service representatives delete your identification file.

— [4] —. Thank you for being a valued Front Street Bank customer.

Sincerely,

Robert Wang, Branch Manager

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

- (A) To welcome a new customer
- (B) To report an account error
- (C) To confirm approval of a loan
- (D) To promote a new service

165. What is indicated about VIS?

- (A) It provides voice access to accounts.
- (B) It can be used at various financial institutions.
- (C) It requires customers to pay a fee.
- (D) It is available only during designated hours.

166. What should a customer do to cancel VIS?

- (A) Visit a local bank branch
- (B) Make a telephone call
- (C) Complete an online form
- (D) Send an e-mail to customer service

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

"You can perform numerous specific tasks."

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

Questions 168-171 refer to the following advertisement.

Thumbnail Publishing Ltd.

Four new titles in the Enterprise series have just been released. Buy one, get one 50 percent off when you purchase from our Web site by November 30 (excludes shipping). Order your copies today!

Maestro by Christine Menon

A biography of famous executive Haruto Yamada, with insight into how his career influenced business governance. Paperback €14.99

Working Under Moonbeams by Chang-Ho Jin

Commerce in twentieth-century Korea as illuminated through interviews with former trade company employees. Hardcover €22.99, Audiobook €8.99

The Connections Unseen by Mai Quang Vinh

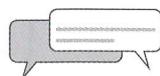
A collection of transcribed lectures and archival photos from Gloria de Leon's 40-year career as a professor of business administration. Hardcover €25.99

Flashback by Jack Olivier

A former Australian trade commissioner recalls the highs and lows of his diplomatic career in this engaging memoir. Paperback €14.99, Downloadable e-book €9.99

- 168.** What is the company offering to customers?
- (A) A coupon for a specific author's books
 - (B) A discount for ordering two books online
 - (C) A reduced price for shipping
 - (D) A free copy of the publisher's catalog
- 169.** Who is Mr. Yamada?
- (A) A government agent
 - (B) A career counselor
 - (C) A biography writer
 - (D) A company leader
- 170.** What feature is shared by all of the books described in the advertisement?
- (A) They were written by the same author.
 - (B) They can be read in digital formats.
 - (C) They focus on business topics.
 - (D) They were translated into several languages.
- 171.** What book includes historic images?
- (A) *Maestro*
 - (B) *Working Under Moonbeams*
 - (C) *The Connections Unseen*
 - (D) *Flashback*

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



Priyanka Kapoor [9:41 A.M.]

We need to talk about the upcoming family physicians conference in London.
Where do we stand?

Alonso Gonzalez [9:44 A.M.]

I've already purchased airline tickets for all of us.

Priyanka Kapoor [9:47 A.M.]

Great. Scott Harris will arrange our shuttle from the London airport to the conference venue. Will our mobile phones be functional outside of the Wi-Fi zones?

Alonso Gonzalez [9:50 A.M.]

I've researched our mobile phone provider's international plan. It offers the ability to call and text but provides limited data options with slow download speeds.

Brian Kim [9:53 A.M.]

Let's buy international SIM cards before we leave. We can get the prepaid cards with high-speed data and unlimited calling and texting. We won't have to worry about being connected to Wi-Fi.

Priyanka Kapoor [9:57 A.M.]

That will solve the problem.

Alonso Gonzalez [9:57 A.M.]

Good idea, Brian. Thanks. Now let's discuss meeting up for our meals.

Priyanka Kapoor [9:59 A.M.]

Each day of the conference begins with a continental breakfast in the lobby. Let's meet there in the morning. I know of a great place for dinner, so let's plan on 6:00 P.M. the first evening. We'll decide about the other meals later.

- 172.** Where do the writers most likely work?
- (A) At a travel agency
 - (B) At a medical office
 - (C) At a transportation company
 - (D) At a telecommunications firm
- 173.** At 9:41 A.M., what does Ms. Kapoor most likely mean when she writes, “Where do we stand?”
- (A) She is requesting an update on preparations for a trip.
 - (B) She wants to assess her colleagues’ interest in attending an event.
 - (C) She is inquiring about her colleagues’ weekend activities.
 - (D) She is checking staff readiness to host a conference.
- 174.** What can be concluded about the writers?
- (A) They will be traveling together.
 - (B) They are preparing a presentation.
 - (C) They have new mobile phone service.
 - (D) They are each attending a conference for the first time.
- 175.** Why does Mr. Kim suggest SIM cards?
- (A) They are less expensive than international plans.
 - (B) They can be used on any device.
 - (C) They are in stock at a nearby electronics store.
 - (D) They do not require a Wi-Fi connection.

Questions 176-180 refer to the following job advertisement and e-mail.

BLISSFUL HORSE STABLES

Part-time worker needed to feed, wash, and groom horses. Must be able to work a minimum of eight hours a week, including occasional weekend hours. Although training is available, applicants who have experience working with horses are preferred. To apply, send an e-mail to Dorothy Lu, dlu@blissfulhorvestables.com.au, and attach your résumé.

Blissful Horse Stables is the region's largest horse-boarding facility. It has been owned and operated by one family since 1988. Our business offers both long- and short-term boarding contracts. We have state-of-the-art indoor and outdoor exercise rings and a five-acre grazing pasture for our equine friends. A veterinarian is always on call.

E-mail

From: ota.kyle@opalmail.com.au

To: dlu@blissfulhorvestables.com.au

Subject: Part-time position

Date: 1 August

Attachment:  ota.rfg

Dear Ms. Lu,

This e-mail is in response to the advertisement that appeared in yesterday's edition of the *Colby Today*. At this time, I work for Ness Large Animal Clinic as a technician's assistant, but only three days a week. The part-time position you are advertising would enable me to do something I enjoy while increasing my working hours. I am happy to provide references upon request.

All the best,

Kyle Ota

- 176.** What is NOT indicated about Blissful Horse Stables?
- (A) It provides grooming services.
 - (B) It requires a minimum stay of three days.
 - (C) It has a large, grassy field for grazing.
 - (D) It is a family-run business.
- 177.** In the job advertisement, the word “facility” in paragraph 2, line 1, is closest in meaning to
- (A) simplicity
 - (B) chance
 - (C) openness
 - (D) center
- 178.** What most likely is *Colby Today* ?
- (A) A regional newspaper
 - (B) A newsletter for horse owners
 - (C) A television program
 - (D) A tourism brochure
- 179.** What is implied about Mr. Ota?
- (A) He has experience working with animals.
 - (B) He graduated from a local school.
 - (C) He would like to become a journalist.
 - (D) He is not able to work on weekends.
- 180.** What has Mr. Ota most likely attached to his e-mail?
- (A) A diploma
 - (B) A résumé
 - (C) A letter of reference
 - (D) An article about horse care

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

https://www.pinkferngardens.co.nz/contact			
About	Shop Online	Locations	Contact Us
<p>Located in Picton, New Zealand, Pink Fern Gardens sells a wide variety of plants, both edible and decorative. Please use the form below to submit your questions and comments.</p> <p>Name: <input type="text" value="Mia Dixon"/></p> <p>E-mail: <input type="text" value="mdixon@sunmail.co.nz"/></p> <p>Comment:</p> <p>I saw the callout to local growers on your social media feed. A few years ago, I started a large community food garden with my neighbours here in Helensville for us to tend in our free time. This year, we have more plants than we can consume ourselves. Specifically, we have dozens of potted mint and cardamom seedlings as well as other uncommon herbs, and I wonder if you are interested in expanding your offerings of herbs. We also have a half dozen two-year-old lemon tree saplings that are between two and three feet tall.</p>			

To:	<input type="text" value="mdixon@sunmail.co.nz"/>
From:	<input type="text" value="purchasing@pinkferngardens.co.nz"/>
Date:	<input type="text" value="12 January"/>
Subject:	<input type="text" value="Your comment"/>
<p>Dear Ms. Dixon,</p> <p>Pink Fern Gardens is always seeking uncommon plants. As for your citrus saplings, we are currently purchasing those from licensed growers only. There is a disease affecting certain varieties, so we must be cautious. We learned our lesson regarding this last autumn!</p> <p>We do buy other plants from independent growers, as long as the seedlings are potted and market ready. Here are the types of seedlings we buy and the wholesale price we pay for each plant: ferns (\$8), vines (\$6), annual flowers (\$5), and herbs for cooking, especially oregano, mint, and rosemary (\$2). Please stop by at your convenience with samples of your offerings, and we can discuss our needs further in person.</p> <p>Kind regards,</p> <p>Ken Yoneda</p> <p>Purchaser, Pink Fern Gardens</p>	

181. What motivated Ms. Dixon to contact Pink Fern Gardens?
- (A) A positive review from a customer
(B) An online post from Pink Fern Gardens
(C) An article about Pink Fern Gardens
(D) A phone message from Mr. Yoneda
182. What is indicated about Ms. Dixon?
- (A) She wants to turn her hobby into a full-time business.
(B) She would like a part-time job at Pink Fern Gardens.
(C) She founded a community garden with her neighbors.
(D) She is president of a gardening club in Helensville.
183. According to Mr. Yoneda, what happened last year?
- (A) Some of his employees resigned.
(B) Some trees his company purchased were unhealthy.
(C) His company obtained a license to export citrus trees.
(D) His company ran out of fruit trees to sell.
184. What does Mr. Yoneda ask Ms. Dixon to do?
- (A) Send him a list of supplies
(B) Contact an independent grower
(C) Buy seeds from Pink Fern Gardens
(D) Bring some plants to Pink Fern Gardens
185. How much would Mr. Yoneda pay Ms. Dixon for one of her potted seedlings?
- (A) \$8.00
(B) \$6.00
(C) \$5.00
(D) \$2.00

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

The screenshot shows a web browser window. The address bar contains the URL <https://www.elektroproofrepair.com/about>. The main content area displays the following text:

Trust Elektroproof Repair to get your computer running right again!

Elektroproof Repair's no-surprises policy offers flat fees for labor at three price points: \$145, \$200, and \$350. These fees do not include the cost of software or replacement parts. The majority of our repairs incur the \$200 fee.

NOTE: Because of a dramatic increase in demand, we now require appointments for all services. For an initial consultation with one of our highly qualified technicians, simply select from the available time slots on our schedule page. When you schedule your appointment, we require a \$60 nonrefundable deposit which will be credited toward the cost of services rendered.

If you have any questions, please e-mail us at inquiries@elektroproofrepair.com. Whenever possible, we will contact you the same day or on the following business day. Most repairs are completed within three to five business days.

Below this, the browser shows an "E-Mail Message" window with the following details:

To: Jessica Nelson <jnelson17@saffronmail.com>
From: Arthur Jacquet <ajacquet@elektroproofrepair.com>
Date: January 14
Subject: Re: Tea spill, please help!

The message body contains:

Dear Ms. Nelson,

Thank you for contacting Elektroproof Repair. You asked if you could bring in your laptop for inspection tomorrow, January 15. Unfortunately, we are currently booked solid through January 18. The earliest available time slot is 8:00 A.M. on January 19. Please let me know if you would like to book that slot or if you have any questions.

Sincerely,

Arthur Jacquet, Elektroproof Repair

https://www.buyertobuyerintel.com/repair_services/electronics/computer_devices

★★★★★

Elektroproof Repair

I spilled tea on the keyboard of my faithful old laptop, and while I dried the exterior rather quickly, I was afraid the internal components might have been ruined. Luckily for me, Elektroproof Repair came to the rescue! After booking my consultation on the Web site, I waited anxiously for a reply. Within an hour, I got an e-mail directly from the owner. Although the time slot I had requested was not available, when I responded to his e-mail to express how urgently I needed my laptop, the owner said they had an unexpected cancellation and asked if I could bring it in that very morning, which I did. Since my computer was not turned on at the time of the accident, an Elektroproof Repair technician was able to dry the computer's insides and prevent damage to the hard drive or internal circuits. Other than a new battery, no other part was needed, and Elektroproof Repair had my laptop fully functional and back in my hands within 24 hours.

—Jessica Nelson

186. According to the Web page, what is true about Elektroproof Repair?
- (A) It recently raised its prices.
 - (B) It is hiring more repair technicians.
 - (C) It has experienced a sudden increase in business.
 - (D) It requires full payment before work can begin.
187. According to the e-mail, what is the earliest date when Ms. Nelson could bring in her laptop for service?
- (A) On January 14
 - (B) On January 15
 - (C) On January 18
 - (D) On January 19
188. What is most likely true about Mr. Jacquet?
- (A) He owns the business.
 - (B) He is a technician.
 - (C) He is a receptionist.
 - (D) He delivers repaired equipment.
189. According to the review, what was Ms. Nelson's main concern about her laptop?
- (A) That the parts inside it might be damaged
 - (B) That it was too old to be repaired
 - (C) That it was responding too slowly
 - (D) That its operating system had a virus
190. What is suggested about the repair of Ms. Nelson's computer?
- (A) It included installing new operating software.
 - (B) It was completed more quickly than advertised.
 - (C) It involved the replacement of internal circuits.
 - (D) It required an upgrade to the hard drive.

GO ON TO THE NEXT PAGE

Questions 191-195 refer to the following advertisement, e-mail, and receipt.

Learn to play guitar at Alexis Instruments!

Alexis Instruments will offer group and individual guitar instruction beginning April 2. Each of our locations has been updated with newly constructed classrooms and practice rooms. Our instructors have years of experience teaching and playing as professional musicians. Call an Alexis Instruments store today for availability and pricing.

To:	Lucia Rivera <luciarivera@rapidonet.com>
From:	Krista Towers <ktowers@alexisinstruments.com>
Date:	April 26, 8:30 A.M.
Subject:	Order TS1058293

Dear Ms. Rivera,

I am following up on the order you placed with us on April 23. We have only one guitar of the model you want in stock. It was used as a display sample on the floor of our salesroom here in Santa Barbara. This means it is out of the box and has been played by customers browsing the store. Our in-house luthier has thoroughly inspected the guitar, and it is still in excellent condition. There are no scratches, scuffs, or dents on it whatsoever. Because you purchased the instrument on the understanding that it was brand new, we want to offer you two options:

1. If you do not want the floor model, you may cancel the order and receive an immediate full refund.
2. If you would like the floor model, we will ship it immediately and offer you a 10 percent discount off the original retail price.

If you choose the latter, we will make sure the guitar is delivered to your local store in time for your first lesson there tomorrow. We apologize for the inconvenience.

Sincerely,
Krista Towers
Alexis Instruments

Alexis Instruments
Order number: TS1058293
Date: April 26

Description	Price
Domingo 313 full-body acoustic guitar	\$450.00
10% discount on guitar	-\$45.00
Three-year repair and maintenance plan, good at any Alexis Instruments location	\$75.00
Sales tax	\$34.80
Total	\$514.80

Ship To	Bill To
Alexis Instruments, store #23 3914 Joseph Drive Chico, CA 95926	Lucia Rivera 11437 Shady Grove Lane Chico, CA 95926

191. What is the purpose of the advertisement?
- To sell guitars
 - To promote lessons
 - To attract music teachers
 - To announce a new location
192. What is most likely true about the store where Ms. Towers works?
- It has been renovated.
 - It is hiring new employees.
 - It has more inventory than other locations.
 - It has extended its hours of operation.
193. What does the e-mail indicate about the guitar?
- It is in need of repairs.
 - It has been on a shelf at the store in Chico.
 - It was previously owned by an Alexis Instruments customer.
 - It is the only one of its model currently available.
194. What can be inferred about Ms. Rivera?
- She damaged her guitar.
 - She requested a refund.
 - She was previously enrolled in an online class.
 - She purchased the floor model.
195. According to the receipt, what is true about Alexis Instruments?
- It repairs instruments in its stores.
 - It has two stores in Santa Barbara.
 - It is holding an annual sale.
 - It was founded by a professional musician.

GO ON TO THE NEXT PAGE

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

To:	All Instructors		
From:	Jee-Young Choi		
Subject:	New fee schedule		
Date:	August 15		

Dear Teachers,

Thank you for lending your skills as artists and educators to the Mirabel Museum of Art. Please use the updated fee schedule below when creating your monthly invoices.

Category	Description	Duration	Fee
Tour	Lead group tour	60 minutes	\$50
Tour	Lead group tour	90 minutes	\$75
Class	Teach art class	75 minutes	\$65
Class	Teach art class	120 minutes	\$110
Development	Plan new course content	Varies	\$200
Training	Instruct museum staff on a specialized topic	Varies	\$25/hour

Electronic payments should be available ten business days after invoice submission.

Jee-Young Choi, Education Coordinator

<p style="text-align: center;">Devonte Merriweather d.merriweather@camail.ca</p>		
<p>Invoice #00278</p>		
<p>For: Services at the Mirabel Museum of Art</p>		
<p>Sent: September 30</p>		
Date	Description	Fee
September 22	Tour: Special exhibit	\$50
September 22	Class: Drawing for Beginners	\$65
September 25	Class: Sculpting with Clay	\$110
	Total	\$225

To:	Devonte Merriweather <d.merriweather@camail.ca>
From:	Jee-Young Choi <jy.choi@mirabelmuseumofart.ca>
Subject:	Payment
Date:	October 6

Dear Mr. Merriweather,

Thank you for submitting your September invoice. I noticed that you neglected to charge us for developing the curriculum for your sculpting class, which you taught for the first time on September 25. I checked with Carol Swann, and she said that because invoice #00278 has already been paid, it would be best if you submitted a second invoice for the development. I will ask her to process it quickly when I receive it.

You will be happy to know that the feedback from your students was very positive. I will e-mail scans of their feedback forms later today.

Best,

Jee-Young Choi, Education Coordinator

- 196.** What is suggested in the first e-mail about the Mirabel Museum of Art?
- (A) It hires art teachers to lead tours.
 - (B) It offers private tours to museum members.
 - (C) Its art classes are free to the public.
 - (D) Its next staff training will take place in ten days.
- 197.** What does the invoice suggest about Mr. Merriweather?
- (A) He worked at the museum on September 30.
 - (B) He has expertise in more than one art form.
 - (C) One of his art classes was canceled.
 - (D) Some of his artwork was exhibited in September.
- 198.** How long was the sculpting class that Mr. Merriweather taught?
- (A) 60 minutes
 - (B) 75 minutes
 - (C) 90 minutes
 - (D) 120 minutes
- 199.** According to the second e-mail, who most likely is Ms. Swann?
- (A) A bookkeeper
 - (B) An art teacher
 - (C) Mr. Merriweather's assistant
 - (D) Director of the Mirabel Museum of Art
- 200.** What can be concluded about Ms. Choi?
- (A) She forgot to read some student feedback forms.
 - (B) She believes that Mr. Merriweather is owed \$200.
 - (C) She meets once a month with teachers.
 - (D) She rejected Mr. Merriweather's October invoice.

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.