

## 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. Before operating your handheld device, please ----- the enclosed cable to charge it.  
(A) plan  
(B) remain  
(C) use  
(D) finish
102. Safile's new external hard drive can ----- store up to one terabyte of data.  
(A) secure  
(B) security  
(C) securely  
(D) secured
103. Mr. Peterson will travel ----- the Tokyo office for the annual meeting.  
(A) to  
(B) through  
(C) in  
(D) over
104. Yong-Soo Cosmetics will not charge for items on back order until ----- have left our warehouse.  
(A) them  
(B) they  
(C) themselves  
(D) their
105. Our premium day tour takes visitors to historic sites ----- the Aprico River.  
(A) onto  
(B) since  
(C) inside  
(D) along
106. Eighty percent of drivers surveyed said they would consider buying a vehicle that runs on -----.  
(A) electricity  
(B) electrically  
(C) electricians  
(D) electrify
107. Xinzhe Zu has ----- Petrin Engineering as the vice president of operations.  
(A) attached  
(B) resigned  
(C) joined  
(D) combined
108. Next month, Barder House Books will be holding ----- third author's hour in Cleveland.  
(A) it  
(B) itself  
(C) its own  
(D) its

109. Chester's Tiles ----- expanded to a second location in Turnington.
- (A) severely  
(B) usually  
(C) recently  
(D) exactly
110. Tabrino's has ----- increased the number of almonds in the Nut Medley snack pack.
- (A) significant  
(B) significance  
(C) signifies  
(D) significantly
111. ----- she travels, Jacintha Flores collects samples of local fabrics and patterns.
- (A) Wherever  
(B) In addition to  
(C) Either  
(D) In contrast to
112. Most picture ----- at Glowing Photo Lab go on sale at 3:00 P.M. today.
- (A) framer  
(B) framing  
(C) framed  
(D) frames
113. All students in the business management class hold ----- college degrees.
- (A) late  
(B) developed  
(C) advanced  
(D) elated
114. We hired Noah Wan of Shengyao Accounting Ltd. ----- our company's financial assets.
- (A) to evaluate  
(B) to be evaluated  
(C) will be evaluated  
(D) evaluate
115. Ms. Charisse is taking on a new account ----- she finishes the Morrison project.
- (A) with  
(B) going  
(C) after  
(D) between
116. Cormet Motors' profits are ----- this year than last year.
- (A) higher  
(B) high  
(C) highly  
(D) highest
117. In its ----- advertising campaign, Jaymor Tools demonstrates how reliable its products are.
- (A) current  
(B) relative  
(C) spacious  
(D) collected
118. Remember to submit receipts for reimbursement ----- returning from a business trip.
- (A) such as  
(B) when  
(C) then  
(D) within
119. Patrons will be able to access Westside Library's ----- acquired collection of books on Tuesday.
- (A) instantly  
(B) newly  
(C) early  
(D) naturally
120. Please ----- any questions about time sheets to Tabitha Jones in the payroll department.
- (A) direction  
(B) directive  
(C) directed  
(D) direct

121. Before signing a delivery -----, be sure to double-check that all the items ordered are in the shipment.
- (A) decision  
(B) announcement  
(C) receipt  
(D) limit
122. Funds have been added to the budget for expenses ----- with the new building.
- (A) associated  
(B) association  
(C) associate  
(D) associates
123. Ms. Bernard ----- that a deadline was approaching, so she requested some assistance.
- (A) noticed  
(B) obscured  
(C) withdrew  
(D) appeared
124. Mr. Moscowitz is ----- that Dr. Tanaka will agree to present the keynote speech at this year's conference.
- (A) hopes  
(B) hoped  
(C) hopeful  
(D) hopefully
125. Two Australian companies are developing new smartphones, but it is unclear ----- phone will become available first.
- (A) if  
(B) which  
(C) before  
(D) because
126. Corners Gym offers its members a free lesson in how to use ----- properly.
- (A) weighs  
(B) weights  
(C) weighty  
(D) weighed
127. ----- the rules, overnight parking is not permitted at the clubhouse facility.
- (A) Prior to  
(B) Except for  
(C) Instead of  
(D) According to
128. Once everyone -----, we can begin the conference call.
- (A) arrived  
(B) is arriving  
(C) to arrive  
(D) has arrived
129. Each summer a motivational video that highlights the past year's ----- is shown to all company employees.
- (A) preferences  
(B) accomplishments  
(C) communications  
(D) uncertainties
130. Employees who wish to attend the retirement dinner ----- Ms. Howell's 30 years of service should contact Mr. Lee.
- (A) honor  
(B) to honor  
(C) will honor  
(D) will be honored

**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 e-mail.

To: Myung-Hee Hahn  
From: Dellwyn Home Store  
Date: January 15  
Subject: Order update

Dear Ms. Hahn,

Your ----- order of a red oak dining table and six matching chairs arrived at our store this morning.

131.

We would now like to arrange for the delivery of the ----- . Please call us at 517-555-0188 and

132.

ask ----- to Coleman Cobb, our delivery manager. ----- .

133.

134.

131. (A) specially  
(B) specialize  
(C) special  
(D) specializing

133. (A) speak  
(B) spoken  
(C) is speaking  
(D) to speak

132. (A) furniture  
(B) appliances  
(C) refund  
(D) tools

134. (A) He can schedule a convenient time.  
(B) He began working here yesterday.  
(C) He can meet you at 11:00 A.M.  
(D) He recently moved to Dellwyn.

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**Questions 135-138** refer to the following advertisement.

**Keep Cool Service Contractors:**

**67 Main Road, Edinburgh Village  
Chaguanas, Trinidad and Tobago**

Keep Cool Service Contractors can bring you peace of mind. As part of an annual contract, we will service your air-conditioning system, ensuring your ----- and comfort. This includes inspecting

135. the system, making repairs as needed, and professionally cleaning your air ducts. ----- , if 136.

necessary, we can replace your old air-conditioning system with a new, cost-efficient one.

Our workers are highly qualified licensed technicians who stay up-to-date with ongoing training.

137. ----- . We promise you fair prices and professional work, ----- by our Keep Cool guarantee. 138.

Call 1-868-555-0129 for a free quote today.

135. (A) safe  
(B) safely  
(C) safest  
(D) safety

138. (A) backed  
(B) backs  
(C) backing  
(D) back

136. (A) On one hand  
(B) Nonetheless  
(C) Furthermore  
(D) And yet

137. (A) Take advantage of dozens of useful online tools.  
(B) Moreover, the air conditioner you chose is very popular.  
(C) Plus, they are friendly, clean, and knowledgeable.  
(D) Thank you for visiting our contractor showroom.

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

To: All Customers  
From: asquires@lightidea.com  
Date: March 6  
Subject: Information

Dear Light Idea Customers,

Light Idea is enacting a price increase on select energy-efficient products, effective April 17.

Specific product pricing will ----- . Please contact your sales representative for details and  
**139.**  
questions.

The last date for ordering at current prices is April 16. All orders ----- after this date will follow the  
**140.**

new price list. ----- . Customers will be able to find this on our Web site.  
**141.**

We will continue to provide quality products and ----- service to our valued customers. Thank you  
**142.**  
for your business.

Sincerely,

Arvin Squires  
Head of Sales, Light Idea

- 139.** (A) agree  
(B) vary  
(C) wait  
(D) decline

- 142.** (A) exceptionally  
(B) exception  
(C) exceptional  
(D) exceptionalism

- 140.** (A) receiving  
(B) having received  
(C) received  
(D) will be received

- 141.** (A) The updated price list will be available on  
March 20.  
(B) We apologize for this inconvenience.  
(C) Your orders will be shipped after April 17.  
(D) We are increasing prices because of  
rising costs.

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**Questions 143-146** refer to the following e-mail.

To: Jang-Ho Kwon <jkwon@newart.nz>  
From: Kenneth Okim <k.okim@okimjewelry.nz>  
Subject: Good news  
Date: 30 August

Dear Jang-Ho,

Thank you for the shipment last month of 80 units of your jewelry pieces. I am happy to report that they have been selling very well in my shop. My ----- love the colourful designs as well as **143.** the quality of your workmanship. ----- **144.**

I would like to increase the number of units I order from you. Would you be able to ----- my order for the September shipment? **145.**

Finally, I would like to discuss the possibility of featuring your work exclusively in my store. I believe that I could reach your target audience best and that the agreement would serve ----- both very well. I look forward to hearing from you. **146.**

Best regards,

Kenneth Okim  
Okim Jewelry

- 143.** (A) patients  
(B) students  
(C) customers  
(D) teammates

- 145.** (A) include  
(B) double  
(C) repeat  
(D) insure

- 144.** (A) If you need more time, please let me know.  
(B) Unfortunately, I do not have adequate shelf space at this time.  
(C) I would like to show you some of my own designs.  
(D) The reasonable prices also make your pieces a great value.

- 146.** (A) us  
(B) you  
(C) we  
(D) these

**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 invitation.

<b>Focus Your Social Media Presence</b>
<p>For small-business owners, it can be a challenge to stand out in a competitive social media environment. Successfully reaching your target market involves knowing how and where to promote your products in a way that is effective and memorable. The Savan Business Center offers support for business owners who need a boost in doing just that. For over 50 years, we've been helping entrepreneurs grow their sales through insight of current industry trends and understanding of our clients' unique needs.</p> <p>Let us help you get more organized in creating effective and far-reaching social media content. Our latest webinar, Focus Your Social Media Presence, will cover topics related to making your business stand out. You can sign up on our event Web page.</p> <p><b>Date:</b> February 5 <b>Time:</b> 10:00 A.M. to 11:00 A.M. <b>Event Web page:</b> <a href="https://www.savanbusinesscenter.com/socialmedia">https://www.savanbusinesscenter.com/socialmedia</a></p>

147. What is true about the Savan Business Center?
- (A) It works with small businesses.
  - (B) It publishes a weekly newsletter.
  - (C) It recently launched a new Web site.
  - (D) It is seeking suggestions for webinar topics.
148. What is indicated about the webinar?
- (A) It begins at 11:00 A.M.
  - (B) It features advice on creating promotional content.
  - (C) It is being offered every month.
  - (D) It requires a small fee to attend.

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

**Dine Out Darville Is Back!**

Dine Out Darville, which runs this year from June 22 to 28, is the perfect chance to try a restaurant in Darville for the first time or revisit one of your favorite restaurants in town. You might even visit multiple restaurants during the weeklong event! Twelve popular restaurants will offer special four-course dinners—including a cup of soup, a salad, a main course, and a dessert—all for a reduced price of \$30. Reservations are highly recommended. Dine Out Darville welcomes hundreds of locals and tourists each year, and you do not want to miss your opportunity to get a great meal at a great price.

Visit [www.darvillebusinesscouncil.org/dineout](http://www.darvillebusinesscouncil.org/dineout) for a list of participating restaurants.

**149.** What is mentioned about Dine Out Darville?

- (A) It lasts for one week.
- (B) It is held in a different location each year.
- (C) It is being held for the first time.
- (D) It includes both lunch and dinner.

**150.** What is NOT included in the reduced-price meals?

- (A) A cup of soup
- (B) A salad
- (C) A dessert
- (D) A beverage

Questions 151-152 refer to the following article.

### Rainsy To Move Headquarters

DADE (July 11)—Rainsy LLC announced yesterday that it is moving its headquarters to Dade.

A data storage and analytics firm currently based in Salt Creek, Rainsy has clients that include some of the country's largest credit card companies, online retailers, and software providers. Rainsy helps these businesses manage and understand their customer data.

Rainsy is not planning to close its current offices in Salt Creek. However, the

Dade location will become its new base of operations, as several members of its executive team will work there. The company's chief executive officer and chief financial officer will relocate to Dade along with approximately 50 percent of the company's workforce.

The office of Rainsy's chief technology officer will remain in Salt Creek, as will the account management team. The company's new Dade offices are located at 12 Glacier Parkway.

**151.** What does Rainsy LLC do?

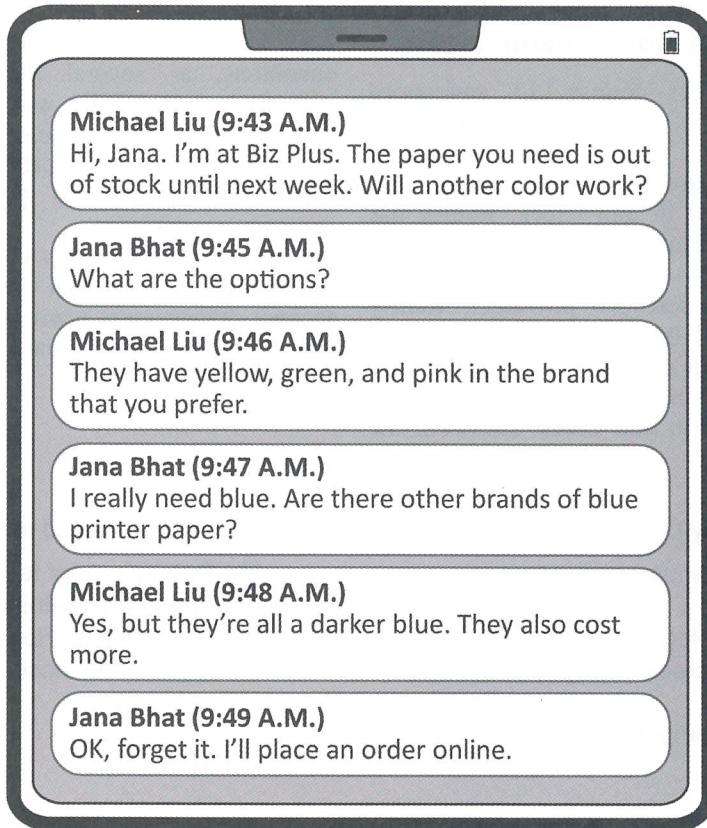
- (A) It stores and analyzes consumer information.
- (B) It sells technology products online.
- (C) It processes credit card payments for retailers.
- (D) It develops computer software programs.

**152.** Who will be based in Dade?

- (A) Rainsy's chief technology officer
- (B) The entire Rainsy executive team
- (C) About half of Rainsy's employees
- (D) The Rainsy account management team

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



153. What is suggested about the paper Mr. Liu is shopping for?

- (A) It is light blue.
- (B) It is expensive.
- (C) It is sold exclusively at Biz Plus.
- (D) It has been discontinued.

154. At 9:49 A.M., what does Ms. Bhat most likely mean when she writes, "OK, forget it"?

- (A) She wants to check her budget.
- (B) She thinks Mr. Liu should not purchase paper at Biz Plus.
- (C) She believes Mr. Liu should not place an order this week.
- (D) She plans to cancel her order.

Questions 155-157 refer to the following letter.

20 May

Neil Croft, Director  
Queensland Libraries  
13 Hummocky Road  
Brisbane QLD 4003

Dear Mr. Croft,

— [1] — I have read your inquiry about offering financial management courses at libraries across Queensland. The Society for Financial Management Advisors (SFMA) welcomes the opportunity to partner with the libraries to make basic financial management information more widely available.

You proposed that SFMA members could lead introductory courses at several library branches. — [2] — SFMA members have offered similar courses to recent graduates, people changing careers, and first-time investors in the past.

— [3] — If you have a list of library branches that would host the first series of events, I can suggest facilitators who work near those libraries or would be willing to travel to them. Do you have a general profile of the expected attendees? — [4] — That information would help us tailor the courses to audience needs and interests.

I look forward to meeting with you to develop a plan. Please contact me by telephone at 07 5550 1344 to set up a time to discuss the courses.

Sincerely,

*Roberta Otney*

Roberta Otney  
Chairperson, Society for Financial Management Advisors

155. Why did Ms. Otney write the letter?
- (A) To welcome a new library director
  - (B) To register for an SFMA finance course
  - (C) To confirm some educational credentials
  - (D) To reply to a question from Mr. Croft
156. What is one thing Ms. Otney requested?
- (A) A library membership
  - (B) A list of course instructors
  - (C) The locations of some libraries
  - (D) Mr. Croft's telephone number
157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “This is something I would be happy to arrange.”
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

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Questions 158-160 refer to the following advertisement.

# Claro Vision

The difference is clear.



Take advantage of our limited-time offer:  
50% off all eyeglass frames through 30 September

**Other advantages available today and every day:**

- Free eyeglass fittings and adjustments
- Money-back guarantee if you are not completely satisfied
- More than 500 locations in shopping malls throughout Canada
- Low-cost vision checkups by licensed opticians

To find a store near you, visit [www.clarovision.ca/locations](http://www.clarovision.ca/locations), or call 416-555-0122 today!

**158.** Why most likely was the advertisement created?

- (A) To draw attention to an underused professional service
- (B) To publicize the benefits of a warranty policy
- (C) To announce the opening of new store locations
- (D) To promote a temporary price discount

**159.** What is stated about Claro Vision stores?

- (A) They are larger than competitors' stores.
- (B) They accept all major credit cards.
- (C) They are located next to shopping malls.
- (D) They provide eyeglass fittings at no cost.

**160.** What is stated about vision checkups?

- (A) They are completed by a partner company.
- (B) They are performed by a certified professional.
- (C) They should be done every ten months.
- (D) They are offered on a limited number of days.

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Questions 161-163 refer to the following letter.

Rossery Building Corporation  
2710 South Exmouth Drive  
Singapore 188509

1 April

Elizabeth Balakrishnan  
Bala Home Furnishings  
416 Holliton Drive C2  
Singapore 793801

Dear Ms. Balakrishnan,

This is a reminder that the one-year lease for your space will end on 30 April. Please contact my office at 1555 0124 to make an appointment to renew your lease. There will be a small increase in rent and fees because of rising operating costs.

Updated charges upon lease renewal:

Monthly rental	S\$1,800.00
Parking space fee	S\$50.00
Cleaning service	S\$10.00
Security fee	S\$35.00
Total monthly charge	S\$1,895.00

If you are not renewing your lease, please notify our office by 15 April. Plan to vacate the property by 5 P.M. on 30 April. There will be an inspection of the property, and there may be charges for repairs or damages beyond normal usage.

Kind regards,

**Alexis Tan**

Alexis Tan

**161.** What is the purpose of the letter?

- (A) To explain the fees for equipment installation
- (B) To offer a discount on a service
- (C) To provide information about a lease agreement
- (D) To request a change to a property amenity

**162.** According to the letter, what must Ms. Balakrishnan pay for each month?

- (A) Furniture rental
- (B) Office supplies
- (C) An inspection fee
- (D) A parking space

**163.** Who most likely is Ms. Tan?

- (A) A repair person
- (B) A property manager
- (C) A cleaning person
- (D) A security company employee

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

**\*E-mail\***

To: lkhoury@britelyauto.co.uk  
From: khagel@qualiview.co.uk  
Date: 14 April  
Subject: Your proposed changes

Dear Ms. Khoury,

Thank you for forwarding your proposed revisions to the contract for Qualiview Ltd. to be your wholesale supplier of automotive window glass.

First, we will gladly agree to an extension of the contract term from one to three years. Secondly, I am not sure what more we can do to address your concerns about packaging materials. We use custom-built crates and innovative packaging to reduce the risk of breakage during shipping. While we will replace any goods that may be damaged in transit, we do not agree to pay an additional penalty fee in the event of such damage.

I would like to discuss this further with you next week; however, I will be out of the office through Tuesday afternoon. Would you be available to meet before 11:00 A.M. on either Wednesday or Thursday? Friday is also possible. Please let me know a convenient date and time for you.

Best regards,

Karl Hagel  
Qualiview Ltd.

**164.** Why did Mr. Hagel write the e-mail?

- (A) To report damage to an item
- (B) To finalize a purchase
- (C) To request a product sample
- (D) To negotiate a contract

**165.** What is indicated about Qualiview Ltd.?

- (A) It sells its products online.
- (B) It makes windows for cars.
- (C) It has paid penalty fees in the past.
- (D) It recently redesigned its shipping crates.

**166.** The word “address” in paragraph 2, line 2, is closest in meaning to

- (A) respond to
- (B) think about
- (C) greet
- (D) deliver

**167.** When is Mr. Hagel available next week?

- (A) On Monday morning
- (B) On Tuesday afternoon
- (C) On Wednesday morning
- (D) On Thursday afternoon

Questions 168-171 refer to the following article.

### Shipping Disruptions

SINGAPORE (6 June)—Recently, the demand for international freight space has been outpacing the availability of shipping containers. This container shortage has led to higher costs for goods being shipped out of Asian ports. A drop in the production of rolls of steel, the raw material that containers are made from, has further complicated the situation. — [1] —.

Some exporters have considered the more expensive option of air freight, but companies are still faced with a difficult choice. — [2] —. They must either ask their customers to accept shipment delays, or substantially raise customer prices to cover the costs of expedited shipping. Either way, suppliers risk triggering customer dissatisfaction.

“We are working with business partners,

investors, and government officials to discuss solutions to this problem,” said Henry Lam, a spokesperson for the household goods producer QET Group. — [3] —. “It’s going to take total cooperation of all stakeholders to find a solution.”

Not all companies are suffering, though. For example, Fezker, the producer of athletic apparel and footwear, has implemented strategies to better overcome this situation. Fezker has successfully refocused its efforts away from exports to western countries and toward expanding its domestic and regional markets. — [4] —.

“We moved quickly, so the shipping container shortage has not caused a significant impact on our profits,” said Fezker CEO Nuwa Lee.

- 168.** What is mentioned about shipping containers?
- They come in different sizes.
  - They are in short supply.
  - They are made from a variety of materials.
  - They can be used for long-term storage.
- 169.** What does Mr. Lam say is needed to resolve the situation?
- A sharp increase in the number of customers
  - A relaxation of government restrictions
  - The development of new technologies
  - Communication between affected groups
- 170.** What type of clothing does Fezker produce?
- Rain jackets
  - Sportswear
  - Business suits
  - Work uniforms

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

“These markets are supplied using more readily available truck and train transportation.”

- [1]
- [2]
- [3]
- [4]

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



**Gary Wendel (7:40 A.M.)**

Good morning, team. Can you share the current status of your projects, please?

**Jing Yu (7:42 A.M.)**

I met with the client last week to confirm the start date for Phase B of the Palisade project.

**Robbie Zuniga (7:43 A.M.)**

I am headed to the job site now for the Riverview project. The rain last week delayed pouring the concrete for the sidewalks. I will check the conditions this morning to see if the situation has improved.

**Gary Wendel (7:44 A.M.)**

When will Phase B of the Palisade project begin?

**Jing Yu (7:46 A.M.)**

We will break ground in March and plan to have the building completed by November.

**Gary Wendel (7:47 A.M.)**

That's good news about the March start date. I am sure the client is happy about that.

**Gary Wendel (7:50 A.M.)**

Robbie, let me know what you find out about the site conditions. Perhaps Nathan Burry can help at the site. He's our most knowledgeable concrete finisher.

**Robbie Zuniga (7:55 A.M.)**

Actually, I'm meeting Nathan at the site this morning, so I'll get his opinion on when we can pour the concrete. The rest of the project is on hold until we can do this.

**Gary Wendel (7:57 A.M.)**

Keep me posted. I don't want to rush it if it's still too wet. At the same time, the Riverview project is already behind schedule because of equipment problems and late delivery of building materials.

**Robbie Zuniga (7:58 A.M.)**

Will do.

172. In what industry do the writers most likely work?
- (A) Construction  
(B) Energy  
(C) Manufacturing  
(D) Travel
173. Why did Mr. Wendel begin the discussion?
- (A) To plan a client meeting  
(B) To discuss a weather forecast  
(C) To obtain an update on some work  
(D) To change the start date of an event
174. What is indicated about the Riverview project?
- (A) It has had several delays.  
(B) It is being managed by Ms. Yu.  
(C) It will be completed in November.  
(D) Its clients are happy with the progress.

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

**From:** Madalyn Kerluke <mkerluke@karabel.ca>  
**To:** Omar Niklaus <oniklaus@karabel.ca>, Jay Toncic <jtoncic@karabel.ca>  
**Date:** Friday, 3 February 2:16 P.M.  
**Subject:** Taste-test results  
**Attachment:** Fatior Labs survey results

Hi, Team.

I just received the 24–26 January survey results from Fatior Labs for our new ice-cream taste test. As you can see from the attached document, the results are very disappointing. We sent the four flavours that we considered to be the best, but none of them received high enough ratings to advance to the next stage of development. Most of the reviews were consistent among the 92 taste-test participants in our target market of consumers ages 25 through 40. It's not a big problem if a product gets low scores in colour in the testing phase, since we can easily adjust that in the laboratory. But we should never be sending out samples that are getting scores lower than 3 in the taste category.

I would like to meet at 9 A.M. on Monday (6 February) to figure out how to proceed. There is one flavour we may be able to work with if we make a few adjustments, as suggested by most of our taste testers. We will also need to get some new flavours to Fatior Labs no later than 1 March if we are going to get a new ice cream on the Preston Grocers freezer shelves by the beginning of June.

Madalyn Kerluke

### Fatior Labs Consumer Taste-Testing Survey

**Date:** 24 January

**Company:** Karabel Industries

**Participant number:** 54

Directions: You will be given a 45 g sample of 4 different ice creams. Please rate the taste, texture, sweetness, and colour of each ice cream on a scale of 1 (very unpleasant) to 5 (very pleasant). Please write any additional comments below.

Flavour	Taste	Texture	Sweetness	Colour
Lemon	2	3	2	4
Mango	3	3	2	1
Salted Caramel	2	1	1	5
Peanut Brittle	3	4	2	2

**Comments:** The fruit-flavoured ice creams were surprisingly sour. I did not care for them at all. I think the Peanut Brittle has the most potential, but it's missing something. I bet that adding chocolate swirls or brownie bits would make it a winner.

176. What does the e-mail indicate about Karabel Industries ice cream?
- (A) It is currently sold in four flavors.
  - (B) Its coloring can be changed easily.
  - (C) Its popularity has declined recently.
  - (D) It is sold in Karabel Industries stores.
177. What does Ms. Kerluke state that she wants to do?
- (A) Visit a laboratory
  - (B) Hold a team meeting
  - (C) Contact a grocery store
  - (D) Write new survey questions
178. What is suggested about Fatior Labs?
- (A) It has 92 employees.
  - (B) It manufactures food colorings.
  - (C) It will perform another taste test for Karabel Industries.
  - (D) It supplies ice cream to Preston Grocers.
179. Based on the survey form, what flavor will Karabel Industries most likely make adjustments to?
- (A) Lemon
  - (B) Mango
  - (C) Salted Caramel
  - (D) Peanut Brittle
180. What can be concluded about participant number 54 ?
- (A) The participant purchased several containers of ice cream.
  - (B) The participant is between the ages of 25 and 40.
  - (C) The participant regularly takes consumer surveys.
  - (D) The participant prefers fruit-flavored ice cream.

GO ON TO THE NEXT PAGE

**Questions 181-185** refer to the following Web page and letter.

<https://www.creategreat.ca/openings>

Create Great, an Ontario-based creative agency with a diverse range of global clients in the fashion industry, is seeking a copywriter who is passionate about fashion, understands market trends, and handles digital tools with ease.

The ideal candidate will be someone who works well in a fast-paced environment with team members from international backgrounds. The copywriter will collaborate with the creative team to develop brand strategies that suit customer needs and with the marketing team to ensure the success of brand-based publicity campaigns for current and prospective clients. As remote work is permitted for copywriters, residence in Canada is not required.

To apply, send your cover letter and résumé to the director of our creative team, Fran Benjamin, Create Great, 838 Colbert Street, London, ON N6B 3P5. Application deadline: August 5.

Annie Smith  
4810 South Bryant Street  
Portland, OR 97206

August 6

Fran Benjamin  
Create Great  
838 Colbert Street  
London, ON N6B 3P5

Dear Ms. Benjamin,

I am writing to apply for the copywriter position at Create Great. As an expert fashion designer who also has writing experience, I believe I would be a valuable addition to your team. Enclosed please find my résumé.

I have a decade of experience as the lead designer for women's collections at MODA, a clothing line in Portland. I oversee the design production process from initial market research to finished product. In my role, I work in close partnership with the marketing and production teams.

In addition, for the last five years, I have been maintaining my own blog. My posts focus on trends in women's fashion and how to make clothing and cosmetics more sustainable. What started as a hobby has now attracted paying advertisers and over 15,000 followers. Visit [www.medesheen.com](http://www.medesheen.com) for examples of my writing.

Thank you for considering my application.

Sincerely,

*Annie Smith*  
Annie Smith

Enclosure

181. According to the Web page, what will the job recipient be able to do?
- (A) Work remotely
  - (B) Manage a team
  - (C) Travel internationally
  - (D) Relocate to Canada
182. On the Web page, the word “suit” in paragraph 2, line 4, is closest in meaning to
- (A) adapt
  - (B) determine
  - (C) invest
  - (D) satisfy
183. What is indicated about Ms. Smith?
- (A) She has already met Ms. Benjamin.
  - (B) She has worked as a copywriter.
  - (C) She missed an application deadline.
  - (D) She forgot to submit a required document.
184. According to the letter, what is one of Ms. Smith’s responsibilities at MODA?
- (A) Hiring fashion designers
  - (B) Writing drafts of advertisements
  - (C) Managing a production process
  - (D) Researching sustainable clothing options
185. What most likely is Medesheen?
- (A) A brand of cosmetics
  - (B) A fashion blog
  - (C) An online magazine
  - (D) An advertising agency

**Questions 186-190** refer to the following e-mails and receipt.

**E-Mail Message**

**From:** Akihito Nakashima <a.nakashima@gilchristshipping.com>  
**To:** Fowler Office Supplies <support@fowlerofficesupplies.com>  
**Subject:** Order B19849  
**Date:** August 19

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To Whom It May Concern,

Yesterday, I purchased some office supplies on your Web site. I received an e-mail receipt, but the costs are not itemized on it. To satisfy a new company policy, I must give my supervisor a receipt with the charges for each item listed separately. Could you e-mail me such a receipt? If not, is it possible for me to get this information myself from your Web site? Finally, can confirmations for future orders possibly be sent to more than one e-mail address? It would be ideal for my supervisor to automatically receive one.

Thank you,

Akihito Nakashima, Executive Assistant  
Gilchrist Shipping

**E-Mail Message**

**From:** Fowler Office Supplies <support@fowlerofficesupplies.com>  
**To:** Akihito Nakashima <a.nakashima@gilchristshipping.com>  
**Subject:** RE: Order B19849  
**Date:** August 19  
**Attachment:** B19849

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Dear Mr. Nakashima,

Attached is the receipt you requested. In apology for the inconvenience, we will provide you with 10 percent off the total price of your next order. To view a full description of any previous order, first log in to your account on our Web site, go to the "My Orders" tab, and then click on any order number.

I noticed that included in each of your last few orders was an identical order for ten of a particular item. You should know that we will reduce the price for that item by 5 percent if you mark this as a recurring order. To do this, simply check the "Recurring Order" box on the online order form.

As for your final query, this is not possible right now. However, I will share the idea with our technical team.

All the best,

Cameron Higgins, Customer Relations  
Fowler Office Supplies

### Fowler Office Supplies

Receipt for Order: B19849  
Order Date: August 18

Item	Price	Quantity	Total
Printer paper	\$8.00/500 sheets	10	\$ 80.00
Toner (black)	\$50.00/cartridge	1	\$ 50.00
Gel pens (blue)	\$5.00/8-pack	3	\$ 15.00
Staples	\$3.50/box	2	\$ 7.00
<b>GRAND TOTAL</b>			<b>\$152.00</b>

Return Policy: Unopened merchandise may be returned by mail or in one of our stores within 60 days of purchase. For returns by mail, log in to your [www.fowlerofficesupplies.com](http://www.fowlerofficesupplies.com) account to print a shipping label. For in-store returns, bring the item and the order number to any Fowler Office Supplies location.

186. Why did Mr. Nakashima send the e-mail?
- (A) He did not receive an item he ordered.
  - (B) He was mistakenly charged twice for an item.
  - (C) He received a receipt that was not detailed enough.
  - (D) He did not get a confirmation e-mail for a purchase he made.
187. According to the second e-mail, what will Mr. Nakashima receive with his next order?
- (A) A catalog
  - (B) A free pen
  - (C) A printed receipt
  - (D) A price discount
188. For what item does Mr. Higgins suggest that Mr. Nakashima select “Recurring Order”?
- (A) Printer paper
  - (B) Toner
  - (C) Gel pens
  - (D) Staples
189. What will Mr. Higgins ask the technical team to look into?
- (A) Improving the Web site’s response rate
  - (B) Providing an option to send receipts to multiple e-mail addresses
  - (C) Placing a link to customers’ order history on the home page
  - (D) Making return labels printable from any device
190. What is needed to return an item at a Fowler Office Supplies store?
- (A) The original receipt
  - (B) A credit card number
  - (C) A confirmation e-mail
  - (D) The order number

**Questions 191-195** refer to the following article, Web site, and receipt.

## Crawford and Duval Opens Brick-and-Mortar Stores

HONG KONG (18 February)—Crawford and Duval, the online retailer known for its handcrafted blankets, decorative pillows, and other household goods, has established four brick-and-mortar stores in Hong Kong. Last Monday, the company celebrated the grand opening of boutique stores in Causeway Bay, Discovery Bay, and Sheung Wan in addition to a large department store

in Central District. While the boutique stores carry the most popular of the small household goods for which Crawford and Duval is famous, the Central District location also boasts an indoor plant department and an on-site café that features specialty coffees, teas, and light snacks. Moreover, it has a much more extensive selection of the merchandise than what is available through the company's Web site.

<https://www.crawfordandduval.com.hk>

**Home**

Best Sellers

Full Catalogue

Shopping Cart

### Crawford and Duval comes to our loyal shoppers in Hong Kong!

Crawford and Duval is pleased to announce the opening of its first brick-and-mortar stores in the following locations: Causeway Bay, Discovery Bay, Sheung Wan, and Central District.

Since the launch of our online store five years ago, we have helped you to create the living space of your dreams. Now we make it even easier to decorate your home. Each location has an interior designer on staff, so you can consult with an expert in person while you browse our popular items.

All locations are convenient to public transportation. Our Central District location offers free parking in its attached car park.

As part of our grand-opening celebration, shoppers who visit one of our stores before 1 March will receive a gift card for HK\$70 to use during their visit.

Members of our online Frequent Purchase Club will receive the same benefits in our stores, including a 10 percent discount on purchases of HK\$500 or more.

**Crawford and Duval**

**Customer Receipt**

**Date:** 23 February

Item	Price
Bamboo table lamp	HK\$1,450.00
Decorative cushions, set of two	HK\$750.00
Aloe plant in a 7.5-litre planter	HK\$300.00
Machine-washable wool blanket	HK\$2,000.00
<b>Sub Total</b>	<b>HK\$4,500.00</b>
<b>Less 10%</b>	<b>HK\$450.00</b>
<b>TOTAL</b>	<b>HK\$4,050.00</b>

**Cash**  
 **Gift card number:**  
 **Credit card number:** \*\*\*\*-\*\*\*\*\*5598  
**Name on the credit card:** Mei-Lin Fong

Stop at our in-store café for a treat!

191. What is the purpose of the article?
- To compare locally made products
  - To announce store openings
  - To list changes to a Web site
  - To review a café
192. What does the Web site indicate about Crawford and Duval?
- It has store locations around the world.
  - It has been in business for ten years.
  - It employs interior designers.
  - It offers free parking at all of its stores.
193. According to the receipt, what is indicated about the blanket?
- It can be washed by machine.
  - It is made of cotton.
  - It is queen-sized.
  - It comes in a set with pillows.
194. Where most likely did Ms. Fong make her purchase?
- On a Web site
  - In a boutique shop
  - At a café
  - In a department store
195. What is suggested about Ms. Fong?
- She often buys food from Crawford and Duval.
  - She is a member of the Frequent Purchase Club.
  - She applied a gift card to her purchase.
  - She shopped during a grand-opening event.

Questions 196-200 refer to the following Web pages.

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

Home	Requests	Reviews	Contact Us
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## Osawa Corporate Team Building

Bring your team together to promote cooperation while having fun! Our activities increase job satisfaction and engagement. We do all the planning so you can relax. Simply choose the event that is right for your team.

Scavenger Hunt—An outdoor game in which teams are given a list of objects to find and photograph with their phone or camera. Group size: 10–50 people. Time: 3 hours.

Game Day—This is a high-energy game day with fun team activities. This event builds team strength, communication, and problem-solving skills. Group size: 20–500 people. Time: 2 hours.

Team Painting—Each team member creates a painting outdoors based on a predetermined theme. The paintings are linked together at the end. Group size: 6–30 people. Time: 1–2 hours.

Robot Building—Your group will be broken into teams. Each team builds a robot to be used in challenges against the others. Group size: 10–30 people. Time: 2–3 hours.

All Chocolate—Your group will have the chance to use engineering skills to build a tower of chocolate. Then you learn how to make chocolate from a local chocolatier. Group size: 8–150 people. Time: 2 hours.

Book an event in October and receive 15 percent off.

<https://www.osawacorporateteambuilding.com/requests>

Home	Requests	Reviews	Contact Us
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Name

Company name

E-mail address

Phone

Location and date of event

What events are you interested in? Choose your top three.  
1  Game Day    2  Scavenger Hunt    3  Team Painting

Number of participants

Additional information

We will contact you within three business days with a quote and confirmation.

<https://www.osawacorporateambuilding.com/reviews>

Home

Requests

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Contact Us

## What Our Customers Are Saying

Posted by Whitten Tech on October 20

Our team hired Osawa Corporate Team Building to lead an activity for the sales staff at Whitten Tech. The facilitator of the Scavenger Hunt, Lorenzo Benford, was excellent. The 28 members of our sales team all had positive feedback. They reported that they loved exploring the city, learning about its history, and finding new local attractions, even on a cold and cloudy day. I highly recommend this activity. The only downside was that we did not realize how far we would be walking. It would have been helpful to have an idea of the walking distances so we could have been fully prepared.

196. What does the first Web page indicate about the Scavenger Hunt?
- (A) It requires participants to rent a camera.
  - (B) It concludes with prizes for participants.
  - (C) It is a suitable activity for indoors.
  - (D) It takes three hours to complete.
197. What event is best for a group of more than 200 people?
- (A) Game Day
  - (B) Team Painting
  - (C) Robot Building
  - (D) All Chocolate
198. What is suggested about Ms. Peterson?
- (A) She has joined the Building Robots event in the past.
  - (B) She will receive a discount on an event.
  - (C) She recently started a job at Whitten Tech.
  - (D) She used to be an event planner.
199. What can be concluded about Whitten Tech?
- (A) It changed its number of event participants.
  - (B) It provided its staff with free passes to museums.
  - (C) It was unable to schedule its first-choice activity.
  - (D) It was not able to hold its event outside.
200. According to the review, what was disappointing about the event?
- (A) The focus on local history
  - (B) The lack of information about walking distances
  - (C) The difficulty in keeping the group together
  - (D) The uninteresting facilitator

**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.**