

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. According to the department head, ----- are ready to begin work on the Arborney Bridge project.
(A) us
(B) we
(C) our
(D) ours
102. The policy prohibiting visitor access to the laboratory must be ----- followed.
(A) strictly
(B) bitterly
(C) sizably
(D) colorfully
103. Yoon-Hee Kim is the ----- graduate of Serrica University to lead a Fortune 500 company.
(A) most
(B) for
(C) first
(D) nearly
104. Contact Frank Marilli in the IT department ----- you have any problems with the new database software.
(A) and
(B) then
(C) but
(D) if
105. A ----- efficiency expert will be visiting our work site in early November.
(A) led
(B) leader
(C) leading
(D) leads
106. At Gallant's Pet Store, customer ----- are accepted between 9:00 A.M. and 6:00 P.M.
(A) behaviors
(B) relations
(C) orders
(D) types
107. The management at Carette Industries ----- values the work of the research team.
(A) high
(B) highly
(C) highest
(D) higher
108. Pentrex Pharmacy is able to ----- most prescriptions within one business day.
(A) care
(B) earn
(C) fill
(D) lift

109. The ----- of a parking structure for Huron General Hospital will begin on June 1.
- (A) construct
(B) constructed
(C) construction
(D) constructs
110. Some of the flower beds surrounding Dale Valley Lodge had to be replanted ----- the recent rainstorm.
- (A) after
(B) among
(C) opposite
(D) beside
111. Several water stations ----- along the route of next week's marathon.
- (A) being installed
(B) will be installed
(C) to install
(D) installed
112. The Crown Lagoon Hotel has 150 rooms, each with a ----- view of the city.
- (A) valid
(B) recent
(C) modern
(D) scenic
113. Overall, charitable donations rose last year, ----- specific dollar amounts are not yet available.
- (A) although
(B) neither
(C) whenever
(D) so
114. We strongly advise you to back up the data stored on your electronic device ----- turning it in for repairs.
- (A) once
(B) both
(C) then
(D) before
115. Because Ms. Garcia enjoys creating charts and graphs, her supervisor ----- asks her to make materials for presentations.
- (A) frequent
(B) frequents
(C) frequenting
(D) frequently
116. Manufacturers of high-end products are dealing with excess ----- because consumers are buying fewer luxury items.
- (A) confidence
(B) inventory
(C) capacity
(D) energy
117. The Hayle Group, ----- consists of business consultants and lawyers, advocates for tax policy reforms.
- (A) themselves
(B) someone
(C) whoever
(D) which
118. Daishi Asayama is one of three applicants being ----- to oversee the Kingston franchises.
- (A) decided
(B) corrected
(C) considered
(D) practiced
119. The reviewer of Ms. Chen's book noted that her research was -----.
- (A) impressed
(B) impressive
(C) impress
(D) impression
120. Mr. Pereira has worked in our legal department ----- his transfer to the Atlanta office ten years ago.
- (A) since
(B) between
(C) without
(D) like

121. Pennypack Markets soon plans to break ground on its largest ----- center in the area.
- (A) distributive
(B) distribute
(C) distributable
(D) distribution
122. Ms. Miller ----- welcomed the speakers who will be leading the workshops.
- (A) accessibly
(B) abundantly
(C) briefly
(D) momentarily
123. Mr. Nayar ----- the need for enhanced safety protocols long before the government issued a report on the topic.
- (A) stresses
(B) stressing
(C) will stress
(D) had stressed
124. Angelia Financial recently announced ----- changes to its benefits package that were greeted enthusiastically by its staff.
- (A) judgmental
(B) substantial
(C) magnetic
(D) chaotic
125. ----- poems written by Mike Hanover are included in the new edition of *Merwyn's Anthology*.
- (A) Whichever
(B) Several
(C) Something
(D) None
126. For a list of local farms that supply food to restaurants, please ----- to the Hueland Farm Association Web site.
- (A) elect
(B) adapt
(C) present
(D) refer
127. Samidu Communications is soliciting suggestions from its staff about ways of improving employee -----.
- (A) produced
(B) productive
(C) productivity
(D) productively
128. Mr. Ben-Moshe always reserves the banquet room at Saitomi's Kitchen ----- the sales team has a holiday event.
- (A) whenever
(B) regarding
(C) whether
(D) besides
129. Annika Dulin ----- the marketing department at Tollason Industries' planning meeting tomorrow.
- (A) will represent
(B) had represented
(C) to represent
(D) be representing
130. Do not post any statements about the company on social media without prior -----.
- (A) authorization
(B) supplement
(C) consequence
(D) responsibility

PART 6

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

Questions 131-134 refer to the following article.

Kray Villa Museum To Celebrate Grand Opening

DEERFIELD (May 2)—The official opening of the Kray Villa Museum will take place on May 29 at 10 A.M. To mark the occasion, various festivities will be held throughout the day. ----- . Visit **131.** www.krayvillamuseum.org for details.

The museum is housed in the imposing structure ----- was home to the once-influential Kray **132.** family beginning in the late 1800s. Having laid abandoned for the last 30 years, the property was purchased 2 years ago by the Deerfield Historical Society. Subsequently, the gardens were restored to appear as they did when the first generation of Krays moved into the villa.

----- , furnishings of the kind most likely used by the family are on display. **133.**

During the museum's opening festivities, a live band ----- music that was popular in the late **134.** nineteenth century.

131. (A) This year's celebrations are part of a weeklong national campaign.
(B) Results of the survey will be presented at 6:00 P.M.
(C) Programs will be distributed at the next meeting.
(D) Admission is free, but a donation is suggested.
132. (A) such
(B) that
(C) what
(D) all

133. (A) Conversely
(B) Additionally
(C) In the meantime
(D) To this end
134. (A) will perform
(B) had to perform
(C) was performing
(D) could have performed

Questions 135-138 refer to the following e-mail.

To: All employees
From: Cecil Radu, Information Technology Manager
Date: April 8
Re: Network alert

We are experiencing some problems with our local network. Some of the affected services include the ----- company Web site and the payroll database. We have also received 135. information ----- network data becoming corrupted and files not saving properly. Therefore, to 136. ensure that you do not lose any work, please avoid using the network this morning while my team addresses these ----- . We anticipate that the systems will be fully functional by this 137. afternoon. ----- . 138.

135. (A) internalizing
(B) internalize
(C) internally
(D) internal

137. (A) issues
(B) clients
(C) articles
(D) proposals

136. (A) as
(B) in
(C) about
(D) with

138. (A) The network server will be expensive.
(B) Your computer may be corrupted.
(C) Thank you for your patience.
(D) Contact the IT help desk.

Questions 139-142 refer to the following notice.

April 2

Dear TP&G Customer,

Takoradi Power & Gas (TP&G) is committed to providing every customer with dependable electricity service. To this end, we need to make some improvements to our ----- . A maintenance crew will be upgrading transformers in your neighbourhood on or about 22 April, beginning at 10 A.M. ----- , we will need to shut off the electricity to residences in your area from approximately 140. 10 A.M. to 1 P.M. on that day. ----- . We hope that by ----- this notice, any disruptions caused by 141. 142. the planned outage will be minimized.

- 139.** (A) office
(B) system
(C) vehicles
(D) records

- 142.** (A) sent
(B) to send
(C) will send
(D) sending

- 140.** (A) If not
(B) Nonetheless
(C) Unfortunately
(D) On the other hand

- 141.** (A) We apologize for the temporary inconvenience.
(B) We respond to most service requests within 24 hours.
(C) Other companies specialize in lighting installations.
(D) Here are some tips for reducing your energy bill.

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

To: hanna.kalita@netmail.co.uk
From: patientoutreach@ebmp.co.uk
Date: 12 June
Subject: Invitation to patient portal

Dear Ms. Kalita,

East Burberry Medical Practice has recently rolled out its patient portal, Burmed Connect. This service ----- to help you manage your healthcare at your convenience. You are invited to create **143.** an account to access the portal. Once enrolled, you will be able to book appointments with our doctors as well as view your medical records and request prescriptions. -----, you can use **144.** Burmed Connect to send messages to your doctor. Only you and your doctor will be able to see any messages exchanged between the two of you. ----- . **145.**

To create an account, start by going to www.eastburberrymedicalpractice/patient-portal.co.uk. If you experience any difficulties with the ----- process, please call 20 5550 0169. **146.**

Sincerely,

Emma Richardson, Patient Outreach Coordinator

- 143.** (A) has been intended
(B) will be intended
(C) was intended
(D) is intended

- 146.** (A) selection
(B) registration
(C) invention
(D) deletion

- 144.** (A) Furthermore
(B) Instead
(C) However
(D) Otherwise

- 145.** (A) Our previous portal will no longer be updated.
(B) The health app can be downloaded from our Web site.
(C) Protecting your privacy is a responsibility we take seriously.
(D) You will be locked out of your account after a third failed attempt.

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 sign.



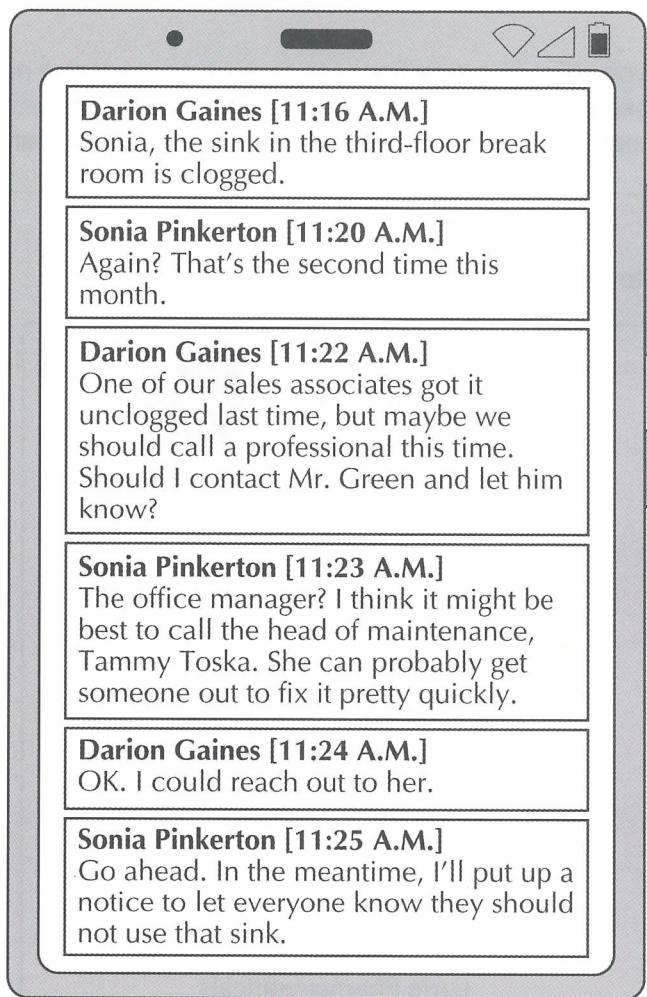
147. Where would the sign most likely be found?

- (A) On an office desk
- (B) In a hospital waiting room
- (C) In the lobby of a real estate agency
- (D) Near the entrance of an office complex

148. What type of businesses are listed on the sign?

- (A) Health care
- (B) Legal services
- (C) Manufacturing
- (D) Finance

Questions 149-150 refer to the following text-message chain.



149. Who most likely is Mr. Green?

- (A) A custodian
- (B) A plumber
- (C) A manager
- (D) A sales associate

150. At 11:25 A.M., what does Ms. Pinkerton most likely mean when she writes, "Go ahead"?

- (A) Mr. Gaines may enter the break room.
- (B) Mr. Gaines should contact Ms. Toska.
- (C) Mr. Gaines should post a notice.
- (D) Mr. Gaines can try to repair the sink.

Questions 151-152 refer to the following e-mail.

E-Mail Message

To: Ramdeo Khemradj <rkhemradj@topofthehill.jm>
From: Kerensa Mayne <kmayne@topofthehill.jm>
Date: 17 August
Subject: Information
Attachment: Latest draft

Hi, Ramdeo.

Please take a look at the latest draft and let me know what you think. I changed the layout—desserts are now on the inside back cover—and provided descriptions of the additional dinner dishes that you and your kitchen staff will be introducing next month.

I haven't updated the prices yet though, as I haven't decided whether we will need to increase some of them.

I'm sure you agree with me that the design firm did a great job upgrading the kitchen and making the dining room brighter and more inviting.

Kerensa

151. Who most likely is Mr. Khemradj?

- (A) An interior decorator
- (B) A restaurant owner
- (C) An architect
- (D) A head chef

152. What most likely is attached to the e-mail?

- (A) A price list
- (B) A revised menu
- (C) A photograph of food
- (D) A lighting plan for a dining room

Questions 153-154 refer to the following application form.

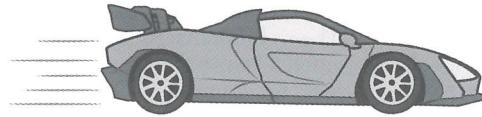
Page Turner Booksellers Employment Application Form			
Date of Application: 1 September			
PERSONAL DATA			
Name: Arturo Rami	Address: 10 Beamish Street, Werribee, VIC 3030		
E-mail: arturo.rami@amail.com.au	Telephone: 03 9555 3744		
EMPLOYMENT DESIRED			
Desired position	Assistant Store Manager		
Available start date	20 September		
Preferred location	<input type="checkbox"/> Seaholme	<input checked="" type="checkbox"/> Werribee	<input type="checkbox"/> Port Melbourne
Preferred status	<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Part-time	<input type="checkbox"/> Temporary
EDUCATION			
Educational Institution	Diploma/Certificate/Degree Earned		
South Bank High School	High school diploma		
Dymocks University	Bachelor's degree		
EMPLOYMENT HISTORY			
Employer	Position	Duration	
The Garment Barn	Sales associate	2 years	
Altona Marketing	Assistant manager	3 years	
EXPLANATION OF INTEREST IN THE POSITION			
I flourish in a fast-paced and demanding work environment, which my most recent employers are known for. I expect the same is true of Page Turner Booksellers, which tends to be quite busy. Moreover, with my bachelor's degree in retail management, I believe I am well suited for the position.			

153. What is suggested about Page Turner Booksellers?
- (A) It has multiple locations.
 - (B) It is near South Bank High School.
 - (C) It will open a new store on September 20.
 - (D) It currently has only full-time positions available.

154. What is NOT indicated about Mr. Rami?
- (A) He studied retail management.
 - (B) He recently moved to Werribee.
 - (C) He has experience working in sales.
 - (D) He prefers working in a busy setting.

Questions 155–157 refer to the following advertisement.

Donovan Auto Lube



Donavan Auto Lube (DAL) is the first choice for residents of Knebworth who want to keep their cars running smoothly. We provide oil changes, tyre rotations, and routine inspections. Our team of certified auto technicians can service all vehicle makes and models. Customers may schedule an appointment or simply drive up to any DAL location during our business hours of 8:00 A.M. to 8:00 P.M., Monday to Saturday, and 11:00 A.M. to 5:00 P.M. on Sunday.

This summer, DAL offers a special promotion: a 5-quart oil change, oil filter replacement, and comprehensive maintenance check for just £15. This offer is available at all DAL locations throughout Herfordshire but may not be combined with any other promotional offer. The quoted price does not include value-added tax and does not cover any additional maintenance, repairs, and parts that a vehicle inspection may call for.

Visit DAL for all your automotive needs.

155. The word “running” in paragraph 1, line 2, is closest in meaning to
- (A) flowing
 - (B) speeding
 - (C) controlling
 - (D) functioning
156. When can a customer NOT be served at Donovan Auto Lube?
- (A) On Monday at 8:00 A.M.
 - (B) On Wednesday at 6:00 P.M.
 - (C) On Saturday at 4:00 P.M.
 - (D) On Sunday at 6:00 P.M.
157. What is true about the promotional offer?
- (A) It is not valid outside of Knebworth.
 - (B) It includes replacement of a filter.
 - (C) It does not apply to a maintenance check.
 - (D) It includes all taxes.

Questions 158-160 refer to the following biography.

Kasem Ngam is a renowned speaker and author from Nonthaburi province in Thailand. — [1] —. Immediately upon graduating from Sangsuwan University in Bangkok, he joined Chanthara Gas & Electric (CG&E). Over a period of 25 years, he made a name for himself as one of CG&E's most dedicated and respected employees, even gaining national and international recognition. — [2] —.

Mr. Ngam currently runs a consulting firm that he started four years ago to help businesses develop innovative new technologies to power the modern world. — [3] —. He is the author of numerous articles on a variety of topics, including solar panels and hydrogen-powered vehicles. — [4] —. His honors include a Pax Innovation Award for *The Future's Fuel*, his book on biofuels, which has been translated into several languages. His forthcoming book, *Pricing Our Power: Funding the New Green Energy*, will be published in May.

- 158.** What industry does Mr. Ngam most likely work in?
- (A) Energy
 - (B) Travel
 - (C) Finance
 - (D) Journalism
- 159.** What is indicated about Mr. Ngam?
- (A) He is writing his first book.
 - (B) He knows several languages.
 - (C) He operates his own business.
 - (D) He is a recent university graduate.
- 160.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “The last position he held at the company was director of research and development.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 161-163 refer to the following article.

Jobs Coming to Willettville

WILLETTVILLE (March 8)—Tanney's Discount Mart (TDM) announced today that it will hold a job fair in Willettville later this month. The company, headquartered in nearby Lyter City, is looking to fill 300 positions at its new distribution center, set to open here next month. In addition to seeking technicians and supervisors, the company wants to fill positions in the processing, stock inspection, and maintenance departments.

"TDM's distribution centers use modern automated systems, which creates a big need for qualified technical staff in particular," Kent Siler, TDM's president, said in a press

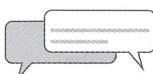
release announcing the job fair.

The event will be held from 9:30 A.M. to 6:30 P.M. on Thursday, March 20, in the ballroom of the Twin Ridges Hotel. Details can be found by visiting tdm.com/careers.

"This recruiting event will help us find the staff we need to meet the anticipated growth in demand for our products," said Mr. Siler. "TDM continues to expand its position in discount retail. So far this year, we have opened three stores, and we have five more slated to open by the end of next year." Mr. Siler noted, moreover, that TDM offers competitive wages for full-time and part-time employment.

- 161.** What is stated about TDM's new distribution center?
- (A) It is the company's first distribution center to use automated systems.
 - (B) It is the largest facility the company has built.
 - (C) It is scheduled to open in April.
 - (D) It was designed by an architectural firm in Willettville.
- 162.** What is NOT mentioned about the job fair?
- (A) The kinds of jobs offered
 - (B) The day and date it will be held
 - (C) The types of refreshments served
 - (D) The source for detailed information
- 163.** What does Mr. Siler indicate about TDM?
- (A) It is a growing business.
 - (B) It sponsors an annual job fair.
 - (C) It is staffed mostly by part-time workers.
 - (D) It relies heavily on online sales.

Questions 164-167 refer to the following online chat discussion.



Rashaan Little (5:40 P.M.)
Hi, Amanda and Desmond. Earlier today I learned that the town has hired our company to demolish the lighthouse.

Amanda Richards (5:43 P.M.)
So did I. I have mixed feelings about taking down that structure, though.

Desmond Williams (5:43 P.M.)
This is the first time that I'm learning about that. I was out of the office all day today.

Rashaan Little (5:44 P.M.)
How so, Amanda?

Amanda Richards (5:46 P.M.)
Well, given that business has been quite slow lately, our company needs the work. Then again, the lighthouse has historic value: it has been a major landmark of Burlingate for 100 years.

Rashaan Little (5:48 P.M.)
I realize that. But the company can't afford to pass up this opportunity for the reason you mentioned. Besides, lighthouses have largely become outdated.

Desmond Williams (5:49 P.M.)
Not really. There's always a need for ships to get warnings about dangerous locations. Lighthouses have served that function for years.

Rashaan Little (5:51 P.M.)
True, but modern technological equipment exists now that simplifies navigation and increasingly makes lighthouses a thing of the past. Anyway, let's meet tomorrow at 10:00 A.M. to discuss how we'll carry out this job.

164. In what type of business do the writers most likely work?
(A) Building demolition
(B) Shipping technology
(C) Corporate accounting
(D) Historical preservation
165. What is indicated about the company the writers work for?
(A) It recently purchased ultramodern equipment.
(B) It has experienced a decline in business.
(C) It is regularly hired by the town council.
(D) It has been in business for 100 years.
166. At 5:48 P.M., what does Mr. Little most likely mean when he writes, "I realize that"?
(A) He knows why Mr. Williams had been absent.
(B) He recognizes the significance of the lighthouse for the town.
(C) He understands how important the company is for the town.
(D) He is aware that Ms. Richards knows much about the town's history.
167. What will the writers most likely do tomorrow morning?
(A) Advertise new job openings
(B) Attend a town council meeting
(C) Go on a tour of the lighthouse
(D) Start planning for an upcoming project

Questions 168-171 refer to the following brochure.

**Contempo Spaces
Window Treatment Package**

If you are considering redecorating the windows of your living room, dining room, or bedroom, Contempo Spaces has the perfect treatment design package for you. — [1] —. We will help you put together the right combination of shades, panels, drapes, and valances—all perfectly tailored to fit your windows.

Here's how it works:

- First, one of our style representatives will come to your home and measure and photograph the windows in each room.
- During that visit, our representative will show you samples of the many styles of fabrics and hardware available in our product line. — [2] —. Or, you can opt to visit our showroom after the home visit and make your selections there.
- One or two days after you've made your window treatment decisions, we will send you an invoice, listing the cost for materials, installation, and labor. The quoted price is valid for thirty days. Upon receipt of payment, materials will be ordered. It usually takes from seven to fourteen days for them to reach our store. — [3] —.
- Finally, we will contact you to schedule the date and time of installation. — [4] —. Depending on the size of the project, installation can take two to eight hours.

168. What is the purpose of the brochure?

- (A) To explain a new policy
- (B) To describe a popular product
- (C) To advertise a special discount
- (D) To present a standard process

169. After how many days might the total cost listed in an invoice change?

- (A) Two
- (B) Seven
- (C) Fourteen
- (D) Thirty

170. What is indicated in the brochure about installation?

- (A) It is not available for all window treatments.
- (B) It is the responsibility of the customer.
- (C) It takes no more than eight hours to complete.
- (D) It is subcontracted to an outside vendor.

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

“Our entire style collection can be viewed on our Web site.”

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

Questions 172-175 refer to the following e-mail.

To:	Morgan Tebele <mtebele@newsom.com.na>
From:	Esme Mukaya <emukaya@skyleopard.com.na>
Date:	21 August
Subject:	Offer

Dear Mr. Tebele,

Whether you are refinancing a loan, training personnel, or marketing your financial services online, having fast, reliable Internet access is essential for bank managers like you. Sky Leopard Communications delivers just that, thanks to its highly advanced network and dedicated workforce.

In fact, a recent survey conducted by the Namibian Association of Small-Business Owners (NASO) revealed that 75 percent of its members prefer our services over those of our competitors.

The reason: in addition to our state-of-the-art Internet infrastructure and our outstanding pool of technicians, we offer premium Internet connectivity through our High-Velocity Internet Access (HIVIA) service plan. HIVIA provides download and upload speeds that are three times faster than those of our closest competitor.

Sky Leopard Communications offers new customers and those using one of our other service plans the opportunity to try HIVIA for free for 30 days. To subscribe, visit us at www.skyleopard.com.na or call us at 061-987-555. If at any time during the one-month trial period you are not satisfied with this plan, you can unsubscribe from the service at no cost to you.

Sincerely,

Esme Mukaya, Sales

172. What business is Mr. Tebele most likely in?
- (A) Web design
 - (B) Hospitality
 - (C) Marketing
 - (D) Banking
173. What is indicated about Sky Leopard Communications?
- (A) It offers a discount to NASO members.
 - (B) It is popular with small-business owners.
 - (C) It recently launched a new service plan.
 - (D) It is looking to increase its workforce.
174. The word “outstanding” in paragraph 3, line 1, is closest in meaning to
- (A) diverse
 - (B) available
 - (C) excellent
 - (D) remaining
175. What can be concluded about the HIVIA service plan?
- (A) It is more expensive than other plans.
 - (B) It was created following a customer survey.
 - (C) It requires the purchase of special equipment.
 - (D) It can be canceled within the first month at no charge.

Questions 176-180 refer to the following webinar description and e-mail.

Introduction to Project Management

Online Webinar

18 January, 9 A.M.–2 P.M.

Presenter: Shrijana Patel

Cost: €45

(Register by 10 January and receive a 10% discount!)

This live webinar offers attendees a better understanding of how to improve the role that project management plays in their organizations. The presentation will provide the basics of managing projects and workers. Participants will learn strategies and best practices to effectively oversee their projects and foster buy-in from key players.

Participants will explore a simple step-by-step process for managing projects and learn how to use tools and documents such as scope statements and communication plans. The presenter will also cover topics such as developing a project's business case and facilitating productive team meetings.

To:	Maya Liu
From:	Leonard Chung
Subject:	Webinar
Date:	2 January

Dear Ms. Liu:

Thank you for sending me the webinar announcement. As a novice supervisor, I need to get all the training I can, but I'm not sure whether I will be able to take advantage of this particular offering. I am scheduled to present a detailed project update at my company's quarterly division meeting on the same day, and I don't think anyone else on the team would be able to take my place.

Do you know whether the webinar will be recorded or whether there will be a similar webinar at a later date? I have no schedule conflicts after 29 January.

Leonard Chung

- 176.** What is indicated about the webinar?
- (A) It includes a session on preparing for job interviews.
 - (B) It will show participants how to use specific tools.
 - (C) There is no charge for participants.
 - (D) Registration closes on January 10.
- 177.** In the webinar description, the word “cover” in paragraph 2, line 3, is closest in meaning to
- (A) protect
 - (B) spread
 - (C) ask for
 - (D) talk about
- 178.** What is one purpose of the e-mail?
- (A) To explain a scheduling conflict
 - (B) To request a deadline extension
 - (C) To apologize for arriving late to an event
 - (D) To ask for help in preparing a presentation
- 179.** What is suggested about Mr. Chung?
- (A) He plans to record his presentation.
 - (B) He often trains new project managers.
 - (C) He attends webinars on a regular basis.
 - (D) He has relatively little experience as a supervisor.
- 180.** On what date is Mr. Chung scheduled to give a presentation?
- (A) January 2
 - (B) January 10
 - (C) January 18
 - (D) January 29

Questions 181-185 refer to the following article and review.

GALWAY (4 March)—Adelle Rosier, a third-generation soap maker, opened her shop in Galway eight years ago. Nestled behind Eglinton Gourmet Market on Raven Terrace, her business, Rosier and Finch, is booming.

Ms. Rosier credits the success to her commitment to lifelong learning. “Yes, my handcrafted soaps, shampoos, and lotions are luxurious,” she said. “But there are a lot of high-quality skin-care products out there. So after learning the trade from my family, I have increased my sales knowledge by taking online courses in business-to-business (B2B) marketing.”

Ms. Rosier adds that those courses built her confidence in selling her products

directly to hotels. “Thanks to what I learned in my B2B strategies courses, I managed to persuade a number of boutique hotels in Europe to try my products.” And so Rosier and Finch skin-care products are available in guest rooms at, for instance, the Bruadair Hotel in Galway, the Florinda Grand in Lisbon, Portugal, and the Zerra Inn in Reykjavik, Iceland.

Ms. Rosier further points out that many of her customers first learn of her products during a hotel stay. Afterward, they visit the shop in person or go online to purchase the items for themselves.

Rosier and Finch is located at 12 Raven Terrace and can be found online at www.rosierandfinch.co.ie.

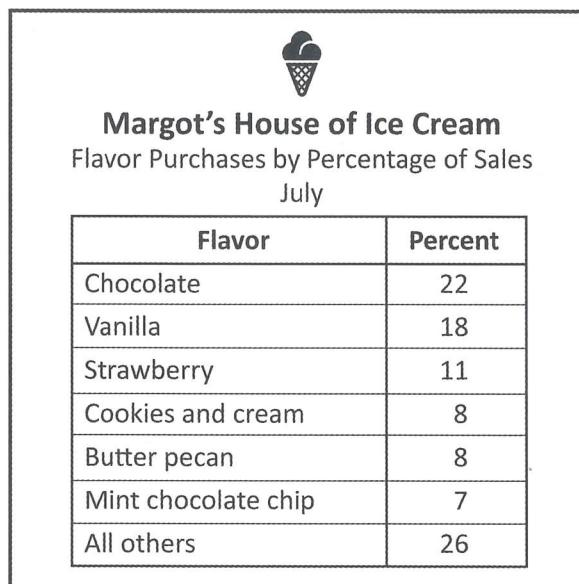
https://www.florindagrand.pt/en/guest_reviews

I had to arrange a last-minute business trip to my company’s Portugal office, and the usual hotel I book was completely full. Based on some online recommendations, I decided to stay at Florinda Grand. While this charming hotel is much smaller than the usual places I stay, it has every comfort one would want during a business trip. In addition to a tastefully decorated and comfortable room, there were gourmet treats on my pillowcase and the finest soap, shampoo, and other toiletries available for me to enjoy. My only regret is that I was in Lisbon for just three days. Next time I visit the Lisbon office, I will stay longer and book a room at the Florinda Grand.

—posted by Ashton Wu, 7 June

- 181.** What is the purpose of the article?
- (A) To provide annual hotel ratings
(B) To announce the opening of a store
(C) To profile a small-business owner
(D) To discuss online shopping trends
- 182.** How did Ms. Rosier improve her marketing skills?
- (A) By visiting family members overseas
(B) By joining a professional association
(C) By working in the hotel industry
(D) By participating in online classes
- 183.** What is stated about Rosier and Finch?
- (A) It sells its products to other businesses.
(B) It has shops in cities around the world.
(C) It is redesigning its e-commerce site.
(D) It offers courses on soapmaking.
- 184.** What is suggested about Mr. Wu?
- (A) He manages Eglinton Gourmet Market.
(B) He purchased Rosier and Finch products online.
(C) He met Ms. Rosier on a business trip.
(D) He likes Rosier and Finch products.
- 185.** According to the review, what was Mr. Wu not pleased about?
- (A) The length of his trip
(B) The decorations in the room
(C) The comfort of the pillows
(D) The size of the hotel

Questions 186-190 refer to the following sales report, memo, and article.



MEMO

To: All Store Managers

From: June Willcox, CEO, Margot's House of Ice Cream

Subject: New Stores

Date: October 5

Margot's House of Ice Cream is proud to welcome the following new stores.

Store Number	Location	Opening Date	Manager
66	Framingham, Massachusetts, United States	September 1	Inga Slavin
67	Appleton, Wisconsin, United States	September 7	Zheng Tong
68	Wollongong, New South Wales, Australia	September 14	Geoffrey Pratt
69	Rotorua, New Zealand	September 15	Kehinde Illogu
70	Greater Sudbury, Ontario, Canada	September 29	Hallie Strafford

For the next six months, we will be supporting these stores with advertisements in their local media markets.

In December, we plan to open stores in Italy and Switzerland. Demand for our quality product is higher than ever, our market share is increasing, and we are not finished expanding! Stay tuned for more information!

Popular Ice Cream Purveyor Comes to New Zealand

By Ysai Mendez

ROTORUA (2 November)—Residents of Rotorua have been flocking to Cargill Street, where Margot's House of Ice Cream has opened its first store in New Zealand.

"I don't know what their secret is, but their ice cream really is something special," said Jeremy Frank, a schoolteacher who was enjoying ice cream cones with his family on a recent afternoon. "We've been here several times already since they opened. I think we'll be regulars."

"I love strawberry, and their strawberry is the best I ever had," added his daughter, Olivia Frank, age 10.

Margot's House of Ice Cream was founded five years ago in San Francisco by Margot Summers, a former chemistry major. Its ice cream contains at least 11 percent milk fat. Milk used in production, according to company CEO June Willcox, is sourced locally or regionally whenever possible.

Kehinde Ilugu, the manager of the Rotorua store, says that the number of visitors has been rising steadily.

"We plan to keep the momentum going by having special events once a month," he said. "Next up is the strawberry festival. New Zealand's strawberry season will be getting started. In addition to our superb ice cream, we'll offer strawberries dipped in chocolate, strawberry cupcakes, and strawberry milkshakes. We look forward to a great future in Rotorua."

- 186.** According to the sales report, what flavor of ice cream is purchased at the same rate as Butter pecan?
- Chocolate
 - Vanilla
 - Cookies and cream
 - Mint chocolate chip
- 187.** What is true about the products listed in the sales report?
- They contain at least 11 percent milk fat.
 - They are made with artificial flavors.
 - They will increase in price soon.
 - They are sold mainly in San Francisco.
- 188.** What is indicated in the memo about the company's new managers?
- They were trained in Italy and Switzerland.
 - They will receive advertising support for six months.
 - They expect their stores to become profitable in December.
 - They offered special promotions on opening day.
- 189.** What will soon happen at store 69 ?
- More ice cream flavors will be added to the menu.
 - A child's birthday will be celebrated.
 - An assistant manager will be hired.
 - A range of special treats will be sold.
- 190.** Who is most likely to enjoy the strawberry festival?
- Mr. Mendez
 - Ms. Willcox
 - Ms. Frank
 - Ms. Summers

GO ON TO THE NEXT PAGE

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

E-mail

To:	Emi Tokuda <etokuda@paterradepartmentstores.com>
From:	Paul Soderman <p.soderman@galahadindustrialmachinery.com>
Date:	January 25
Subject:	Our discussion

Dear Ms. Tokuda,

I'm writing to confirm the details of our telephone conversation earlier today.

As we discussed, Galahad Industrial Machinery will install and maintain one self-service checkout kiosk in each of the four locations operated by Paterra Department Stores in Haddonfield. The installation charge for each kiosk will be \$2,000 per unit. Installation will be scheduled at a mutually agreed-upon day and time.

Our maintenance fee, covering all four kiosks, is \$120 per month. Our technicians will be available 24 hours a day, 7 days a week, to service the kiosks. All equipment will meet or exceed international quality standards, and all our work is guaranteed.

A formal written agreement will be sent to you by registered mail. We look forward to working with you.

Sincerely,

Paul Soderman, Managing Director
Galahad Industrial Machinery

To:	Paul Soderman <p.soderman@galahadindustrialmachinery.com>
From:	Emi Tokuda <etokuda@paterradepartmentstores.com>
Date:	April 2
Subject:	Equipment removal and reinstallation

Dear Mr. Soderman,

Please be advised that we have decided to close our store at 1506 Maple Street. We plan to transfer the inventory and all equipment to our new location at 3300 Town Square Plaza. The transfer is planned for mid-June, but we have not yet set a date.

I will contact you next month to confirm the date and arrange a convenient time for your work crew to install the self-service kiosk. I understand that, per our agreement dated January 25, your charge for the reinstallation will be the same as for the initial installation at the Maple Street store.

Yours truly,

Emi Tokuda, Managing Director
Paterra Department Stores

MEMO

To: All Paterra Staff
From: Eleanor Bianchi, Branch Manager
Date: June 5
Re: Move update

Thanks to your hard work, our new store in the Town Square Plaza is on track to open on June 15. One of the problems with the store we are currently working out of is that it is not on a bus line. By contrast, the location we will be moving to is served by bus number 689, so we expect to have a larger number of customers at that location. We are only waiting for the last of our display shelves to be delivered from our warehouse so that we can finish the display in the gardening department.

In appreciation of your efforts, I've brought pastries from Aniqa's Bakery. I've put these treats on the break-room counter. Enjoy!

191. In the first e-mail, what is stated about Galahad Industrial Machinery?
- (A) It completes repairs within one day.
 - (B) It is available to do maintenance service at all times.
 - (C) It has technicians with international work experience.
 - (D) It has an office in Haddonfield.
192. What is true about the reinstallation of the self-service kiosk?
- (A) It will be done personally by Mr. Soderman.
 - (B) It will cost Paterra Department Stores \$2,000.
 - (C) It will cause a change in the monthly maintenance fee.
 - (D) It will require a new agreement to be signed.
193. When will Ms. Tokuda discuss her moving plans with Mr. Soderman?
- (A) In March
 - (B) In April
 - (C) In May
 - (D) In June
194. What is suggested about the Paterra store at 1506 Maple Street?
- (A) It is not accessible by bus.
 - (B) It will be renovated and reopened.
 - (C) It is far from the warehouse.
 - (D) It contains a bakery section.
195. According to the memo, what must still be done at the new Paterra store location?
- (A) Some products must be priced.
 - (B) Some areas must be painted.
 - (C) Some doors must be replaced.
 - (D) Some shelves must be delivered.

Questions 196-200 refer to the following article, invitation, and e-mail.

Survey: Consumers Prefer Physical Stores

A recent consumer survey has shown that 33% of respondents prefer to touch the products they intend to purchase. Moreover, 61% of those surveyed said they are likely to spend more when shopping at a brick-and-mortar store rather than at an online store.

These data, backed up by other consumer preference studies, are causing many merchants who generate all their revenue from online sales to open physical stores as a supplement to their online presence.

The advantage of a physical space is that it helps retail owners build brand loyalty. “In terms of convenience, nothing beats online,” says Marlene Fitzroy, who owns Toddles, a children’s store in Shelburn, and an online site, toddles.com. “But a

physical space fosters a sense of community that keeps local customers coming back and attracts new ones.”

Ms. Fitzroy, a frequent speaker at local business events, is not only a strong supporter and promoter of customer engagement; she also practices what she preaches.

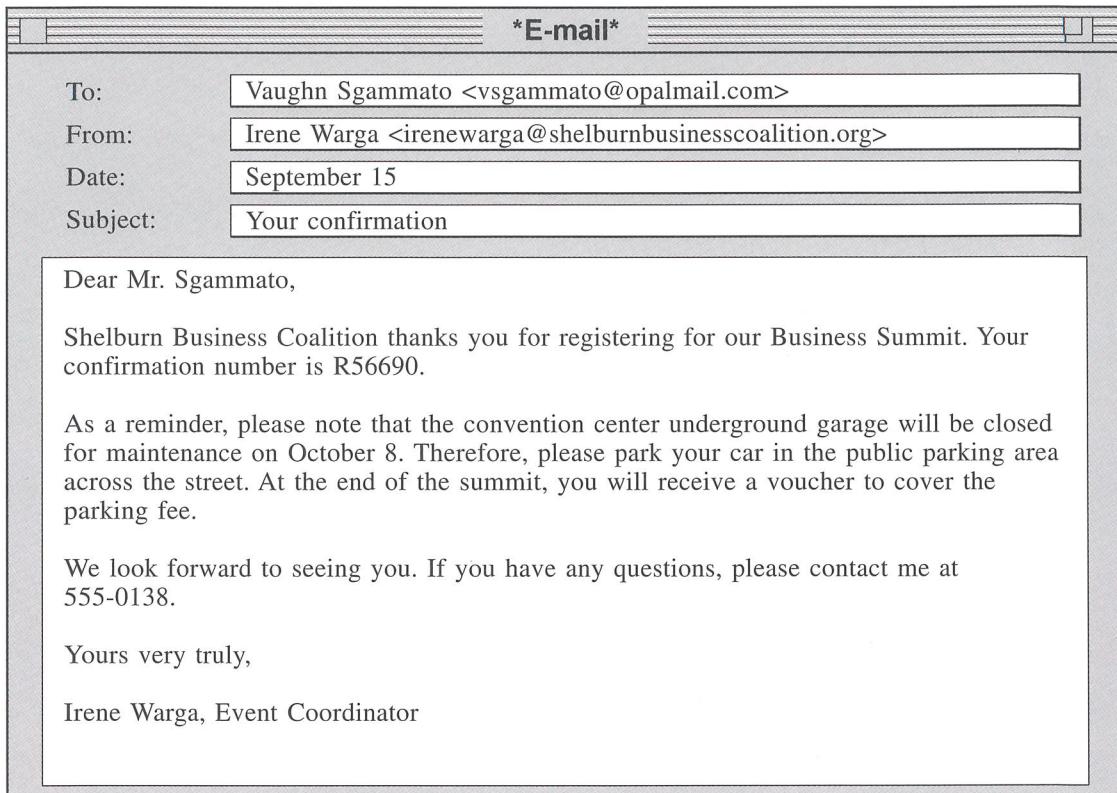
“Four times a year, we host a special sales event during which children can enjoy themselves with a variety of activities,” she said. “These events are a hit with both the children and their parents. And even if the parents don’t buy anything on such occasions, the next time they need a children’s toy, game, book, or puzzle, they’ll probably think of us.”

Shelburn Business Coalition (SBC)

Businesspeople from Shelburn and the surrounding area are invited to join us at the Shelburn Convention Center on October 8 for our annual Business Summit.

Our keynote speaker this year will be Mr. Hansraj Deshpande, founder and CEO of Wintereden Hoteliers. Other speakers, all local business owners, are Ms. Omodele Akindjo, Ms. Marlene Fitzroy, Mr. Jasper Klinkhamer, and Mr. Alvin Liu. Topics to be covered include building a strong workforce, establishing a line of credit, engaging with customers, and attracting venture capital.

By registering for this event, you will automatically be added to our e-mail list. Please visit our Web site, www.shelburnbusinesscoalition.org, for the full schedule.



196. According to the article, what action is being considered by many online sellers?
- (A) Redesigning their Web sites
(B) Increasing their advertising budgets
(C) Opening physical store locations
(D) Developing new lines of products
197. What does Ms. Fitzroy say she offers her customers?
- (A) A convenient place to shop
(B) Discounts on children's clothing
(C) An enjoyable shopping experience
(D) Special deals on toys
198. Who most likely will speak on the topic of engaging with customers?
- (A) Ms. Akindjo
(B) Ms. Fitzroy
(C) Mr. Deshpande
(D) Mr. Liu
199. What is most likely true about Mr. Sgammato?
- (A) He was added to a mailing list.
(B) He will be starting a business.
(C) He received a discount on his registration fee.
(D) He has never attended an SBC event before.
200. What is Mr. Sgammato expected to do upon arrival at a convention center?
- (A) Ask to see Ms. Warga
(B) Park his car across the street
(C) Obtain a confirmation number
(D) Pick up some conference material

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.