

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 order is estimated to arrive ----- November 15.
(A) by
(B) until
(C) at
(D) down
102. Please make sure that ----- personal belongings are safely stored out of sight.
(A) you
(B) yourself
(C) yours
(D) your
103. Be sure to fold all the clothes ----- before placing them in bags for customers.
(A) neatly
(B) deeply
(C) highly
(D) surely
104. Visitors should not take ----- while touring the restricted areas of the facility.
(A) photographic
(B) photographing
(C) photographs
(D) photographed
105. The new novel by mystery writer Meredith Delgado will be ----- in bookstores nationwide on July 9.
(A) regular
(B) available
(C) convenient
(D) completed
106. Cashiers should call for an ----- cashier when more than three customers are in line.
(A) addition
(B) additions
(C) additional
(D) additionally
107. Nga Ho, currently the sales manager for the southern division, will take on a new ----- within the Trang Media Group in February.
(A) view
(B) access
(C) role
(D) session
108. To prevent the sauce from scorching while being heated, stir it ----- with a wooden spoon.
(A) continues
(B) continue
(C) continuously
(D) continuous

109. Naito Travel Agency is ----- experienced guides to lead tours in Japan.
- (A) seeking
(B) spreading
(C) working
(D) focusing
110. ----- a mineral-rich spring was discovered nearby, Hotel Denzali became a popular tourist destination.
- (A) That
(B) After
(C) How
(D) Every
111. To save time, download your tickets to your mobile phone ----- arriving at the venue.
- (A) since
(B) before
(C) although
(D) without
112. Several companies have already ----- bids to paint logos on our delivery trucks.
- (A) submit
(B) submission
(C) submitted
(D) submitting
113. The jewel-toned fabrics featured in Norfolk Fashion's spring collection gave the ----- a luxurious look.
- (A) marks
(B) portions
(C) types
(D) garments
114. Please do not share your resident access code with ----- living in communities other than Arbor Hill Apartments.
- (A) anyone
(B) either
(C) most
(D) each
115. The social media specialist should always be looking for ways to make people more ----- of the Zintaman brand.
- (A) concise
(B) aware
(C) precious
(D) defined
116. All Tayton residents ----- their unwanted appliances at the public works facility for a small fee.
- (A) can discard
(B) have been discarded
(C) to be discarding
(D) discarding
117. Following numerous requests from customers, Manilla Lunchbox has ----- added vegetarian options to its menu.
- (A) extremely
(B) typically
(C) finally
(D) closely
118. Crutchfield Heating and Cooling installs gas, oil, and electric furnaces from the industry's ----- manufacturers.
- (A) leading
(B) leader
(C) leads
(D) leadership
119. To reduce stress and ----- productivity, Sciallo Corp. offers free lunchtime fitness classes to its employees.
- (A) distribute
(B) boost
(C) sweat
(D) tone
120. Yoshimi Fashion customers ----- a secure online shopping experience.
- (A) are guaranteed
(B) to guarantee
(C) guaranteeing
(D) having guaranteed

121. Using last year's record profits, Mr. Shakar was able to invest ----- a new grocery delivery service.
- (A) about
(B) near
(C) in
(D) of
122. Central Oregon Power must renew the ----- at least 30 days before the current one expires.
- (A) contractor
(B) contract
(C) contracting
(D) contracted
123. Please park on the west side of the building ----- parking spaces closer to the entrance can be used by customers.
- (A) instead of
(B) so that
(C) resulting from
(D) as if
124. The report was authored ----- by Chae-Won Sohn in the research department and by Ray Hahn, the head of marketing.
- (A) joint
(B) joints
(C) jointed
(D) jointly
125. The Teason Resort offers ----- activities for children and adults throughout the day.
- (A) capable
(B) dense
(C) absent
(D) numerous
126. Because the museum receives generous donations, it ----- raises the price of admission tickets.
- (A) nearly
(B) likely
(C) generally
(D) rarely
127. Global Data LLC will promote Hae-In Ahn to Chief Financial Officer ----- June 1.
- (A) effective
(B) effecting
(C) effected
(D) effect
128. The upcoming focus group will be an online meeting during ----- each participant can join via a videoconferencing program.
- (A) through
(B) there
(C) which
(D) who
129. Patricia Park developed a proprietary ----- for Sprayze, an all-organic cleaning compound.
- (A) menu
(B) formula
(C) article
(D) decision
130. Rayel Pharmaceutical provides a list of its ----- and their affiliations on its Web site.
- (A) research
(B) researching
(C) researched
(D) researchers

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: mnandy@gmantics.com
From: jblaire@blaireaccounting.ca
Re: AUTOMATIC REPLY
Date: 9 January, 10:34 AM

Hello, and thank you for contacting Blaire Accounting. I will be out of the office until 31 January.

I will respond to your message when I ----- . If you need ----- assistance, please contact Susan 131. 132. Lewis, my administrative assistant, at slewis@blaireaccounting.ca. You can ----- call her directly 133. at 416-555-0193. 134.

Jean Blaire, President

131. (A) recover
(B) return
(C) begin
(D) finish
132. (A) immediate
(B) immediately
(C) immediacy
(D) immediacies
133. (A) also
(B) lightly
(C) similarly
(D) again
134. (A) Ms. Blaire will be back in the office earlier than expected.
(B) Please come and see us if you ever find yourself in Toronto.
(C) It is essential to hire a competent payroll and tax accountant.
(D) Ms. Lewis is in the office on weekdays from 9 A.M. to 5 P.M.

Questions 135-138 refer to the following notice.

Attention customers of Metro Coffee:

We are excited to announce that we ----- a second Metro Coffee store! As you know, we recently
135.
expanded our offerings to include baked goods as well as coffee. As a result, our ----- has
136.
increased significantly. To keep up with demand, we decided that a second store was necessary.
----- . Our new space is substantially ----- but offers the same wide selection of items. Make
137.
138.
sure to stop by and check out our new location today!

135. (A) will open
(B) can open
(C) are opening
(D) have opened

138. (A) large
(B) larger
(C) largely
(D) largest

136. (A) debt
(B) payroll
(C) business
(D) investment

137. (A) Metro Coffee has been a part of the
community for nine years.
(B) We roast our coffee beans right here
on-site.
(C) Many people enjoy eating a pastry
while drinking a cup of coffee.
(D) It is located two miles away in the
historic district.

Questions 139-142 refer to the following memo.

To: All Ferrese Hotel Employees
From: Sergio Prieto, Hotel Manager
Date: Monday, July 4
Subject: Global Shipping Partners Conference

The Ferrese Hotel will be hosting the Global Shipping Partners Conference next week, from Tuesday to Sunday. ----- , management expects to see many more customers in the hotel's 139. restaurants and gift shops. ----- . I will be hiring temporary staff to ensure that ----- can meet 140. these increased demands. Please take the time to help them learn our ----- when they are 141. here. Doing so will ensure that all operations run smoothly while the conference is taking place.

139. (A) If not
(B) After all
(C) Therefore
(D) In the meantime

140. (A) Restaurant renovations are almost completed.
(B) Conference registration forms have been posted online.
(C) Applications will be reviewed later this week.
(D) The business center will also be busier than usual.

141. (A) it
(B) we
(C) both
(D) something

142. (A) lines
(B) steps
(C) names
(D) routines

Questions 143-146 refer to the following article.

DALLAS (July 28)—Zura Technology Solutions (ZTS) announced today that it has completed the ----- of an office building located at 425 Van Kirk Street here in Dallas. The building, most **143.** recently the headquarters of Brickhall Insurance, will serve as ZTS's ----- base of operations. **144.** The company's relocation from Fort Worth is expected to be complete by the end of the calendar year. ----- . “Our decision to acquire the building reflects ZTS’s ongoing commitment to the **145.** Dallas area and will enable us to better serve our customers, business partners, and stakeholders,” said Gloria Rubirosa, ZTS’s CEO. “From our new home in Dallas, we ----- to work hard to meet the needs of each and every one of our customers around the world.” **146.**

- 143.** (A) construction
(B) cleaning
(C) inspection
(D) purchase

- 146.** (A) continued
(B) continuing
(C) would have continued
(D) will continue

- 144.** (A) voluntary
(B) primary
(C) short-term
(D) occasional

- 145.** (A) ZTS’s leadership team sees the move as strategic.
(B) For example, it provides a range of services to small businesses.
(C) There are only a few available sites in the Main Street District.
(D) Over 15,000 people are employed by ZTS worldwide.

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following advertisement.

Zoya's Basket

12 Tilton Street, Tenafly, NJ 07670
www.zoyasbasket.com

Do you love all the products at Zoya's Basket? Here's a reason to love them even more! Sign up for our reward program and get up to 5% back on everything Zoya's offers! Use your cash rewards in the store or online.

- Vitamins and supplements
- Nut and seed butters
- Jams, jellies, and fruit spreads
- Whole grains and cereals
- Health and wellness products

We ship throughout New Jersey. Shipping is free with a minimum \$35 purchase. Please allow up to three days for delivery.

147. What is one purpose of the advertisement?
- (A) To announce a sale on discontinued products
(B) To ask consumers for feedback on their favorite items
(C) To encourage consumers to join a reward program
(D) To advertise a special offer on fresh fruits and vegetables

148. What is indicated about deliveries?
- (A) They require a signature.
(B) They arrive within three days.
(C) They are free with a coupon code.
(D) They must be scheduled at the time the order is placed.

Questions 149-150 refer to the following advertisement.

Grecian Terrace Hotel

Host your next business conference at our five-star hotel on the beautiful Messenian Gulf. Our facility has spacious meeting rooms overlooking the sea and the picturesque beach. The hotel is the perfect setting for a corporate retreat for your staff. Enjoy a team bonding experience while taking advantage of gourmet meals, great views, and first-rate entertainment.

Contact: Helena Samaras, Hospitality Manager
hsamaras@grecianterrace.com.gr
+30 2721 093365

- 149.** For whom is the advertisement most likely intended?
- (A) Residents of Kalamata
 - (B) Overseas visitors on holiday
 - (C) Corporate travel planners
 - (D) Local catering companies
- 150.** What is indicated about the Grecian Terrace Hotel?
- (A) It just renovated its dining room.
 - (B) It is under new management.
 - (C) It has several locations.
 - (D) It is near the seaside.

Questions 151-152 refer to the following report.

Cozile Slippers Social Media Report for December	
Metric	Results
Number of posts this month	8
For each post, average number of times the post was viewed	223,648
Average number of individuals who viewed each post	87,122
Average number of advertisements for Cozile Slippers per post	1
Average number of times a link to an advertisement in a post was clicked	24,015
Average total interactions per post (number of likes, shares, and comments)	674

Data for corporate internal use only

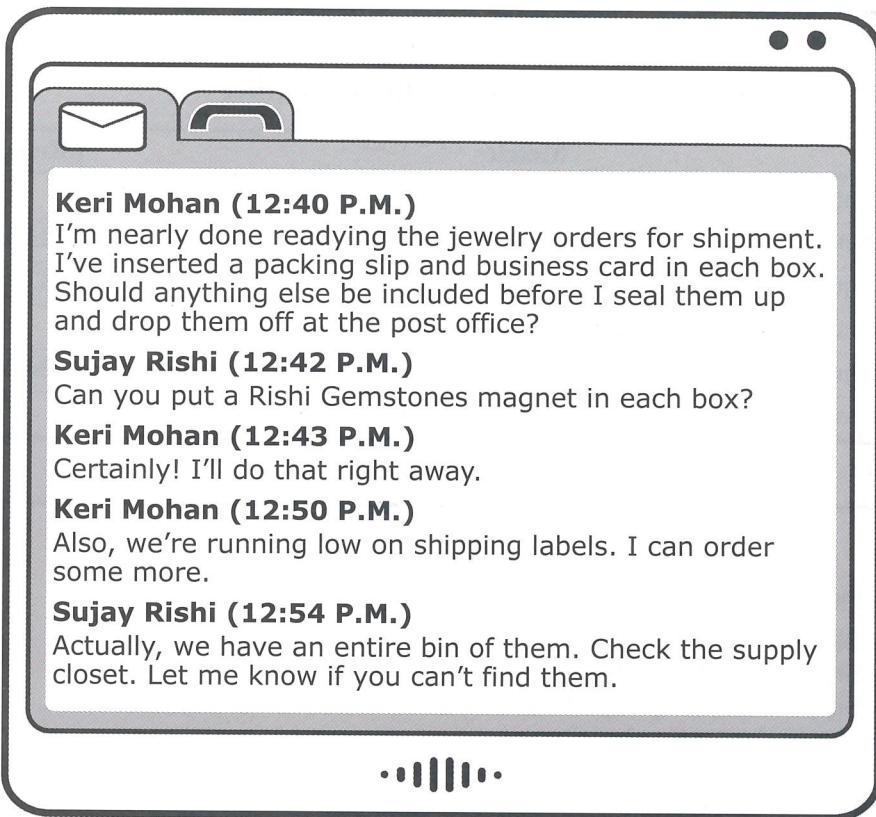
151. For whom is the report most likely intended?

- (A) Cozile Slippers' suppliers
- (B) Cozile Slippers' marketing team
- (C) Cozile Slippers' shipping department
- (D) Cozile Slippers' most loyal customers

152. What is indicated in the report?

- (A) Every post contained more than one advertisement for Cozile Slippers.
- (B) Most individuals commented on each post they viewed.
- (C) Each post was viewed by an average of about 87,000 individuals.
- (D) Few individuals viewed a post more than one time.

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



153. What does Ms. Mohan ask about?
- (A) What to include in some boxes
 - (B) When an order will be shipped
 - (C) How to safely package the jewelry
 - (D) Where the business cards are stored
154. At 12:54 P.M., what does Mr. Rishi most likely mean when he writes, "Actually, we have an entire bin of them"?
- (A) Ms. Mohan can give away the magnets.
 - (B) Ms. Mohan can reorganize the supply closet.
 - (C) Ms. Mohan should not order more labels.
 - (D) Ms. Mohan should not go to the post office.

Questions 155–157 refer to the following notice.

Twin Lakes

The best place to live in Tielersburg!

Please join the staff of Twin Lakes for our monthly resident information meeting.

Date and time: Tuesday, March 21, 7:00 P.M.–8:30 P.M.

Location: Community Center conference room (across the hall from the rental office)

Agenda items and presenters:

1. Property enhancements: overview of plans for fence repair and new landscaping in the pool area—Mr. Abgarian, groundskeeping and maintenance supervisor
2. Community garden: details for garden plot sign-up and annual biggest tomato contest—Ms. Kantor, events and activities coordinator
3. Water main work on Huron Street: progress update—Mr. Carter, Department of Public Works, City of Tielersburg
4. Utility rates: discussion about the rise in quarterly utility fees charged to Twin Lakes property management by the city—Mr. Underwood, general manager
5. New business: creation of Resident Advisory Board—Ms. Davis, leasing and resident relations manager
6. Questions and comments
7. Adjournment

155. What most likely is Twin Lakes?

- (A) A group of shops
- (B) A gardening center
- (C) An amusement park
- (D) A housing complex

156. What is Mr. Abgarian's role in the meeting?

- (A) To provide information about scheduled improvements
- (B) To explain details of an annual contest
- (C) To plan the repair of a broken water pipe
- (D) To set the fees people will pay

157. Who has job responsibilities outside of Twin Lakes?

- (A) Ms. Kantor
- (B) Mr. Carter
- (C) Mr. Underwood
- (D) Ms. Davis

Questions 158-160 refer to the following notice.

Lingate Chemical Corporation
Laboratory Safety Rules



The following is a partial list of rules you must follow while in the laboratory. Before beginning work in the lab, all workers are also required to read our most recent safety manual and complete our basic safety course. Please contact Mr. Kang if you need to complete these prerequisites.

- Wear mandatory lab coat, goggles, and footwear.
- Follow directions on posted signs in case of an accident.
- Know how to properly operate all safety equipment (fire extinguishers, eye wash stations, etc.).
- Know the location of all emergency exits.
- Refrain from eating or drinking in the laboratory.
- Report any unsafe conditions, accidents, or spills immediately to your supervisor.
- In an emergency, exit immediately, call emergency services, and then contact your supervisor.

- 158.** Who is the notice most likely intended for?
- (A) Students
(B) Employees
(C) Cleaning crews
(D) Emergency personnel
- 159.** Why would Mr. Kang be contacted?
- (A) To obtain safety equipment
(B) To report unsafe conditions
(C) To arrange to complete a course
(D) To submit revisions to the safety manual
- 160.** What is NOT a stated rule for working in the laboratory?
- (A) Goggles must be worn.
(B) Exits must remain open.
(C) Food must not be eaten.
(D) Accidents must be reported.

Questions 161–163 refer to the following e-mail.

To:	All staff
From:	Liza Chu, IT Department
Date:	June 8, 1:13 P.M.
Subject:	Network issues

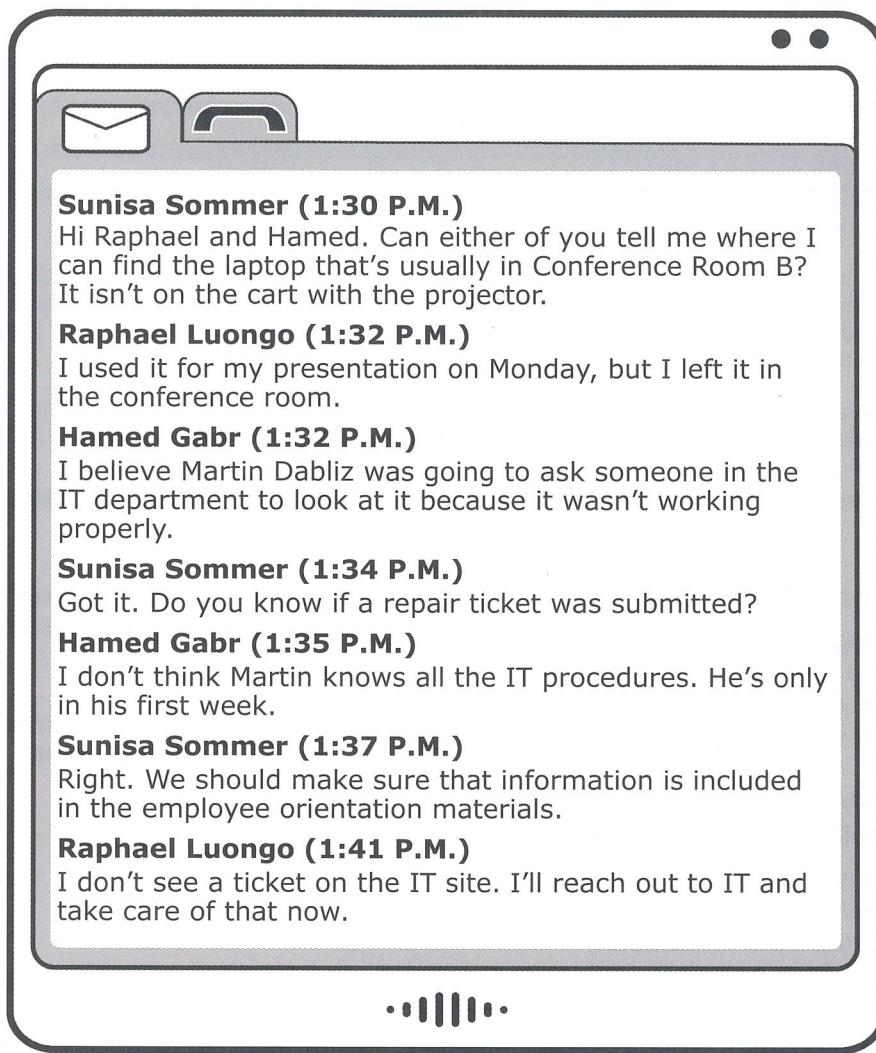
Good afternoon everyone. — [1] —.

At 10:00 this morning, the Information Technology team did some network maintenance, resulting in a series of issues across the building. — [2] —. We quickly received reports of printer malfunctions, missing network drives, difficulty loading e-mail messages, and other problems. — [3] —.

We have now stabilized the situation, but if you should still encounter these or similar issues, please attempt first to address them by restarting your computer. — [4] —.

- 161.** What is the e-mail about?
- (A) Scheduling a team meeting
(B) Setting up a new e-mail account
(C) Concerns about Web browsing security
(D) Problems with a computer network
- 162.** What probably happened before Ms. Chu sent the e-mail?
- (A) Employees requested assistance from the IT department.
(B) Log-on procedures for company accounts were changed.
(C) Computer equipment was removed from the building.
(D) Some staff members received new printers.
- 163.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “If you continue to have problems after doing so, then give us a call.”
- (A) [1]
(B) [2]
(C) [3]
(D) [4]

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



164. Why does Ms. Sommer message her colleagues?
- (A) To alert them that a projector is broken
 - (B) To ask where a computer has been put
 - (C) To request help creating a presentation
 - (D) To find out whether a conference room is available
165. At 1:34 P.M., what does Ms. Sommer most likely mean when she writes, “Got it”?
- (A) She found the repair ticket.
 - (B) She now has access to a Web site.
 - (C) She knows the correct procedure to follow.
 - (D) She understands what happened.
166. What is suggested about Mr. Dabliz?
- (A) He was recently hired.
 - (B) He is Mr. Gabr's supervisor.
 - (C) He is the chief technology officer.
 - (D) He was interviewed on Monday.
167. What will Mr. Luongo probably do next?
- (A) Revise a company policy
 - (B) Repair the laptop himself
 - (C) Contact the IT department
 - (D) Update the training materials

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

E-mail

To: Lindsey Galloway <lgalloway@sportsupplies.com>
From: Samuel Bains <samuelbains@exertreks.com>
Date: August 16
Subject: Exertreks boots for winter activities

Hello Ms. Galloway,

I am sorry I missed your call this morning. The answers to your questions are given below.

We here at Exertreks have recently completed the development of our Winter Hikers. Like our other models, they are waterproof, but the Winter Hikers are most appropriate for use in extreme cold. The boots are lined with a proprietary material that is highly effective at retaining body heat. They are also durable, light, and comfortable. For orders of 50 pairs or more of the Winter Hikers, the wholesale price per pair is \$65. The recommended retail price is \$89. We can deliver your order in two weeks.

Presale reviews of the boots by experts in outdoor sports have been enthusiastic. You can expect the Winter Hikers to be a big hit with your customers this year. I look forward to hearing from you soon to answer any other questions and to help you with your first order.

Sincerely,

Samuel Bains

168. What is implied in Mr. Bains's e-mail?
- (A) Ms. Galloway asked him to check on an order she recently placed.
 - (B) Ms. Galloway left a message for him asking for information.
 - (C) He asked Ms. Galloway to return a call he had made the day before.
 - (D) He and Ms. Galloway met earlier in the day.
169. What is NOT mentioned about the boots?
- (A) Their color
 - (B) Their weight
 - (C) Their durability
 - (D) Their warmth

170. The word "hit" in paragraph 3, line 2, is closest in meaning to
- (A) match
 - (B) arrival
 - (C) success
 - (D) request
171. What does Mr. Bains want Ms. Galloway to do?
- (A) Give the boots a good review online
 - (B) Contact him to arrange delivery of some boots
 - (C) Charge customers \$65 for each pair of boots
 - (D) Sell him insulation material to be used in the boots

Questions 172-175 refer to the following Web page.

<https://www.hurnhamhistoricalsociety.org/news>

Tuesday Evening Lecture Series

We are pleased to announce that our third annual lecture series will be hosted by the Hurnham Heritage Museum on Tuesday evenings over the next six weeks. — [1] —. Each guest speaker will focus on objects from the museum's permanent collection. — [2] —. The first lecture, on June 15 at 7:00 P.M., features Georgia Hinds, head curator of the Knowles Art Gallery. — [3] —. Ms. Hinds will use a writing desk, a chest, and a household table to discuss what furniture can reveal to us about the lives of the first Hurnham residents over 200 years ago.

The lecture series is open to the public and includes free admission to the Hurnham Heritage Museum. — [4] —. The Fasseller Café, next door to the museum, will stay open late on Tuesdays to accommodate lecture attendees and the general public.

Posted on June 8

[!\[\]\(3162acc54a9e52827eb76a0fef2fa2e2_img.jpg\)](#) [!\[\]\(f9640f02d06b604c50c1e3a558a31388_img.jpg\)](#) [!\[\]\(d9d98187a25260cd1316acead95958b1_img.jpg\)](#)

- 172.** What is true about the lecture series?
- (A) It highlights modern arts and crafts.
 - (B) It schedules events on a monthly basis.
 - (C) It is sponsored by local art galleries.
 - (D) It is being offered for the third year.
- 173.** Who owns the objects that Ms. Hinds will speak about?
- (A) The Hurnham Historical Society
 - (B) The Knowles Art Gallery
 - (C) The Hurnham Heritage Museum
 - (D) The Fasseller Café
- 174.** What is suggested about the town of Hurnham?
- (A) It was founded more than a hundred years ago.
 - (B) It has an aging population.
 - (C) It attracts many artists.
 - (D) It was a center for furniture production.

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

“These include items such as furniture, needlework, diaries, musical instruments, and clothing.”

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

Questions 176-180 refer to the following table of contents and book review.

Leadership: Essays on Being a Great Leader
Skymill Publishing
Joan Cristophe, Senior Editor

Table of Contents

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Beyond the Meeting Agenda: Leadership in Action Francisca Conde	2
Leadership Lessons from Local Business Xiaofeng Li	34
Think Small...Details Matter Ron Blake	51
Low-Tech Managers in Business T. Walker Prince	83
Future Leadership Models Roderick Muller	119

Book Review: *Leadership: Essays on Being a Great Leader*

As a businessperson, I am glad there is a publisher whose sole focus is on business. Skymill Publishing's latest book is a great one for leaders in all industries. Joan Cristophe has sought out some of the world's best minds to write essays for this book that will provide readers with some unique perspectives. In her own introduction, she argues that there is a greater need than ever before for more effective leaders in business.

Cristophe expertly arranges the essays in this collection so that the voices of each author complement one another. The essay by Xiaofeng Li is the perfect example of this. It is strategically sandwiched between Francisca Conde's essay on leadership in action and Ron Blake's essay on focusing on the details. Roderick Muller's essay is the sole disappointment. Surprisingly little new information or insight is offered on its pages, and the writing style is rather flat. Besides that, the collection is excellent, and readers with an interest in leadership in many different situations will find useful nuggets of wisdom and vision within.

- 176.** According to the table of contents, who is Ms. Cristophe?
- (A) The owner of Skymill Publishing
(B) A book editor
(C) A local business person
(D) An industry leader
- 177.** What is indicated about Skymill Publishing?
- (A) It recently won an award.
(B) It specializes in business books.
(C) It is currently hiring.
(D) It is releasing its first book.
- 178.** According to the book review, what is the topic of the book introduction?
- (A) The current need for strong business leadership
(B) Learning from famous business leaders
(C) Popular training programs in corporations
(D) Process improvements that work
- 179.** In the book review, the word “sole” in paragraph 2, line 5, is closest in meaning to
- (A) underlying
(B) entire
(C) only
(D) usual
- 180.** On what page does the essay with notably minimal new information begin?
- (A) Page 34
(B) Page 51
(C) Page 83
(D) Page 119

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

Tanyalog Industries Policy 4-02

The cafeteria (3rd floor) is open to all employees and guests from 8:00 A.M. to 2:30 P.M. Food from the cafeteria may be eaten there or brought on trays to the following conference rooms: Chestnut Room (1st floor), Burnside Room (2nd floor), Smith Room (3rd floor), and Danville Room (4th floor).

Using the rooms at lunchtime does not require a reservation. However, please do not enter the room if it is already occupied by staff members for a business meeting. The room schedule is displayed on a digital panel by the door of each conference room.

All food items and trash must be removed from the conference room after use. Bins are located directly outside each of the conference rooms.

No food or drink is allowed in the Essex Room (3rd floor) or the Martinelli Room (4th floor).

From:	Eugene Lasich
To:	All Expansion Committee Members
Subject:	Tanyalog Industries Expansion Meeting
Date:	September 10

Committee Members,

Please join me for the first meeting of the Expansion Committee on Monday, September 17. All attendees should arrive at the Martinelli Room at 10:00 A.M. Then, at 12:00 P.M., we will break for lunch and you can visit the cafeteria to receive a complimentary meal. Just show your visitor's badge at Window 4. All committee members should bring their trays to the conference room on the third floor right beside the cafeteria, where we will continue our meeting from 12:45 P.M. until 4:00 P.M.

Thank you. We look forward to your input at the meeting.

Eugene Lasich, Expansion Committee Chair
Tanyalog Industries

- 181.** According to the policy, what is shown on a digital panel?
- (A) The agenda for an upcoming meeting
 - (B) Rules for meeting room use
 - (C) Details about a room's availability
 - (D) Instructions for room devices
- 182.** What are conference room users asked to do before leaving a room?
- (A) Sign the attendance sheet
 - (B) Close the door
 - (C) Turn off the lights
 - (D) Clean up the space
- 183.** In the e-mail, the word “complimentary” in paragraph 1, line 4, is closest in meaning to
- (A) free
 - (B) healthy
 - (C) favorable
 - (D) balanced
- 184.** What should committee members do at Window 4 ?
- (A) Collect meeting materials
 - (B) Show proof of identification
 - (C) Submit their food orders
 - (D) Return their used trays
- 185.** Where will committee members most likely be at 1:00 P.M. ?
- (A) In the cafeteria
 - (B) In the Smith Room
 - (C) In the Essex Room
 - (D) In the Martinelli Room

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

Hiking Permits to Be Required for Upton Parks

UPTON (January 8)—Starting on May 25, hikers will be required to obtain a permit for each day they hike on certain trails in Upton parks. The designated trails include some of the most popular hiking spots in the area. The permits are free of charge and require only that hikers register online at www.uptonparks.org or at any Upton Parks Department office. Upon registering, hikers will receive a permit that they can print out or display on a mobile device.

The move is part of an effort to reduce foot traffic on the most used trails, but some hikers are concerned. “I might not be able to get a permit for my favorite trails if none are left when I want to go,” says Regina Faroni, an Upton parks hiker. “In addition, I often check the weather in the morning and then decide if it’s a good day to hike,” she says. Having to apply for a permit could prevent her from taking spontaneous hikes. “On the other hand, it would reduce the number of hikers on certain trails,” Faroni admits.

—EJ Harjo, *Upton Digest*

E-mail	
From:	Arlo Gomes < arlog@uptonhikingclub.org >
To:	Upton Parks Department < info@uptonparks.org >
Subject:	Hiking permits
Date:	January 22

To Whom It May Concern,

I read in the *Upton Digest* that hikers soon will be required to register for permits to hike on certain trails. As the organizer of the Upton Hiking Club, I would like more details on how this will affect our club. For example, is there a list of hiking trails that will require permits? I checked your Web site and could not find one.

Is it also the case that the number of permits issued will vary from trail to trail? About seventeen to twenty club members participate in our group hikes. I’m concerned that we may not get enough permits to hike together. Are there special considerations for large groups?

Finally, I am concerned that the permit requirement will not allow our club members to get together for a hike on the spur of the moment. We often will take an unplanned hike if we find that several members have a free day.

I hope you are able to respond soon, as we are already planning our spring and summer hikes.

Regards,

Arlo Gomes
Organizer, Upton Hiking Club

E-mail

From:	Upton Parks Department <info@uptonparks.org>
To:	Arlo Gomes <arlo@uptonhikingclub.org>
Subject:	RE: Hiking permits
Date:	January 23
Attachment:	Permit_Information_DRAFT

Hello, Mr. Gomes,

Thank you for your e-mail. I apologize that our Web site has not yet been updated with the information you were searching for and that the article in the *Upton Digest* was not clear. I have attached a proposed list of the twelve trails that will require permits and the number of permits that will be issued per day for each trail. The list will be finalized next month.

Permits can be reserved up to two weeks in advance, and the number of permits available for most trails is substantially higher than the number of Upton Hiking Club members who join your group hikes. Same-day permits can be obtained.

If you have not already done so, you can sign up on our Web site for our weekly newsletter. Doing so will ensure that you get advance notice of any updates to our policies.

Jenny Grieb, Public Relations, Upton Parks Department

- 186.** According to the article, why will permits be required for some trails?
- To raise money to maintain the parks
 - To encourage visitors to explore park activities other than hiking
 - To ensure the trails are not too crowded
 - To determine which trails are most frequently used
- 187.** Why did Mr. Gomes contact the Upton Parks Department?
- To request information
 - To obtain trail maps
 - To apply for a group permit
 - To discuss membership options
- 188.** What concern does Mr. Gomes share with the *Upton Digest* reader?
- Too many trails will require permits.
 - Last-minute permits may not be available.
 - It is expensive to get a hiking permit.
 - Overnight permits will be for groups only.
- 189.** How many permits will likely be offered for most trails?
- Fewer than twelve
 - Twelve to seventeen
 - Eighteen to twenty
 - More than twenty
- 190.** According to the second e-mail, what does the newsletter provide?
- Articles written by the Upton Hiking Club
 - Details about trail conditions
 - Information about policy changes
 - Access to additional permits

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

Your Move Vehicle Rental Company

Reservation Number: 15288242

Pickup Location: 2833 Centennial Rd., Muncie, IN 47303

Date and Time: October 31, 10:00 A.M.

Drop-off Location: Same as pickup

Date and Time: October 31, 6:30 P.M.

Vehicle Description: 5-meter moving van

If you need to change your reservation, you can do so via your online account until three days before your scheduled pickup. After that point, contact customer support at reservations@yourmove.com. Please include your reservation number in the e-mail subject.

To:	reservations@yourmove.com
From:	selina_os@chestnutmail.com
Date:	October 29
Subject:	Reservation 15288242

Hello,

I reserved a moving van online and was given an estimated price of \$150. However, I mistakenly listed the same location for both pickup and drop-off. I'd like to know if there is a drop-off location closer to my destination in Cumberland. If so, can you please help me update the reservation?

Sincerely,

Selina Osman

E-Mail Message

To: selina_os@chestnutmail.com
From: reservations@yourmove.com
Date: October 30
Subject: RE: Reservation 15288242

Dear Ms. Osman,

We have a rental office just outside Indianapolis, about a ten-minute drive from Cumberland. If that is the drop-off location, you would have about 90 kilometers of driving from the starting point in Muncie. Based on this, we have updated your price estimate as follows.

Rental: 5-meter moving van for 1 day = \$39.99

Rental: wheeled furniture cart = \$6.99

Rental: furniture pads (set of 12) = \$9.99

Distance: \$1.05 per kilometer = \$94.50 (90 kilometers estimated)

Vehicle damage insurance = \$19.99

Total = \$171.46

Please note that this total does not include taxes. The final price may vary based on the actual distance driven and will be calculated once the vehicle is returned to the drop-off location. Until that time, your credit card on file will be charged for the rental equipment only.

Sincerely,

Alistair Muhn
Your Move Vehicle Rental Company

191. When will a vehicle be rented?
- (A) On October 28
 - (B) On October 29
 - (C) On October 30
 - (D) On October 31
192. What can be concluded about Ms. Osman?
- (A) She has used the same rental company previously.
 - (B) She has been planning a move for a long time.
 - (C) She did not read the rental agreement carefully.
 - (D) She was unable to change her reservation online.
193. Who is Mr. Muhn?
- (A) A furniture mover
 - (B) A vehicle insurance agent
 - (C) A reservation agent
 - (D) A storage facility manager
194. What is indicated about a furniture cart?
- (A) It costs \$6.99 per day to rent.
 - (B) It does not have to be returned.
 - (C) It folds up for easy transport.
 - (D) It is part of a set.
195. What is true about the new cost estimate?
- (A) It is higher than the original estimate.
 - (B) It must be paid in full immediately.
 - (C) It includes the cost of fuel.
 - (D) It expires in three days.

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

E-mail

To:	Soon-Yee Kim
From:	Frank Zubiri
Date:	February 12
Subject:	Welcome

Dear Ms. Kim,

Welcome to Jacobi Technologies' sales team! Your first day is Monday, February 28. Please arrive at the Green Building, 1 Jacobi Circle, Naperville, at 9 A.M. Your team supervisor, Sophia Holland, will lead you through your first day. Here is an outline of what to expect.

1. Sign your employment contract and receive an ID badge.
2. Visit your assigned cubicle on the fourth floor of the Yellow Building.
3. Attend a luncheon with members of your team in the Yellow Building conference room.
4. Join other new hires for a guided tour of the campus. Look for an e-mail about this within a few days.

Best regards,

Frank Zubiri
Senior Director, Human Resources

E-mail

To:	New Hires Distribution List
From:	Toru Hada
Date:	February 15
Subject:	Campus Tour Dates

The next tour dates are February 21 and 28 and March 7 and 14. To sign up, simply reply to this e-mail with your full name and the date corresponding to your start day. Tours begin at 3:00 P.M. and last about an hour. Please meet me in the Blue Building lobby a few minutes before 3:00 P.M. Note that the Blue Building is on Jacobi Circle between the Green and Yellow Buildings. The tour will include stops at the labs, our sustainable power plant, and all employee amenities.

Should you have any questions about your start day, the tour, or any of the employee onboarding materials, please do not hesitate to contact me.

<https://www.jacobitechnologies.com/about>

Jacobi Technologies develops, manufactures, and sells advanced microprocessors that power smart TVs, laptop computers, and other electronic devices. The company has more than 8,000 employees in Naperville, Illinois, and another 4,000 in Providence, Rhode Island.

Jacobi Technologies acquired its 900-acre Naperville property in 1950. Since then, the company has invested more than \$3 billion in constructing ten Earth-friendly buildings and a sustainable infrastructure, including a waste-to-energy power plant. In addition to state-of-the-art research labs and production facilities, the campus boasts special amenities for workers, including two cafés, a gym, outdoor basketball and tennis courts, and a childcare center.

196. According to the first e-mail, what is one thing that Ms. Kim will do on her first day at work?
- (A) Learn to use some company software
(B) Watch a video for new hires
(C) Eat a meal with her team
(D) Receive a laptop computer
197. Who most likely is Mr. Hada?
- (A) A human resources staff member
(B) A sales team leader
(C) A technology expert
(D) A café worker
198. Where will Ms. Kim most likely be at 3 P.M. on February 28?
- (A) In her cubicle in the Yellow Building
(B) In the lobby of the Blue Building
(C) In the Yellow Building conference room
(D) In Ms. Holland's office
199. What is suggested about guided tours at Jacobi Technologies?
- (A) They are open to both employees and nonemployees.
(B) They stop at both indoor sites and outdoor sites.
(C) They last approximately two hours.
(D) They include a brief talk by a researcher.
200. According to the Web page, what is true about Jacobi Technologies?
- (A) It will soon open a childcare facility.
(B) It acquired the Naperville property ten years ago.
(C) It charges employees a fee to use the company gym.
(D) It operates more than one campus.

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.