

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. Passengers must keep ----- boarding passes and luggage with them at all times.
(A) their
(B) his
(C) my
(D) our
102. The company's policy allows business travel by ----- train and airplane.
(A) both
(B) either
(C) further
(D) hardly
103. The production technicians are ----- for maintaining our factory equipment.
(A) responsibly
(B) responsible
(C) responsibility
(D) responsibilities
104. The team found Ms. Dietrich's advice on managing office staff to be especially -----.
(A) helpful
(B) thankful
(C) regular
(D) extra
105. The film crew ----- in Namibia earlier this week to prepare for the promotional tourism campaign.
(A) to arrive
(B) having arrived
(C) arrived
(D) arriving
106. The committee expects to be finished with the negotiations ----- 4:00 P.M.
(A) over
(B) until
(C) on
(D) by
107. United Medical Board is an ----- panel of physicians that makes recommendations for hospital improvements.
(A) expertise
(B) expert
(C) expertness
(D) expertly
108. Digital payments are ----- accepted at all Southern Coach bus stations.
(A) tightly
(B) far
(C) after
(D) now

109. The fund-raising event for the library was successful, ----- the author's reading was canceled.
- (A) seldom
(B) though
(C) rarely
(D) secondly
110. To ----- the status of your delivery, select the Track Order option in the drop-down menu.
- (A) place
(B) want
(C) check
(D) look
111. Our project-based mentoring approach enables executives with limited time ----- junior staff.
- (A) to counsel
(B) should counsel
(C) counseling
(D) counseled
112. Mr. Yerkes is updating our quarterly sales ----- after receiving the final report from the Boston office.
- (A) measures
(B) grounds
(C) instructions
(D) figures
113. ----- up your desk with beautiful paper products from Norimi Stationery.
- (A) Brightens
(B) Brighten
(C) Brightened
(D) Brightening
114. Ultitemp, an application that allows users to ----- room temperature remotely, is currently available only in Asia.
- (A) control
(B) impose
(C) announce
(D) encourage
115. ----- the cost of travel, the cost of attending the conference is reasonable.
- (A) Along
(B) Even if
(C) Aside from
(D) Because
116. Customers are ----- anticipating the latest model pickup truck from Askio Automobiles.
- (A) eagerly
(B) sharply
(C) voluntarily
(D) rapidly
117. Once you have Mr. Garcia's -----, please post the job listing to the usual Web sites.
- (A) approve
(B) approves
(C) approval
(D) approving
118. Dabby's Restaurant broadened its customer base by making ----- changes to its menu.
- (A) extensive
(B) precious
(C) commercial
(D) accurate
119. The redesigned intersection ----- shortens the street-crossing distance for pedestrians, making it safer.
- (A) effectively
(B) effects
(C) effective
(D) effected
120. Workshop attendees are asked to ----- from asking questions until the end of the formal presentation.
- (A) refrain
(B) forbid
(C) retreat
(D) hesitate

121. The Tamano Foundation accepts grant ----- related to a wide range of scientific research.
- (A) proposes
(B) proposed
(C) proposals
(D) proposing
122. Gateway Electronics will cancel any orders that have not been picked up ----- five days.
- (A) about
(B) during
(C) within
(D) from
123. ----- who arrives at the company parking garage after 10:00 A.M. must contact security for an access code.
- (A) Each
(B) Those
(C) Everything
(D) Anyone
124. To get to the conference room, turn left ----- after passing the employee cafeteria.
- (A) immediately
(B) recently
(C) originally
(D) lately
125. The wellness ----- at Trayer Media Group directly led to greater employee satisfaction with the company.
- (A) initiate
(B) initiator
(C) initiated
(D) initiative
126. We will keep producing our signature shoe designs ----- there is demand for them.
- (A) or else
(B) as long as
(C) as well as
(D) in between
127. Regular applications of fertilizer improve seedling health and ----- enhance the growth of leafy vegetables.
- (A) drama
(B) dramatic
(C) dramatically
(D) dramatize
128. Wantner Manufacturing received this year's Top Employer Award in ----- of its people-centered workplace environment.
- (A) service
(B) accordance
(C) recognition
(D) dedication
129. The editor noted some ----- content and marked the text to be deleted.
- (A) repetition
(B) repetitious
(C) repetitiously
(D) repetitiousness
130. Bay City Zoo members get ----- access to members-only activities, such as after-hours guided tours.
- (A) exclusive
(B) unknown
(C) creative
(D) previous

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: Naomi Richter <naomirichter@mailcurrent.com>
From: Watanu Sakamoto <wsakamoto@RHNimports.com>
Date: 23 November
Subject: Follow-up
Attachment: Logistics coordinator description

Dear Ms. Richter,

Thank you for coming to our office to interview for the assistant import manager position last week. We were impressed with your credentials and enthusiasm. ----- we are moving ahead **131.** with another candidate, we would like to offer you a different position that just became available: logistics coordinator.

----- . The attached document contains the detailed job description and pay rate. This **132.** **133.** has not yet been posted publicly. If you are -----, please let me know by the end of this week. **134.**

Sincerely,

Watanu Sakamoto
Human Resource Manager, RHN Imports

TEST 7

131. (A) Rather
(B) Although
(C) Similarly
(D) Consequently
132. (A) There are several other internal applicants.
(B) Unfortunately, the position is no longer available.
(C) My assistant will schedule your second interview.
(D) Your experience and skill set make you a great fit.
133. (A) opportunity
(B) authorization
(C) application
(D) capacity
134. (A) interest
(B) interests
(C) interested
(D) interesting

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Questions 135-138 refer to the following notice.

The Oakville Horticulture Club ----- a plant sale on Saturday, 9 September. The sale will be held
135.
from 9:00 A.M. to 4:00 P.M. at the Oakville Community Centre at 478 Hill Avenue. There will be
great deals on hanging baskets, grasses, and herbs. ----- . We ----- have a delicious selection
136. 137.
of fruits and vegetables available for purchase. Enjoy live talks and demonstrations
----- the day. For more information, visit the Oakville Horticulture Web site:
138.
www.oakvillehorticultureclub.co.uk/events.

135. (A) host
(B) hosted
(C) is hosting
(D) has hosted

136. (A) Come early to get the best selection.
(B) Plants help make your home beautiful.
(C) Join the club for a discount on local
garden tours.
(D) The community center was just
renovated.

137. (A) later
(B) also
(C) nearly
(D) merely

138. (A) within
(B) forward
(C) following
(D) throughout

Questions 139-142 refer to the following letter.

July 2

Dear Mr. Arakaki:

I am writing to inform you of scheduled road maintenance on Briggs Avenue. Beginning on July 15, Briggs Avenue ----- reduced to one lane from Elm Street to Bay Road. ----- . Although your ----- is not located in this section of Briggs Avenue, traffic on most of the street will move ----- . more slowly than usual while work is being performed. You may ----- consider advising your employees to take alternate routes to work during this time. The project is expected to be completed on or before October 22. Thank you for your cooperation and assistance.

Sincerely,

Amalia Villalobos
Director of Transportation
Enclosure

139. (A) was
(B) will be
(C) can be
(D) has been

140. (A) Briggs Avenue is only two miles away.
(B) The event will take place on Elm Street.
(C) Please refer to the enclosed map of the affected area.
(D) However, all city services will close during this time.

141. (A) mailbox
(B) school
(C) signage
(D) business

142. (A) fortunately
(B) instead
(C) likewise
(D) therefore

Questions 143-146 refer to the following article.

Franklin Planetarium to Move Downtown

(June 3)—After 48 years in its present location on Mayfield's south side, the Franklin Planetarium is moving to a new home. Construction is underway on the downtown facility, part of a complex that includes the new Natural History Museum. Both ----- are expected to open to the public next **143.** September.

The current planetarium's main attraction is a 300-seat theater, where visitors can view projections of stars and planets on the dome above. ----- a larger theater, the new planetarium **144.** will feature an upgraded digital projection system. ----- . Visitors will be able ----- the night sky **145.** more clearly and explore other planets and galaxies through new, interactive displays. **146.**

- 143.** (A) trails
(B) buildings
(C) campuses
(D) performances

- 146.** (A) to see
(B) will see
(C) who saw
(D) by seeing

- 144.** (A) In addition to
(B) In particular
(C) In agreement with
(D) For instance

- 145.** (A) There are currently three other museums in the Mayfield area.
(B) Attendance at the planetarium has been up in recent years.
(C) Planning for the new planetarium began five years ago.
(D) There will be room for three short-term exhibits as well.

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 notice.

NOTICE

As part of our routine maintenance of Selino Apartments, all public areas of our building will be painted according to the following schedule:

- Stairwells, first and second floors: 12 April
- Hallways, first and second floors: 13 April
- Stairwells, third and fourth floors: 14 April
- Hallways, third and fourth floors: 15 April

The elevators will be available during this time. Please use caution, and do not touch any wet paint.

Management, Selino Apartments

147. For whom is the notice most likely intended?

- (A) Painting contractors
- (B) Elevator repair workers
- (C) Graphic artists
- (D) Apartment residents

148. When will work on the stairwells of all floors most likely be completed?

- (A) On April 12
- (B) On April 13
- (C) On April 14
- (D) On April 15

Questions 149-150 refer to the following coupon.

Jin-Hwa Grill

Serving the finest Korean cuisine in northern California for over 30 years

Come celebrate the reopening of our newly remodeled restaurant on Lakeside Drive! Purchase any two dinners and enjoy a complimentary appetizer platter during the entire month of May.

Valid only at Jin-Hwa Grill, 4104 Lakeside Drive, Oakland, CA. Coupon does not apply to takeout orders. Visit www.jin-hwagrill.com for a list of all our locations, hours of operation, and menus.

- 149.** How can people receive the benefit from the coupon?
- (A) By placing a takeout order
 - (B) By spending a minimum amount of money
 - (C) By ordering two meals
 - (D) By attending the opening day celebration
- 150.** What is mentioned about Jin-Hwa Grill?
- (A) It is celebrating an anniversary.
 - (B) It has more than one location.
 - (C) It recently began serving Korean food.
 - (D) It has expanded its hours of operation.

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

To:	Bindu Gil <bgil@opalmail.com>
From:	Neela Balay <n_balay@celebrate.com>
Date:	June 18
Subject:	Follow-up

Dear Ms. Gil,

Regarding our telephone conversation earlier today, here in writing is the change I would like to make to Saturday's delivery.

I am requesting that you now deliver the flowers to the Grand Dining Room at the Kaltan Hotel instead of the Saji Banquet Hall. I apologize for this last-minute switch, but the banquet hall manager contacted me just last night to inform me about an electrical system malfunction that will require a weekend repair. Since the office party I am planning cannot be postponed, I have had to reserve this other venue.

I would appreciate receiving the delivery by 4:00 P.M.

Best regards,

Neela Balay

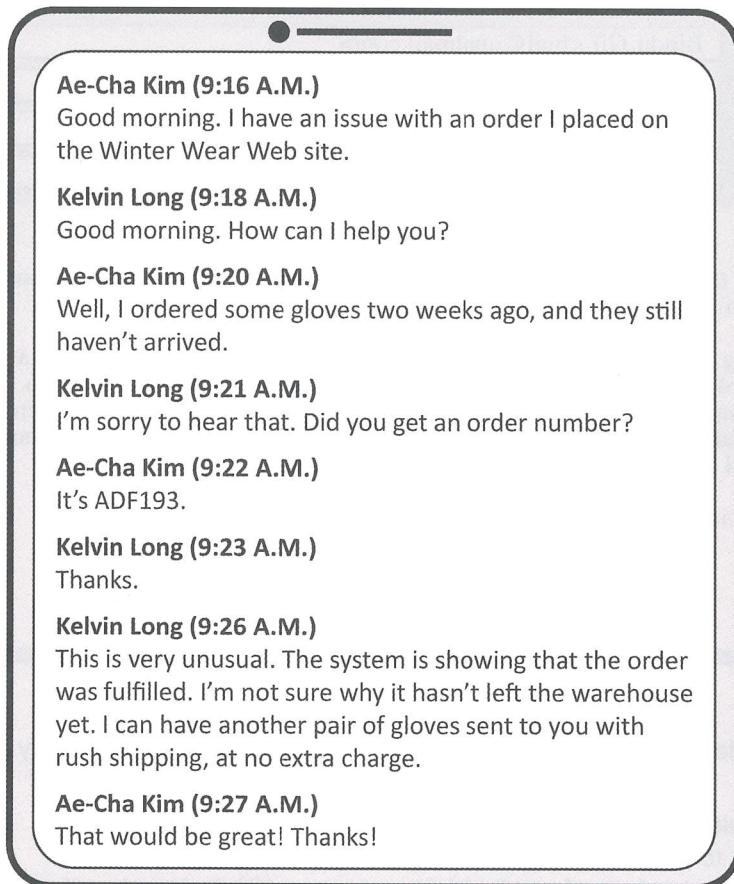
151. Why did Ms. Balay send an e-mail to Ms. Gil?

- (A) To reschedule a weekend business trip
- (B) To invite her to an office party
- (C) To request the services of an electrician
- (D) To confirm some spoken instructions

152. What does Ms. Balay expect to receive on Saturday afternoon?

- (A) Flowers
- (B) Tickets
- (C) A signed contract
- (D) An updated cost estimate

Questions 153-154 refer to the following online chat discussion.



- 153.** What problem does Ms. Kim have?
- (A) She received the wrong order.
 - (B) Her order has not arrived.
 - (C) An item was damaged in transport.
 - (D) An item is missing from her order.
- 154.** At 9:26 A.M., what does Mr. Long most likely mean when he writes, "This is very unusual"?
- (A) He is frustrated by the slow computer system.
 - (B) He is sorry about taking so long to answer Ms. Kim's question.
 - (C) He is surprised about the warehouse issue.
 - (D) He is confused about which style of gloves was ordered.

Questions 155–157 refer to the following e-mail.

To:	Jessica Yu <jyu@myemail.com>
From:	Customer Service <cs@velascobank.com>
Date:	July 15
Subject:	Customer account security

Dear Ms. Yu,

For security reasons we need our customers to review their contact information with Velasco Bank every year. — [1] —. This year, the deadline to review your contact information is July 29. — [2] —. You may check your information on our Web site at www.velascobank.com, or you can do so on the Velasco Bank mobile app. Simply log in to your digital banking account, go to “Settings,” and then go to “Contact.” — [3] —. Review your phone number and e-mail address to make sure they are both up-to-date. Then select them as your primary contact methods. If you are not yet enrolled in digital banking, we recommend doing so online at www.velascobank.com/myaccount.

— [4] —. If you have any questions, please visit any of our branches or call us at 410-555-0156 Monday through Friday, 7:00 A.M. to 5:00 P.M.

Thank you,

Velasco Bank Customer Service

155. What is the purpose of the e-mail?
- (A) To inquire about an account closure
 - (B) To inform customers of a change in banking hours
 - (C) To ask a customer to confirm personal data
 - (D) To provide information about a bank deposit
156. According to the e-mail, what should a customer do to register for digital banking?
- (A) Go to the bank’s Web site
 - (B) Contact a customer service representative
 - (C) Visit a local bank branch
 - (D) Install a mobile app
157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
“This can be done in one of two ways.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 158-160 refer to the following brochure.

Sumner Woodcrafting

Sumner Woodcrafting of Memphis, Tennessee, was established nearly 45 years ago by Kiran Sumner, with the goal of providing personalized service to customers seeking high-quality, handmade furniture. Now semiretired, Mr. Sumner still takes orders and responds to questions himself through the company's customer-service telephone line at 901-555-0185 on Thursdays and Fridays. Sumner Woodcrafting offers a wide selection of custom-made bedroom sets, tables, desks, cabinetry, and more—all made from high-quality solid woods.

Prices for handcrafted furniture are naturally higher than for furniture that is mass-produced in a factory. Because our master crafters do exceptionally fine work, our customers never regret spending a bit more for pieces built to last for generations.

Note that it can take up to two months to create a piece of furniture once it is ordered. Delivery fees are based on distance from our workshop. Unpacking and placing the item is available for an additional \$50.

For photos of our workshop, artisan biographies, customer reviews, and ordering information, please visit us online at www.sumnerwoodcrafting.com.

- 158.** What is mentioned about Sumner Woodcrafting?
- (A) Its prices are highly competitive.
 - (B) It offers free delivery in Memphis.
 - (C) Its founder handles telephone inquiries.
 - (D) It allows customers to tour its workshop.
- 159.** The word “fine” in paragraph 2, line 2, is closest in meaning to
- (A) small
 - (B) sharp
 - (C) skillful
 - (D) agreeable
- 160.** What is suggested about Sumner Woodcrafting’s products?
- (A) They are extremely long-lasting.
 - (B) They contain both natural and human-made materials.
 - (C) They often require assembly after delivery.
 - (D) They are usually ordered for offices.

Questions 161–163 refer to the following article.

COLLINSVALE (28 March)—Over the last decade, instability in the pricing of raw materials has become the biggest concern for manufacturers. The issue now surpasses recruitment and technology, which had previously been ranked by businesses as the top two concerns respectively.

The reasons are not difficult to understand. For electronics manufacturers, materials typically represent 20 percent of all expenses, while makers of processed food can spend anywhere between 40 and 60 percent on materials. Thus, even a 10 percent rise in the cost of sugar can dramatically affect a factory's bottom line. Companies that can predict rising costs may be able to temper the effects of market volatility, but even the best forecasting cannot anticipate every change in the marketplace.

- 161.** What is the article mainly about?
- (A) An improvement in manufacturing methods
 - (B) A recent shift in consumer preferences
 - (C) The introduction of environmental regulations
 - (D) The changes in costs faced by producers
- 162.** Why does the writer mention electronics manufacturers?
- (A) To illustrate innovation over ten years
 - (B) To show the impact of global trade
 - (C) To explain recent staffing difficulties
 - (D) To make a comparison between industries
- 163.** The word “temper” in paragraph 2, line 9, is closest in meaning to
- (A) set
 - (B) toughen
 - (C) moderate
 - (D) combine

Questions 164-167 refer to the following announcement.

The Lowenstein Bookstore in Mission Bay invites you to this month's book discussion featuring author Hilda Flores. The event will be held on Thursday, April 10, from 7:00 P.M. to 8:30 P.M. Ms. Flores will talk about her new novel, *Grinding the Gears*. — [1] —. The latest adventure in the popular Inspector Svensson series, *Grinding the Gears* finds the beloved inspector investigating strange equipment malfunctions at a national physics research laboratory. — [2] —.

Ms. Flores will discuss the background research she performed while writing the book. — [3] —. A question and answer session will follow the presentation. The event is free for all to attend. — [4] —. The bookstore requires that attendees register at least one day in advance.

164. What is being announced?

- (A) The opening of a new bookstore
- (B) A presentation by a book author
- (C) A book describing a research project
- (D) An upcoming movie based on a book

165. What type of book is *Grinding the Gears* ?

- (A) A nonfiction story
- (B) A biography of a scientist
- (C) A collection of short stories
- (D) A mystery novel

166. What is indicated about registration?

- (A) It closes on April 9.
- (B) It requires payment of a fee.
- (C) It is optional but encouraged.
- (D) It cannot be completed online.

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

"Part of her fact-finding involved interviewing government scientists."

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

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

E-mail

To:	Customer Service <customerservice@kishintech.com>
From:	Dmytro Petrov <d.petrov@silkmail.com>
Date:	November 5
Subject:	Assistance with Kishin XT20 digital recorder

To Whom It May Concern:

I purchased the Kishin XT20 digital recorder to record several days' worth of conference presentations. Now, after my first day at the event, I am trying to transfer the audio files to my laptop, but I am not having any luck. I have followed all the instructions in the user manual as well as the tips found in the FAQ section of the product's Web page. I have even tried alternative cords and the laptops in the hotel's business center, so I do not believe computer hardware to be the issue.

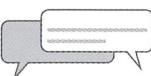
I am supposed to cover the remaining two days of this conference for work. My business partners expect me to return with as much information as I can. The Kishin XT20 digital recorder is of no use to me if I cannot properly share the files. Can you please help?

Best regards,

Dmytro Petrov

168. What problem does Mr. Petrov have with his device?
- (A) He cannot move audio files to his computer.
 - (B) He dislikes its appearance.
 - (C) He is unable to rename the files.
 - (D) He is unsatisfied with the sound quality.
169. Why does Mr. Petrov mention a Web page?
- (A) To suggest that an image is misleading
 - (B) To explain that he obtained additional information
 - (C) To recommend changing a product description
 - (D) To inquire about compatible accessories
170. The word "cover" in paragraph 2, line 1, is closest in meaning to
- (A) protect
 - (B) contain
 - (C) extend over
 - (D) report on
171. What is true about Mr. Petrov?
- (A) He volunteered to try some equipment.
 - (B) He is currently traveling with his business partners.
 - (C) He will share conference material with his colleagues.
 - (D) He will soon receive a new laptop from his company.

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



Kristin Burton (8:16 A.M.)

This is my first time posting on this small-business forum. Has anyone here experienced problems when ordering one of Atlara's credit card readers?

Marcos Menke (9:04 A.M.)

Are you referring to the little unit that attaches to your mobile phone or the larger, stand-alone tablet model?

Kristin Burton (9:30 A.M.)

The phone unit. I started an online shop using the Atlara Web hosting service and added pictures of the necklaces and rings I create. But most of my sales are still in person. So I just need a way to accept in-person payments when I'm out at fairs or markets.

Marcos Menke (10:19 A.M.)

Just go to www.atlara.com/pos/hardware and add what you want to your cart.

Kristin Burton (11:21 A.M.)

That's the problem. The system won't let me order it. I get the error message "Your account cannot be verified."

Suzanne Shroer (11:42 A.M.)

I think I know. You have to upload scans of your business registration, a government photo ID, and a statement from your business bank account.

Kristin Burton (12:23 P.M.)

I already did all that, and I still got the error message.

Suzanne Shroer (12:33 P.M.)

If that is the case, try logging back in and following the process again.

Cindy Acosta (1:05 P.M.)

You probably need to call the support line. I found them to be very helpful with my issues a few months ago.

Kristin Burton (1:10 P.M.)

I've spoken with three people already.

- 172.** What does Mr. Menke ask Ms. Burton to clarify?
- (A) The type of device she is trying to buy
 - (B) The experience she had with a Web site
 - (C) The way she charges her mobile phone
 - (D) The amount she was charged for a service
- 173.** What does Ms. Burton sell?
- (A) Art supplies
 - (B) Board games
 - (C) Jewelry
 - (D) Furniture
- 174.** What does Ms. Shroer suggest?
- (A) Filling out a service request
 - (B) Adjusting a card reader's settings
 - (C) Submitting some documentation
 - (D) Creating a separate business account
- 175.** At 1:10 P.M., what does Ms. Burton most likely mean when she writes, "I've spoken with three people already"?
- (A) She is impressed with a company's response.
 - (B) She has previously called the support line.
 - (C) She has thoroughly researched some specifications.
 - (D) She has confirmed that the product was shipped.

Questions 176-180 refer to the following Web page and e-mail.

<https://www.sunnywelcomehotel.co.in>

At the Sunny Welcome Hotel in Kolkata, we work hard to ensure that you enjoy your stay.

Please note:

- Each room has a coffeemaker and complimentary coffee and tea. Guests may purchase snacks and other beverages in the vending areas located on each floor.
- Guests with small children may request a rollaway bed or crib for their rooms for no additional charge.
- The business center is open from 9:00 A.M. to 5:00 P.M. each day.
- The swimming pool and children's playground are open during daylight hours. Children must always be supervised by an adult.
- A deposit is necessary to guarantee a room reservation. The deposit will only be refunded if the reservation is cancelled or changed more than 24 hours prior to arrival.
- Guests may check in as early as 2:00 P.M. Checkout after noon on the day of departure is subject to an additional charge.
- Guests are required to present a passport or driver's license at the time of check-in.
- We offer free shuttle service to the airport. Guests can make arrangements at the front desk.
- Our reception desk is staffed 24 hours a day.

To: generalmanager@sunnywelcomehotel.co.in
From: samuelramon@myemail.co.uk
Date: 13 May
Subject: Reservation number EX52417

Hello,

My family and I were very comfortable in the family suite at the Sunny Welcome Hotel in Kolkata last year, and we were looking forward to returning this year for a week starting on 17 April. Unfortunately, we suddenly had to postpone our trip until June, so I called the hotel on the morning of 17 April to change our reservation dates. I thought everything was in order, but when I opened my credit card statement this month, I discovered an additional charge from the Sunny Welcome Hotel.

Could you please look into the matter? I believe that an error has been made and that I should be reimbursed. I would appreciate having the money credited to my account. We still plan to return to Kolkata later this year and anticipate an enjoyable stay at your hotel.

Yours sincerely,

Samuel Ramon

176. According to the Web page, what are hotel guests asked to provide at check-in?
- (A) A home address
 - (B) Payment in advance
 - (C) Proof of identification
 - (D) A confirmation number
177. What is NOT included with a stay at the Sunny Welcome Hotel?
- (A) Hot beverages
 - (B) A light breakfast
 - (C) Airport shuttle service
 - (D) Use of a swimming pool
178. What does Mr. Ramon indicate in his e-mail?
- (A) He usually travels alone.
 - (B) He has family living in Kolkata.
 - (C) He is planning to move to Kolkata.
 - (D) He has stayed at the Sunny Welcome Hotel before.
179. Why most likely was Mr. Ramon charged a fee by the Sunny Welcome Hotel?
- (A) He canceled a reservation less than a day before arrival.
 - (B) He requested a rollaway bed for his room.
 - (C) He checked out of his room after midday.
 - (D) He reserved a work space in the business center.
180. What does Mr. Ramon request?
- (A) A credit to his account
 - (B) A discount on a future hotel stay
 - (C) A room upgrade to a family suite
 - (D) An extension of a hotel stay

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

E-Mail Message

From: Dexter Abbott
To: Nina Sosa
Date: 20 August
Subject: Next steps

Dear Ms. Sosa,

I have good news. The plans for the layout of the new Fountain Road office building have just been approved by Lanfei Chan at our corporate office. We now need to start thinking about the artwork for the main open-plan office area on the third floor of the building. This is one of our last tasks before the office opens in October.

I have heard that Red Starling Art has a good reputation for helping with office interiors. Could you look at the company's Web site today and find out if any of its services might be suitable for us? I am wondering whether photography or paintings would look best in the space. What do you think? I am still waiting to hear back from Maxwell Willis in Finance about the budget for art, so please do not agree to anything with Red Starling Art until we know more.

Thank you,

Dexter Abbott, Facilities Manager
KLX Accountancy

<https://www.redstarlingart.co.uk/offices/>

Home	About Us	Services	Contact Us
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Red Starling Art offers a range of consultancy services for office buildings:

- **Remake:** For clients who want a complete redesign of the interior of their office, we work with you to create a layout and decoration scheme that meets your needs.
- **Align:** For clients looking to incorporate artwork into a new office, we help you find the right pieces (paintings, photographs, prints, or sculptures) for your space.
- **Connect:** For clients who want to add a local touch to their offices, we collaborate with area artists and photographers to bring their unique perspective to you.
- **Reframe:** For clients who want to update but keep their existing artwork, we suggest new framing, new lighting, or new arrangements for a fresh look.

Our work is always tailored to the specific needs of our clients, so we cannot provide fixed prices. Please e-mail Birgit Lowenbruck at blowenbruck@redstarlingart.co.uk to book a free consultation. After the consultation, she will provide you with an estimate for the agreed-upon services.

- 181.** What is suggested about the Fountain Road office building?
(A) It opened last October.
(B) It is the corporate headquarters of KLX Accountancy.
(C) It has more than one floor.
(D) It has a conference center.
- 182.** In the e-mail, what does Mr. Abbott ask Ms. Sosa to do?
(A) Finish a task she started last week
(B) Approve plans for the layout of an office
(C) Agree to a price for purchasing artwork
(D) Research interior design options online
- 183.** Who is responsible for the budget for artwork?
(A) Mr. Abbott
(B) Ms. Chan
(C) Mr. Willis
(D) Ms. Sosa
- 184.** What Red Starling Art service would be most suitable for the Fountain Road office building?
(A) Remake
(B) Align
(C) Connect
(D) Reframe
- 185.** According to the Web page, how can someone learn the cost of Red Starling Art's services?
(A) By submitting information through the Contact Us page
(B) By going to a Web page with cost information
(C) By submitting a document to Ms. Lowenbruck
(D) By attending a consultation with Ms. Lowenbruck

Questions 186-190 refer to the following e-mail and memos.

To:	jdixon@milkalenterprises.com
From:	humanresources@milkalenterprises.com
Date:	April 28
Subject:	Employee survey responses

Dear Ms. Dixon,

I read through all the responses to the semiannual employee survey, and I want to highlight a few points that were repeatedly raised. We can use this list of suggestions to help determine our priorities.

Suggestion 1. A more flexible policy for working from home
Suggestion 2. An expanded in-office recycling strategy
Suggestion 3. More financial rewards for excellent work
Suggestion 4. More opportunities for technical training

Also, if you approve, I would like to simplify the survey form before we administer it again. The open-ended questions make the data difficult to analyze. I propose incorporating more yes-no questions or rating scales to determine how much a colleague agrees or disagrees with a statement.

Kind regards,

Judith Hathaway, Human Resources

MEMO

To: All Staff
From: Jenna Dixon, General Manager
Date: May 8
Subject: Volunteers needed

I am seeking volunteers to form a committee that will launch an office recycling program. Having such a program was one of the most frequently identified needs mentioned on the recent employee survey. This program will prevent recyclables, including plastics, glass, metal, paper, and cardboard, from ending up in landfills.

Also, we need a volunteer to be the coordinator of this committee. I will be happy to meet with this coordinator to discuss first steps. Note that time spent on coordination tasks would be in addition to your regular work duties. A small amount of funds will be made available to be spent on program setup costs.

MEMO

To: All Staff
From: Mohammad Asghari
Date: June 13
Subject: Bins are here

As chairperson of the In-office Recycling Committee, I am happy to report that we now have recycling bins in the kitchen for glass bottles, soda cans, and cardboard and paper. It took us some time to get this program started because finding containers narrow enough to squeeze three between the door and the refrigerator proved challenging. But I was finally able to purchase some.

Please note that the recycling facility we are working with has stringent guidelines on what they accept, so I am creating illustrated instructions to hang above each bin. Those will be up tomorrow, and committee members will be monitoring our collection system to make sure the program is going smoothly. Please contact me with any questions, concerns, or feedback.

186. In the e-mail, how does Ms. Hathaway suggest improving future surveys?
- (A) By changing the format of some questions
 - (B) By collecting the responses anonymously
 - (C) By conducting them more frequently
 - (D) By using specialized software
187. What suggestion from the survey results is Ms. Dixon acting on?
- (A) Suggestion 1
 - (B) Suggestion 2
 - (C) Suggestion 3
 - (D) Suggestion 4
188. According to Mr. Asghari, why was a new program delayed?
- (A) Some orders took a long time to be processed.
 - (B) Some equipment needed to be moved.
 - (C) A coordinator needed to approve it.
 - (D) A room had space limitations.
189. What is suggested about Mr. Asghari?
- (A) He has led a training series on recycling.
 - (B) He paid for some items using the company's money.
 - (C) He meets with Ms. Dixon on a weekly basis.
 - (D) He was acknowledged in a company newsletter.
190. What is Mr. Asghari planning to do?
- (A) Recruit volunteers
 - (B) Contact suppliers
 - (C) Display signs
 - (D) Take inventory

Questions 191-195 refer to the following job advertisement, Web page, and review.

Kooper's Vision is seeking an optician for its eyewear department. Must have a valid Massachusetts optician license and at least three years of relevant experience. The position requires excellent customer service skills and a strong awareness of current fashion trends in the industry. Responsibilities include helping clients choose frames, ordering eyeglasses, and filing insurance claims.

This full-time position is available at Kooper's Vision at Danvers Mall. Contact store manager Tanisha Mosley at 978-555-0101. Must be available to start during the last week of August.

<https://www.koopersvision.com>

Kooper's Vision at Danvers Mall

Hours:

Monday	10 A.M.-7 P.M.
Tuesday	10 A.M.-7 P.M.
Wednesday	10 A.M.-7 P.M.
Thursday	10 A.M.-7 P.M.
Friday	10 A.M.-7 P.M.
Saturday	10 A.M.-6 P.M.
Sunday	10 A.M.-4 P.M.

During the month of August, enjoy 50% off the second pair of eyeglasses.

Kooper's Vision is your local optical center for all your eye-care needs in Danvers, Massachusetts. We are located on the upper level of the Danvers Mall next to Eight Days Sporting Goods. Call 978-555-0101 today to schedule your annual eye exam. Exams by appointment only.

Optical Centers Reviews

Rating: 5 stars ★★★★★

I have been wearing eyeglasses since I was ten years old. I now have five children, and four of them wear glasses, so I have visited many opticians over the years. My recent visit to Kooper's Vision on August 31 was, by far, the best.

Ms. Palmer offered her help when she saw that I was overwhelmed by the eyeglass selection at Kooper's Vision. She looked at the shape of my face and steered me toward a few pairs of glasses that were perfect for me! She knew exactly what looked best on me and advised me about the size, color, quality, and cost of the frames I considered. Ms. Palmer also explained the different types of lenses and lens coatings available. I could not decide which was my favorite pair of eyeglasses, so I bought two pairs! I was incredulous when she told me it was her first day working at the store—she was the best optician I have ever had!

Melvin Drake

- 191.** According to the job advertisement, what is true about the open position?
- (A) It comes with health insurance.
 - (B) It starts at the end of August.
 - (C) It includes a fashionable company uniform.
 - (D) It requires that candidates work on a team.
- 192.** What is indicated about Kooper's Vision on the Web page?
- (A) It stays open later on Saturday.
 - (B) It is located on the lower level of a mall.
 - (C) It offers a selection of sports eyeglasses.
 - (D) It requires an appointment for an eye exam.
- 193.** What is most likely true about Ms. Palmer?
- (A) She works with Ms. Mosley.
 - (B) She previously worked at a fashion shop.
 - (C) She earned an optician license two years ago.
 - (D) She is the new owner of Kooper's Vision.
- 194.** According to the review, how did Ms. Palmer help Mr. Drake?
- (A) By recommending frames that fit his face
 - (B) By extending the length of his appointment
 - (C) By choosing glasses for his children
 - (D) By upgrading the coating on his eyeglass lenses
- 195.** What is suggested about Mr. Drake?
- (A) He thinks his prescription has changed.
 - (B) He started wearing eyeglasses recently.
 - (C) He frequently shops at Danvers Mall.
 - (D) He received a discount on his purchase.

GO ON TO THE NEXT PAGE 

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

<https://www.hellosnackvending.com/services>

Our Services

Hello Snack Vending offers a variety of vending and coffee services for company break rooms and vending machines.

Service 1 (Micromarket)—We set up a small market in your break room, with customized products available on open shelves. Micromarkets are self-service and feature electronic payments. Shelving and fixtures are provided.

Service 2 (Pantry)—We stock your break room cabinets with a variety of products that you select. Pantry service is paid for in advance, freeing users from paying per item.

Service 3 (Coffee)—We keep your break room stocked with coffee, tea, and all related essentials. We supply you with group-sized coffee makers, coffee, and individually sized creamer and sugar varieties.

Service 4 (Traditional Vending)—We regularly stock your vending machine with a customized selection of carbonated beverages, juice, and water.

Service 5 (Healthy Vending)—We regularly stock your vending machine with a wide selection of healthy snacks.

E-Mail Message

To: customercare@hellosnackvending.com
From: dlewis@kivowitzcompany.com
Date: November 14
Subject: Vending service

Hello,

My company recently bought a gently used nonrefrigerated vending machine, which has been placed in our employee break room. I am looking for a stocking service to fill it so that the staff can start using it.

Does your company only stock vending machines that you own, or do you also offer a stocking service for other machines? If you can service ours, I would like to know more about the snacks you have available to fill the machine. Could you please send me a list of the products you offer?

Thank you for your assistance.

Best regards,

Denikia Lewis
Kivowitz Company

To:	Denikia Lewis <dlewis@kivowitzcompany.com>
From:	Customer Care <customercare@hellosnackvending.com>
Date:	November 15
Subject:	Re: Vending service
Attachment:	<input type="checkbox"/> List

Dear Ms. Lewis,

Thank you for your e-mail. We would be happy to stock your machine even if it is not owned by our company. However, if your machine is old, it can be difficult to obtain parts for it, and older machines break more often. The cost of repairs can get high, making it more cost-effective for you to use one of our vending machines. Can you provide me with the model number?

I have attached the list you requested. We can accommodate special requests if you have any. I also recommend renting a drink machine from us, because we find that employees usually enjoy having a cold drink with their snacks.

Please contact me if you have additional questions.

Sincerely,

Dominik Scheibler
Customer Care Representative

196. What is mentioned about Service 1 ?
- It comes with a fixed product selection.
 - It allows users to pay electronically.
 - It requires an annual contract.
 - It includes shelving for an extra fee.
197. What does Ms. Lewis suggest about her company's vending machine?
- It is in poor condition.
 - It was recently serviced.
 - It was overpriced.
 - It is currently empty.
198. What does Mr. Scheibler ask Ms. Lewis to send him?
- A signed contract for the service
 - A picture of her vending machine
 - A list of needed parts
 - A model number
199. What is included in the list Mr. Scheibler attached to his e-mail?
- The snacks that his company offers
 - The dates that his company can make deliveries
 - The brand of vending machines that his company uses
 - The costs involved with vending services
200. What additional service does Mr. Scheibler suggest?
- Service 2
 - Service 3
 - Service 4
 - Service 5

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.