

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. ----- your order is being processed, please call customer service with any questions.
(A) Still
(B) Either
(C) While
(D) Also
102. ABC Truck Supplies has the ----- selection of mufflers in the state.
(A) natural
(B) widest
(C) overall
(D) positive
103. Sharswood Landscaping has received dozens of five-star ----- for its work.
(A) reviews
(B) reviewer
(C) reviewed
(D) reviewing
104. Dr. Cho will visit the Teledarr Lab during the annual open house, since ----- may not have another chance to see it.
(A) hers
(B) she
(C) her
(D) herself
105. Dorn Department Store decided to ----- its already large selection of housewares.
(A) create
(B) enforce
(C) apply
(D) expand
106. We ----- that you bring a portfolio of work samples to the interview.
(A) was asking
(B) having asked
(C) ask
(D) asks
107. Members of the Bold Stone Farm Store receive ----- discounts on all purchases.
(A) depth
(B) deepen
(C) deep
(D) deeply
108. If your plans change, please contact us at least 24 hours before the time of your -----.
(A) reserved
(B) reservation
(C) reservable
(D) reserve

109. Hold the tomato seedling gently by the stem in order to avoid harming ----- roots.
- (A) its
(B) at
(C) that
(D) in
110. At the registration table, be sure to collect your name tag ----- entering the conference.
- (A) very
(B) often
(C) always
(D) before
111. Maihama vehicles include an extended ----- to cover engine repairs.
- (A) record
(B) operation
(C) budget
(D) warranty
112. The hotel's new Web site features an ----- collection of high-quality images.
- (A) absolute
(B) efficient
(C) impressive
(D) undefeated
113. On behalf of everyone at Uniontown Bank, we ----- thank you for your continued patronage.
- (A) deservedly
(B) commonly
(C) sincerely
(D) perfectly
114. Fragile equipment must be stored in a secure location so that nothing is ----- damaged.
- (A) accident
(B) accidents
(C) accidental
(D) accidentally
115. Ms. Sampson will not arrive at the convention ----- after our team's presentation.
- (A) until
(B) lately
(C) from
(D) when
116. The community picnic will be held ----- the park behind the Seltzer Public Library.
- (A) in
(B) all
(C) for
(D) here
117. The new hires ----- for an orientation on May 10 at 9:00 A.M.
- (A) to be gathering
(B) will gather
(C) gathering
(D) to gather
118. When Mr. Young approached the desk, the receptionist ----- offered him a seat in the waiting room.
- (A) politely
(B) polite
(C) politeness
(D) politest
119. Members of the Marvale marketing team claimed that ----- was the best design for the new corporate logo.
- (A) they
(B) them
(C) theirs
(D) their
120. The new Kitsuna video camera is currently on sale for \$375, not ----- tax.
- (A) excepting
(B) alongside
(C) within
(D) including

- 121.** All associates are ----- to follow the standard operating procedures outlined in the handbook.
- (A) concerned
(B) tended
(C) maintained
(D) expected
- 122.** This month Framley Publishing House is embarking on its ----- expansion so far.
- (A) ambitiously
(B) most ambitiously
(C) ambition
(D) most ambitious
- 123.** After months of collaboration, Matricks Technology's software developers ----- released a top-quality product.
- (A) profoundly
(B) overly
(C) finally
(D) intensely
- 124.** Tickets are valid for one-time access and do not allow for ----- into the venue.
- (A) duplication
(B) reentry
(C) permission
(D) turnover
- 125.** We hired Okafor Construction to do the renovation ----- it was not the lowest bidder on the project.
- (A) if only
(B) alternatively
(C) whereas
(D) even though
- 126.** The first ----- of the training will introduce staff to certain workplace responsibilities.
- (A) part
(B) parted
(C) parting
(D) partial
- 127.** According to industry -----, Ghira Company plans to relocate its headquarters to Australia.
- (A) reported
(B) reportedly
(C) reporter
(D) reports
- 128.** Next month, the Kneath House will host an exhibition of ----- furniture and clothing from the eighteenth century.
- (A) authentic
(B) authentically
(C) authenticate
(D) authenticity
- 129.** PKTM's regional managers serve ----- the direction of the vice president.
- (A) among
(B) under
(C) behind
(D) opposite
- 130.** ----- a recent surge in demand, Vanita's Catering is hiring four additional servers.
- (A) Everywhere
(B) Possibly
(C) In total
(D) Owing to

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: All Staff
 From: Yoreli Costa
 Date: February 15
 Subject: Florence Shawn

Hi Everyone,

I have news to share about a ----- in the human resources department. After nearly twenty
 131. years with Cometti Creative, Florence Shawn has decided to retire from the position of director of
 human resources.

Our current senior manager of human resources, Makoto Ichise, will replace Ms. Shawn when
 she retires. Ms. Shawn ----- Mr. Ichise since he joined the company five years ago.
 132.

Ms. Shawn's ----- day will be February 22. A retirement party will be held for her on that day
 133.
 at 4:00 P.M. in the Terey Lobby. ----- .
 134.

Best,

Yoreli Costa
 Director of Operations, Cometti Creative

131. (A) difference
 (B) strategy
 (C) change
 (D) practice

133. (A) last
 (B) original
 (C) flexible
 (D) alternate

132. (A) mentors
 (B) is mentoring
 (C) will mentor
 (D) has been mentoring

134. (A) Cometti Creative will hire a replacement
 soon.
 (B) We hope that you can all attend to wish
 her well.
 (C) Ms. Shawn was the first director of human
 resources at Cometti Creative.
 (D) The first project will be the creation of a
 talent development program.

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Questions 135-138 refer to the following advertisement.

Lovitt Real Estate

Helping Manitoba Families Find their Dream Homes

Manuel Lovitt, ----- of Lovitt Real Estate, has been selling real estate for over 17 years. Mr. Lovitt
135.

and his award-winning team ----- in homes for families in the Winnipeg, Brandon, and Dauphin
136.

areas. They know about the schools, parks, services, transportation, and activities that enhance
family life in the area where you want to reside. ----- .
137.

Contact Lovitt Real Estate today and let the team guide you ----- the home of your dreams.
138.

They will listen to your needs, negotiate on your behalf, and get you the best home for your
hard-earned money.

Call 431-555-0168 to speak to an agent or visit www.lovittrealestate.ca for more information.

135. (A) own
(B) owned
(C) owner
(D) owning

136. (A) practice
(B) specialize
(C) report
(D) purchase

137. (A) They can arrange transportation for your
local elementary school.
(B) That is because they live in the
communities they serve.
(C) They will be closed for the summer but
will be back soon.
(D) Therefore, they can help you with all
your banking needs.

138. (A) toward
(B) fixing
(C) because
(D) along

Questions 139-142 refer to the following introduction.

Welcome to "Distributing Your Savings." This slide ----- is the third of a twelve-segment
139.

educational series called "Preparing for Retirement." -----
140.

This series provides only ----- advice. It should not replace the guidance of your investment
141.
planner. The series has been developed as background material to help you ask key questions
when ----- with your investment planner. We hope you find this information helpful.
142.

Swainson-Gray Investments

- 139.** (A) presenting
(B) presents
(C) presentation
(D) presented

- 140.** (A) You are encouraged to visit our office
for a free portfolio review.
(B) The series is designed to help you
make informed financial decisions.
(C) Please fill out the paperwork before
your appointment.
(D) Your responses will help us serve you
better in the future.

- 141.** (A) regional
(B) expensive
(C) supplemental
(D) playful

- 142.** (A) consulting
(B) prescribing
(C) listing
(D) following

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

To: Dana Paulwell
From: Silas Laveau
Date: August 22
Subject: My input
Attachment: Article

Dear Dr. Paulwell,

This message is in response to yesterday's staff meeting, particularly the discussion on how certain aspects of the clinic may affect our work and mission. ----- .

143.

Currently, the vending machines in the hall outside our waiting room are stocked with sugary and salty products such as soft drinks and chips. As a health care provider, we ----- beverages and snacks that show our commitment to wellness. ----- , our mission is focused **144.** **145.** on good health.

I have attached an article about actions that medical centers like ours are taking to improve their hospitality stations. I hope you find it ----- . It details some easy and cost-effective **146.** changes we could consider.

Kind regards,

Silas Laveau

- 143.** (A) I thought it went on longer than was necessary.
(B) I wish we had been informed about it sooner.
(C) I would like to make a suggestion on this topic.
(D) I would be honored to lead a follow-up session.

- 144.** (A) will offer
(B) have offered
(C) were offering
(D) should be offering

- 145.** (A) After all
(B) By the way
(C) In the meantime
(D) On the other hand
- 146.** (A) useful
(B) eventful
(C) profitable
(D) comfortable

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.

Medillo Shoes Celebrates Twenty Years in Cape Town!

246 Breda Place, Wynberg, Cape Town 7800

021 555 0149 | www.medilloshoes.co.za

Does your job require you to stand all day long? Get the support you need! At Medillo Shoes, we specialise in comfortable, supportive footwear that is stylish and suitable for any business or medical setting.

Visit us on 10 May to receive 20 percent off your purchase of one or more pairs of shoes during this anniversary event. Should you need assistance finding the best shoes for your professional needs, our footwear specialists will be on hand to help. Schedule a free consultation at www.medilloshoes.co.za to avoid a long wait.

- 147.** What will happen at Medillo Shoes on May 10 ?
- (A) All shoes will be discounted.
 - (B) Shop assistants will be hired.
 - (C) A shoe style will be discontinued.
 - (D) Operational hours will be extended.

- 148.** What is indicated about Medillo Shoes?
- (A) It has been in business for ten years.
 - (B) It specializes in athletic footwear.
 - (C) It is located next to a medical center.
 - (D) It allows customers to make appointments.

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

To:	Sales Team
From:	Neil Cullen
Date:	10 April
Subject:	My schedule next week

Dear Team,

I will be out of the office next week, from 15 to 19 April, attending the conference of the National Technology Alliance in Glasgow. While away, I will check e-mail and voice mail infrequently. For any urgent matters, please contact my assistant, Christina Choo. If you have a specific question about the Ezenx Industries account, please e-mail Mya Soroka. I will be back in the office on 22 April and will see all of you then.

Best,

Neil Cullen, Director of Sales and Marketing
Shalok Technology

- 149.** What is the purpose of the e-mail?
- (A) To register for a conference
 - (B) To announce a new account
 - (C) To schedule a meeting
 - (D) To inform colleagues of an absence
- 150.** What is most likely true about Ms. Soroka?
- (A) She will be traveling with Mr. Cullen.
 - (B) She works on the Ezenx Industries account.
 - (C) She is Ms. Choo's supervisor.
 - (D) She will be out of the office until April 22.

Questions 151-152 refer to the following notice.

**CITY OF BRYANTON
Building Permit Office**

Notice for residents and contractors working in Bryanton

Beginning on Monday, July 1, the City of Bryanton's Building Permit Office, located at 912 Fir Avenue, will be open from Monday to Thursday, 9:00 A.M. to 5:00 P.M. Applications for permits will no longer be accepted on Fridays or Saturdays. The average processing time for permit applications will remain three business days. With this change, the city will lower its operating costs while maintaining its high standards of service for residents.

- 151.** What change is the Building Permit Office making?
- (A) It is moving to a new location.
 - (B) It is simplifying the permit application process.
 - (C) It is reducing the number of days it will accept permit applications.
 - (D) It is increasing the processing time for permit applications.
- 152.** According to the notice, why is the change being made?
- (A) To save the city money
 - (B) To attract more residents
 - (C) To improve the quality of service
 - (D) To decrease the number of new permit applications

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Questions 153-155 refer to the following receipt.

<https://www.riverthamestours.uk/order/confirmation>

River Thames Tours

Thank you for reserving a River Thames tour with us. We are eager to welcome you aboard. Each tour lasts 3 hours. Your tour includes a luncheon served at 1:00 p.m. Please consult our Web site for a menu. Should you have any dietary restrictions and like to request a special meal, please contact our customer experience manager, Martin Torma, at least 48 hours prior to your tour.

This reservation also entitles you to a 10 percent discount on a walking tour by Edgerton Walking Tours—just provide your confirmation code when booking.

Name:	Lewis Califf
Purchase Date:	18 April
Confirmation Code:	H102057
Tour Start:	1 May, 11:30 a.m.
Quantity:	4
Total:	£180.00
Payment:	Credit card ending in 1037

Please note: Boarding ends 10 minutes before departure time.
Tours cannot be rescheduled.

153. What is indicated about the river tour?

- (A) It is one hour long.
- (B) It comes with a meal.
- (C) It can be rescheduled.
- (D) It sells out quickly.

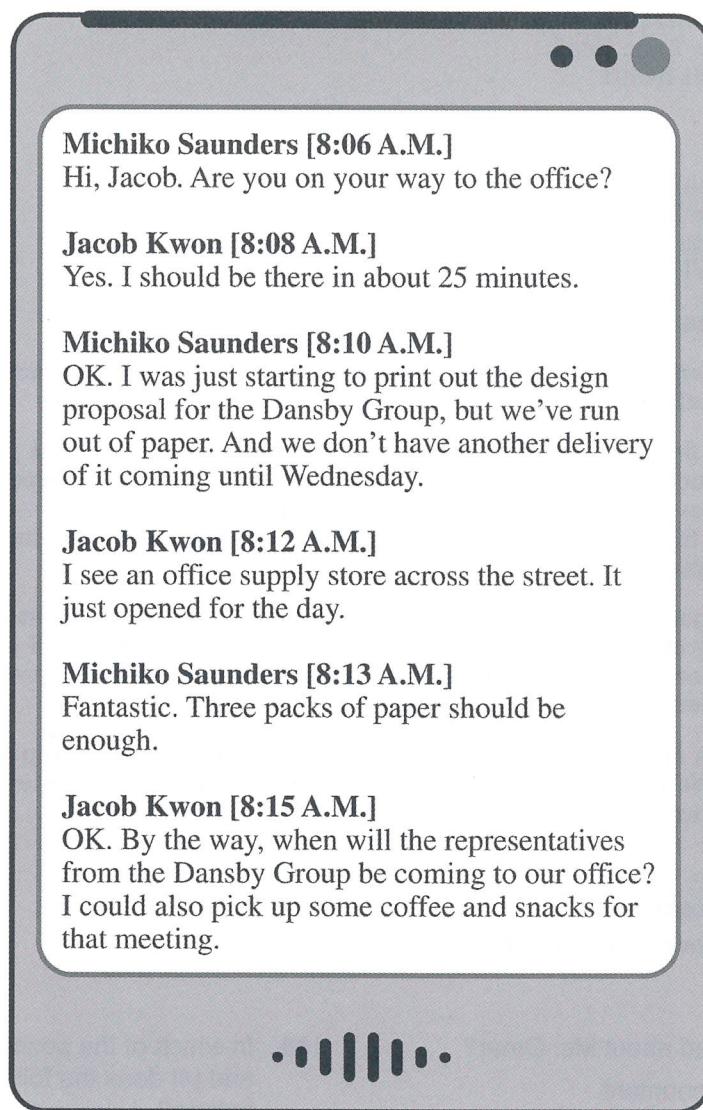
154. How many tickets did Mr. Califf purchase?

- (A) 1
- (B) 3
- (C) 4
- (D) 7

155. How can customers receive a discount on a walking tour?

- (A) By making a reservation online
- (B) By paying with a credit card
- (C) By requesting a coupon from the captain
- (D) By mentioning a confirmation code

Questions 156-157 refer to the following text-message chain.



156. At 8:12 A.M., what does Mr. Kwon most likely mean when he writes, “I see an office supply store across the street”?
- (A) He needs help finding a building.
 - (B) He can purchase some paper.
 - (C) He will look for a new printer.
 - (D) He is going to negotiate a delivery schedule.

157. What will Ms. Saunders most likely do next?
- (A) Reschedule a meeting
 - (B) Prepare some refreshments
 - (C) Check on an arrival time
 - (D) Revise a design proposal

Questions 158-160 refer to the following letter.

Kipbank Business Services
548 Sycamore Lake Road
Green Bay, WI 54301

April 2

Madeline Omar
Passionflower Interior Design
1556 Deer Run Road
Green Bay, WI 54301

Dear Ms. Omar,

A business owner's days are filled with juggling the wants, needs, and demands of customers, staff, and suppliers. — [1] —.

Let Kipbank find the right solutions for your small business so that you can focus on your products and people. Kipbank offers checking accounts, corporate credit cards, business loans, and payroll and bookkeeping services. — [2] —. This fall, we will also add financial planners to our team to help you and your employees plan for your futures.

With our corporate credit cards, Kipbank customers can take advantage of money-saving offers from selected hotel, office supply, and air travel partners. — [3] —. These deals are automatically applied to qualified purchases. And the business owner can place spending limits on each card. — [4] —.

Please call us at 920-555-0122 to set up an appointment or just stop by when it is convenient. We look forward to meeting you and providing your enterprise with superior service.

Sincerely,

Thomas Piskorksi

Thomas Piskorksi, Kipbank Customer Concierge

158. What is suggested about Ms. Omar?

- (A) She is an accountant.
- (B) She works for Mr. Piskorksi.
- (C) She operates a small company.
- (D) She is a Kipbank customer.

159. What is stated about the credit cards?

- (A) They come in a variety of colors.
- (B) They require an annual fee.
- (C) They include discounts on certain purchases.
- (D) They can be used to buy personal items.

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

"Everyday financial details only add more distractions."

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

Questions 161-163 refer to the following article.

OTTAWA (22 May)—*Waldenstone Business Review* has added a new category to its esteemed international business awards this year. The Waldenstone Corporate Prize is awarded to a business with the foresight to develop strategies that help ensure the company's long-term viability.

This year's award was presented to Carila Corporation, a major player in the electronics sector. Under the direction of CEO Atsak Kakar, Carila Corporation went from near bankruptcy to a high level of profitability in just three years.

"Winning this award was very gratifying, not just for me but for the entire company," Mr. Kakar said upon receiving the award. "Everyone has worked extremely hard to get this company back on solid financial ground. The long-term solution has brought exceptional value to our shareholders."

161. What is the purpose of the article?

- (A) To profile a newly opened business
- (B) To analyze a trend in the electronics industry
- (C) To highlight a company's achievement
- (D) To discuss changes to an employment contract

162. What is suggested about Carila Corporation?

- (A) It no longer develops electronics.
- (B) It was once a struggling business.
- (C) It has been unable to attract more clients.
- (D) It is seeking to replace its CEO.

163. The word "solution" in paragraph 3, line 6, is closest in meaning to

- (A) mixture
- (B) proof
- (C) statement
- (D) answer

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Questions 164-167 refer to the following advertisement.

Commbolt is for Everyone!

As a Commbolt customer, you've come to expect the best in reliable high-speed Internet, straightforward pricing options, and top-notch customer service from friendly professionals who are responsive to your every need. — [1] —. Unlike the competition, we promise to never lock you into inflexible contracts or suddenly raise your monthly bill without notice.

At Commbolt, we know you have options when it comes to choosing an Internet service provider. — [2] —. To show our gratitude for your loyalty, we are offering a special limited-time referral bonus.

The way it works is simple. — [3] —. You can use e-mail, social media, or even text messages to tell everyone about Commbolt. When a new user signs up using your code, each of you will receive a monetary credit. Receive \$10 when new referrals sign up for a monthly plan at \$45, and receive \$20 for a plan costing \$60 per month. The best news? — [4] —. There is no limit to the credits; the more people you sign up, the more money you get.

Your unique code is **XA4R177**.

- 164.** What Commbolt benefit does the advertisement mention?
- (A) Its low prices
(B) Its excellent customer service
(C) Its lifetime contracts
(D) Its convenient installation schedule
- 165.** What is the maximum amount a customer can earn when one referred person signs up for service?
- (A) \$10.00
(B) \$20.00
(C) \$45.00
(D) \$60.00
- 166.** What is true about the Commbolt promotion?
- (A) It may not be posted on social media.
(B) It does not provide credit for more than three referrals.
(C) It is expected to run for a full year.
(D) It rewards both new and existing customers.
- 167.** In which of the positions marked [1], [2], [3], or [4] does the following sentence best belong?
- “Just share your unique referral code with friends and family.”
- (A) [1]
(B) [2]
(C) [3]
(D) [4]

Questions 168-171 refer to the following Web page.

<https://www.sarahscatering.com>

Sarah's Catering—What You Serve Matters

Sarah's Catering is a family-owned-and-operated company. The company was founded ten years ago with a mission to provide the highest quality catering services in our community. We work closely with local growers and use only the freshest ingredients. Our menu items can be adapted to the client's taste or dietary needs. For example, we can prepare vegetarian, vegan, and gluten-free options.

We provide catering for birthday parties, wedding receptions, corporate meetings, business holiday parties, and many other types of events. From planning the menu and preparing your food to engaging servers and cleanup staff for the event, Sarah's Catering has it covered.

Sarah's Catering can cater lunches in your office for a minimum of twenty people. We offer delicious options to make your group's meal a satisfying experience.

We're here to serve you! Ordering is fast and simple. Visit www.sarahscatering.com/quote to request a cost estimate for your next event.

What people are saying

"Sarah's Catering was very easy to work with, and the food was delicious! Everyone in the office commented on how good the food was." — Glen Liu, Perkins Real Estate

"All the food was perfect, and the staff was the best." — Annie Pierce, Kania Marketing, Inc.

168. What is indicated about Sarah's Catering?
- (A) It uses locally sourced products.
 - (B) It is twenty years old.
 - (C) It specializes mainly in weddings.
 - (D) It has an on-site dining room.
169. The word "taste" in paragraph 1, line 4, is closest in meaning to
- (A) preference
 - (B) sample
 - (C) experience
 - (D) flavor
170. What is mentioned as a service provided by Sarah's Catering?
- (A) Entertainment planning
 - (B) Cooking demonstrations
 - (C) Cleanup after meals
 - (D) Rentals of tables and chairs
171. Who most likely is Mr. Liu?
- (A) An employee of Sarah's Catering
 - (B) A professional event manager
 - (C) A customer of Sarah's Catering
 - (D) An assistant at a marketing firm

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

The image shows a simulated online chat window. At the top left are two icons: a speech bubble with double quotes and a user profile icon. The main area contains the following messages:

Marcus Steuber [10:41 A.M.] Are we still planning to have the author video conference today? I haven't yet received a meeting invitation.

Brinda Rajan [10:42 A.M.] I do have the meeting on my calendar. Let me forward it to you; it appears our editorial assistant didn't include you.

Marcus Steuber [10:43 A.M.] Thanks, I just received it. The timing doesn't work for me, though. I have an appointment with Hazel Luong to discuss the printing issues at our Singapore plant.

Brinda Rajan [10:44 A.M.] Could you postpone that? The new author we're working with really needs your guidance on the final book design and formatting. You're our most knowledgeable production editor.

Marcus Steuber [10:45 A.M.] Let me check with my supervisor. I'll add Mr. Borg to our chat.

Joshua Borg [10:47 A.M.] Hi, team. Marcus, you should prioritize your appointment with Hazel. I'll be visiting the plant next week, and we need to have some viable solutions before then.

Brinda Rajan [10:48 A.M.] OK, I'll contact Ms. Benoit to find out if she can meet later in the day, then.

Marcus Steuber [10:48 A.M.] That would work. I'm free between 4 and 6 P.M.

At the bottom of the window are scroll control arrows: a left arrow on the left, a right arrow on the right, and a double-down arrow in the center.

172. Why does Mr. Steuber write to Ms. Rajan?
- (A) To invite her to a professional event
 - (B) To check on the status of a meeting
 - (C) To make travel plans for a business trip
 - (D) To ask about an assistant's performance
173. At 10:45 A.M., what does Mr. Steuber most likely mean when he writes, "Let me check with my supervisor"?
- (A) He needs final approval on a book design.
 - (B) He would like advice on changing an appointment.
 - (C) He requires access to the corporate calendar.
 - (D) He is uncertain how to add team members to the chat.
174. Who most likely is Ms. Benoit?
- (A) A writer
 - (B) A designer
 - (C) A production editor
 - (D) A printing plant supervisor
175. What will Ms. Rajan probably do next?
- (A) Suggest solutions to a printing issue
 - (B) Arrange to visit the Singapore plant
 - (C) Attend a meeting with Ms. Luong
 - (D) Reschedule a video conference

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Questions 176-180 refer to the following schedule and text message.

Rambling River Festival
Schedule of Musical Events

Friday, September 8

- 3:30 P.M. Johanna Greenblatt
- 8:00 P.M. Bethesda Radio Show featuring the Blass Brothers Band
(to be recorded at the Bramley Theater)

Saturday, September 9

- 6:30 P.M. The Rolling Dozen
- 7:45 P.M. Jefferson Cage

All events take place at the Bethesda Park Open-Air Stage unless otherwise noted. Feel free to bring picnic blankets.

From Rambling River Festival, Sep 8, 9:14 A.M.

This afternoon's performance will take place in Cole Hall in anticipation of inclement weather. Bulky items are not allowed, but coat-check service will be available.

This evening's performance is being pushed to 2:30 P.M. tomorrow; local band Kirschau will perform during the original time slot instead.

We expect our full Saturday program to take place at the Bethesda Park Open-Air Stage.

176. Who was originally scheduled to perform at the Bramley Theater?
- (A) Johanna Greenblatt
(B) The Blass Brothers Band
(C) The Rolling Dozen
(D) Jefferson Cage
177. What does the schedule suggest about the Rambling River Festival?
- (A) It takes place annually.
(B) It requires a ticket for entry.
(C) It features local food vendors.
(D) It is mainly an outdoor event.
178. According to the text message, what can audience members do at Cole Hall?
- (A) Check coats
(B) Store bulky items
(C) Buy concert tickets
(D) Pick up a schedule of events
179. In the text message, the word “pushed” in paragraph 2, line 1, is closest in meaning to
- (A) moved
(B) extended
(C) managed
(D) pressured
180. When will Kirschau perform?
- (A) At 3:30 P.M. on Friday
(B) At 8:00 P.M. on Friday
(C) At 2:30 P.M. on Saturday
(D) At 6:30 P.M. on Saturday

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

To:	All Branch Managers
From:	Fran Corliss
Subject:	Survey results on mobile banking
Date:	April 7

Hello all,

Ogden Bank recently conducted a survey of its customers concerning mobile banking. Here are some key takeaways.

Over 95 percent of our customers own a mobile device. However, although interest in mobile banking is high, only 39 percent of our customers use our application. Some customers cite security concerns (23 percent), but a majority (78 percent) say that they simply do not think the app works well.

A mandatory meeting for all branch managers will be held at our headquarters on April 12 at 4:00 P.M. to brainstorm strategies for responding to this challenge.

Best,

Fran Corliss
Director of Mobile Banking, Ogden Bank

Boost for Mobile Banking

By Edward Panzios

FLEMINGTON (May 25)—Ogden Bank has rolled out major improvements to its mobile banking application. It has expanded the variety of tasks that can be accomplished through the app and made it much easier to use.

“Many of our account holders have been frustrated in the past by a clunky, limited app,” said Alys DeFreese, manager of the Flemington branch of Ogden Bank. “They can now do just about any task with the app that they could over the phone or by visiting a branch in person. This is just another example of how we support our customers in any way we can.”

According to Ms. DeFreese, in the few weeks since the upgrade, 20 percent of account holders have switched to depositing checks and paying bills online. She anticipates that number will rise as more customers learn about the easy-to-use app.

“The convenience made a big difference for me,” said account holder Yair Baum. Another customer, Maria Reed, added, “I appreciate the flexibility of being able to do my banking whenever and wherever I want.”

181. What is one purpose of the e-mail?
- (A) To provide details on a new privacy policy
(B) To propose a survey of banking habits
(C) To ask bank staff to test a mobile app
(D) To inform managers of a company problem
182. According to the e-mail, what percentage of the bank's customers use the mobile app?
- (A) 23 percent
(B) 39 percent
(C) 78 percent
(D) 95 percent
183. In the article, the word "anticipates" in paragraph 3, line 5, is closest in meaning to
- (A) considers
(B) waits for
(C) prepares for
(D) expects
184. Who most likely attended a meeting at Ogden Bank headquarters on April 12 ?
- (A) Mr. Panzus
(B) Ms. DeFreese
(C) Mr. Baum
(D) Ms. Reed
185. What is suggested about Ogden Bank's management?
- (A) It prefers that account holders do their banking in person.
(B) It is considering offering free checking to new account holders.
(C) It is in the process of hiring more staff.
(D) It prioritizes improvements in customer experience.

GO ON TO THE NEXT PAGE

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

Attention, Library Members

The Westwood Library is excited to announce the start of a book club, which is open to all library members. The club will meet on the last Thursday of each month, from 7:00 to 9:00 P.M. in the Harrison Meeting Room, to discuss a book chosen by one of our professional staff. From January to June, we will read recently published nonfiction works, and from July to December, we will focus on contemporary fiction titles. For more information, visit [www.westwoodlibrary.org](https://www.westwoodlibrary.org/bookclub) or speak with the staff at the circulation desk.

<https://www.westwoodlibrary.org/bookclub>

We hope you will join us for the book club on the last Thursday of each month at 7:00 P.M.! Below are the titles selected for the first half of the year.

January: *Wild Open Range* by Jaxon McDonald

February: *The Journey of a Song* by Lucy Xi

March: *Due North: Adventures in Alaska's Northern Territory* by Isabel Beck

April: *The Art of Mindful Carpentry* by Peter Landers

May: *Mary Swan: A Legend Before Her Time* by Kai Noble

June: To Be Announced

To: Lisa Calle <lcalle@worldmail.com>
From: Gail Frey <gfrey@myemail.com>
Date: March 27
Subject: Book club

Dear Ms. Calle,

It was delightful to see you leading the book club yesterday evening. Ms. Beck's *Due North* is lengthy, and it was a challenge to finish it before the meeting. However, I have to thank you for choosing that book because it revived my childhood interest in traveling to Alaska. In fact, I've already looked up some tours!

The club meeting was packed, and I hardly got to talk to you. We should catch up sometime soon. Perhaps we might try the new French restaurant on Looper Street. I hear it is amazing and reasonably priced.

Sincerely,

Gail Frey

186. What is the purpose of the notice?
- (A) To highlight some books in the library
(B) To announce a change in library hours
(C) To promote an activity at the library
(D) To introduce a new librarian
187. What is suggested about the book *Wild Open Range*?
- (A) It is a best-selling title.
(B) It is a work of nonfiction.
(C) It was published ten years ago.
(D) It is available at a discount for library members.
188. What author most likely wrote about a famous person?
- (A) Jaxon McDonald
(B) Lucy Xi
(C) Peter Landers
(D) Kai Noble
189. What can be concluded about Ms. Calle?
- (A) She is a library staff member.
(B) She has written book reviews.
(C) She is Ms. Frey's supervisor.
(D) She favors historical fiction.
190. What does Ms. Frey indicate about the book she read?
- (A) It discussed a topic that was unfamiliar to her.
(B) It had parts that she thought were inaccurate.
(C) It was easy to read in the time available.
(D) It inspired her to explore an old interest.

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

From:	Tatiana Schwartz <orders@georgestreetsweets.co.uk>
To:	Alejandro Ordaz <aordaz@brooksidesstationery.co.uk>
Date:	28 April
Subject:	Confirmation of order number 47892
Attachment:	Order receipt

Dear Mr. Ordaz,

Thank you for placing an order with George Street Sweets. This e-mail is to confirm that we have received your request. Your receipt has been attached to this e-mail.

If you have any questions or need to make any changes to your order, please reply to this message or phone us at (091) 498 0172. Note that we are unable to accommodate order changes that are submitted less than 48 hours before your scheduled pickup time.

If picking up your order, we are located at 29 George Street. Parking is available next door, directly behind Spike's Cycle Shop. We offer delivery to customers within 10 kilometres of our shop for a fee of £2.50. Please note that cancellations within 24 hours of your pickup or delivery time will not be refunded.

Sincerely,

Tatiana Schwartz

George Street Sweets

Order: 47892

Date of Order: 28 April

Pickup Date and Time: N/A

Delivery Date and Time: 2 May, 11:30 A.M.

Delivery Location: 2 Spen Lane, Business Suite 202

Payment Method: Credit Card—Alejandro Ordaz

Customisation Instructions: None

Item	Cost
18-inch round cake (chocolate with vanilla icing)	£32.00
1 set of candles	£5.00
Delivery	£2.50
Total	£39.50

From:	Alejandro Ordaz <aordaz@brooksidesstationery.co.uk>
To:	Tatiana Schwartz <orders@georgestreetsweets.co.uk>
Date:	29 April
Subject:	RE: Confirmation of order number 47892

Dear Ms. Schwartz,

I received my order confirmation e-mail and receipt, and I noticed an error. It seems that the person to whom I spoke on the phone while placing my order did not copy down the message I requested. The customisation I specified was that “Happy Retirement” be written on top.

I hope it will still be possible to include this message despite the timing. Please respond to this e-mail to confirm. Also, there will be more guests than I originally expected, so I might contact your business again to place an additional order.

Best,

Alejandro Ordaz

191. What is a policy of George Street Sweets?
- (A) Orders cannot be changed.
 - (B) Orders placed less than 48 hours before pickup incur an extra fee.
 - (C) Orders must be paid for when they are placed.
 - (D) Orders cannot be refunded within 24 hours of pickup.
192. What is suggested about the building at 2 Spen Lane?
- (A) It has parking spaces behind a bicycle shop.
 - (B) It is located within 10 kilometers of George Street Sweets.
 - (C) It is a residential apartment building.
 - (D) It is owned by Ms. Schwartz.
193. What can be concluded about the cake?
- (A) It has not been paid for yet.
 - (B) It will have only chocolate icing.
 - (C) It was ordered over the phone.
 - (D) It contains ice cream.
194. In the second e-mail, what does Mr. Ordaz request?
- (A) A full refund
 - (B) A different flavor
 - (C) A response to an e-mail
 - (D) An additional candle
195. What does Mr. Ordaz mention about the event in his e-mail?
- (A) It will take place on April 29.
 - (B) It is an anniversary party.
 - (C) Its start time has changed.
 - (D) It will be larger than expected.

Questions 196-200 refer to the following e-mail, survey, and report.

To:	Undisclosed Recipients
From:	iqbal_grewal@woolfflooring.com.au
Date:	12 June
Subject:	Cost-savings survey

Dear Colleagues,

At Woolf Flooring we are looking for ways to reduce day-to-day costs without sacrificing product quality, customer service, or staff morale. To this end, we are seeking input from select staff members in a variety of departments via an online survey that can be found at www.surveyquest.com.au/109820. Everyone who has been chosen to take part in the survey has been with the company for at least ten years and, therefore, is very familiar with our processes.

The deadline for completing the survey is 19 June. Note that this survey is for recipients of this e-mail only. Please do not forward this e-mail to others or post the link to the survey elsewhere.

We also plan to hire outside consultants to review our operations and write a report of their findings. We understand that some colleagues disagree with this approach to cutting costs; however, we have determined that getting an outside perspective is a worthwhile investment that will be likely to save us money in the long run.

Best,

Iqbal Grewal, Director of Business Transformation
Woolf Flooring

<https://www.surveyquest.com.au/109820>

Woolf Flooring Cost-Savings Survey

Based on your experience as an employee of Woolf Flooring, please provide one idea for a change that could be implemented to improve productivity and cut costs. Thank you.

Date: 18 June

Name and role: Beth Mair, sales manager

I have noticed that some employees grab a new pair of disposable gloves every time they return from a break. They could be using the same ones throughout the whole day. By limiting the use of gloves to one pair per day, Woolf Flooring would save thousands of dollars per year. Doing so would also reduce waste. A new policy regarding the use of personal protective items would be easy to implement immediately and would simply require sending a company-wide e-mail to explain it.

**Miyoko Consulting
Woolf Flooring Report Summary**

Thank you for allowing us to spend the last few weeks reviewing your operations. You will find a detailed expense-reduction report with projected savings in the pages that follow. Here is a list of our main recommendations.

1. Employees do not always use wood stains and other materials as efficiently as possible. More training time could be dedicated to this.
2. Employees could be more mindful of electricity costs—for instance, turning off all lights and machines when not in use.
3. Several Internet service providers are offering special pricing right now. Switching to one of these providers could save a considerable amount of money in the long run.
4. More effort could be made to reuse supplies—for example, some basic personal protective equipment could be used more than once.

196. In his e-mail, what does Mr. Grewal indicate about the survey?
- (A) It does not have an end date.
 - (B) It requires the use of a password.
 - (C) It can be completed on paper.
 - (D) It should not be shared with others.
197. According to the e-mail, what do some Woolf Flooring employees disagree with?
- (A) The plan to hire consultants
 - (B) The way a survey is structured
 - (C) The way a budget report is presented
 - (D) The departments selected to provide feedback
198. What can be concluded about Ms. Mair?
- (A) She regularly provides ideas for change.
 - (B) She has worked at Woolf Flooring for many years.
 - (C) She will be helping to collect feedback.
 - (D) She works in the production department.
199. In the survey, what does Ms. Mair note about her suggestion?
- (A) It may require some new equipment.
 - (B) It has worked well at other companies.
 - (C) It could be implemented right away.
 - (D) It has been suggested to management before.
200. What recommendation made by Miyoko Consulting corresponds with Ms. Mair's suggestion?
- (A) Recommendation 1
 - (B) Recommendation 2
 - (C) Recommendation 3
 - (D) Recommendation 4

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.