

## 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. Mr. Barrientos has worked at the company ----- six years.  
(A) for  
(B) since  
(C) with  
(D) lately
102. The staff cafeteria stops ----- lunch at 2:00 P.M.  
(A) taking  
(B) buying  
(C) serving  
(D) working
103. The annual report will be ready after ----- make the necessary revisions.  
(A) I  
(B) me  
(C) myself  
(D) my
104. Mr. Louden was offered a full-time position at Fortelio Corporation ----- a division manager.  
(A) about  
(B) as  
(C) after  
(D) around
105. Kennedy Sports will ----- its end-of-season sale through the month of January.  
(A) continuing  
(B) continued  
(C) continues  
(D) continue
106. Ms. Najjar is going to give a presentation ----- workplace regulations at noon.  
(A) near  
(B) to  
(C) past  
(D) on
107. Mr. Telguld submitted the ----- surveys before the monthly board meeting.  
(A) completely  
(B) completed  
(C) completing  
(D) completes
108. Travel funds are available to student presenters coming to the conference from a significant -----.  
(A) location  
(B) amount  
(C) reason  
(D) distance

109. Ms. Okada is ----- a new social media campaign at the request of our office manager.
- (A) organize  
(B) organized  
(C) organizing  
(D) organization
110. The speaker will offer five tips for making wise purchasing -----.
- (A) items  
(B) decisions  
(C) values  
(D) remedies
111. Please log on to your online checking account ----- the next 30 days in order to keep it active.
- (A) within  
(B) how  
(C) whether  
(D) and
112. The Bradyville Inn ----- live jazz music in the dining area on Friday evenings.
- (A) features  
(B) marks  
(C) sounds  
(D) collects
113. Leeann's Organic Fruit Spreads can be purchased ----- from the company's Web site.
- (A) direction  
(B) directly  
(C) directness  
(D) directed
114. ----- the event organizers' best efforts, they have been unable to attract enough volunteers this spring.
- (A) Behind  
(B) Versus  
(C) Among  
(D) Despite
115. Mr. Perez ----- as an industrial engineer at Gaberly Logistics for almost twenty years.
- (A) employs  
(B) to be employed  
(C) is employing  
(D) has been employed
116. Soon after Ms. Manilla was hired, the sales department's productivity began to increase -----.
- (A) mainly  
(B) respectively  
(C) noticeably  
(D) closely
117. Small businesses ----- participate in the Get Ahead program will receive marketing tools to help them attract customers.
- (A) that  
(B) they  
(C) what  
(D) whoever
118. Our copy editors will review the manuscript ----- will not return it until the end of next week.
- (A) or  
(B) once  
(C) either  
(D) but
119. Mira Kumar was probably the ----- of all the interns at Kolbry Media last summer.
- (A) ambitious  
(B) most ambitious  
(C) ambitiously  
(D) more ambitiously
120. Orbin's Fish Company expanded to a total of 26 stores ----- its takeover of a rival chain.
- (A) whenever  
(B) toward  
(C) following  
(D) usually

121. Ms. Cartwright told her team members that she wanted ----- to streamline the company's assembly process.
- (A) theirs  
(B) they  
(C) them  
(D) themselves
122. Rupert's Food Service uses ----- technology to track all of its shipments.
- (A) strict  
(B) numerous  
(C) advanced  
(D) crowded
123. Our app includes a ----- so that users can determine whether they are within their budget goals.
- (A) calculator  
(B) calculated  
(C) calculating  
(D) calculations
124. To ----- that its facilities are cleaned every day, the Selboa Company has hired more janitors.
- (A) ensure  
(B) affect  
(C) provide  
(D) secure
125. During his term as a legislator, Jeremy Moran ----- promoted public awareness of the need for infrastructure improvements.
- (A) act  
(B) action  
(C) active  
(D) actively
126. Pyxie Print's business is so new that we need to explain the full range of our services to ----- clients.
- (A) trained  
(B) potential  
(C) elected  
(D) paid
127. Phone orders that are ----- to local stores by 11:00 A.M. are eligible for same-day pickup.
- (A) submitted  
(B) submission  
(C) submitting  
(D) submits
128. An Oswald Hardware associate will ----- place an order for customers who need larger quantities than what is in stock.
- (A) slightly  
(B) wholly  
(C) busily  
(D) gladly
129. Mia Daushvili performed with the Bayhead Orchestra on Monday evening, ----- her virtuosic skills on the piccolo.
- (A) displays  
(B) had displayed  
(C) displaying  
(D) was displayed
130. When reviewing applicants for the clerk position, Ms. Ng will consider both education and ----- experience.
- (A) prior  
(B) quick  
(C) lean  
(D) calm

## 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 notice.

### D-Zine Pop

D-Zine Pop is your source for information about the latest ----- in the world of fashion. What 131. started as a social media experiment ----- into a content platform with subscribers in seventeen 132. countries worldwide. We are constantly adding features to improve our user experience and share what apparel and clothing accessories are popular right now. We also make periodic updates to our terms of service. Subscribers' ----- access to content is contingent upon consenting to these 133. terms; therefore, we encourage you to review and accept them at dzinepop.com/privacy. Contact our customer service team at support@dzinepop.com if you have any questions. ----- . 134.

TEST 4

131. (A) controversies  
(B) consumers  
(C) trends  
(D) versions
132. (A) evolving  
(B) evolution  
(C) will be evolving  
(D) has evolved
133. (A) continue  
(B) continued  
(C) continuation  
(D) continues
134. (A) Representatives are available 24 hours a day to assist you.  
(B) The changes made to our user privacy policy are no longer effective.  
(C) Fresh content is accessible through phone and desktop apps.  
(D) We are no longer offering a discounted rate if you renew your subscription.

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Questions 135-138 refer to the following advertisement.

### Rescue your device with Phone Tune-Up

Is your smartphone screen scratched or cracked? ----- ? Do your apps freeze or crash? The **135.** experts at Phone Tune-Up can help! We use nothing but the best quality parts to ----- your **136.** mobile phone. Let our certified technicians save you the time and expense involved in replacing your phone with a new one. When we are ----- , you will think your old phone is brand new. To **137.** make an appointment, call 604-555-0198 or visit [www.phonetuneup.com](http://www.phonetuneup.com). Same-day service is often available ----- needed parts are in stock. **138.**

- 135.** (A) Does your printer need frequent ink refills?  
(B) Does it take all day for your battery to recharge?  
(C) Do you want to complete a short survey?  
(D) Do you pay too much for your data plan?
- 136.** (A) remove  
(B) borrow  
(C) examine  
(D) repair

- 137.** (A) trained  
(B) available  
(C) done  
(D) dismissed
- 138.** (A) whose  
(B) must  
(C) if  
(D) of

**Questions 139-142** refer to the following press release.

**FOR IMMEDIATE RELEASE**

SACRAMENTO (July 28)—The Sacramento-based supermarket chain Hsing Market announced today that it is opening a branch ----- in San Jose in October. It will occupy the building that  
**139.** once housed the Watson Office Superstore located at 1539 West Oak Street, which closed last year.

Hsing Market CEO Alice Tran said, “We are very excited to ----- open a store in San Jose. -----  
**140.** When the Watson building became available, we jumped on the opportunity to move in.”

As a neighborhood grocery store, Hsing Market prides itself on hiring applicants from the local community. Approximately 75 percent of all employees live within two miles of the store where they -----.  
**142.**

**TEST 4**

- 139.** (A) location  
(B) locate  
(C) to locate  
(D) locating

- 140.** (A) finally  
(B) instead  
(C) likewise  
(D) suddenly

- 141.** (A) The store features a variety of fresh and prepared foods.  
(B) We hope that you will be able to join us at our grand-opening celebration.  
(C) We have had our eyes on the city for quite some time.  
(D) Our corporate headquarters will be renovated soon.

- 142.** (A) save  
(B) work  
(C) shop  
(D) register

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Questions 143-146 refer to the following Web page information.

### About Leafi Cloth

Tropick Textiles recently expanded the ----- of fabrics available on the market. In its quest to  
**143.** introduce environmentally friendly alternatives to cotton and other traditional fibers, the company  
----- a new fiber made from materials that are typically discarded. Tropick Textiles takes banana  
**144.** and pineapple leaves and combines them with bamboo fibers to create Leafi Cloth. The plants' leaves are ordinarily disposed of ----- the fruit is harvested. Tropick Textiles' process prevents  
**145.** many leaves from entering a landfill, converting them instead into usable material. ----- .  
**146.**

- 143.** (A) range  
(B) expense  
(C) strength  
(D) appearance
- 144.** (A) are developed  
(B) has developed  
(C) will develop  
(D) to develop
- 145.** (A) now  
(B) thus  
(C) even  
(D) once
- 146.** (A) The resulting durable fabric is a suitable substitute for cotton cloth.  
(B) Inquiries regarding Leafi Cloth were directed to the sales department.  
(C) Tropick Textiles will celebrate its one-hundredth anniversary this year.  
(D) Manufacturing costs have been increasing for Tropick Textiles lately.

**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 receipt.

<b>Zippy Petrol Mart</b>	
M64 Motorway	
Leicester	
0113 4960423	
23 May	
-----	
Biscuits	£2.00
Fruit cup	£0.95
Crisps	£1.10
<b>VAT</b>	<b>£0.81</b>
<b>Inclusive</b>	
Total	<b>£4.86</b>
-----	
<b>Sign up for our Zippy Club rewards card.</b>	
You could have earned 4 Zippy Club points on this transaction.	
Points can be used for discounted merchandise, car products,	
phone accessories, and more!	

147. What was purchased on May 23 ?
- (A) Fuel
  - (B) Snacks
  - (C) Auto parts
  - (D) Phone accessories
148. What does the receipt indicate about Zippy Petrol Mart?
- (A) It has multiple locations.
  - (B) It accepts most major credit cards.
  - (C) It has a customer rewards program.
  - (D) It reduced the prices of all its merchandise.

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**Questions 149–150** refer to the following notice.

**Coming Soon: The Best of PBQ Radio**

During the week of April 21–27, PBQ Radio will be hosting a best-of-the-decade program. The most popular tunes by recording artists from the past decade will be played all day long. Both well-known and lesser-known recording artists will be featured. We plan to showcase each artist's top works.

In addition to featuring the best music of the decade, we would like to highlight our region's businesses. Advertising time is available for purchase. Let our listeners know that your business is one of the best in the community! You can request a shout-out for your company from a program host, or our professional marketing team can write and record a 30-second advertisement.

Visit [www.pbqradio.com/advertise](http://www.pbqradio.com/advertise) for details and pricing.

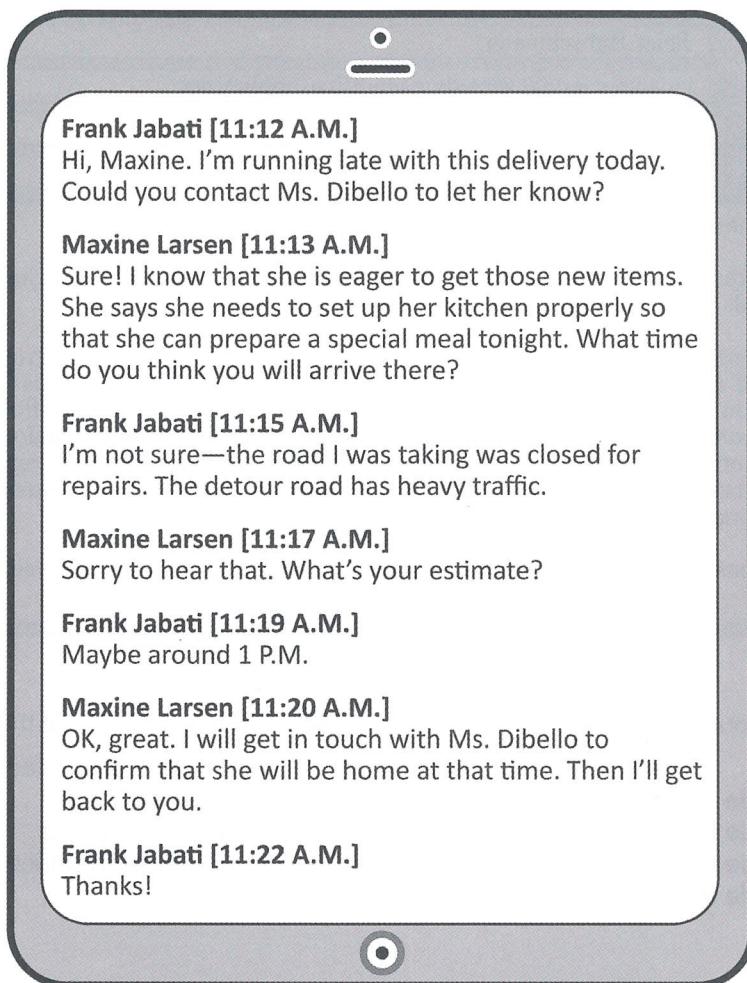
**149.** For whom most likely was the notice written?

- (A) Radio-show hosts
- (B) New recording artists
- (C) Business owners
- (D) Sound technicians

**150.** What is true about PBQ Radio?

- (A) It has been in business for ten years.
- (B) It is looking for experienced musicians.
- (C) It was voted the best station in the community.
- (D) It has its own marketing department.

Questions 151–152 refer to the following text-message chain.



151. What most likely has Ms. Dibello purchased?  
(A) Linens  
(B) Bookshelves  
(C) Gardening tools  
(D) Appliances
152. At 11:17 A.M., what does Ms. Larsen most likely mean when she writes, “What’s your estimate”?  
(A) She must verify the distance of a route.  
(B) She wants to know how much traffic there is.  
(C) She wants to know a delivery time.  
(D) She has to calculate a delivery charge.

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**Questions 153-154** refer to the following e-mail.

To:	Janet Hubschmann
From:	customerservice@readymadeofficesupplies.net
Date:	September 3
Subject:	Thank you

Dear Ms. Hubschmann,

We here at Readymade Office Supplies are excited to welcome you to our Customers Count rewards program. Your account number 41120 is now registered.

Be sure to enter your account number to earn points on all your purchases from our Web site. You will earn one point for every dollar you spend on qualifying purchases. Redeem your points on your account page for rewards, including free two-day expedited shipping, special discounts, and more. You can still order via mail from our print catalog, over the telephone from one of our helpful representatives, or by visiting our retail locations across the United States and Canada. However, those purchases do not currently qualify for the rewards program.

Have questions? Please visit <https://www.readymadeofficesupplies.net/customerservice>.

- 153.** What types of purchases earn reward points?
- (A) Those made online
  - (B) Those made by mail
  - (C) Those made by phone
  - (D) Those made in a store

- 154.** What is a benefit of the program?
- (A) Invitations to retail events
  - (B) Free samples
  - (C) Faster shipping
  - (D) Extended product warranties

Questions 155-157 refer to the following letter.

Native Plant Society Headquarters  
161 Sussex Street  
Sydney, NSW 2001

15 April

Yasmine Harabi  
247 Kooljak Road  
Perth, Western Australia 6280

Membership number 4290

Dear Ms. Harabi,

Thank you for your continued support as a society member. Given your recent move, your membership has been transferred to the chapter located in the city of Perth. We will be mailing a replacement member identification card within a few days.

Unlike the chapter in the city of Canberra, the Perth branch meets the first Saturday of every month, so your next meeting will be in three weeks. If you have any questions, please contact us weekdays between 8:00 a.m. and 4:00 p.m. at (08) 5555 0145.

Sincerely,

*Leticia Davis*

Leticia Davis  
Membership Department

155. What is the purpose of the letter?
- (A) To announce a special event
  - (B) To explain changes based on a relocation
  - (C) To propose a new meeting time
  - (D) To request updated contact information
156. What is suggested about the city of Canberra?
- (A) It is famous for its many gardens.
  - (B) It houses the headquarters of Ms. Davis' organization.
  - (C) It is where Ms. Harabi previously lived.
  - (D) It is home to some of Australia's rarest plants.
157. What can be concluded about the Native Plant Society?
- (A) It is under new leadership.
  - (B) Its membership is growing.
  - (C) It is raising membership dues.
  - (D) Its chapters hold monthly meetings.

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Questions 158-160 refer to the following Web page.

The screenshot shows a web browser window with the URL <https://www.greenroofplus.com> in the address bar. The page has a header with four tabs: Basics (highlighted in black), Photos, Resources, and News. Below the header is a section titled "What Are Green Roofs?". The text in this section states: "Green roofs are an energy-saving option for office buildings and homes. A green roof is one that's covered with grasses, flowers, or other plants. It lowers heating and cooling costs while increasing a structure's aesthetic appeal. This Web site is designed for sharing ideas, photos, and resources to create and maintain a green roof." Further down, another section discusses the cost and timeline of creating a rooftop garden, mentioning that it requires waterproofing and contractor services, and can take from one week to several months to complete.

158. According to the Web page, what can visitors to the Web site do?
- (A) Discuss how to create a garden
  - (B) Learn how to maximize vegetable production
  - (C) Seek advice about landscaping problems
  - (D) Help contractors calculate costs
159. What is NOT mentioned about green roofs?
- (A) They decrease energy bills.
  - (B) They remove pollution from the air.
  - (C) They make a structure more beautiful.
  - (D) They can be installed on commercial and residential buildings.
160. In paragraph 3, line 1, the word "handle" is closest in meaning to
- (A) touch
  - (B) control
  - (C) deliver
  - (D) support

Questions 161–163 refer to the following advertisement.

Martino Technical has been providing live sound-mixing services for more than 30 years. We use the latest technology to produce the best sound.

The majority of our clients are heavy-metal and classic-rock musicians. Before they go on tour, we rehearse with them to ensure that the sounds are perfectly blended and balanced. In addition, we create recordings for them that they can post on social media to promote their shows.

Our sound-mixing engineers are known for their experience and professionalism and have an impressive track record working on tours worldwide. They have worked with many popular music groups, including The Peakes, Firebrand, and Cellar Cats, and make bands sound just as good during live performances as they do on their records.

Contact us by e-mailing [information@martinotechnical.ie](mailto:information@martinotechnical.ie).

161. What is indicated about Martino Technical?

- (A) It acquires most clients through social media.
- (B) It was founded over 30 years ago.
- (C) It has received many industry awards.
- (D) It has offices throughout the world.

162. The word “promote” in paragraph 2, line 4, is closest in meaning to

- (A) encourage
- (B) schedule
- (C) publicize
- (D) advance

163. What is NOT stated about the live sound-mixing engineers?

- (A) They create promotional materials.
- (B) They have considerable expertise.
- (C) They travel abroad frequently.
- (D) They have degrees in music.

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

To:	Employees <employees@bonahoomenterprises.com>
From:	Marcia Noh <mnoh@bonahoomenterprises.com>
Date:	November 14
Subject:	November 28 event

Dear all,

On the evening of November 28, there will be a formal dinner to honor our company president and founder, Mr. Bonahoom. At the dinner, we will express our appreciation for his leadership over these past twenty years in making Bonahoom Enterprises a successful company and a great place to work. — [1] —.

This event will be held in the private banquet room at Chez Bistro and is intended to be a surprise, so please avoid mentioning it to him. Those few who are involved with the setup will arrive at 5 P.M. All other attendees should come no later than 6:15 P.M. in anticipation of Mr. Bonahoom's arrival at 6:30 P.M. We expect the celebration to wrap up no later than 8 P.M. — [2] —.

There is no need to bring a gift. — [3] —. We do ask, though, that you find time this week to sign a card for him. It can be found at Ms. Mueller's desk, inside an envelope marked "November 28."

Finally, you are welcome to bring one guest with you to the event if you wish. — [4] —. Kindly RSVP to this e-mail so we can get a complete count of the number of attendees.

All the best,

Marcia Noh

- 164.** What is the main purpose of the e-mail?
- (A) To ask staff to sign up to give speeches at a celebration
  - (B) To find people willing to bring various items to a dinner
  - (C) To invite workers to a surprise party
  - (D) To look for volunteers to help plan an event
- 165.** According to the e-mail, when are most people expected to arrive?
- (A) At 5:00 P.M.
  - (B) At 6:15 P.M.
  - (C) At 6:30 P.M.
  - (D) At 8:00 P.M.
- 166.** What should people do if they want to sign a card?
- (A) They should request it from Mr. Bonahoom.
  - (B) They should e-mail Ms. Noh.
  - (C) They should wait for it to be passed around the office.
  - (D) They should go to Ms. Mueller's desk.
- 167.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "The senior staff will be presenting a commemorative plaque on behalf of the whole office."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

Questions 168-171 refer to the following online chat discussion.

**Colin Wikander (10:23 A.M.)** I have reviewed the draft of the new client questionnaire, and it looks great overall. I would make the question about bookkeeping strategies more open-ended, though. As written, it may lead respondents to give simple yes or no answers.

**Midori Sakai (10:24 A.M.)** That's a good point. We'll need to fix that. I also want to add a couple of questions about how financial and tax reports have been handled in the past.

**Ela Hamidah (10:24 A.M.)** I could look at the bookkeeping question to see what I can come up with.

**Colin Wikander (10:25 A.M.)** Well, it's four pages already.

**Midori Sakai (10:27 A.M.)** That's true. I'll just wait for Ela's revision of the third question. Then Jack Neligan can put a draft of the form up on our Web site.

**Colin Wikander (10:28 A.M.)** Is it true that we are not planning to collect any paper forms?

**Midori Sakai (10:30 A.M.)** We might do that, but digital collection is preferable to avoid the lag time of waiting for our clients to print, fill out, and scan the forms to send them back.

168. What type of company do the writers most likely work for?  
(A) Publishing  
(B) Accounting  
(C) Retail  
(D) Design
169. What does Mr. Wikander suggest about a question?  
(A) It is mislabeled.  
(B) It is difficult to read.  
(C) It should be reworded.  
(D) It should be made optional.
170. At 10:25 A.M., what does Mr. Wikander most likely mean when he writes, "Well, it's four pages already"?  
(A) He is surprised by the long answers clients gave.  
(B) He is impressed with how quickly the questionnaire is coming along.  
(C) He thinks information in the first four pages should be cut out.  
(D) He thinks the questionnaire should not be any longer.
171. Why does Ms. Sakai think that paperless forms will be preferable?  
(A) They allow for faster data collection.  
(B) They reduce the number of errors.  
(C) They are good for the environment.  
(D) They do not take up space in an office.

**Questions 172-175** refer to the following post on a Web site.

<https://www.trehospitalityassociation.com/discussion/tunisia>

I have been a member of the TRE Hospitality Association for many years, but until now, I have posted messages only on the Greece and Egypt forums. — [1] —. This is my first post on the Tunisia forum.

I am looking for recommendations for a janitorial service on the island of Djerba. My company is opening a hotel there. Our hotel will offer 80 rooms with two restaurants on-site. — [2] —. I would like to contract with a company that can provide about four full-time custodial workers and housekeepers, plus an additional five workers on an as-needed basis for large events on our property. — [3] —.

I may have met some of you previously at one of our hospitality conferences. If so, please remind me. In fact, I attended the most recent one in Rabat. — [4] —. I would like to reconnect!

John Karikas, Director of Development  
Synecdoche Hotel Group

172. Why did Mr. Karikas write the post?
- (A) To promote a job fair
  - (B) To request referrals to a service provider
  - (C) To recommend a tourist destination
  - (D) To invite colleagues to a grand opening
173. What is suggested about the TRE Hospitality Association?
- (A) It is based in Egypt.
  - (B) It was recently expanded to include hotel owners.
  - (C) It is an international organization.
  - (D) It offers janitorial services.
174. What is indicated about Mr. Karikas?
- (A) He teaches a hospitality course.
  - (B) He lives in Rabat.
  - (C) He is a former restaurant owner.
  - (D) He attended at least one hospitality conference.
175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “It will also have a large meeting room.”
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

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**Questions 176-180** refer to the following e-mails.

To:	Manuel Torres <m.torres@opalmail.co.uk>
From:	Anya Patel <a.patel@support.harlund.co.uk>
Date:	3 May
Subject:	Auto insurance

Dear Mr. Torres,

Welcome to Harlund Ltd. We are pleased to provide you with comprehensive automobile insurance for your new vehicle. We have received your first payment of £36.00, and your coverage is now in effect. Your policy number is M413927.

Your billing schedule is based on an annual premium of £432.00. The remaining payments of £36.00 per month are due on the fifteenth day of each month starting in June.

You can visit us online at [www.harlund.co.uk](http://www.harlund.co.uk) to pay bills and manage your policy. Our Web site offers easy options for managing your account information and for making payments with scheduled transfers directly from your bank.

Should you have any questions or wish to change your policy, call the customer support centre at 020 7946 0516. In the event of a vehicle incident, please contact an agent as soon as possible at 020 7946 0520. Be sure to have your policy number at hand. Thank you for trusting Harlund Ltd. We look forward to providing you with superior service.

Best regards,

Anya Patel, Harlund Ltd. Customer Support Agent

**\*E-mail\***

To:	Anya Patel <a.patel@support.harlund.co.uk>
From:	Manuel Torres <m.torres@opalmail.co.uk>
Date:	4 May
Subject:	RE: Auto insurance

Dear Ms. Patel,

Thank you for the confirmation. I'm happy to have insurance from a trustworthy company. For your reference, the new car is now registered in my name.

Although I made the initial payment to you by credit card, I plan to follow the process outlined in your e-mail for future payments.

I also wanted to let you know that I have not yet received the insurance certificate. I looked for one that I could download from your Web site, but I could not find anything. Could you please send me a copy of the certificate?

Sincerely,

Manuel Torres

- 176.** What can be inferred about Mr. Torres?
- (A) He is moving to a new home.
  - (B) He recently bought a car.
  - (C) He will be retiring soon.
  - (D) He recently opened a bank account.
- 177.** In the first e-mail, the word “coverage” in paragraph 1, line 3, is closest in meaning to
- (A) measurement
  - (B) information
  - (C) commentary
  - (D) protection
- 178.** What does Ms. Patel recommend that Mr. Torres do?
- (A) Call an agent if needed
  - (B) Register at a local office
  - (C) Place an order promptly
  - (D) Revise an agreement
- 179.** How does Mr. Torres intend to make future payments?
- (A) By cash
  - (B) By credit card
  - (C) By electronic transfer
  - (D) By personal check
- 180.** What does Mr. Torres state that he looked for?
- (A) Directions to an office
  - (B) A document to download
  - (C) Reviews from customers
  - (D) Contact information

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

### Tour Schedule for Book Launch by Andrew Darr

At each appearance, Mr. Darr will read an excerpt from his new novel, *Down the Mountainside*, followed by a question-and-answer session. Afterward, Mr. Darr will be available to autograph copies of his books.

Venue	City	Date	Time
Neighbourhood Books	Toronto, Ontario	18 May	6:00 P.M.
Weinstock Books and Stationery	Ottawa, Ontario	27 May	7:00 P.M.
Portage Avenue Books	Winnipeg, Manitoba	6 June	6:30 P.M.
Downtown Books and Café	Regina, Saskatchewan	15 June	7:00 P.M.

### Book Review: *Down the Mountainside*

**Reviewer:** Camile Lin

**Date:** 15 May

Andrew Darr, the author of the best-selling series about detective Charles Martin, will be visiting our city this week, appearing at Neighbourhood Books to promote his new novel, *Down the Mountainside*. The new work sees Martin investigating mysterious events at a ski resort in the French Alps.

Darr's storytelling has come a long way since readers first met Charles Martin in *The Doorbell*, and this installment is Darr's strongest work to date. Fans of the stories will welcome the return of Darr's wit after a three-year wait, and newcomers to the Martin series are sure to find themselves captivated.

The story includes the right balance of suspense and humour, with an ending that is unpredictable, even to the most devoted Darr reader. I highly recommend this book to all mystery fans. You won't be disappointed.

181. According to the schedule, what is NOT mentioned as an activity for Mr. Darr?
- (A) Reading from his book
  - (B) Answering questions
  - (C) Signing books for individuals
  - (D) Taking photos with participants
182. What city is the book reviewer from?
- (A) Toronto
  - (B) Ottawa
  - (C) Winnipeg
  - (D) Regina
183. What is most likely true about *Down the Mountainside*?
- (A) It is the author's first book.
  - (B) It is a collection of short stories.
  - (C) It is part of a series.
  - (D) It is being translated into French.
184. Who is Mr. Martin?
- (A) A fan of the author's
  - (B) A character in the book
  - (C) The writer of the review
  - (D) The owner of a bookstore
185. According to the review, who would most likely read *Down the Mountainside*?
- (A) People who like to read mysteries
  - (B) People who enjoy novels based on true stories
  - (C) People who travel frequently
  - (D) People who prefer science fiction

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

### **Annual Citrus Production in Yuma County**

- 82 tons of citrus fruit
- Over 120,000 boxes of lemons
- 15,000 boxes of oranges
- 9,000 boxes of grapefruit
- \$190 million in revenue

Employing close to 3,000 workers and contributing nearly \$2 million in taxes to fund public services for the county

—Arizona Agriculture Division

City West Bank  
455 Canyon Avenue  
Phoenix, Arizona 85007

March 21

Domingo Ramirez, Director  
Arizona Agriculture Division  
55 Sixth Avenue  
Yuma, Arizona 85364

Dear Mr. Ramirez,

I read the recent report from the Arizona Agriculture Division summarizing Yuma County's success in the citrus industry. City West Bank wants to help the Arizona Agriculture Division you lead by expanding this industry further. We offer low-interest loans and provide expert advice through our connections to area chambers of commerce and to agricultural researchers at Arizona's state universities.

We recognize that agritourism in southwest Arizona is growing as a result of the popularity of farm tours, bird-watching, and scenic country lodging, but tourism is unlikely to surpass the strength of this region's agriculture production. We support farmers in many counties in Arizona and are poised to help the citrus growers in Yuma County. Together, we can accomplish great things.

Cordially,

*Bianca Schreiber*

Bianca Schreiber  
Industry Investment Programs

**Schreiber Named Vice President of National Investment Strategies**

PHOENIX (January 19)—City West Bank announced today that Ms. Bianca Schreiber will be promoted to vice president of National Investment Strategies effective February 1. Ms. Schreiber currently oversees City West Bank's Industry Investment Programs, serving businesses throughout Arizona.

Bank President William Dolle cited

Ms. Schreiber's record of successful investment in the agricultural sector. "Ms. Schreiber's efforts in working with the director of the Arizona Agriculture Division have significantly boosted citrus production. Yuma County now produces as many grapefruit as it does oranges. Ms. Schreiber's keen insight will make her even more valuable to us in her new role," remarked Mr. Dolle.

186. What does the report indicate about the Yuma County region?
- (A) It does not tax fruit that is sold there.
  - (B) Several types of fruit are cultivated there.
  - (C) More workers are needed for agricultural jobs.
  - (D) New types of fruit are being produced there.
187. What is one reason Ms. Schreiber writes to Mr. Ramirez?
- (A) To explain the benefits of doing business together
  - (B) To clarify information in the report
  - (C) To remind him to make a loan payment
  - (D) To offer him advice from university agricultural researchers
188. According to the letter, why do tourists visit Yuma County?
- (A) To shop at farmers markets
  - (B) To take pictures
  - (C) To enjoy theme parks
  - (D) To observe wildlife
189. What is suggested about Mr. Ramirez?
- (A) He accepted Ms. Schreiber's proposal.
  - (B) He used to be employed by City West Bank.
  - (C) He is a member of the Yuma Chamber of Commerce.
  - (D) He recently bought a citrus farm.
190. For what accomplishment does Mr. Dolle praise Ms. Schreiber?
- (A) Arranging the shipping of agricultural products
  - (B) Opening many City West Bank branch offices
  - (C) Helping to increase grapefruit production to 15,000 boxes
  - (D) Promoting Yuma County as a vacation destination

Questions 191-195 refer to the following invitation, Web page, and e-mail.

[https://www.unetcon.org/messages\\_audreysmith80](https://www.unetcon.org/messages_audreysmith80)

**Unetcon – Message Center**

Pending Invitations

**From: Don Fitzpatrick**  
Branch Manager, Wilsonville Financial

**To: Audrey Smith**

Dear Audrey,

Please accept this invitation to connect professionally on Unetcon. I am a fellow Stonerook University graduate and am always looking to expand my network. In this case, I am also reaching out to see if you would be interested in joining the private Stonerook alumni group page to stay current with everything that our fellow graduates are up to.  
<https://www.unetcon.org/private/stonerookugrads>.

Kind regards,  
Don Fitzpatrick

[Accept Invitation](#)

[Ignore Invitation](#)

[Reply to Don](#)

<https://www.unetcon.org/private/stonerookugrads>

**Stonerook University Graduates**

Check out the continued success and latest updates from Stonerook graduate Jonah Hilliard.

Current	Education	Professional
Director, Albright School of Business  Founder and Director, Clear Path  <u>Contact</u> Phone: 843-555-0139 E-mail: jhilliard@mccleese.edu Office: 403 Cordon Hall 530 N Kensington St. Charleston, SC 29425	Master of Business Administration – Turnbull University  Bachelor of Arts in Education Studies – Stonerook University	Mr. Hilliard has led the Albright School of Business since 2017. Between 2007 and 2017, he carried out extensive research on emerging markets in West Africa while teaching business management in Lagos, Nigeria. Two years ago, he founded Clear Path, a business that advises students from around the globe who wish to pursue studies in the United States.

**\*E-mail\***

From:	Audrey Smith <audrey_smith80@rapidonet.co.uk>
To:	Jonah Hilliard <jhilliard@mccleese.edu>
Date:	19 September
Subject:	Referral

Dear Jonah,

It has been a long time since we last talked. I recently came across your profile on Unetcon and saw that you are now leading the business school at McCleese! My research in Lagos ended last year, when I accepted a position as lead consultant at Pryor and Martell. I have been based here in Manchester ever since.

Congratulations to you on your most recent business venture—Clear Path already has quite an impressive reputation! I have a nephew who is interested in pursuing a degree in management information systems in the United States, and I was hoping I could put you both in touch so that he can take advantage of your new company's expertise in this area.

Best,

Audrey Smith

191. What does the invitation indicate about Unetcon?
- (A) It is a business consulting firm.
  - (B) It is a financial services company.
  - (C) It is an employment agency.
  - (D) It is a professional networking Web site.
192. According to the Web page, where is Mr. Hilliard currently working?
- (A) In Lagos
  - (B) In Charleston
  - (C) In Wilsonville
  - (D) In Manchester
193. What is suggested about Ms. Smith?
- (A) She taught at Stonerook University.
  - (B) She works at Wilsonville Financial.
  - (C) She accepted Mr. Fitzpatrick's invitation.
  - (D) She plans to visit Lagos this year.
194. What do Ms. Smith and Mr. Hilliard have in common?
- (A) They cofounded Clear Path.
  - (B) They are colleagues at Pryor and Martell.
  - (C) They were classmates at Turnbull University.
  - (D) They both conducted research in Nigeria.
195. What is one purpose of Ms. Smith's e-mail to Mr. Hilliard?
- (A) To request his professional services
  - (B) To provide a professional reference
  - (C) To conduct an informational interview
  - (D) To apply for a position at Albright School of Business

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

**Modern Salon Academy**  
[www.modernsalonacademy.ca](http://www.modernsalonacademy.ca)

Established more than twenty years ago, Modern Salon Academy is Toronto's most recognized beauty school. The school offers hands-on training, small class sizes, and individualized instruction from leading industry professionals in the following programs.

- Cosmetology I: Gain foundational knowledge of haircutting and styling.
- Cosmetology II: Learn techniques in haircutting, styling, and colouring.
- Skin Care: Learn techniques in providing advanced skin-care treatments.
- Leadership: Study salon management, business operations, and compliance.

Modern Salon Academy is a winner of the International Cosmetology Society's prestigious Award of Excellence. It is no surprise, then, that over 95 percent of our graduates have gone on to successful careers in both the beauty and fashion industries.

## **Modern Salon Academy Expands in Ontario**

TORONTO (23 August)—Modern Salon Academy, a highly regarded beauty school here in Toronto, is opening a regional campus in Oshawa. The school is already admitting students for classes that are scheduled to begin on 4 October.

Modern Salon Academy has had a substantial rise in enrollment over the past few years. Francine Dupuis, educational director of Modern Salon Academy, notes, “More than half our students live outside the city limits, so having a satellite campus makes perfect sense.”

Modern Salon Academy offers professional training and certification for careers in a variety of areas, including hair care, skin care, and makeup. For more information about Modern Salon Academy, including admission requirements, fees, and academic calendars, visit [www.modernsalonacademy.ca](http://www.modernsalonacademy.ca).

—Chrissy Jellen for the *Ontario Daily Times*

To:	Francine Dupuis <francine.dupuis@modernsalonacademy.ca>
From:	Amit Persaud <amit@shorelinebarbers.ca>
Subject:	Entry-level job opportunities
Date:	19 November

Dear Ms. Dupuis,

My name is Amit Persaud, and I am the owner and operator of Shoreline Barbers. I am interested in recruiting some of your graduating students to work at my barbershop, which is just around the corner from your newly established regional campus. I am seeking highly qualified, entry-level employees who can provide both haircutting and hair-colouring services.

Would it be possible for me to visit the nearby campus to give interested students an opportunity to talk with me? This would be a convenient way for me to evaluate them for the positions I am seeking to fill, and then I can also answer any questions they may have. Please let me know if an arrangement can be made.

Sincerely,

Amit Persaud

- 196.** How does Modern Salon Academy teach its students?
- (A) Through online courses
  - (B) Through academic lectures
  - (C) Through individualized training
  - (D) Through large-group discussions
- 197.** According to the article, what has increased at Modern Salon Academy?
- (A) The cost of tuition
  - (B) The number of students
  - (C) The requirements for admission
  - (D) The hours needed for certification
- 198.** What is most likely true about Shoreline Barbers?
- (A) It is located in Oshawa.
  - (B) It is opening a shop in Toronto.
  - (C) It was sold to Francine Dupuis.
  - (D) It has very affordable services.
- 199.** Who would best meet Mr. Persaud's needs?
- (A) Students in Cosmetology I
  - (B) Students in Cosmetology II
  - (C) Students in Skin Care
  - (D) Students in Leadership
- 200.** According to the e-mail, what does Mr. Persaud want to do?
- (A) Establish another business
  - (B) Retrain staff members
  - (C) Teach some classes
  - (D) Interview some students

**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.**