

Part 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text 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 153-154 refer to the following invitation.

SMART Technologies Inc.

We invite you to be present for the Annual Meeting of Shareholders on Friday, May 25 at 3:00 in the evening at the Austin Hotel & Convention Center. A light meal will be served from 5:30 p.m. until 6:30 p.m.

Please respond to Ms. Barbara Campbell at 604-622-5521 by May 10 to indicate your presence at the meeting.

402-814 Richards Street
Vancouver, BC
V6B 3A7
Phone: 604-622-5504
Toll-free: 1-888-226-7337

153. To what event are recipients being invited?

- (A) A free investment seminar
- (B) A yearly meeting
- (C) A demonstration
- (D) A trade convention

154. What are recipients asked to do?

- (A) Call Ms. Barbara Campbell
- (B) Send an e-mail to Ms. Barbara Campbell
- (C) Give a presentation
- (D) Reserve a hotel room

Questions 155-157 refer to the following document.

KoKo Appliance Co., Ltd.
151 East Wacker Drive,
Chicago, Illinois 60601
Tel: 312-565-1234
www.koko.com

Date and Time of transaction: 13/9/2007, 10:24 a.m.
Merchant ID: 612308
Clerk: David Cox
Customer: Mark Roger
Credit Card Number ending in: XXXX XXXX XXXX 1067

Item	Quantity	Price
Screwdriver Set	24	\$63.90
Steel-headed hammer	2	\$49.98
Electric Drill, cordless	2	\$54.00
Subtotal		\$167.88
Tax (10%)		\$16.79
Total to be billed		\$184.67

155. What type of document is this?

- (A) A warranty
- (B) An order form
- (C) A receipt
- (D) An inventory list

157. What was purchased?

- (A) Construction material
- (B) Building tools
- (C) Industrial equipment
- (D) Industrial machines

156. How was the merchandise paid for?

- (A) By personal check
- (B) By money order
- (C) By credit card
- (D) In cash

▶▶▶ Go on to the next page.

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Questions 158-160 refer to the following announcement.

If you are a college graduate who dreams of a career in health care, the premed program of the Ohio State University can help you. A majority of students choosing our program hope to become medical physicians, but others are planning careers as a veterinarian, dentist, or optometrist.

The Premed Program:

- comprises nine courses.
- offers part-time and full-time schedules.
- awards a certificate to the student completing at least seven classes.

To enroll in the program, you must already have a bachelor's degree with a minimum of a "B" average and have a strong interest in the health professions. Applicants have passed at least one college-level science course in chemistry, biology or microbiology. Finally, students have a strong desire to change career paths and be willing to engage in the rigorous science program.

If you meet these requirements, call us at 917-406-5535 today!

158. What position do most students in the program hope to obtain?

- (A) Dentists
- (B) Optometrists
- (C) Veterinarians
- (D) Doctors

159. What is NOT required for the program eligibility?

- (A) A bachelor's degree with at least a "B" average
- (B) Completion of a chemistry or biology class while in college

- (C) A desire to begin rigorous science coursework in medical school
- (D) An ability to attend the program as a full time student

160. How many courses must a student pass to receive a certificate?

- (A) Five
- (B) Six
- (C) Seven
- (D) Nine

Questions 161-163 refer to the following memorandum.

Global Travel Club

To: Call center employees
From: Personal department
Date: June 20, 2007
Subject: Summer work hours

In anticipation of the growing volume of phone call traffic in the busy season, we decided to implement extended work schedule during the months of July and August. As of July 1, work hours will be changed from 8 a.m.-5 p.m. to 8 a.m.-6 p.m., Monday to Friday.

Telephone operators should confer with their fellow workers to adjust the work schedule so that one person remains at work after regular work hours to respond to client calls.

Employees can receive one of the three compensations for extended work hours. First, they can choose to be paid for overtime. Second, they can choose to get a special discount on China tour packages. Finally, they can choose to take 48 hours off from work.

* Coupons for the Jason Bookstore will not be available starting this summer.

161. Why was this memo written?

- (A) To thank employees for their dedication
- (B) To announce a plan to handle increased business
- (C) To schedule an upcoming company event
- (D) To attract potential customers

162. Whom are operators asked to consult before arranging their work schedule?

- (A) The head of Personnel department
- (B) The quality control manager
- (C) Other telephone operators
- (D) A security officer

163. What is NOT being offered to employees?

- (A) Book coupons
- (B) Take off from work
- (C) A special discount
- (D) Overtime pay

▶▶▶ Go on to the next page.

Questions 164-166 refer to the following job notice.

Youth Council of Arlington

The Youth Council of Arlington is an association dedicated to improving the lives of young people through education in leadership skills, personal growth, and economic independence.

Director of Finance

The successful candidate will enjoy challenges and know how to solve problems effectively. In addition, he or she will have a recognized accounting certificate, over ten years of a related experience for the not-for-profit sector, and a strong understanding of teamwork.

To apply, please forward a resume to the Executive Director immediately. While we thank the candidates for their interest, only those selected for an interview will be contacted. We regret we are unable to accept any telephone inquiries.

Send to:

1325 Wilson Boulevard,
Arlington, Virginia, 22209

164. What is the stated purpose of this organization?

- (A) To raise money for school trips
- (B) To help local youth lead productive lives
- (C) To renovate the community center
- (D) To provide training in accounting practices

165. What does the job involve?

- (A) Working as a cashier
- (B) Teaching economics class

- (C) Hiring an Account Manager
- (D) Managing fiscal operations

166. What is NOT mentioned as a requirement for the position?

- (A) Being a certified accountant
- (B) Being able to work well with others
- (C) Being able to address large groups of people
- (D) Being an experienced worker in the field

Questions 167-169 refer to the following fax message.

Decor Office Furnishing Co., Ltd

To: All clients

From: Norman Winter <winter@decor.com>

Fax number: 325-640-0023

Number of pages including cover: 1

Re: Hello, everyone

I am sending this fax message out to all our clients to introduce myself. I am Gregg Lassen's new administrative assistant, Norman Winter. My predecessor, Tom Morrison, left the employ of Decor Office Furnishing effective September 5.

I am in the process of updating the company database system with vendor addresses, contact telephone numbers and e-mail addresses. If there are any changes in your company information, please e-mail me the changes by September 20.

167. What is the main purpose of this fax?

- (A) To promote a product
- (B) To purchase new computer equipment
- (C) To announce a change in personnel
- (D) To open a new branch office

169. What are recipients of this fax message being asked to do?

- (A) Provide current contact information
- (B) Promote a new product
- (C) Update their computer software
- (D) E-mail orders

168. When did Tom Morrison leave the company?

- (A) September 5
- (B) September 8
- (C) September 15
- (D) September 20

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Questions 170-172 refer to the following announcement.

Alaska Airlines

Passengers can check in for their flights at the ticket counter or the departure gate. Passengers may check their luggage at the skycap desk or the ticket counter six hours prior to departure. Spare luggage tags may also be purchased at these locations.

To determine the best time to check in for your flight, please refer to the real time flight arrival and departure information. The departure gate opens for check-in and boarding pass distribution only one hour prior to the scheduled departure time. At twenty minutes before departure, passengers can check in only at the departure gate. Passengers checking in less than 15 minutes before their plane is scheduled to depart might be denied boarding.

Visit the convenience store, The Dream Fly, for refreshments, books, and periodicals. We may offer recorded books for your listening pleasure while in the skies.

170. For whom was this announcement made?

- (A) Pilots and copilots
- (B) Flight attendants
- (C) Airline passengers
- (D) Baggage handlers

172. What is NOT listed as available for purchase at The Dream Fly?

- (A) A soft drink
- (B) A luggage tag
- (C) A newspaper
- (D) A monthly magazine

171. What is the earliest time at which luggage can be checked?

- (A) Fifteen minutes before departure
- (B) Twenty minutes before departure
- (C) One hour before departure
- (D) Six hours before departure

Questions 173-176 refer to the following e-mail message.

To: All employees
From: Thomas Tang, Manager of Human Resources Department
Date: November 28
Subject: Fourth quarter seminar (December 15-December 22)

As you know, BioWare Corp. believes that providing its staff with challenging opportunities for professional growth is a sound investment in its future. To keep this policy, a brochure for fourth-quarter seminar will be distributed next week.

To accommodate registration, a first-come, first-served policy will apply. You are encouraged by the Human Resources Department to review the listed seminars, select one or more relevant to your field and call Donna Luke (no later than December 10) to register. In order to register one or more of the listed courses, please submit the following information:

- Name
- Telephone Ext.
- E-mail address
- Title of seminar

If you want to get general information about the listed courses, call Donna Luke. In order to gain specific information of the courses, please contact the instructor listed.

173. What kind of seminar is the staff given?

- (A) Professional development seminar
- (B) Time management seminar
- (C) Local development seminar
- (D) New-product development seminar

174. Why would an employee need to call Donna Luke?

- (A) To obtain specific information regarding the seminar
- (B) To get general information about the seminar
- (C) To change the venue for this year's seminar

(D) To postpone the seminar until March 20, 2007

175. What information is NOT required of those registering for a workshop?

- (A) Participant's name
- (B) Telephone extension number
- (C) E-mail address
- (D) Office address including zip code

176. When is the deadline for registration?

- (A) November 28
- (B) December 10
- (C) December 15
- (D) December 22

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Questions 177-180 refer to the following letter.

Cosmo Office Solution
300 Light Street,
Baltimore, Maryland,
USA 21202

Mr. Thomas Lim
HKNet Co., Ltd.
6-10-3 Roppongi,
Tokyo 106-0032, Japan

Dear Mr. Thomas Lim,

On September 25, 2007, we received your order for 27 fax machines, model no. 94 and 12 photocopiers, model no. 31 and wish to thank you. As you are a new customer, we would be pleased to offer you the extra 10% discount you requested, and we hope that you'll be satisfied with both our products and services.

The details of our business terms are enclosed. The price quoted includes insurance and transport charges up to the port of Tokyo. We require payment in U.S. dollars within 30 days of delivery of our invoice, either by wire transfer to our bank account from a U.S. bank, or by a check drawn on a U.S. bank.

As soon as we receive written confirmation of your order, we will make arrangements for shipping the consignment.

We look forward to doing regular business with you.

Sincerely yours,

Bob Penn
Bob Penn, Sales Manager
Cosmo Office Solution

177. How many fax machines were ordered?

- (A) 12
- (B) 27
- (C) 30
- (D) 31

178. Why was the discount given on the order?

- (A) The sales manager wants to continue the business relationship with the purchaser.
- (B) The sales manager is rewarding a loyal customer.
- (C) Mr. Thomas Lim is dissatisfied with Cosmo Office Solution's items and services.
- (D) The price of the merchandise is going to be reduced significantly.

179. What is included in the price quoted?

- (A) Installation fee
- (B) Maintenance charges
- (C) Delivery cost to the customer
- (D) Marine insurance

180. What is Mr. Thomas Lim asked to do?

- (A) Confirm receipt of a payment
- (B) Return a consignment
- (C) Approve an order
- (D) Cancel the order within 30 working days of receipt of the goods

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Questions 181-185 refer to the following two e-mail messages.

To: Rex Roeges, Customer Service Department <roeges@books.com>

From: Dave Palmer <palmer@mail2.com>

Re: Lost book

Dear Mr. Rex Roeges,

I am writing this e-mail concerning a book that I ordered through your company, The Computer Networks 4th edition, order number 20035. I placed the order last month and still have not received the book.

I visited your website and confirmed that my shipping information was correct, and that my credit card has been charged for the book; the website also indicates that the book was shipped using your "Global Carrier" service the day after I ordered it. Considering that "Global Carrier" shipments typically take two weeks to arrive, I should have received my goods a week ago at the latest. However, my post office informed me they have neither received nor delivered the book. Can you let me know what is going on as soon as possible?

Dave Palmer

To: Dave Palmer <palmer@mail2.com>

From: Rex Roeges <roeges@books.com>

Re: Lost book

Dear Mr. Palmer,

Thank you for contacting us. It is important to us that our customers are satisfied with our service, so I am very sorry to hear that you have not received your merchandise.

I looked up your order number and discovered that the book has not been sent out. I have rectified this mistake on our website and sent the book to you via express mail. It should arrive within two business days. With the book I have enclosed a coupon for half off your next order.

Again, I apologize for the inconvenience. If you have any more questions or need further assistance, please contact me at 602-385-0256, or e-mail me at <roeges@noble.com>.

Sincerely,

Rex Roeges

Rex Roeges, Customer Service Department

Nobel Bookstore

181. Why did the customer send his e-mail?

- (A) To order new books from major publishers
- (B) To cancel an order of merchandise
- (C) To track down a missing item
- (D) To complain about a faulty product

182. What did the customer discover?

- (A) He has already paid for the order.
- (B) He was charged twice for the same product.
- (C) The delivery company delivered the item to the wrong address.
- (D) The book is out of print and no longer available.

183. What error did the website contain?

- (A) The order number was wrong.
- (B) Mr. Palmer's address was incomplete.
- (C) The price list was outdated.
- (D) It indicated the item had been shipped.

184. How did the company attempt to compensate the customer?

- (A) It sent him a complimentary book.
- (B) It gave him a voucher for a 50% discount.
- (C) It removed the charge from his credit card.
- (D) It gave him the book for half off.

185. Which of the following statement true?

- (A) The company sends all orders by express mail.
- (B) "Global Career" shipping is the cheapest service available.
- (C) Mr. Palmer placed his order three weeks ago.
- (D) The cost of delivery was included in the book's price.

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Questions 186-190 refer to the following statement and memo.



Expense Account Statement

Employee: Dave Lincoln <dave@sota.com>

Date: June 27

Reimbursable Expenses Incurred

Hotel / lodging: \$695.98

Meals: \$215.35

Tax: \$72.06

Travel (air): \$895.63

Parking: \$16.00

Other (itemize): 2-day auto rental \$149.00

Taxi fare \$38.00 (includes tips)

Total: \$2082.02

I certify the above is a true statement of incurred expense in accordance with company policy.

Receipts are attached.

Signature *Dave Lincoln*

Memo

To: Dave Lincoln <dave@sota.com>

From: Alex Doval <alex@sota.com>, Accounting Department

Date: June 28

Subject: Travel reimbursement

Dear Mr. Dave Lincoln,

Your expense account statement indicates an amount spent on lodging that exceeds the company's expense guidelines. The standard reimbursement allowance is \$200 per night, so your three-night stay is \$95.98 over the maximum.

The company acknowledges that prices in the area were inflated due to the convention and that your supervisor's late decision to send you there limited your choice of hotels.

I still need you to fill out and submit Form RBSAE(Reimbursement Beyond Standard Allowable Expense) if you want to be reimbursed fully for your lodging expense. A copy of the form is stapled to this memo. Please get it back to me by July 5th and the total on your expense statement will be added to your paycheck.

Regards,

Alex Doval

186. Why has the statement been submitted?

- (A) To make air and hotel reservations
- (B) To request repayment for travel costs
- (C) To dispute a credit card charge
- (D) To obtain authorization to stay in hotel

187. Which expenditure went over the company limit?

- (A) Food and drink
- (B) Transportation
- (C) Accommodations
- (D) Parking

188. How long did Mr. Dave Lincoln stay at the hotel?

- (A) Two nights
- (B) Three nights
- (C) Four nights
- (D) Six nights

189. What accompanies the memo?

- (A) Various travel receipts
- (B) An employee's paycheck
- (C) An income tax certificate
- (D) A document for additional repayment

190. What can be inferred about Mr. Dave Lincoln's trip?

- (A) He drove his own automobile.
- (B) He stayed at numerous hotels.
- (C) He stayed longer than he needed to be.
- (D) He went to attend a convention.

Questions 191-195 refer to the following e-mail and attachment.

To: John Davidson <davidson@freshwaterinstitute.org>
From: Peter Plate <plate@freshwaterinstitute.org>
Date: April 10
Subject: The Water Quality Conference in Jacksonville
Flight.doc(2 KB)

Dear Mr. John Davidson,

Regarding the trip to the conference in Jacksonville, Florida, I have looked for flights on the Internet and found out a few possibilities that we could use. You had indicated that you wanted to fly to Destin but that might not be the best plan. Although it is a cheaper flight, we'd then have to take a bus to Jacksonville, which would take a long time. I'd prefer to fly directly to Jacksonville. Also, the morning flight would be ideal. We would have time in the afternoon to see the capital of Florida, Tallahassee. Please see the attachment and let me know what you prefer.

We also need to reserve hotel rooms. The conference organizer informed me that the Europa Hotel does not have rooms available until the beginning of May. It is very disappointing because staying at the same hotel where the conference is being held would be convenient for us.

However, there are other options. Western Phoenix Hotel and Victoria Park Plaza Hotel are within walking distance. If they are full, there is the Corona Hotel. Would you mind arranging a hotel room for us? The hotel phone numbers are on the conference web site. We'll have to reserve 5 days. The conference is from April 26 to 28, but we should try to arrive in Jacksonville on April 25 and leave on April 29.

Best regards,

Peter Plate

Flight Information / April 25

Airline	Flight	Departing to	Time	Gate
AVA American	1451	Jacksonville	8:45 a.m.	D-10
ANA Airlines	5012	Destin	9:20 a.m.	D-9A
Jet Blue	134	New York-JFK	10:00 a.m.	D-8
Continental	9398	Jacksonville	4:30 p.m.	D-9B
USA 3000	791	Detroit	7:10 p.m.	B-5
Air Train	823	Jacksonville	9:15 p.m.	B-6

191. What does Mr. Peter Plate advise against doing?

- (A) Arriving a day earlier in Jacksonville
- (B) Flying to Destin
- (C) Sightseeing in Florida
- (D) Booking a flight on the Internet

192. Which flight would Mr. Peter Plate most likely prefer?

- (A) AVA American 1415
- (B) ANA Airlines 5012
- (C) Continental 9398
- (D) Air Train 823

193. Where will the conference be Held?

- (A) At the Europa hotel
- (B) At the Western Phoenix Hotel
- (C) At the Victoria Park Plaza Hotel
- (D) At the Corona Hotel

194. What does Mr. Peter Plate ask Mr. John Davidson to do?

- (A) Contact the conference organizer
- (B) Send the participants the relevant information
- (C) Cancel hotel reservations using the phone
- (D) Make a hotel reservation

195. When will the conference end?

- (A) On April 25
- (B) On April 26
- (C) On April 28
- (D) On April 29

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Questions 196-200 refer to the following e-mail and notice.

To: All employees

From: James G. Donovan, Director, Human Relations

Date: November 20

Subject: The new fitness center

Dear colleagues,

SanDisk Corporation recognizes the importance of having an excellent employee exercise facility on the premises. For the past three years, we have worked very hard to improve the employee exercise facility.

We purchased new exercise equipment, renovated locker rooms and begun offering a new safety training program. Two months ago, you responded enthusiastically to the survey about the fitness center. Based on your recommendations, new changes will be introduced to the fitness center. They will take effect on December 1.

- The employee's fitness center will be open an extra three hours Monday through Thursday.
- Long-time members will be surely pleased to hear that the popular personal manager Rodney Perry will be promoted to the manager of the fitness center.

We encourage more employees to take advantage of what the center has to offer. All current and new members who sign up before December 1 are charged only \$40 per month. Contact Rodney Perry to sign up at this reduced rate.

- * Remember, all current members will pay \$45 per month to register for the fitness center on December 1.

SanDisk EMPLOYEE'S FITNESS CENTER: NEW SCHEDULE

Hours of Operation		Group Classes	
Monday	6:00 A.M.-9:00 P.M.	Monday	12:00 P.M.-1:00 P.M.
Tuesday	6:00 A.M.-9:00 P.M.	Tuesday	6:00 A.M.-7:00 P.M.
Wednesday	6:00 A.M.-9:00 P.M.	Wednesday	12:00 P.M.-1:00 P.M.
Thursday	6:00 A.M.-9:00 P.M.	Thursday	6:00 A.M.-9:00 P.M.
Friday	6:00 A.M.-9:00 P.M.	Friday	7:00 A.M.-8:30 A.M.
Saturday	6:00 A.M.-9:00 P.M.	Saturday	9:00 A.M.-10:30 A.M.
Sunday	CLOSED ALL DAY	Sunday	CLOSED ALL DAY

Reminders

1. Please do not use equipment for more than 30 minutes if other members are waiting to use it.
2. Members may bring one guest per visit. Guests under 10 years old should be accompanied by a member at all times.
3. Registration is not required for class but class size is limited to 15 participants. Please arrive early to secure a place.
4. Coats and bags should be left in the locker room so that other participants have plenty of space.
5. New members are required to complete a new safety training class before they use equipment.
6. Members must carry a membership card at all time while they are in the center.

196. What is the purpose of this e-mail?

- (A) Proceed with the scheduled renovation of the fitness center
- (B) Inform the employees of the changes and improvements at the fitness center
- (C) Ask for suggestions about training classes
- (D) Complain about the problems about the fitness center

197. What information is this e-mail intended to convey?

- (A) Rodney Perry will teach safety training courses.
- (B) James G. Donovan will manage the fitness program.
- (C) The fitness center will be open longer than it is at present.
- (D) SanDisk Corporation employees will provide free fitness classes.

198. What will happen from December 1st?

- (A) Fee will increase from \$40 to \$45 per month.
- (B) New equipment will be delivered.

(C) All of the employees will attend training classes.

(D) Fitness center will be closed.

199. Which of the following statements is true?

- (A) Gum, food and drink are not allowed inside the facility.
- (B) Participants must pay replacement costs for damaged equipment as a result of their negligent behavior.
- (C) Every member must carry a valid membership card in the facility.
- (D) Bags, coats and personal items are allowed in the facility.

200. What must new comers do to use this facility?

- (A) Submit a health certificate
- (B) Take the safety training session first
- (C) Attend an initial interview with a trainer
- (D) Register for a one - year membership

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