

Actual Test

01

BIG
STEP TOEIC

3

Listening Test

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

Part 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then, find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

Look at the example item below.



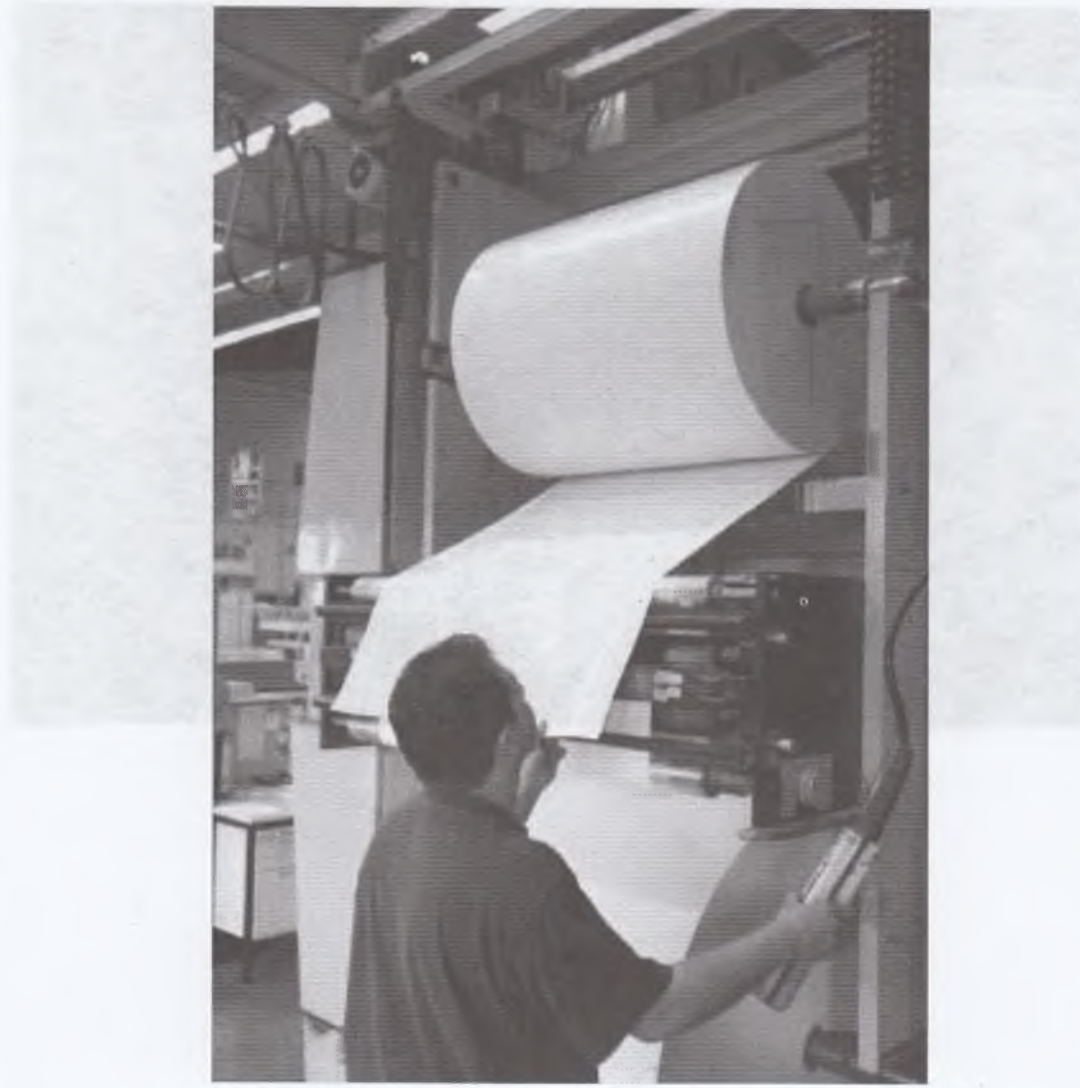
Now listen to the four statements.

Sample Answer

(A) (B) ● (D)

Statement (C), "They're standing near the table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.



2.



3.



4.



5.



6.



7.



8.



9.



10.



Part 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

Example

You will hear: Where is the meeting room?

- You will also hear:
- (A) To meet the new director.
 - (B) It's the first room on the right.
 - (C) Yes, at two o'clock.

The best response to the question "Where is the meeting room?" is choice (B), "It's the first room on the right." so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.
20. Mark your answer on your answer sheet.
21. Mark your answer on your answer sheet.
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31. Mark your answer on your answer sheet.
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33. Mark your answer on your answer sheet.
34. Mark your answer on your answer sheet.
35. Mark your answer on your answer sheet.
36. Mark your answer on your answer sheet.
37. Mark your answer on your answer sheet.
38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

Part 3

Directions: You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

41. What does the woman want?
(A) A rush delivery for a customer
(B) Pictures for a publication
(C) Volunteers for a survey
(D) Suggestions for a campaign
 42. What will happen tomorrow?
(A) A staff plan will be announced.
(B) A project will be completed.
(C) A special program will take place.
(D) A new office will be inaugurated.
 43. What will the man probably do next?
(A) Call a meeting
(B) Ask an assistant for information
(C) Give instructions to co-workers
(D) Take the woman's advice
-
44. What is the woman looking for?
(A) Sportswear
(B) Dresses
(C) Accessories
(D) Footwear
 45. What problem does the man mention?
(A) Customers cannot make purchases online.
(B) The store does not accept credit cards.
(C) Some shoes are currently out of stock.
(D) Supplies will be delayed.
 46. What does the man suggest?
(A) Paying in advance
(B) Placing an order
(C) Coming back after a week
(D) Choosing another pattern

47. Where is this conversation taking place?

- (A) At a holiday resort
- (B) At a seminar
- (C) At a workplace
- (D) At a meeting

48. Why is Amy unavailable?

- (A) She is at a project site.
- (B) She is preparing a report.
- (C) She is with guests.
- (D) She is away on business.

49. What will probably happen next?

- (A) An event will begin.
 - (B) The woman will take Kim's help.
 - (C) The man will pass on a message.
 - (D) New work will be assigned.
-

50. What does the woman want to know?

- (A) Whether she has any letters
- (B) If she has used enough postage
- (C) How soon a parcel will be delivered
- (D) Where to find a mail box

51. What is said about express mail?

- (A) It is very reliable.
- (B) It is quick.
- (C) It costs less.
- (D) It guarantees safe delivery.

52. What will the man probably do next?

- (A) Accept a payment
 - (B) Get a package
 - (C) Bring some stamps
 - (D) Confirm a price
-

53. What does the woman want the man to do?

- (A) Send out the invitations
- (B) Arrange for accommodations
- (C) Welcome guests to a show
- (D) Supervise preparations for an event

54. What happened last week?

- (A) A program got delayed.
- (B) Some equipment did not work.
- (C) There were many extra visitors.
- (D) The woman arrived late for a presentation.

55. Who most likely is Hari?

- (A) An invitee
 - (B) The host for the evening
 - (C) A maintenance worker
 - (D) A performer
-

56. Why did the man go to France?

- (A) For business
- (B) For a holiday
- (C) To meet family
- (D) To attend a conference

57. When did the woman visit France?

- (A) Last month
- (B) Three months ago
- (C) Six months ago
- (D) Last year

58. What does the man offer to do?

- (A) Help the woman plan a trip
 - (B) Make a reservation
 - (C) Provide information
 - (D) Arrange for tickets
-

59. What is the woman doing?
- (A) Preparing a report
 - (B) Fixing the printer
 - (C) Using e-mail
 - (D) Talking to Mary
60. Who most likely is the man?
- (A) A doctor
 - (B) A nurse
 - (C) A flight attendant
 - (D) A technical assistant
61. Why does the woman need to e-mail Mary?
- (A) To ask about the meeting
 - (B) To locate a technician
 - (C) To test her computer
 - (D) To get her report printed
-
62. What system is being changed?
- (A) Payment
 - (B) Retiring
 - (C) Hiring
 - (D) E-mail
63. When does the new system go into effect?
- (A) Immediately
 - (B) From next week
 - (C) From next month
 - (D) After management decides
64. What department will she send a copy to?
- (A) Personnel
 - (B) Sales
 - (C) Accounting
 - (D) Production

65. What are the speakers discussing?
- (A) A new store
 - (B) A meeting
 - (C) A client
 - (D) A restaurant
66. What is the woman planning to do later this week?
- (A) Travel abroad
 - (B) Invite a colleague home
 - (C) Take guests out to eat
 - (D) Start a project
67. What does the man give the woman?
- (A) A travel schedule
 - (B) A phone number
 - (C) A list of staff
 - (D) A report
-
68. Who is waiting for the man?
- (A) A receptionist
 - (B) A new employee
 - (C) An office assistant
 - (D) A client
69. Where does the man want Amy to be taken?
- (A) The main office
 - (B) Accounts
 - (C) Human Resources
 - (D) The conference room
70. What will happen over the next 15 days?
- (A) Amy will work with Mary.
 - (B) New systems will be installed.
 - (C) A project will begin.
 - (D) Staff will have revised schedules.

Part 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

71. Where is the announcement being made?
- (A) At a train station
 - (B) At a bus station
 - (C) At an airport
 - (D) On a cruise ship
72. When should the authorities be contacted?
- (A) After claiming one's baggage
 - (B) When searching for lost luggage
 - (C) When looking for a place to smoke
 - (D) Upon seeing unattended luggage
73. Where should people meet incoming passengers?
- (A) At the arrival gates
 - (B) At the east end of the terminal
 - (C) In the baggage claim areas
 - (D) Next to the arrival board
-
74. Who is this talk intended for?
- (A) Doctors
 - (B) Politicians
 - (C) Students
 - (D) Critics
75. What are the audience members requested to do?
- (A) Leave the theatre at the end of the performance
 - (B) Take pictures of actors during the interview
 - (C) Speak clearly into the microphone
 - (D) Allow others to ask questions
76. What will happen next?
- (A) The audience will watch a show.
 - (B) A celebrity will address the audience.
 - (C) The festival will be inaugurated.
 - (D) The actors will sign autographs.

77. What is the purpose of this announcement?
- (A) To announce expansion plans
 - (B) To inform customers of attractive offers
 - (C) To launch a new pension scheme
 - (D) To announce a new location for the office
78. How will it most likely affect listeners?
- (A) They will have to travel farther to work.
 - (B) They cannot reach office on time.
 - (C) They will have to pay more rent.
 - (D) They might lose their jobs.
79. What does the speaker say would happen within a year?
- (A) The demolition of the hotel will be completed.
 - (B) The office will be repaired.
 - (C) The plan for the building will be approved.
 - (D) The city council will sanction compensation.
-
80. Why is Terry Allen calling Mr. Schultz?
- (A) To reserve a hotel room
 - (B) To confirm a travel plan
 - (C) To announce a contest result
 - (D) To cancel a flight ticket
81. Where is the address information provided?
- (A) On a form
 - (B) In a letter
 - (C) In an e-mail
 - (D) In an invoice
82. What can be inferred about the gift certificate?
- (A) It is valid for three months.
 - (B) It is accepted by a specific airline.
 - (C) It can be exchanged for a cash prize.
 - (D) It will be mailed within one week.
-

83. What is the View-R?
- (A) A cell phone
 - (B) A TV
 - (C) A radio
 - (D) A computer
84. What benefit will buyers get this month?
- (A) Complimentary gifts
 - (B) Discounted prices
 - (C) Updates on new products
 - (D) Free local calls
85. How can buyers get a discount?
- (A) By purchasing online
 - (B) By going to a department store
 - (C) By calling a special number
 - (D) By using a special coupon
-
86. What will the weather be like in Seattle?
- (A) Sunny
 - (B) Cloudy
 - (C) Cold
 - (D) Rainy
87. What area is predicted to have sunshine?
- (A) The north
 - (B) The south
 - (C) The east
 - (D) The west
88. What does the speaker say about Georgia?
- (A) It may be hot.
 - (B) It may be cool.
 - (C) It may be dry.
 - (D) It may have hurricanes.
-

89. Who is the message for?
- (A) Web designers
 - (B) Customers
 - (C) Security personnel
 - (D) Billing clerks
90. What is suggested about the staff?
- (A) They will take calls soon.
 - (B) They are getting ready to leave.
 - (C) They are not working currently.
 - (D) They are accepting bills at a special counter.
91. What information is available online?
- (A) A list of office locations
 - (B) Details of services
 - (C) Easy payment options
 - (D) New plans
-
92. What is the main topic of the report?
- (A) A new attraction for visitors
 - (B) A proposal to reduce traffic congestion
 - (C) A construction project planned in a park
 - (D) A town hall meeting
93. What are residents reported to be doing?
- (A) Arranging a signature campaign
 - (B) Participating in a protest
 - (C) Celebrating a holiday
 - (D) Demanding better roads
94. What report will follow this news item?
- (A) A Forest Department announcement
 - (B) An update on the weather
 - (C) Local business news
 - (D) A report on an environmental issue
-

95. How can listeners avoid being delayed on Highway 18?

- (A) By turning in to Langford Garden
- (B) By taking the S-8
- (C) By switching to the right lane
- (D) By going through the Bay area

96. Why is Trafford Bridge mentioned?

- (A) An accident has occurred at one end.
- (B) A vehicle has broken down on it.
- (C) Urgent repair work is going on there.
- (D) Residents of the area are staging a protest.

97. What are some listeners asked to do?

- (A) Inform traffic police of a situation
 - (B) Call the radio station for details
 - (C) Wait for directions
 - (D) Listen to the next update
-

98. Who most likely is the speaker?

- (A) An architect
- (B) A city councilor
- (C) A museum employee
- (D) A railway official

99. What is special about Latong station?

- (A) It uses the latest technology.
- (B) It is designed by Branson and Javier.
- (C) It is the oldest railway station in the country.
- (D) It is near the City Museum.

100. What has the speaker done?

- (A) To make an inquiry
 - (B) To design a train
 - (C) To buy a site
 - (D) To deliver a plan
-

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-

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 the 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. We apologize for the delay in processing ----- loan application.
(A) you
(B) your
(C) yourself
(D) yours
102. Every team member should meet with their immediate supervisor ----- the annual performance evaluation.
(A) behind
(B) about
(C) toward
(D) into
103. Over the past few years, there has been tremendous ----- in the international marriage business.
(A) growth
(B) grows
(C) grown
(D) grower
104. According to a new study, the United States will face ever increasing ----- in the global economy over the next decade.
(A) competes
(B) competition
(C) competitively
(D) competitive
105. By using the search function, you can search for words or sets of words ----- a specific article.
(A) where
(B) while
(C) within
(D) wherever
106. ----- our team should complete the project quickly, the manager will have to hire additional programming experts.
(A) Because
(B) Moreover
(C) Therefore
(D) Nevertheless

107. During the busy season, the ski resort will ----- reservations only for parties of five people or more.
- (A) accept
 - (B) accepts
 - (C) accepting
 - (D) accepted
108. As part of the trade conference, there will be a discussion ----- international trade policy.
- (A) by
 - (B) to
 - (C) with
 - (D) on
109. Almost everyone who prepares to start a business finds that the financial projections and market analysis are ----- than they expected.
- (A) difficult
 - (B) difficulty
 - (C) more difficult
 - (D) much difficulty
110. Attached is a ----- of the main agenda which should be addressed in the annual cooperate strategy meeting.
- (A) summary
 - (B) total
 - (C) product
 - (D) registration
111. An Iraqi industrial delegation ----- due to arrive yesterday to Washington to discuss with American counterparts ways of cooperation and trade exchange.
- (A) is
 - (B) are
 - (C) was
 - (D) were
112. One benefit of renting a house ----- buying is that you do not have to do any maintenance.
- (A) according to
 - (B) when
 - (C) instead of
 - (D) however
113. Even though there are ----- available, the monthly commuter pass is the most economical way to commute.
- (A) other
 - (B) others
 - (C) the other
 - (D) another
114. Please visit our website to learn more about the innovative and ----- priced marketing services we offer.
- (A) virtually
 - (B) gratefully
 - (C) thoroughly
 - (D) reasonably
115. The hotel is ----- located in London's downtown within walking distance from banks, post office and stores.
- (A) convenience
 - (B) convenient
 - (C) conveniences
 - (D) conveniently
116. The New Products Development Department has been under the ----- of Mr. Harmon for the past five years.
- (A) attendance
 - (B) supervision
 - (C) sight
 - (D) provision
117. The conference organizer expressed their sincere thanks to Dr. Raymond, ----- gave an insightful speech at the opening session.
- (A) if
 - (B) anyone
 - (C) he
 - (D) who
118. If any parts manufactured by Brown Machine Inc. should prove defective within one year from the date it is delivered new to the purchaser, the product will be ----- immediately.
- (A) prepared
 - (B) replaced
 - (C) consumed
 - (D) revised

119. The city council has proposed ----- four municipal markets into modern shopping complexes and also five multi-level parking complexes.
(A) to revise
(B) to achieve
(C) to develop
(D) to contribute
120. Due to the ----- nature of medical information, it should only be available to persons actively engaged in the treatment of the patient or in related administrative work.
(A) confidential
(B) limited
(C) former
(D) mandatory
121. Teachers should focus on teaching history properly because history is vital as ----- as enjoyable.
(A) well
(B) far
(C) good
(D) near
122. Once your answer has been verified, you will be prompted to ----- your account number and create a new PIN.
(A) place
(B) offer
(C) impose
(D) enter
123. Over the years we have earned the ----- trust and confidence of hundreds of students worldwide through our unmatched performance in English education.
(A) complete
(B) completely
(C) completed
(D) completing
124. Our MBA School is making it easy for employers to access our talents by ----- on-site interviews and recruiting sessions.
(A) holding
(B) closing
(C) waiting
(D) meeting
125. If you have ----- received an incorrect order or your shipment has arrived damaged, please see our Customer Service section for our Return Policy.
(A) mistook
(B) mistake
(C) mistaken
(D) mistakenly
126. Large numbers of people are in need of emergency assistance in Eastern Africa ----- months of heavy rains associated with El Niño.
(A) at
(B) following
(C) upon
(D) except
127. To ensure the accuracy of the survey results, all respondents must complete the questions by -----.
(A) itself
(B) themselves
(C) herself
(D) himself
128. The Tokyo branch of the investment bank has launched an internal inquiry into the disappearance of a computer disk thought to contain highly ----- client information.
(A) courteous
(B) sensitive
(C) affordable
(D) competitive
129. In order to use these materials for profit, you must gain formal ----- from our company in writing.
(A) approving
(B) approval
(C) approved
(D) approves
130. Language Bridge Co. provides ----- structured and intensive Japanese language training programs through the Internet.
(A) highly
(B) hopefully
(C) probably
(D) rarely

131. In an effort ----- the needs of students who have both the potential and the desire to complete curriculum more demanding than that offered in the regular classroom, the Board of Education will provide Advance Placement Programs.
- (A) to meet
(B) meeting
(C) has met
(D) meets
132. Upon completion, the ----- parking garage will offer convenient parking for both patients visiting the hospital and physicians in the medical office building.
- (A) infrequent
(B) additional
(C) ongoing
(D) incidental
133. The government officials and economists will meet together to discuss the ways to effectively implement the economic ----- proposed by the president.
- (A) reformed
(B) reformer
(C) reforms
(D) reformatory
134. The management of WalMex Electronics has decided to withdraw its business due to ----- market conditions in the country.
- (A) unfavorable
(B) unwilling
(C) opposing
(D) reluctant
135. By the time the FDA discovered its illegal production, the tobacco company ----- several years to develop new narcotic tobacco products.
- (A) are spending
(B) will have spent
(C) spend
(D) had spent
136. Because company websites which contain too much information are usually ignored by people, it is important to keep the information short and to the -----.
- (A) grade
(B) point
(C) level
(D) spot
137. A rapidly growing beverage company is seeking qualified and ----- regional and district sales managers to work with local distributors.
- (A) motivate
(B) motivator
(C) motivated
(D) motivation
138. More than half of the companies surveyed indicated that they have no plans for new investment ----- the global economy is recovering from the recent downturn.
- (A) in spite of
(B) so as
(C) despite
(D) though
139. According to a report, global oil demand is ----- to be higher in 2007 and 2008 than initial forecast.
- (A) expected
(B) expecting
(C) expects
(D) expect
140. To raise awareness of your company and products, we may ----- ask you to provide information to participate in certain voluntary promotions, surveys, or contests.
- (A) prematurely
(B) marginally
(C) occasionally
(D) uncommonly

Part 6

Directions: Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141 ~ 143 refer to the following information.

Our organization has developed over 15,000 International Standards on a ----- of subjects.

141. (A) varying
(B) vary
(C) various
(D) variety

The full range of technical fields can be seen from the listing of International Standards.

Users can browse that listing to find bibliographic information on each standard and, in many cases, a brief -----.

142. (A) advance
(B) abstract
(C) alternative
(D) progress

The following links lead to further information about specific standards or families of standards.

The listing, which reflects the standards users most often ask about, will be further developed and extended ----- user demand.

143. (A) in response to
(B) in combination with
(C) by means of
(D) in observance of

Questions 144 ~ 146 refer to the following advertisement.

Welcome to Get That Job!

----- a job can be a complicated and tiring process.

144. (A) Find
(B) Found
(C) Finding
(D) Finds

Sometimes you just don't know where to start looking, let alone how to persuade a company that you are the best person for the job!

This site is full of activities and quizzes to build on your knowledge of career-related vocabulary and offer some tips on things like ----- put together a good C.V. or do well in an interview.

145. (A) to
(B) when
(C) that
(D) how to

You can work your way through this site step by step, from 'Job Search' to 'Interviews' – just click on 'What's next?' on the right of the page each time you have completed an activity.

Or you can go straight to whichever units are of most interest to you ----- using the links at

146. (A) in
(B) forward
(C) by
(D) upon

the top of the page.

Happy job hunting!

Questions 147 ~ 149 refer to the following advertisement.

Job Details : ARCHITECTURAL TECHNOLOGIST

Due to the continual success of their business, our client is looking for an Architectural CAD Technologist to join their existing team of architects in Newcastle.

The role will include ensuring timely ----- of the design to the contractor for a \$200 million

147. (A) reminders
(B) delivery
(C) cleaning
(D) advice

schools project in Newcastle.

Working ----- with the architects, you will be expected to deliver client expectations and

148. (A) severely
(B) closely
(C) dramatically
(D) nearly

other responsibilities include preparing drawings to the direction of the project team in a timely manner, maintaining the project filing of drawings and ----- collection of data for

149. (A) implemented
(B) implements
(C) to implement
(D) implementing

drawings as provided and other services as appropriate to deliver the project within the specific time limits.

We, Best Head Search, welcome applications from all and do not discriminate on grounds of race, nationality, religion or physical disability.

We operate as both an employment agency and employment business.

Questions 150 ~ 152 refer to the following advertisement.

Protect Your Network, and Your Business!

A security breach can result in lost productivity and compromised data. It can damage your reputation and have a negative impact ----- profitability.

150. (A) about
(B) on
(C) for
(D) behind

----- your small business from external or internal threats with security integrated in the

151. (A) Protect
(B) Prevent
(C) Proceed
(D) Proclaim

network.

Integration allows you to safeguard your assets without diverting ----- resources.

152. (A) active
(B) consecutive
(C) impressed
(D) valuable

A Celtic Self-Defending Network can help a small business and medium-sized business:

- *Protect company resources
- *Secure customer information
- *Identify both internal and external threats
- *Prevent threats before they spread

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 advertisement.

Our Biggest Clearance Sale Ever!

How low can we go?

How about **20% - 80% OFF** books, toys, and clothing?

For a limited time, get **ENORMOUS SAVINGS** on all kinds of name-brand kids stuff!

153. What is the advertisement about?

- (A) A car sale
- (B) A furniture sale
- (C) A property sale
- (D) A clothing sale

154. Which item is NOT included in the event?

- (A) Toys
- (B) Books
- (C) Appliances
- (D) Kid's clothing

Questions 155 ~ 157 refer to the following notice.

Spring Art Exhibition: Work of Tampa Artists with Disabilities

USC College of Public Health

2007-07-14 at 13301 Bruce B Downs Blvd, MHC 1129, Tampa.

Included in the exhibit are several pieces from USC Fine Arts Student Jessica Joy Goldberg. Now in her last semester at USC, Jessica was recently selected as a winner of the national art competition, "Destination Anywhere," which selected works from 15 award-winning young artists with disabilities. It was sponsored by American Art Association and MK of America Inc.

Her winning work is part of a touring exhibit that has been on display at The Smithsonian Institution, and now on at the Ohio Art Museum of the Miami University.

155. What can be inferred about the event?

- (A) It is for college students.
- (B) Many renowned artists will attend.
- (C) It is sponsored by the College of Public Health.
- (D) Artists with disabilities will display their work.

156. What is true about Jessica?

- (A) She graduated the college last year.
- (B) She won a national award.
- (C) She will be teaching an art class.
- (D) She was hired by MK of America Inc.

157. Where is Jessica's work now on display?

- (A) At the USC College of Public Health
- (B) At the Ohio Art Museum
- (C) At the American Art Association
- (D) At the company lounge

Questions 158 ~ 160 refer to the following article.

Historic Bedford Springs Hotel to reopen in May

BEDFORD, Pa. – The historic Bedford Springs Hotel is set to reopen on Memorial Day after undergoing nearly two years of renovations costing \$100 million.

Owners are installing modern conveniences such as flat-screen TVs, wireless Internet access and a state-of-the-art business center, while preserving the original character of the facility's 10 buildings. "It will be an unusual blend of the glories of days gone by and ultra-modern conveniences," said Mr. Winston, general manager. "That's the challenge – when the property was constructed, the requirements of electricity and heating/ventilation were very different. There was no air conditioning."

Dr. John Anderson bought the property in 1796 after discovering natural mineral springs on the grounds. He built bath houses for his patients and the resort's popularity soared in the 1800s.

The Springs served as the summer White House for James Buchanan, and other presidents also stayed there. Owners say rooms of the 216-room will start at \$250 a night. They hope to garner a 4.5- to 5-diamond rating from the American Automobile Association.

158. What is NOT mentioned as new conveniences?

- (A) Videoconference facilities
- (B) Flat-screen TV
- (C) Business center
- (D) Wireless Internet access

159. What is the reason for Dr. John Anderson to have bought the land?

- (A) The land was popular.
- (B) The previous owner offered a discounted rate.
- (C) He found mineral springs.
- (D) The government offered a tax incentive.

160. What is NOT true about the hotel?

- (A) It has 216 rooms.
- (B) It served as a temporary presidential office.
- (C) It includes bath houses for patients.
- (D) It is a 5-diamond rated hotel.

Questions 161 ~ 163 refer to the following notice.

Price Terms

Important Price Information

Unless otherwise expressly noted, all prices are per person, based on double occupancy of the stateroom and are quoted in U.S. dollars and include meals and beverages.

Alliance Cruises Inc. reserves the right to increase its prices without prior notice; however, if you have confirmed your booking with a deposit, or if you have already made your final payment, your price will be protected.

Alliance Cruises separately assesses airport facility charges and certain departure taxes and other taxes/fees that are implemented by various governments or quasi-governmental bodies.

161. What is NOT true about the prices?
- (A) Prices are per person.
 - (B) Prices are based on single occupancy.
 - (C) Prices are subject to change by the company.
 - (D) Prices are quoted in U.S. dollars.
162. In which case can the company not change the price?
- (A) When a customer already confirmed a reservation.
 - (B) When a customer already paid the price in full.
 - (C) When a customer paid government taxes.
 - (D) When a customer paid the price in U.S. dollars.
163. Which of the following is included in the price?
- (A) Airport facility charges
 - (B) Government taxes
 - (C) Departure taxes
 - (D) Meals and beverages

Questions 164 ~ 165 refer to the following fax.

E*Com
Easy Communications Company
810 7th Avenue, New York
Tel: 917-286-3100 Fax: 917-286-3102

FAX
Mike Holland
Fax: 502-327-4400
Total: 1 page

August 20, 2006

Dear Mike,

Thank you for your fax.

I am sorry to hear that your customer has experienced a problem with our wireless microphone.

We do our best to ensure that all products we produce leave our factory in perfect condition, but unfortunately defects sometimes occur. Through thorough investigation, we found a problem with the transmitter. We already sent a replacement to you with a free wireless headset for you to compensate your customer for the inconvenience. Please return the defective model with the courier.

Sorry for the inconvenience and thank you for your business with E*Com.

Regards,

James Hennessey

164. Which of the following is true?

- (A) Mike Holland previously sent a fax to E*Com.
- (B) Mike Holland has bought the defective model.
- (C) James Hennessey is working for Mike Holland.
- (D) A customer complained a problem to E*Com.

165. What has been sent with a replacement?

- (A) A gift certificate
- (B) A discount coupon
- (C) A headset
- (D) A letter

Questions 166 ~ 168 refer to the following article.

Pasadena Driver Exam Station Announces Schedule Change

Officials with the state's Motor Vehicle Division today announced a change in hours at the Pasadena driver exam station. The Pasadena station is typically open Tuesdays, Thursdays and Fridays.

Effective immediately, until further notice, it will be open Thursdays and Fridays only.

- * Thursdays will be dedicated to road testing, so other services will not be available at the office.
- * Customers need to schedule appointments for road testing, motorcycle skills testing and commercial tests. The number to call is 454-3149.
- * The office will be open on Fridays from 8:15-12:30 for all other services on a drop-in basis.

Dean Roberts, MVD administrator, said the change is temporary.

"We apologize for any inconvenience," Roberts said, "and we appreciate the patience of our customers."

For other information about driver testing, including a full schedule for driver exam stations, drivers can visit the Department of Transportation website.

166. On which day is the test center usually open?

- (A) Thursdays and Fridays only
- (B) Thursdays only
- (C) Tuesdays, Thursdays and Fridays
- (D) Fridays only

167. Which service is available on Thursdays?

- (A) Medical checkup
- (B) License renewals
- (C) Written tests
- (D) Road testing

168. What is advised for customers wanting road testing to do?

- (A) They should contact Mr. Dean Roberts.
- (B) They should visit the station first.
- (C) They should make appointments.
- (D) They should submit a request form.

Questions 169 ~ 171 refer to the following form.

[Recalls]

Easy-Bake Ovens

Company: Easy-Bake, a division of Hasbro Inc.

Why? Young children can insert their hands into the oven's opening and get their hands or fingers caught, posing an entrapment and burn hazard.

What models? The purple and pink plastic oven resembles a kitchen range with four burners on top and a front-loading oven. "Easy-Bake" is printed on the front of the oven. Model number 65805 and "Hasbro" are stamped into the plastic on the back of the oven. The Easy-Bake Oven is an electric toy and is not recommended for children younger than 8. Ovens sold before May are not included.

Where sold? Toys R Us, Wal-Mart, Target, KB Toys and other retailers.

What to do? Contact Easy-Bake between 8:30 a.m. and 4:30 p.m. weekdays for a free retrofit kit with consumer warning.

For information: Toll-free 1-800-601-8418; www.easybake.com.

169. Why is the product being recalled?

- (A) It has manufacturing defect.
- (B) It can cause harm to users.
- (C) It has not been recommended for children.
- (D) It contains harmful components.

170. What is true about the product?

- (A) It is a home appliance.
- (B) It is not recommended up to seven-year-old children.
- (C) It has been heavily discounted.
- (D) It can be only bought at franchise stores.

171. Why are customers advised to contact the company?

- (A) To verify eligibility for the recall
- (B) To get a refund
- (C) To report any injury by the product
- (D) To receive a free kit

Questions 172 ~ 175 refer to the following memo.

To: All staff

From: Daniel Hoffman, Provost's Office

Subject: Promotion Announcement

The Provost's Office is pleased to announce the promotion of Jeffrey Morgan to the new position of Projects Manager. Jeffrey began his career at our college in March of 2004 as Administrative Assistant to the Associate Provost.

In this capacity, he designed and implemented significant improvements to our administrative academic calendar and contributed to the design and integrity of our faculty database.

In addition, Jeffrey has facilitated the work of the Faculty Handbook committee, an ad hoc committee on emeritus status, and numerous other initiatives and task forces of Academic Affairs.

His responsibilities as Projects Manager will include researching new initiatives proposed to the Office of the Provost, facilitating discussion between experts and parties with vested interest, creating strategic plans for implementation and integration of projects into the College. Jeffrey began his new role on Tuesday, September 2.

Please join the special luncheon to congratulate him on his promotion.

172. What is the purpose of the memo?

- | | |
|--------------------------------|----------------------------------|
| (A) To announce retirement | (B) To appreciate excellent work |
| (C) To recognize contributions | (D) To publicize promotion |

173. What was Jeffrey Morgan's first position at the college?

- | | |
|-------------------------|------------------------------|
| (A) Associate Provost | (B) Projects Manager |
| (C) Assistant Professor | (D) Administrative Assistant |

174. What is NOT a stated responsibility of the job?

- | | |
|----------------------------|---------------------------------|
| (A) Supervising assistants | (B) Researching new initiatives |
| (C) Organizing discussion | (D) Developing strategic plans |

175. What are the recipients asked to do?

- | | |
|--|---|
| (A) To propose strategic plans | (B) To voluntarily join task forces of Academic Affairs |
| (C) To help the Faculty Handbook committee | (D) To attend the luncheon |

Questions 176 ~ 180 refer to the following article.

Unemployment rate drops to 5-month low

America's employers increased hiring in March, driving the unemployment rate down to a five-month low of 4.4%. It was a surprisingly strong performance in an economy that has otherwise shown signs of sluggishness recently.

The new snapshot, released by the Labor Department today, also showed that companies expanded their payrolls by 180,000 employees in March, the most since December. Workers also saw their paychecks get bigger. The fresh figures suggested that companies are not feeling a need to dramatically decrease hiring in the face of the slower overall economic activity and the deep housing slump.

The report was stronger than economists were expecting. They were calling for the economy to add around 135,000 jobs in March and for the unemployment rate to actually edge up to 4.6%. The 4.4% unemployment rate, which dropped down a notch from 4.5% in February, matched the rate in October.

Jobs gains in March were fairly widespread, except for the struggling manufacturing sector, which continued to cut jobs for the ninth month in a row; factories cut 16,000 in March alone. Some business services also trimmed jobs, by 7,000 last month.

Construction companies, after suffering heavy job losses in February in part due to unfavorable winter weather, bulked up in March. They added 56,000 positions last month, the most in just over a year. Retailers added nearly 36,000 jobs last month. Education and health-care services expanded employment by 54,000. Leisure and hospitality picked up 21,000 jobs, while the government added 23,000.

176. Why is the recent drop in unemployment rate surprising?
- (A) Because it's the lowest level in a year
 - (B) Because it's above the government's expectations
 - (C) Because the central bank raised interest rates
 - (D) Because the economy is still struggling
177. What can be inferred about the economists?
- (A) They worked collaboratively in the survey.
 - (B) They prepared the snapshot.
 - (C) They were skeptical about employment prospects.
 - (D) They proposed an economic stimulus plan to the government.
178. Which industry is having difficulty in terms of employment?
- (A) Manufacturing industry
 - (B) Retail industry
 - (C) Hospitality industry
 - (D) Education industry
179. What is true about construction industry?
- (A) They cut many jobs in February.
 - (B) They have cut jobs for the ninth month in a row.
 - (C) They are still expecting more job losses.
 - (D) They created 546,000 positions last month.
180. The word "suggested" in paragraph 2, line 4, is closest in meaning to
- (A) proposed
 - (B) indicated
 - (C) offered
 - (D) supplemented

Questions 181 ~ 185 refer to the following information and notice.

Open An Account

Our application forms make it easier for you to apply for several of our products and services at your convenience.

Please follow these steps to help us expedite your application:

1. **Select the application** - Click your desired product or service below.
2. **Print the application** - Print or type the information clearly in blue or black ink to help us correctly read the information. Some of the information marked with "fillable" means you can type directly on the form via your computer.
3. **Review and sign the application** - Review the application to ensure that all necessary information has been included. Then, sign and date the application.
4. **Apply** - After completing the application, please bring it into any of our conveniently located branches.

Locations

American Savings Bank

American Savings Bank has nearly 65 branches ready to serve you. We're open as late as 7:00 p.m. on weekdays, until 4:00 p.m. on Saturdays, weekends and holidays at select branches. You can use over 160 ATMs throughout Hawaii, open 24 hours a day, 7 days a week. It's never been more convenient to bank with us!

181. Who is most likely to be interested in the information?
- (A) People applying for a loan
 - (B) People wishing to open an account
 - (C) People looking for the branches
 - (D) People seeking a job
182. What does the “fillable” information mean?
- (A) It’s confidential.
 - (B) It should be submitted in person.
 - (C) It can be filled on the computer.
 - (D) It’s printable.
183. What should an applicant do with a completed application?
- (A) Take it to the bank
 - (B) Send it by mail
 - (C) Sign and date the application
 - (D) Review the application
184. What time does the bank close on Saturdays?
- (A) 4:00 p.m.
 - (B) 5:00 p.m.
 - (C) 6:00 p.m.
 - (D) 7:00 p.m.
185. What is NOT true about the bank?
- (A) They have 65 branches.
 - (B) All branches are open until 7:00 p.m. on weekdays.
 - (C) They have more than 160 ATMs in Hawaii.
 - (D) Some branches are open on holidays.
-

Questions 186 ~ 190 refer to the following letters.

The Fidelity Bank
5665 Peachtree Dunwoody Road
Atlanta, Georgia 30348

Mr. Johnny Sermon
Office Furnishing Co.

June 7

Dear Mr. Sermon,
Order 1479

I'm writing in connection with your email concerning the above order for office furniture. Unfortunately, we have not yet received the filing cabinets which were a part of the order.

It will be appreciated if you deliver those cabinets as soon as possible or refund our money.

We look forward to hearing from you soon. Since the error has caused too much trouble, we have no choice but to take legal action if we are unable to get the goods within seven days.

Sincerely,
Ms. Jonas Magee
Office Manager

Office Furnishing Co.

1001 Johnson Ferry Road NE
Atlanta, GA 30342-1600

Ms. Jonas Magee
Office Manager
The Fidelity Bank

June 10

Dear Jonas,

Thank you for your letter enquiring about the filing cabinets. We apologize for the delay in delivering the cabinets. As I said in my email, there has been a problem at our supplier's factory. Because this kind of problem is completely out of our control, we are not responsible for the delay and, therefore, it is impossible to refund the money. Please refer to our Terms of Sale I enclosed with this letter.

As we expect to receive the cabinets within a couple of days, you will get them soon.

Yours sincerely,
Johnny Sermon
Sales Executive

186. Why was the first letter written?
- (A) To complain a damage of shipment
 - (B) To place an order
 - (C) To respond to an email
 - (D) To complain the late delivery of shipment
187. What will happen if the fumiture company fails to deliver the cabinets in seven days?
- (A) The supply contract will be terminated.
 - (B) The money will be automatically refunded.
 - (C) Ms. Jonas Magee will sue the fumiture company.
 - (D) Mr. Johnny Sermon will have to visit Ms. Jonas Magee.
188. When is Jonas Magee likely to receive the goods?
- (A) Before June 7
 - (B) Before June 10
 - (C) Before June 17
 - (D) After June 17
189. What can be inferred about Mr. Johnny Sermon?
- (A) He met Jonas Magee to resolve the problem.
 - (B) He terminated a contract with the supplier.
 - (C) He is in charge of supervising suppliers.
 - (D) He explained the problem in his prior email to Jonas Magee.
190. What is the second letter accompanied with?
- (A) A billing statement
 - (B) A legal document
 - (C) A copy of the invoice
 - (D) A free cabinet
-

Questions 191 ~ 195 refer to the following advertisement and article.

Cost Reduction Programs

Marketing Exclusive Inc. provides customized cost reduction plans which are designed to improve profitability. These plans are very structured and will cover a wide range of cost related areas of your organization. Following an initial consultation, we will clarify the short-term and longer-term objectives of your cost reduction plan and then work with you to develop and implement accordingly.

While a cost reduction plan can be implemented successfully in isolation from other business improvement activities, we suggest that you also review our productivity improvement service along with the business planning services and software that we offer.

Please contact us for further information.

STC Semiconductor Announced Cost Reduction Plan

The Company Plans to Reduce its Workforce for the First Time After 2003's Restructuring

STC Semiconductor Ltd. today announced that it is implementing a series of cost reduction measures to adjust its capital and operating expenditures to existing and short-term market conditions. STC plans an across-the-board workforce cutback of approximately 170 positions, representing approximately 12 percent of STC's employee base.

The actions announced today are expected to be implemented by the end of the year and produce net annualized savings of approximately \$20 million.

"In order to respond to the existing and short-term market conditions, our recent financial results and recent economic slowdown, we have made some tough decisions to reduce our workforce and cut costs," said Carmel Vernia, chairman and chief executive officer of STC.

"At the same time, we remain prepared to respond to customers' needs, and committed to our most important strategy of establishing STC as a leading semiconductor manufacturer," added Vernia. "In line with our strategic roadmap, we expect to continue our level of investment in key process development initiatives that would improve our unique technologies, which are less affected by market conditions. We are confident that we will continue to provide the highest level of award winning customer service and deliver exceptional customer value."

- 191. What will be done after an initial consultation?**
- (A) Analyzing existing financial conditions
 - (B) Interviewing department heads
 - (C) Developing specific guidelines
 - (D) Establishing goals of cost cutting plan
- 192. What can be true about Marketing Exclusive Inc.?**
- (A) It works for government agencies.
 - (B) It sells software.
 - (C) It offers training.
 - (D) It provides corporate restructuring plans.
- 193. What can be inferred about STC Semiconductor?**
- (A) It went through downsizing before.
 - (B) It's the biggest semiconductor manufacturer.
 - (C) It plans to expand into overseas markets.
 - (D) It has recently replaced the CEO.
- 194. How many employees will be affected by the cost reduction plan?**
- (A) More than 170 positions
 - (B) About 10 percent of all employees
 - (C) Less than 12 percent of all employees
 - (D) About 170 positions
- 195. What is likely to be the most important business goal of the CEO?**
- (A) To position the company as an industry leader
 - (B) To improve its unique technologies
 - (C) To increase investment in developing new products
 - (D) To consistently provide quality customer service
-

Questions 196 ~ 200 refer to the following letters.

To Nancy Parrot

I joined Act Fitness Club in St. Petersburg more than a year ago. The salesman convinced me I had nothing to lose in purchasing a membership, as I could get my money back during the first month.

One week after joining, my husband was suddenly admitted to the intensive care unit and died five weeks later. I kept Act Fitness Club informed of this and was told by the salesman to keep making my monthly payments as I would get a full refund.

I have called numerous times and sent a letter and copy of the death certificate.

Act Fitness Club has returned none of my four months' credit card charges of \$25 each and my membership fee of \$100.

I need your help.

Arson Mackey

Gym gave full refund; check the credit card statement

By Nancy Parrot

Response: John Masters, membership services manager for Act Fitness Club in St. Petersburg, said you signed a month-to-month membership with the club, and agreed to all the terms and conditions, which included the four-week comfort guarantee.

This guarantee specifically states that a member may cancel at any time during the first four-week membership period if certain conditions are met, including utilizing the club three times during each of the initial weeks.

You did not meet the requirements, Masters said, but Act Fitness Club understood your situation and as a courtesy issued a full refund to your credit card June 12.

We are forwarding a copy of the credit slip Masters sent us and suggest you take a look at your credit card statements from this period to make sure the credit posted. Let us know if it did not.

196. Why did Arson Mackey write the letter to Nancy Parrot?
- (A) To complain about poor facility
 - (B) To ask for help
 - (C) To join the fitness club
 - (D) To participate in a survey
197. How much money does the club owe to Arson Mackey in total?
- (A) \$25
 - (B) \$100
 - (C) \$125
 - (D) \$200
198. Why is Arson Mackey's request unacceptable in principle?
- (A) Because she didn't meet the requirements
 - (B) Because she didn't request in writing
 - (C) Because she didn't send required documents
 - (D) Because she didn't make a deposit
199. Why did the club decide to give a full refund to Arson Mackey?
- (A) It wanted to compensate her for their mistakes.
 - (B) It felt sympathy for her.
 - (C) It wanted her to rejoin the club later.
 - (D) It didn't want to lose their reputation.
200. What is the response letter accompanied with?
- (A) A credit card statement
 - (B) A cancellation form
 - (C) A copy of the credit slip
 - (D) A confirmation letter of the gym