

# Listening Test

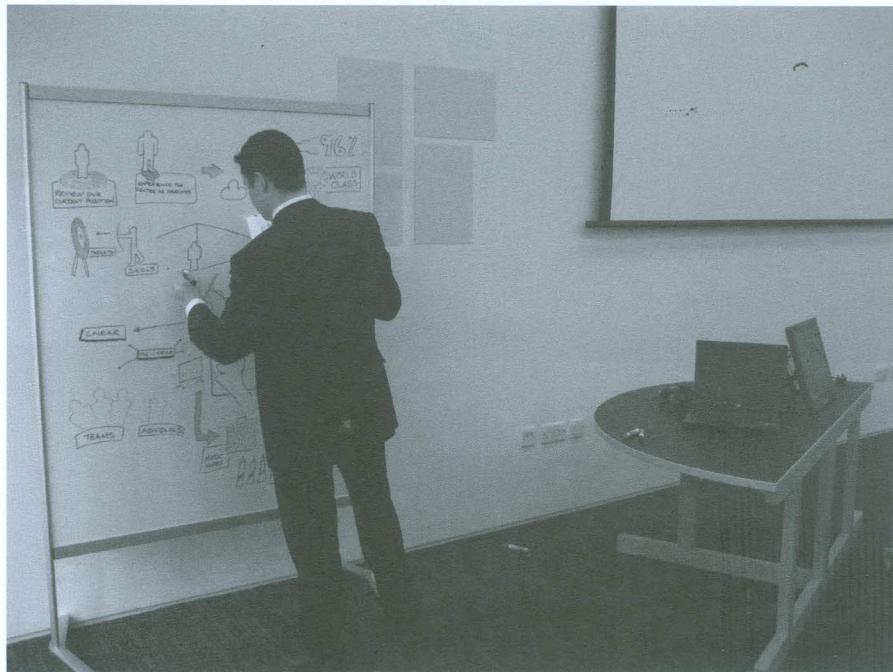
The Listening Test is an opportunity for you to show how well you understand spoken English. There are four parts, and each part has different directions. You have 45 minutes to complete this Listening test.

Mark your answers on the separate Answer Sheet provided on page 326.

## Part 1

**137 Directions:** For each question, you will hear four statements about a photograph. Listen and select the one statement: (A), (B), (C), or (D), that best describes the picture. Then mark your answer on the Answer Sheet. You will hear the statements only once.

### EXAMPLE



- (A)  (B)  (C)  (D)

The best description of the picture is statement (B), "He's drawing on the board." You should mark answer choice (B) on your Answer Sheet.

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1.



2.



3.



4.



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5.



6.



## Part 2

**138 Directions:** Listen to these questions and statements. After each question or statement, you will hear three responses. Select the most appropriate response: (A), (B), or (C). Then mark your answer on the Answer Sheet. You will hear each question or statement, and the responses, only once.

### EXAMPLE

You hear: What time is the board meeting?

You then hear: (A) The meeting room is on the left.

(B) Yes, everyone was bored.

(C) I think it's at twelve.

(A) (B) (C)

The best response to the question "What time is the board meeting?" is answer choice (C), "I think it's at twelve." You should mark answer choice (C) on your Answer Sheet.

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7. Mark your answer on the Answer Sheet.
8. Mark your answer on the Answer Sheet.
9. Mark your answer on the Answer Sheet.
10. Mark your answer on the Answer Sheet.
11. Mark your answer on the Answer Sheet.
12. Mark your answer on the Answer Sheet.
13. Mark your answer on the Answer Sheet.
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24. Mark your answer on the Answer Sheet.
25. Mark your answer on the Answer Sheet.
26. Mark your answer on the Answer Sheet.
27. Mark your answer on the Answer Sheet.
28. Mark your answer on the Answer Sheet.
29. Mark your answer on the Answer Sheet.
30. Mark your answer on the Answer Sheet.
31. Mark your answer on the Answer Sheet.

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## Part 3

139 **Directions:** You will hear thirteen conversations. For each conversation, read the three questions and the four answer choices that follow each question. Select the most appropriate answer: (A), (B), (C), or (D). Then mark your answer on the Answer Sheet. You will hear each conversation only once.

32. What does the woman plan to do?  
(A) Send the report by mail  
(B) Finish the report later  
(C) E-mail the report soon  
(D) Analyze the data again
33. What does the man imply?  
(A) The report is overdue.  
(B) The report is not detailed enough.  
(C) He is not happy with the results  
(D) He no longer requires any help.
34. When will the man receive the report?  
(A) Later that afternoon  
(B) Early the next morning  
(C) By midday the following day  
(D) Before the end of the week
- 
35. What is the purpose of Annie's call to Rob?  
(A) To inform him of a client's arrival  
(B) To thank him for helping her  
(C) To tell him to go to the bank  
(D) To ask him for assistance
36. How soon will Rob go to the reception area?  
(A) Immediately  
(B) In a few minutes  
(C) In half an hour  
(D) Within an hour
37. What will Rob do when he gets to reception?  
(A) Prepare some documents  
(B) Make some calls  
(C) Pack some boxes  
(D) Answer some queries
- 
38. What are the speakers mainly talking about?  
(A) An office party  
(B) A retirement gift  
(C) A vacation  
(D) A staff bonus
39. What does the woman think of the man's first suggestion?  
(A) It is unimaginative.  
(B) It is expensive.  
(C) It is complicated.  
(D) It is time-consuming.
40. Who most likely is Angela Adams?  
(A) A local florist  
(B) A long-serving employee  
(C) An accountant  
(D) A trade advisor
- 
41. What does the man ask the woman to do?  
(A) Wait a few days  
(B) Apply for a grant  
(C) Put an item on sale  
(D) Weigh a package
42. Why does the woman say, "It'll have to be"?  
(A) She has to leave.  
(B) She does not agree.  
(C) She has no choice.  
(D) She trusts the man.
43. How will the woman pay?  
(A) By cash  
(B) By credit card  
(C) By check  
(D) By money order
- 
44. Where are the speakers?  
(A) In a plane  
(B) In a train  
(C) In a bus  
(D) In a car
45. What is the woman doing?  
(A) Looking at a map  
(B) Admiring the mountains  
(C) Trying to make a call  
(D) Typing on a computer

46. When does this conversation take place? (A) In the morning (B) In the afternoon (C) In the evening (D) At night
47. Who is the woman talking to? (A) A real estate agent (B) A property developer (C) A bank manager (D) A company accountant
48. What is the problem with the property? (A) It is in a bad location. (B) It is not available yet. (C) It is not big enough. (D) It is too expensive.
49. What does the man suggest? (A) Moving to a different location (B) Taking out a bank loan (C) Offering a lower price (D) Changing the contract
50. What is the man's problem? (A) He is late for an appointment. (B) He cannot find his coworkers. (C) He needs directions. (D) He cannot see clearly.
51. What does the woman offer to do? (A) Advise HSC Dental of the man's arrival (B) Call the man a taxi on his way out (C) Take the man to the company's offices (D) Ask a coworker to help
52. What will the man probably do next? (A) Sit down and wait (B) Leave the building (C) Call a friend (D) Take the elevator
53. What are the speakers discussing? (A) A tax demand (B) Computer problems (C) Communication difficulties (D) Contract details
54. What do the men suggest the woman do? (A) Send a fax (B) E-mail a client (C) Contact Telco Phone Systems (D) Buy some new equipment
55. How does the woman probably feel about the situation? (A) Bored (B) Frustrated (C) Offended (D) Surprised
56. Where does this conversation take place? (A) At a train station (B) At a bus station (C) At an airport (D) At a taxi company
57. What time will the man arrive in Boston? (A) 9:05 A.M. (B) 11:35 A.M. (C) 5:40 P.M. (D) 8:10 P.M.
58. How much will the man's round trip ticket to Boston cost? (A) \$8 (B) \$19 (C) \$27 (D) \$54
59. Who is the woman most likely speaking to? (A) A store assistant (B) A cleaner (C) Her manager (D) Her husband
60. What does the man mean when he says, "This is it, I'm afraid"? (A) It is the only suitable shirt. (B) There is no time to get changed. (C) He prefers to wear this shirt. (D) He will not change his mind.

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61. What will the man probably do next?

(A) Call a taxi  
(B) Go to the mall  
(C) Wait for twenty minutes  
(D) Get dressed

RV326	Moscow
JK672	Istanbul
JV917	Tokyo
LU458	Warsaw

62. Why does the woman have to wait?

(A) Her flight has been delayed.  
(B) There is a long line at security.  
(C) Check-in has not yet begun.  
(D) She does not know the gate number.

63. Look at the graphic. Which flight is the man catching?

(A) RV326  
(B) JK672  
(C) JV917  
(D) LU458

64. What will the man do now?

(A) Go to the departure gate.  
(B) Buy something to read.  
(C) Check the display screen.  
(D) Go through security.

WESTGATE CLINIC	
Time of appointment	Patient
1:45 P.M.	Mr. James
2:15 P.M.	Mr. Armstrong
2:30 P.M.	Mr. Fernandez
2:50 P.M.	Mr. Kasparov

65. Look at the graphic. What is the man's name?

(A) Mr. James  
(B) Mr. Armstrong  
(C) Mr. Fernandez  
(D) Mr. Kasparov

66. What does the woman imply?

(A) It is usually difficult to get a parking space.  
(B) The man was lucky to get an appointment.  
(C) Most people arrive earlier than expected.  
(D) Seat availability can be very limited.

67. What does the woman say she will do next?

(A) Take a seat  
(B) Pour some coffee  
(C) Make a phone call  
(D) Speak to her assistant

#### EASTERN TRAINS

##### Departures

10:00 A.M.	Cambridge
10:15 A.M.	Peterborough
10:20 A.M.	Stansted
10:55 A.M.	Norwich

68. Where most likely is the conversation taking place?

(A) In a taxi  
(B) In a coach  
(C) On a train  
(D) At a bus stop

69. Look at the graphic. Where are the speakers traveling to?

(A) Cambridge  
(B) Peterborough  
(C) Stansted  
(D) Norwich

70. Why is the man concerned?

(A) He needs to pay by credit card.  
(B) He has lost the reference number.  
(C) There is no booking confirmation.  
(D) He does not have the tickets.

## Part 4

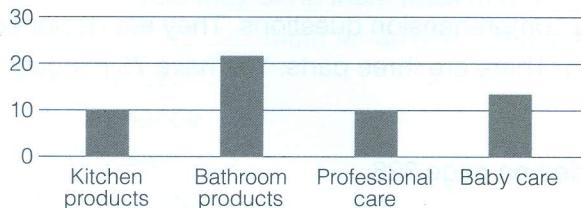
140 **Directions:** You will hear ten short talks given by a single speaker. For each short talk, read the three questions and the four answer choices that follow each question. Select the most appropriate answer: (A), (B), (C), or (D). Then mark your answer on the Answer Sheet. You will hear each short talk only once.

71. What is the purpose of the event?  
(A) To raise money for good causes  
(B) To publicize local businesses  
(C) To launch a range of new products  
(D) To honor successful businesspeople
72. What does the speaker say about trade via the Internet?  
(A) It is very important for all businesses.  
(B) It mostly benefits larger organizations.  
(C) It makes international trade quicker.  
(D) It will change the way business is done.
73. What does Mrs. Sumner's company do?  
(A) Manufacture furniture  
(B) Produce fresh fruit  
(C) Sell flowers online  
(D) Train entrepreneurs
74. What is the message mainly about?  
(A) A meeting request  
(B) A new publication  
(C) A business seminar  
(D) A hospital appointment
75. Who most likely is Carla Johnson?  
(A) A medical doctor  
(B) A travel agent  
(C) A book publisher  
(D) A business reporter
76. What does the speaker imply when she says, "It shouldn't take longer than an hour"?  
(A) She only has one hour available.  
(B) It will not be too inconvenient.  
(C) There is a strict time limit.  
(D) No further delays can be allowed.
77. Who is the speaker probably addressing?  
(A) Company employees  
(B) Important clients  
(C) Job applicants  
(D) Shareholders
78. What is the purpose of the event the speaker announces?  
(A) To improve the company's image  
(B) To attract potential investors  
(C) To boost production  
(D) To reward loyal customers
79. What will happen next?  
(A) Management will answer questions.  
(B) The audience will vote for a Chairman.  
(C) The speaker will ask a question.  
(D) Mr. Sissons will give a presentation.
80. What kind of vacations does Betts Travel specialize in?  
(A) Trips to Egypt and Africa  
(B) Sunny locations worldwide  
(C) Winter package deals  
(D) Tours of North America
81. What will customers get if they book a "last minute" deal?  
(A) A \$500 credit  
(B) A free travel bag  
(C) A half-price vacation  
(D) Low-cost car rental
82. What does the speaker mean when she says, "Life is short"?  
(A) Nobody lives forever.  
(B) There is no time to waste.  
(C) You never know what may happen.  
(D) Do not worry about small details.

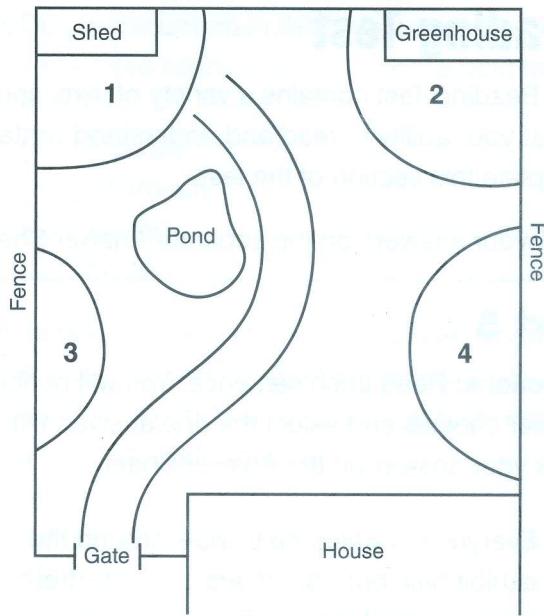
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83. What do callers who press number 2 want to do?  
(A) Ask about medication  
(B) See a doctor urgently  
(C) Make an appointment  
(D) Arrange a home visit
84. What should you do if your call is urgent and the office is closed?  
(A) Hold the line  
(B) Press 3  
(C) Dial a different number  
(D) Call the hospital
85. When is the baby clinic open?  
(A) Every day  
(B) Weekdays at 9:00 A.M.  
(C) One day a week  
(D) By appointment only
- 
86. What is this report mainly about?  
(A) Wages for workers  
(B) New products and services  
(C) Rising job opportunities  
(D) Skill shortages in the United States
87. How many employers responded to the survey?  
(A) 6,000  
(B) 9,000  
(C) 12,000  
(D) 15,000
88. Which sector of the economy will benefit most?  
(A) Finance  
(B) Retail  
(C) Manufacturing  
(D) Construction
89. What is the purpose of the speech?  
(A) To announce a job vacancy  
(B) To welcome a new employee  
(C) To review stockroom procedures  
(D) To congratulate workers
90. What is implied about Wallace & Sons?  
(A) It has plans to expand.  
(B) It has many employees.  
(C) It is a popular retail store.  
(D) It started trading five years ago.
91. What will happen next?  
(A) The audience will have a meal.  
(B) The speaker will chair a meeting.  
(C) The stockroom manager will give a talk.  
(D) The meeting will come to an end.
- 
92. Who is being addressed?  
(A) Service managers  
(B) New employees  
(C) Factory inspectors  
(D) College students
93. On which floor is the Financial Services department?  
(A) First  
(B) Second  
(C) Third  
(D) Fourth
94. Where will extra information be posted?  
(A) Near the entrance  
(B) By the elevator  
(C) On the website  
(D) In the newsletter

### April: Percentage increase in sales



95. When is this talk taking place?
- (A) At an annual shareholders' meeting
  - (B) During a recruitment interview
  - (C) At the start of a business meeting
  - (D) At the end of a sales presentation
96. Look at the graphic. In which department does Michael work?
- (A) Kitchen products
  - (B) Bathroom products
  - (C) Professional care
  - (D) Baby care
97. What does the speaker imply listeners will receive?
- (A) A promotion
  - (B) A free product
  - (C) A financial reward
  - (D) A monthly bonus
98. Who is the woman speaking to?
- (A) A gardener
  - (B) A delivery driver
  - (C) A sales assistant
  - (D) Her husband
99. What is implied about the shed?
- (A) It is a tall structure.
  - (B) It is made of wood.
  - (C) It is unpleasant to look at.
  - (D) It was recently erected.
100. Look at the graphic. In which area of the garden will the bushes be planted?
- (A) Area 1
  - (B) Area 2
  - (C) Area 3
  - (D) Area 4



This is the end of the Listening Comprehension section of the test. Go on to the Reading section.

# Reading Test

This Reading Test contains a variety of texts and reading comprehension questions. They are designed to test your ability to read and understand written English. There are three parts. You have 75 minutes to complete this section of the test.

Mark your answers on the separate Answer Sheet provided on page 326.

## Part 5

**Directions:** Read each sentence. You will notice that there is a word or phrase missing. Study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the sentence. Then mark your answer on the Answer Sheet.

**101.** Everyone is welcome to walk around the exhibit hall, but visitors are ..... from eating or drinking.

- (A) discouraged
- (B) disappointed
- (C) dissatisfied
- (D) discounted

**102.** Unless we fix the gas leak soon, we run the risk of the situation becoming so serious that we ..... have to evacuate the production site.

- (A) can
- (B) will
- (C) must
- (D) should

**103.** If you have any further questions, please contact our reception staff who will be glad to ..... further assistance.

- (A) donate
- (B) grant
- (C) present
- (D) provide

**104.** Negotiations between management and workers over the new ..... contract were finally concluded at a meeting with union leaders last night.

- (A) employment
- (B) employer
- (C) employ
- (D) employing

**105.** The results of the market research survey ..... that the reputation of the company had suffered due to negative press reports earlier in the year.

- (A) designed
- (B) approved
- (C) confirmed
- (D) depended

**106.** By the time the conference was finally over, everyone was so tired they that they were ..... asleep on their feet.

- (A) presumably
- (B) proportionately
- (C) practically
- (D) passionately

- 107.** Customers who are not satisfied with any of our products may bring them back at any time and ..... them for an alternative of their choice.
- (A) exchange  
(B) transfer  
(C) hand over  
(D) renounce
- 108.** We have never had a single accident in the history of the company, ..... is an industrial safety record we are very proud of.
- (A) that  
(B) which  
(C) what  
(D) whom
- 109.** One thing that was very noticeable about the debate was the great ..... of opinions expressed by the participants.
- (A) mobility  
(B) diversity  
(C) adversity  
(D) capacity
- 110.** Due to the upturn in the global economy, sales have risen ..... over the past two months.
- (A) sincerely  
(B) generously  
(C) heavily  
(D) sharply
- 111.** Increasing wages for the entire staff equally is a very fair and cost-effective way for a company to motivate ..... employees and boost performance.
- (A) it  
(B) its  
(C) them  
(D) they

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**112.** Campers in the National Park are welcome to hike anywhere they want, but fishing in the lakes and rivers is not ..... in order to protect the balance of our wildlife population.

(A) permit  
(B) permitted  
(C) permissive  
(D) permission

**113.** I know the negotiations were very difficult, but I would not have agreed to such a big discount, if I ..... you.

(A) were  
(B) had  
(C) am  
(D) did

**114.** We believe the secret to the success of every one of our projects comes down to good design and thorough .....

(A) preparation  
(B) legislation  
(C) translation  
(D) declaration

**115.** After a long delay due to bad weather, our flight ..... London to Vancouver finally took off six hours behind schedule.

(A) for  
(B) at  
(C) in  
(D) from

**116.** An electrician was called to check the smoke alarm, which had gone off several times in the office building ..... there was no smoke.

(A) because  
(B) even though  
(C) despite  
(D) however

**117.** Mr. Arakawa was chosen to lead the project because he was one of the most hard working and ..... members of the team.

(A) knowledge  
(B) knowing  
(C) knowledgeable  
(D) knowledgeably

**118.** When Mike and Claude became business partners they knew that in order for the company to succeed they would have to trust ..... completely.

(A) another  
(B) other  
(C) each other  
(D) both

**119.** Following the first night's performance of the new play, all of the reviews were, without ..... , full of praise.

(A) conception  
(B) deception  
(C) exemption  
(D) exception

**120.** Please can you pass ..... the blue folder over there on the top shelf?

(A) I  
(B) me  
(C) myself  
(D) my

**121.** Although our stand at the exhibition was not very big, the event went very well for us because far more potential customers ..... up than we had expected.

(A) showed  
(B) enquired  
(C) arrived  
(D) appeared

**122.** The report concluded that the heavy losses the company sustained over the previous year meant that ..... could have been done to save it from bankruptcy.

(A) something  
(B) anything  
(C) everything  
(D) nothing

**123.** After Roberto was promoted to supervisor in the packing department, he ..... given the freedom necessary to change procedures.

(A) had  
(B) was  
(C) be  
(D) has

- 124.** The furniture store drastically cut its prices across its entire line of luxury sofas ..... an attempt to generate more sales.  
(A) in  
(B) at  
(C) on  
(D) by
- 125.** The coffee maker that Zoe gave us as a wedding present is ..... better than the last one we had, isn't it?  
(A) more  
(B) as  
(C) most  
(D) much
- 126.** The annual 'Best in Business' award ceremony, which is the most prestigious event of the year, ..... take place in the Grosvenor Center on Saturday, June 3rd.  
(A) will  
(B) is  
(C) has  
(D) do
- 127.** I was surprised at all the positive comments I received after my talk, because I never expected it ..... so well.  
(A) go  
(B) going  
(C) to go  
(D) goes
- 128.** Our enjoyment of the fishing expedition was severely ..... by the bad weather, which caused several members of our group to be seasick.  
(A) accepted  
(B) effected  
(C) affected  
(D) infected
- 129.** The meal at the restaurant downtown was so expensive that we decided to share the cost, and so ..... of us paid \$25.  
(A) every  
(B) nobody  
(C) none  
(D) each
- 130.** Lindsey Martinez, the Director of Operations at Hope Hospital, said the growing number of patients suffering from tropical disease was ..... alarming.  
(A) remarkably  
(B) strictly  
(C) extremely  
(D) mainly

## Part 6

**Directions:** Read each text. You will notice that there are four blanks. These are places where a word, phrase or sentence is missing. For each blank, study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the text. Then mark your answer on the Answer Sheet.

Questions 131–134 refer to the following fax.

**FAX**

To: Kirsty Spalding, Reservations Manager – Hotel Grand Chapelle  
From: Rei Matsumoto  
Pages: 1  
Date: May 23  
Subject: Room confirmation

Dear Ms. Spalding:

Regarding our recent telephone conversation, I am writing to confirm the following reservation at your hotel: One non-smoking executive double room, for two nights beginning Friday, May 29.

Can you please confirm that the room will have a balcony with a ..... 131 ..... of the sea, as promised? We would also like a room with a bathtub, rather than a shower, if at all possible.

We understand that the room rate of 120 per night includes breakfast. Can you also confirm that the hotel provides free internet access, and that the room ..... 132 ..... a safe?

We understand that no deposit is required, but we need to make payment in full on arrival. ..... 133 .....

Thank you for your time, and I look forward to your prompt ..... 134 .....

Kind regards,

*Rei Matsumoto*

131. (A) sight  
(B) view  
(C) vision  
(D) mirage

132. (A) to have  
(B) is having  
(C) will have  
(D) has had

133. (A) Your cooperation in this matter is appreciated.  
(B) We are looking forward to our stay in your hotel.  
(C) If you have any questions, please get in touch.  
(D) We accept all major credit cards.

134. (A) responsive  
(B) respond  
(C) responding  
(D) response

## Corporate Vision – The Eye Care Specialists

### For All Your Business Eye Care Needs

Here at Corporate Vision, we make it our business to help your business. We are Canada's No.1 supplier of glasses and No.1 provider of eye tests. We have also been voted the country's most **135** opticians for the past ten years.

Contact our Account Management team today to discuss your eye care needs. Soon, you could be **136** the peace of mind that comes with knowing you are caring for your company's most important assets ... its employees. Research shows that eye care benefits are highly valued by employees, and are an effective way to encourage staff loyalty. **137** If your employees use screens for periods of an hour or more continuously, then you must comply with Display Screen Regulations.

What's more, corporate client employees can take advantage of our exclusive Executive Club. This allows them, and their family members, to enjoy great savings on glasses from our Supreme range. Employees are entitled to three Executive Club coupons per year, one for themselves and two for family members. Distribute the coupons **138** your staff, and they can be redeemed at any store.

Call Corporate Vision today and find out about our great deals.

- 135.** (A) vigilant  
(B) precious  
(C) predictable  
(D) trustworthy

- 136.** (A) enjoying  
(B) enjoy  
(C) to enjoy  
(D) enjoyed

- 137.** (A) Laser eye surgery is also available.  
(B) Tell your staff now about this exciting opportunity.  
(C) On-site eye testing can be arranged.  
(D) Providing eye care is also a legal requirement.

- 138.** (A) in  
(B) about  
(C) among  
(D) over

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## International Poll Shows Stress Affects Us All

Work-related stress is an everyday part of most people's lives. That's the result of one recent survey of over 15,000 workers across ten countries. A staggering 70% of workers described their jobs as "very stressful." **139**

According to the U-Poll International survey, which took over a year to complete, the most stressful of all occupations include police officer, firefighter, and commercial pilot. Workers in these professions are most affected by work-related stress, depression, and anxiety. The statistics suggest that work-related stress affects men and women equally, **140** that older workers suffer more than younger people.

The poll found that 84% of respondents **141** high levels of stress at some point in their lives. Common causes of stress at work include large workloads, lack of support, weak management, bullying or harassment, and a poor working environment.

It seems that **142** no one is immune to stress. In Japan, the perceived threat from this "silent killer" is so strong that the Japanese even have a word for sudden death as a result of overwork, "karoushi."

- 139.** (A) The effects of stress in the workplace can be alarming.  
(B) However, the reasons remain largely unknown.  
(C) Reducing stress must be a priority.  
(D) Most respondents felt stressed to some degree.

- 140.** (A) so  
(B) but  
(C) even  
(D) for

- 141.** (A) experienced  
(B) were experienced  
(C) to experience  
(D) experiencing

- 142.** (A) strictly  
(B) definitely  
(C) unanimously  
(D) virtually

Questions 143–146 refer to the following memo.

# MEMO

To: All staff  
From: Shirley Blaine  
Re: Security issues  
Date: September 14th

In recent weeks there have been a number of thefts from the premises. These include a client's notebook computer taken from Study Center 1, one of our new digital cameras that went ..... 143 ..... from the reception area, and Carol Miller's purse, which apparently was stolen yesterday from her desk while she was at lunch.

Obviously, this is an important matter and we have asked the police to investigate. In the meantime, I'd like to ask everyone to take particular care of your personal belongings, especially any valuable items (bags, wallets, cell phones, etc.). Always lock your offices when you leave, ..... 144 ..... it's only for a short time. We need to do everything we can to deter opportunistic thieves. Please be vigilant and report anyone ..... 145 ..... in a suspicious manner to Bob or Michael in Security immediately.

We also have an ultra-violet marker pen at reception, for you to mark items such as notebook computers and cell phones. This is very easy and quick to do, so please take advantage of this security option. ..... 146 .....

SB

143. (A) missing  
(B) absent  
(C) misplaced  
(D) lost

144. (A) yet  
(B) even if  
(C) ever  
(D) still

145. (A) acts  
(B) act  
(C) acting  
(D) acted

146. (A) Please be sure to return it after use.  
(B) Therefore, more pens will be purchased.  
(C) Thank you for joining the security team.  
(D) I will let you know when it is available.

GO ON TO THE NEXT PAGE ➤

## Part 7

**Directions:** Read the texts. You will notice that each text is followed by several questions. For each question, decide which of the four answer choices: (A), (B), (C), or (D), best answers the question. Then mark your answer on the Answer Sheet.

**Questions 147–148 refer to the following online chat discussion.**

<b>Assistant Mandy P:</b>	Hello. Can I help you? 3:19 P.M.
<b>Celine Depardieu:</b>	Yes. I received an order, but you sent too many books. I ordered 200 and you sent 250! 3:21 P.M.
<b>Assistant Mandy P:</b>	Sorry about that. Please accept our apologies. What's your order number? 3:22 P.M.
<b>Celine Depardieu:</b>	GH-35832/TW. We just got delivery this morning. 3:24 P.M.
<b>Assistant Mandy P:</b>	Yes, I have your order here. 200 copies of English Student Plus. You say you received 250? 3:25 P.M.
<b>Celine Depardieu:</b>	Yes, and you invoiced for 250. We'd like to return them, or keep them here until we need them, and then pay? 3:26 P.M.
<b>Assistant Mandy P:</b>	You'll have to return them, I'm afraid. I'll send a pre-paid label to your e-mail address. Please just print it out and mail them back. 3:32 P.M.
<b>Celine Depardieu:</b>	That's a pain. Really? 3:34 P.M.
<b>Assistant Mandy P:</b>	Sorry. It's our policy. But I can give you a .50 credit note to compensate for the inconvenience. And I'll send out a new invoice right away. 3:35 P.M.
<b>Celine Depardieu:</b>	OK, thanks. 3:35 P.M.
<b>Assistant Mandy P:</b>	Thank you for your understanding. Is there anything else I can help you with today? 3:36 P.M.
<b>Celine Depardieu:</b>	No, that's it. Thanks a lot. Bye. 3:36 P.M.

147. At 3:34 P.M., what does Ms. Depardieu mean when she writes, "That's a pain"?
- (A) She has no printer.
  - (B) She is feeling unwell.
  - (C) She dislikes the trouble.
  - (D) The books are very heavy.

148. What will Mandy P most likely do next?
- (A) Revise a bill
  - (B) Process a refund
  - (C) Check her e-mail
  - (D) Renew a policy

**E-mail**

To: mark.jenkins@thomsoninc.com  
From: sue.morriess@hertfordlegal.co.us  
CC: Accounts Payable  
Subject: Request for copy of invoice

Dear Mr. Jenkins,

I work in the Accounts Payable department at Hertford Legal. I was forwarded your e-mail asking about an outstanding invoice, ref #5098. I am very sorry that this has been unpaid. I have checked and we do not seem to have a record of this invoice. Could you please send a hard copy to me personally at our main office address, and I will clear it for payment as soon as possible.

I do apologize for this oversight. The Accounts Payable department has recently been reorganized, and this issue just came to my attention today. Dan Denapoli, who you were in contact with previously, has transferred to our Investments division, and is no longer part of this department. Since I have taken over Dan's role, I will be your new Relationship Manager. I hope to give you the very highest levels of customer service, and look forward to managing your account with us. Please feel free to contact me directly in the future if you have any further queries.

Once again, please accept our sincere apologies for this delay.

Regards,  
Sue Morriess  
Accounts Payable  
Hertford Legal

149. What does this e-mail confirm?

- (A) A payment is overdue.
- (B) An account has been changed.
- (C) An invoice has been processed.
- (D) An employee will be disciplined.

150. Who is Dan Denapoli?

- (A) A worker in the Accounts Payable department
- (B) A colleague of Mark Jenkins
- (C) An employee of Hertford Legal
- (D) An accountant at the main office

151. The word "oversight" in paragraph 2, line 1, is closest in meaning to

- (A) delay
- (B) difficulty
- (C) obstacle
- (D) mistake

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**Questions 152–153 refer to the following text message chain.**

**Sue Watkins**

February 12, 8:32 P.M.

I'm here now. Where are you?

**Zoe Trent**

February 12, 8:36 P.M.

Sorry – got held up at the office. It was Gavin again – he starts talking and never stops...

**Sue Watkins**

February 12, 8:38 P.M.

Tell me about it...

**Zoe Trent**

February 12, 8:42 P.M.

Anyway, two more stops and I'll be there. Cowper Road, right?

**Sue Watkins**

February 12, 8:42 P.M.

Yes. It shouldn't take long to walk there from here.

**Zoe Trent**

February 12, 8:43 P.M.

Great. I'm really looking forward to it!

**Sue Watkins**

February 12, 8:44 P.M.

Me too. This has great reviews.

**Zoe Trent**

February 12, 8:45 P.M.

I know. And Jason Pollard is in it!

**Sue Watkins**

February 12, 8:49 P.M.

He's brilliant. I love him. He was fantastic in Back Home, wasn't he?

**Zoe Trent**

February 12, 8:52 P.M.

Yes... arriving now. I can see you!

- 152.** At 8:38 P.M., what does Ms. Watkins mean when she writes, "Tell me about it"?
- (A) She wants to hear more information.
  - (B) She understands the situation completely.
  - (C) She was unaware of the problem.
  - (D) She expected Ms. Trent to be late.

- 153.** Who most likely is Jason Pollard?

- (A) A coworker
- (B) A friend
- (C) A manager
- (D) An actor

## Chorley County Community College

Steering Group – Agenda

Monday, October 14

Main Hall, 7:30 P.M.

### AGENDA

- 7:30 P.M. Welcome, Calling Meeting to Order
- 7:33 P.M. Roll Call
- 7:35 P.M. Public Comments

At this time, any member of the public can take the opportunity to address the Steering Group (SG) on any item within the subject matter jurisdiction of SG. Comments are restricted to three minutes per item. Please note that SG cannot take action on any items not on the agenda.

- 8:00 P.M. Approval of Minutes/Matters arising from previous meeting (September 16)
- 8:20 P.M. Chairperson's Report on plans for the annual College Open House
- 8:30 P.M. Reports from Treasurer, Administrator, and other Officers
- 8:45 P.M. Action items
  - 1 – Fundraising projects
  - 2 – Promoting greater student engagement
  - 3 – Valuing Diversity
  - 4 – Tuition and Fees
  - 5 – Employee and Student Well-Being
  - 6 – Africa Project Update
  - 7 – Academic Achievement – Grading and Credits
- 9:30 P.M. Any Other Business for discussion and adoption of resolutions
- 9:45 P.M. Discussion of details for next meeting
- 9:50 P.M. Adjournment of Meeting

Chairperson of the Meeting: Mr. R. Lee

Date of Next Meeting: November 12

Individuals wishing to attend who require special accommodations should contact Winnifred Martlow at (555) 729-2370 at least 24 hours prior to the start of the meeting.

154. How often does the Steering Group most likely meet?
- (A) Once a week  
(B) Once a month  
(C) Twice a month  
(D) Twice a year

155. What was NOT discussed at this meeting?
- (A) Plans to raise money for the college  
(B) Efforts to encourage more students to get involved  
(C) Decisions made at the last meeting  
(D) Ways to promote the college's online courses

GO ON TO THE NEXT PAGE 

# MEMO

**To:** Hopkins Institute Employees <allstaff@hopkinsinstitute.co.us>  
**From:** Cheryl Baker <c.baker@hopkinsinstitute.co.us>  
**Date:** March 19  
**Re:** Developing the Marketing team

I am pleased to announce two further appointments to our Marketing team.

Leanne Riggins will be working from our Houston, Texas office. Leanne will be on the Client Service team as an account manager, and brings a wealth of marketing experience. She has specialized in the design of strategic marketing plans as well as website and e-mail marketing technology. Her past positions include Development Director at Parrington Chemicals International and Marketing Project Manager at Usafo, Inc. Leanna will start full-time on March 25.

Also joining the marketing team will be Kevin Rose, who will begin on the first of next month as a marketing assistant. Kevin recently majored in Business Economics at the Mayfair International School at Washington University. Kevin previously worked for Allied Pensions, Hersh's, Inc. and West Virginia Promotions. Kevin's main objective will be to help deliver marketing projects for the team, and he will be working closely with many of you in the future. Kevin will initially be working three days a week until October 1.

I am sure you will all join me in making Leanne and Kevin feel at home. Please do what you can to help them settle in as quickly as possible.

Brad – please arrange login details and remote desktop access. Their user registration details should be ready when they each start work.

Naomi – please contact Security for clearance.

Claire – please arrange for temporary badges.

Molly – please set them both up on the AccountPro system, and arrange training as appropriate.

Sincerely,

Cheryl Baker  
Marketing Manager  
The Hopkins Institute

**156.** What is the purpose of the memo?

- (A) To introduce new staff members
- (B) To notify employees of new work policies
- (C) To announce new marketing projects
- (D) To review company procedures

**157.** How much time does Brad have to prepare

- for Kevin's arrival?
- (A) Three days
- (B) Until the end of the week
- (C) Less than two weeks
- (D) One month

**158.** What can be inferred about The Hopkins Institute?

- (A) It is a Market Research company.
- (B) It is expanding its marketing operations.
- (C) It needs help to develop its marketing projects.
- (D) It relies heavily on marketing technology.

## RESERVATION CONFIRMATION

Perfect Parking Ltd.  
East Road, Vancouver, British Columbia, V1D 3Y5, Canada  
E-mail: [reservations@perfectparking.com](mailto:reservations@perfectparking.com)

Booking reference: UO86  
Client Details: Mr. S. Bernstein  
Vehicle Details: SILVER HONDA  
License plate number: 674 NDA  
Passengers: 2

Parking Details: PERFECT PARKING PARK & RIDE  
Meeting at: 2:00 P.M., Jan 15  
For flight: BA015  
Return: 1:35 P.M., Jan 28  
On Flight: BA014

## Payment Details

Total Cost: \$280

Payment: \$280

Card No: \*\*\*\*2194

Cancellations made with at least 24 hours' notice are refunded in full. Within 24 hours we apply a \$40.00 cancellation charge. No-shows are not refundable.

Please arrive at least 30 minutes before your airport check-in time.

Parking Lot telephone number: (604) 234-7853

## BOOKING CONDITIONS

Customers using Perfect Parking will be subject to the terms and conditions, which contain certain exemption clauses and limit each company's liability. Perfect Parking will only accept liability for proven acts of negligence. Full terms and conditions are displayed on the site and are available in printed form upon request. Claims cannot be made after your vehicle has left the site, so please check your vehicle carefully before proceeding with your journey.

- 159.** How long has Mr. Bernstein reserved to park his car at the Perfect Parking lot?

(A) 7 days  
(B) 10 days  
(C) 14 days  
(D) 17 days

**160.** How much money will Mr. Bernstein receive if he cancels his booking on the day of departure?

(A) \$0  
(B) \$140  
(C) \$240  
(D) \$280

**GO ON TO THE NEXT PAGE**

**E-mail**

To: andrei.ivanski@onesurf.net  
From: bookings@bellevuehotel.co.uk  
Date: April 29  
Subject: Details of your booking

Dear Mr. Ivanski:

It was good to talk to you on the phone today. Thank you for your inquiry about holding your Holistic Therapy event here at the Bellevue Hotel. Just to confirm, we have provisionally booked the Main Conference Room for May 23 – May 27, from 1:30 – 4:30 P.M. The total cost will be £800 to rent the room for that period. This includes a 15 percent discount for off-peak reservations, since these are all weekdays. ---[1]---

In order to confirm your reservation, you are required to provide a copy of your public liability insurance. For invoicing purposes, I am assuming this e-mail address is correct. ---[2]--- If this is not the case, please let me know. I will mail the brochures to you shortly.

I have attached a catering price list and a facilities order form. I would appreciate it if you could please complete these and e-mail them back at least one week before your event. However, please be aware that the catering service's prices are currently being revised and are likely to increase after May 9. ---[3]--- If you place your order before this date, we can commit to the current prices, so it will be cheaper for you to prioritize your catering requirements.

I have also attached our terms and conditions for room rentals. Please read this document carefully and sign the last page to confirm you have understood and agree to meet our terms and conditions. Please return the signed original to me, and keep a copy for your own records. ---[4]---

If you have any other questions, please do not hesitate to ask.

Liam O'Toole  
Conference Reservations  
Bellevue Hotel

161. In which position marked [1], [2], [3], and [4] does the following sentence best belong?

"This is also inclusive of all taxes."

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

162. What is implied about the rental Mr. Ivanski has made?

- (A) It would cost more to hold the event on the weekend.
- (B) The Main Conference Room is the only suitable room.
- (C) All supplementary charges are already included in the quote.
- (D) The hotel will provide comprehensive insurance coverage.

163. The word "records" in paragraph 4, line 3, is closest in meaning to

- (A) purposes
- (B) files
- (C) calculations
- (D) signs

164. How many documents does Mr. Ivanski need to supply?

- (A) Two
- (B) Three
- (C) Four
- (D) Five

## Hi-Tech Companies Lead Recovery

BY KYONG LEE, ATC NEWS BUSINESS CORRESPONDENT

The impact of the global recession has never been more evident than in recent months. ---[1]--- A large number of companies have reported losses, in what has proven to be a disastrous financial year for many. Traditional industries have been the hardest hit. Over the last year, demand in some manufacturing sectors such as aerospace, textiles, and shipbuilding has declined by up to 40 percent.

---[2]--- Recent press releases show that companies making equipment used to manufacture microchips enjoyed healthy sales growth. In fact, sales have more than doubled in the past four quarters for leading hi-tech manufacturer TWN Technologies. Chief Financial Officer Adam Wong attributes much of this turnaround to the demand for the latest smartphone and tablet computer gadgets. "The future looks bright. For us, demand for microchips has never been higher," he said. A host of new handheld tablet PCs and ever-increasing numbers of smartphones coming onto the market all contribute to the demand. TWN Technologies is just one of many fast-growing technology providers, spurred on by the popularity of gadgets for home and business use. Wireless carriers seeking to expand network capacity for online gaming and to meet the rising demand for mobile video also helped to drive sales upwards.

---[3]--- The rush in demand for in-car navigation systems and telecommunications equipment is also seen as a contributing factor.

Market analysts are going so far as to claim that demand for consumer electronics might actually be leading the way out of the recession. ---[4]--- "Companies that produce microchips typically see sales pick up at the very beginning of a recovery. This is definitely the first wave of growth we're seeing here," said vice president Dr. Jane Murthy, at Mann Research. She points out that some chipmakers also benefited from a rise in memory prices. "The price per megabyte of DRAM memory, which is used for temporary data storage by computing devices, rose 17 percent this year."

**165. What is suggested about hi-tech companies?**

- (A) Most remain badly affected by the recession.
- (B) Some are expected to recover in the near future.
- (C) They have all reported poor results for the last year.
- (D) Certain sectors are enjoying strong growth.

**166. In which position marked [1], [2], [3], and [4] does the following sentence best belong?**

"However, this grim picture is showing signs of change."

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

**167. Which of these is NOT mentioned as a cause for increased demand for microchips?**

- (A) The popularity of internet gaming
- (B) Demand for in-car navigation systems
- (C) Increasing numbers of smartphones
- (D) Growth in sales of desktop computers

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# INTERCONTINENTAL TRADE SHOW

Tenth Annual Conference

June 2–5, IEC International Exhibition Center, Berlin

## SERVICES DURING THE EVENT:

### Infodesk

Need information about talks, room locations or other matters? Our volunteers will be happy to assist you at one of the ten Infodesks located throughout the site. The main Infodesk is located in Hall 2.

### Coat check

Don't want to carry your coat or bags? Then store them in our free coat check room near the entrance to Hall 1. This will be permanently staffed, so you can drop off or pick up at any time.

### Catering

Breakfast will be available on Saturday and Sunday from 7:30 A.M. at The Breakfast Bar in the D Building. Prices are very reasonable. For other meals, including sandwiches, hamburgers, pizza, and pasta, the Cafeteria in Central Plaza has it all.

There are also catering vans parked outside the D, F, and G Buildings serving hot tasty snacks from 10:30 A.M.

### Physical security

We hope this event will be safe and comfortable for everyone. Security guards will be patrolling the show during the weekend. Notify Security if you think there is a problem. You can also contact any staff member (identifiable by their bright red T-shirts with "Staff" on the back).

### Lost & found

Found or lost something? Head over to the main Infodesk.

### First aid

Feeling sick, or had an accident? A fully trained First Aid team is on hand during the entire weekend. Follow the signs in Hall 4.

### Some requests

- Do not leave your valuables unattended at any time.
- In the interests of fire safety, do not try to enter a room if the sign says Full.
- Please dispose of all empty bottles, packages, etc. in the appropriate recycling bins.

168. Who would be most interested in this information?

- (A) Attendees at the InterContinental Trade Show
- (B) Organizers of the annual conference
- (C) Managers at the International Exhibition Center
- (D) Staff responsible for security at the event

169. Where should you go to reclaim any lost property?

- (A) Hall 1
- (B) Hall 2
- (C) Hall 3
- (D) Hall 4

170. Which of the following topics is NOT covered?

- (A) Personal safety
- (B) Vehicle security
- (C) Fire regulations
- (D) Recycling waste

171. The word "valuables" in paragraph 7, line 1, is closest in meaning to

- (A) treasure
- (B) proceeds
- (C) important items
- (D) prizes

# A1 Alarm Maintenance

387 Maple Street  
Des Moines, IA 33500

## INVOICE

Mr. James  
67 Alpha Terrace  
Ames, IA 33142

Date: June 4

Invoice Number: 3498FD

### Description:

Visited the site on May 29 to attend to the smoke detectors after reports of false alarms. Two devices present on the property. Stripped and cleaned both detectors, then tested both in sequence. Detector in the lounge failed (gave a false alarm, unknown cause). Fitted new optical unit in lounge and verified unit in landing working correctly. All left clear. Tim Edwards.

Installation as quotation

Labor	\$95.00
Materials (1 x optical unit FX114)	\$80.00
Maintenance	
Emergency call out charge	
Monitoring fee	
Sub total	\$175.00
Sales tax @ 9%	\$10.50
<b>Total</b>	<b>\$185.50</b>

If you wish to contact us regarding this invoice, please either e-mail us at sales@A1-alarm-maintenance.co.us, or phone 555-832-1000.

We do not issue reminders. Please pay upon receipt of this invoice. Terms strictly 14 days.

A1 Alarm Maintenance reserves rights to all goods supplied until payment received in full.

Note: Tests on existing equipment are to determine correct operation only and do not imply that the system complies with current US or international standards.

172. Why did Mr. James contact A1 Alarm Maintenance?

- (A) The smoke detectors were not working properly.
- (B) He wanted a new smoke alarm system installed.
- (C) One of the smoke alarms did not meet international standards.
- (D) The smoke alarm system needed routine maintenance.

173. Who most likely is Tim Edwards?

- (A) The owner of A1 Alarm Maintenance
- (B) A resident at 67 Alpha Terrace
- (C) An alarm maintenance engineer
- (D) An invoice clerk for A1 Alarm Maintenance

174. By which date should payment in full be made?

- (A) May 29
- (B) June 4
- (C) June 18
- (D) June 30

175. Which service was NOT carried out at the property?

- (A) Both smoke detectors were cleaned.
- (B) Both smoke detectors were tested.
- (C) One smoke detector was replaced.
- (D) One smoke detector was repaired.

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## PARAMOUNT HOTELS

*– Luxury at a Price you can Afford*

Every Paramount Hotel offers luxurious accommodations right in the heart of unique locations throughout the United States – the Imperial Hotel in Los Angeles, the Boathouse Hotel in Maine, the Old Stables Hotel in Chicago, and the Park Hotel in New York. Excellent service, beautifully furnished hotel rooms and fine dining in each of our hotel restaurants are the key features of all Paramount hotels.

Great rooms at great prices from \$120 throughout August!

**Save 10% by booking online.**

Free fruit basket for all Paramount Frequent Travel Club members.

**Special Offer: Stay two nights in July and get breakfast absolutely free.**

## PARAMOUNT HOTELS

E-mail: Reservations@paramounthotel.com

### RESERVATION FORM

SEND THIS PAGE TO US WITH YOUR DEPOSIT TO CONFIRM YOUR RESERVATION. ALTERNATIVELY E-MAIL US WITH ALL THE INFORMATION REQUIRED BELOW AND WE WILL CONFIRM YOUR RESERVATION WITHIN 48 HOURS.

NAME: Thomas Whitly  
ADDRESS: 1132 N. Broad Crescent,  
Atlanta, GA 30309  
TEL: 404-357-4269

PLEASE RESERVE...  
Hotel: Park Hotel

Room Type  
[] Single Room [] Double Room [] Twin Room

No. of People ..... 1

No. of Rooms ..... 1

Check in ..... 7/23

Check out ..... 7/25

Paramount Frequent Travel Club member  
[] Yes [] No

#### Note

- All rooms are Non-Smoking.
- There is a supplement of \$20 per day to use a double as a single.
- All rooms have showers, flat-screen TVs, hairdryers, & tea/coffee making facilities. Sorry, no bathtubs.
- Deposits are non-refundable. In the event of a cancellation within four weeks of the date of arrival, a cancellation charge of 75% may be made if the room is not resold.

- 176.** Which city does Mr. Whitly plan to visit? *Also*
- (A) New York
  - (B) Chicago
  - (C) Maine
  - (D) Los Angeles
- 177.** How is Mr. Whitly making this hotel reservation?
- (A) By phone
  - (B) By e-mail
  - (C) Directly via the website
  - (D) By mail
- 178.** Which of the following will Mr. Whitly qualify to receive?
- (A) A 10 percent discount on his bill
  - (B) Breakfast each morning free of charge
  - (C) A special room rate of \$120 per night
  - (D) A free fruit basket
- 179.** In the advertisement, the word “unique” in paragraph 1, line 1 is closest in meaning to
- (A) typical
  - (B) single
  - (C) rare
  - (D) distinctive
- 180.** Which of the following characteristics of Paramount Hotels does the advertisement NOT mention?
- (A) They are well located.
  - (B) They serve excellent food.
  - (C) They are reasonably priced.
  - (D) They have been recently refurbished.

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Questions 181–185 refer to the following article and calendar.

of government to develop a fast-response

to new ideas (A)

decide (B)

choose (C)

## Developing Global Markets

Changing demographics are opening the door to new markets and exciting opportunities. That's the conclusion of the panel of experts interviewed last Saturday as part of the Wellington Business Forum "Festival of Ideas." Dr. Philippe Gaston of Hendrix Associates, a leading investment bank, put forward the view that there will soon be millions of new consumers for high-value products in the global market place. He argued that emerging economies like China, India and Brazil will spark major changes to global income distribution, significantly altering consumer demand and spending.

Professor Marvin Klysters, lead Economics analyst at Wellington Business Institute, agreed. According to his figures, disposable incomes among consumers in these emerging economies will rise and expenditure will increase dramatically in areas such as leisure, medical care, and luxury products and services.

New Zealand Shipping Association Chief Executive Jason Foulkes added to the positive tone of the symposium, saying that he was excited by the new export, supply chain, and commercial opportunities already in evidence.

Dr. Carole Sherrington, a colleague of Prof. Klysters, supported these assertions with statistical data suggesting that Asia's economy could grow by as much as 40% in the next five years. She put this into context by explaining it would make Asia comparable in size to the economies of the US and Europe. She went on to say that with China's economy growing at around 9% a year, China could overtake the United States as the global economic superpower by as early as 2030.

Around 300 people attended the panel discussion, which was very well received. The "Festival of Ideas" lasts until Friday 27th, with all events held in the West Road Theater. Those wishing to attend the remaining events are encouraged to call as soon as possible.

### Wellington Business Forum

#### Festival of Ideas

#### Calendar of Events

#### FINAL WEEK

##### **A World of Opportunity**

Tuesday, October 24, 7:30 P.M.

This talk will focus on key trends in the global economy. Astonishing facts and figures promise huge potential for New Zealand manufacturing. Exciting opportunities for growth will be identified and the projections made could astound you.

Dr. Xavier Hernandes, Wellington Business Institute

##### **Emerging Markets**

Thursday, October 26, 7:30 P.M.

The emerging economies of Brazil, Russia, India, China and South Africa – otherwise known as the BRICS – form the basis for a stimulating presentation on the future of the global economy.

Discover how these economies will shape the new international political and economic order.

Mr. Ian Sissons, global economist, New Zealand Times

##### **Environmental Market Opportunities**

Friday, October 27, 6:30 P.M.

With the world's energy supplies starting to run out, find out about the huge opportunities available in the field of energy efficiency. This presentation will use the example of New Zealand Autos as a case study to show how "green technology," and particularly low-carbon technology, can make the world a safer, cleaner, and more productive place.

Professor Lee Kwok, Green Matters, Inc., Auckland

**181.** Where will Professor Lee Kwok's presentation be held?

- (A) Auckland
- (B) The Wellington Business Forum
- (C) West Road Theater
- (D) New Zealand Shipping Association

**182.** Which economy is expected to expand by nearly half in the next five years?

- (A) BRICS
- (B) Asia
- (C) China
- (D) The United States

**183.** Where does Dr. Sherrington work?

- (A) Wellington Business Institute
- (B) New Zealand Autos
- (C) Green Matters, Inc.
- (D) New Zealand Times

**184.** In the article, the word "leading" in paragraph 1, line 3, is closest in meaning to

- (A) innovative
- (B) renowned
- (C) exclusive
- (D) classified

**185.** Which speaker does NOT refer to statistics to support his or her argument?

- (A) Dr. Xavier Hernandes
- (B) Mr. Ian Sissons
- (C) Dr. Carole Sherrington
- (D) Prof. Marvin Klysters

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**Bilingual Call Center Assistant**

Total Call Insurance is looking for bilingual (Spanish/English) customer care professionals who have a minimum of two years of call center experience delivering excellent customer satisfaction in a fast-paced environment. Call Center Assistants respond to customer queries, and help troubleshoot and resolve their problems. [APPLY]

**Customer Service Representative**

Mellistone Edwards is a leading Financial Services company. We are looking for an exceptional professional to answer inbound customer service phone inquiries in an accurate, timely, and courteous manner. High school diploma or equivalent required.

At least two years of customer service experience required, preferably in a call center. Financial services experience useful. Knowledge of Spanish preferred, but not essential. [APPLY]

multiple office duties, including answering phone calls, and record-keeping. Must have knowledge of word processing and database software, and be fluent in German. [APPLY]

**Administrative Assistant**

Campbelltown Medical Center is seeking a part-time Administrative Assistant to perform general office duties, including dealing with correspondence and maintaining a database. Must possess excellent communication skills and be able to type 60 wpm. Knowledge of French useful. [APPLY]

**Accounting Assistant**

Leading international accounting firm JV Watson has an immediate opening for a bilingual (German/English) Accounting Assistant, who will work closely with a team of senior accountants to perform various administrative duties, including: prepare customer and client invoices; book and arrange travel as needed; general office duties such as filing, and answering phones. Previous accounting experience essential. Degree in Accountancy, Finance, Business Management, or related field required. [APPLY]

**From:** Claire Robertson < c.robertson@oneworldnet.com>

**To:** hr@totalcall.net

**Subject:** job advertisement – Bilingual Call Center Assistant

Dear Sir,

I am writing to apply for the Bilingual Call Center Assistant position advertised in the online classified section of The Downtown Gazette. I have completed high school, and possess four years of call center experience. My resumé is attached.

I currently work as a Call Center Representative for Etrusco Financial Services, where I receive daily calls from customers and assist them with their inquiries. I enjoy working in this fast-paced environment very much. I have been here a year. This is a part-time position, and I am looking to move because I am seeking a full-time position. I am also eager to work for an insurance company, since my ambition is to become an insurance broker. I am currently attending a night class that leads to the Certificate in General Insurance.

I am organized and pay great attention to detail. I have a positive attitude and a friendly phone voice that helps to put customers at ease. Previous supervisors have praised my professional attitude and interpersonal skills. I feel confident that I will be a great asset to Total Call Insurance.

Please do not hesitate to contact me by phone or email at your earliest convenience to arrange an in-person meeting. I look forward to speaking with you.

Sincerely,  
Claire Robertson

**From:** Jefferson\_Waters@invopro.com  
**To:** hr@totalcall.net  
**Subject:** Claire Robertson

Dear Ms. West,

Thank you for your e-mail regarding your candidate for the Bilingual Call Center Assistant position, Claire Robertson. Claire worked in the Call Center at InvoPro for two years, before she moved to Etrusco Financial Services. Claire is a very competent young woman, and we were all sorry when she left InvoPro. She had a professional attitude when dealing with customers and coworkers, and she was a popular member of staff. I can recommend her to you wholeheartedly.

If you require any further information, do not hesitate to contact me.

Sincerely,  
Jefferson Waters  
Team Leader  
International Call Center, InvoPro Inc.

**186.** Which position does NOT require previous experience?

- (A) Administrative Assistant
- (B) Customer Service Representative
- (C) Clerical Assistant
- (D) Accounting Assistant

**187.** What is indicated about Claire Robertson?

- (A) She excelled at high school.
- (B) She is working full time.
- (C) She would like a promotion.
- (D) She studies in the evenings.

**188.** As well as Total Call Insurance, which organization is Claire Robertson also qualified to apply to?

- (A) Campbelltown Medical Center
- (B) Mellistone Edwards
- (C) Deutsche Werkzeuge GmbH
- (D) JV Watson

**189.** How long ago did Mr. Waters first meet Ms. Robertson?

- (A) One year
- (B) Two years
- (C) Three years
- (D) Four years

**190.** In the e-mail from Mr. Waters, the word "wholeheartedly" in paragraph 1, line 5, is closest in meaning to

- (A) personally
- (B) frankly
- (C) totally
- (D) warmly

GO ON TO THE NEXT PAGE ➔

Questions 191–195 refer to the following Web page, online shopping basket, and e-mail.

www.cleancutknives.com

### CleanCut Professional Knives

All of our knives have high carbon stainless steel blades (so they won't rust!), well-designed handles fit the hand comfortably, and finger guards for safety.

Beware: these knives are extremely sharp!

Wash and dry immediately after using. Note that the handles are not dishwasher-safe.

Lifetime warranty.

	<b>7-inch chef's knife</b> ideal for cutting and slicing fruit and vegetables, and for all the smaller kitchen jobs	\$59 <b>BUY</b>
	<b>8-inch butcher's cleaver</b> a serious knife for butchers and commercial kitchens. Designed to disjoint turkey, chicken, and other poultry with ease. Heavy and powerful enough to crack spare ribs.	\$175 <b>BUY</b>
	<b>9-inch bread knife</b> Glides effortlessly through freshly baked bread, giving slices as thin as you like	\$79 <b>BUY</b>
	<b>11-inch carving knife</b> cuts cleanly through all meats; long enough to cut through turkey, and large roasts	\$95 <b>BUY</b>

[www.cleancutknives.com/shoppingcart](http://www.cleancutknives.com/shoppingcart)

Order Summary: Number 5755

Item	Quantity	Price
kitchen knife	1	\$59.00
	Subtotal	\$59.00
	Tax (8%)	\$4.72
	standard shipping (5-7 business days) - free	\$0.00
	Expedited shipping (next business day) -	\$15
	<b>TOTAL</b>	<b>\$63.72</b>

[Proceed to Checkout](#)

**From:** Douglas Long <dlong@grandmetrohotel.net>  
**To:** Customer Services <custserv@cleancutknives.com>  
**Date:** June 15  
**Subject:** Order #5755

Hello,

The knife I ordered arrived this morning. Thank you for that. However, I checked with my credit card provider after reading the delivery note and see that you debited my account by over \$85. It looks like you charged me for a \$79 knife, but this is not what I bought. Please rectify this mistake immediately.

Regards,  
Douglas Long  
Senior chef, Grand Metropolitan Hotel

**191.** What is NOT indicated about the knives?

- (A) They are guaranteed indefinitely.
- (B) They should be washed by hand.
- (C) They are resistant to rust.
- (D) They are self-sharpening.

**192.** Which size knife did the customer buy?

- (A) 7 inches
- (B) 8 inches
- (C) 9 inches
- (D) 11 inches

**193.** What will the hotel kitchen most likely use the knife for?

- (A) To chop herbs
- (B) To slice cake
- (C) To carve roast beef
- (D) To remove chicken bones

**194.** What does Mr. Long imply in the e-mail?

- (A) He received the wrong-sized product.
- (B) He was charged the price of a bread knife.
- (C) The package arrived later than agreed.
- (D) The parcel did not contain a delivery note.

**195.** In the e-mail, the word “rectify” in line 3 is closest in meaning to

- (A) refund
- (B) correct
- (C) investigate
- (D) acknowledge

# WEEKEND FITNESS BOOT CAMP

*Shape up!*

*Kickstart your new fitness routine!*

*Lose those first few pounds!*

*Maximize fat burning!*

*Build strength and stamina!*

*Increase muscle tone!*

*Challenge yourself mentally and physically!*

Two days of challenging, military-style activities to start you working toward your fitness goals. Our inspiring and motivating Weekend Fitness Boot Camp coaches are focused on helping you improve your long-term health and fitness. Train with others in a small group in a safe and motivating environment.

***Commit to get fit! Be a champion! We're here to help.***

Your weekend boot camp will include a range of activities. Exact schedules vary, depending on participants and weather, but may include the following:

Circuit training

Bodyweight training

Boxing/Boxercise

Cycling

Hiking

Running

Power yoga

Team games

Aerobics

After a hard day's training why not treat yourself to a massage or other relaxation treatment?

You can book these on arrival at the camp. There is an extra charge for these treatments, but this is the only activity you will have to pay for over the weekend – everything else is included.

## COMMENT

Great weekend! I might not be saying that tomorrow, though, when my muscles are aching! I don't think I lost any weight – the meals were delicious, and I probably ate too much – but I learned a lot and improved my technique. I'll definitely be coming again before my wedding in August. Thanks particularly to Matt, who was very patient with me, the slowest member of the group!

Lisa Liu

**From:** Logan Dexter  
**To:** Fitness Instructors  
**Subject:** Upcoming Weekend Boot Camp

Hi all,

The upcoming fitness boot camp weekend has had more bookings than ever before. Twenty-five people have signed up, so we'll offer three different activities for each of the morning sessions. These are my ideas for Saturday's program. We'll see how it goes, and then decide on Sunday's program.

Brad, will you lead the boxercise sessions and the obstacle course? Teri, will you lead the groups for aerobics and basketball? And Kris, will you lead the circuit training sessions?

In the afternoon I'd like Teri to lead the hiking group, and Matt, who can't make it here before lunchtime, will organize a ten-mile bike ride for those who want it. I'll take anyone interested on a long run.

Unfortunately, Charmaine's not available this weekend, so we can't run her usual sessions, as no-one else is qualified.

Thanks.  
Logan

**196.** What is indicated about the boot camp?

- (A) Weight loss is guaranteed.
- (B) The program is the same each boot camp.
- (C) The instructors are military personnel.
- (D) Some activities must be paid for.

**197.** Who is NOT scheduled to lead a session on Saturday afternoon?

- (A) Kris
- (B) Logan
- (C) Matt
- (D) Teri

**198.** What can be inferred about Charmaine?

- (A) She leads the power yoga sessions.
- (B) She usually works on Sundays only.
- (C) She is currently away on vacation.
- (D) She is a recently-qualified instructor.

**199.** Which advertised activity did NOT take place on Saturday at this boot camp?

- (A) Aerobics
- (B) Obstacle course
- (C) Bodyweight training
- (D) Team games

**200.** What is true about Lisa Liu?

- (A) She lost weight at the boot camp.
- (B) She went cycling on the Saturday.
- (C) She attended the event twice before.
- (D) She hurt herself while exercising.

**This is the end of the test. If you finish with time to spare, you may go back to Parts 5, 6, and 7 to check your answers.**