

READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 5

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

101. Video game designers need a broad ----- of computer programming.
(A) knowledge
(B) known
(C) knowing
(D) know
102. Concerning the item that was lost in transit, we will take responsibility for ----- .
(A) it
(B) its
(C) its own
(D) itself
103. The Springly Energy marketing team is working hard ----- our latest products.
(A) promote
(B) to promote
(C) promoted
(D) were promoting
104. The job advertisement lists several ----- needed to be considered for an interview.
(A) specialists
(B) qualifications
(C) engagements
(D) assortments
105. When the contract is signed and received, it will become ----- immediately.
(A) effective
(B) effect
(C) effected
(D) effectively
106. It is unlikely that a policy change could have ----- the financial challenge that the construction company faced.
(A) shared
(B) banned
(C) forbidden
(D) prevented
107. Barsan Photo is ----- that their latest printer will not be available before the start of the third quarter.
(A) acknowledge
(B) acknowledges
(C) acknowledging
(D) acknowledgement
108. Thanks to the new system we installed, all lights and other devices turn on ----- when you enter the office.
(A) heavily
(B) seriously
(C) automatically
(D) furiously

109. ----- the high demand for apartments, the study says single detached homes will be the most popular dwelling in five years.
(A) Despite
(B) Apparently
(C) As expected
(D) In contrast
110. The process for estimating our yearly expenses is -----, so we can start planning staffing for next year.
(A) careless
(B) full
(C) entire
(D) complete
111. As of June 26, only one ----- had called to request space at the trade show.
(A) exhibitor
(B) exhibit
(C) exhibition
(D) exhibiting
112. To keep costs ----- an established budget, the owner decided to reduce the size of the garage to be constructed.
(A) into
(B) over
(C) within
(D) beside
113. The outdoor sales event was a great success ----- the cold and rainy weather.
(A) in spite of
(B) provided that
(C) although
(D) unless
114. No ----- of Mr. Hanson's book would be complete without mentioning his insightful analysis of the world of business blogs.
(A) finish
(B) summary
(C) composition
(D) organization
115. Updating the product line that buyers have complained about will send an obvious ----- to our valued customers.
(A) messaging
(B) messenger
(C) message
(D) messaged
116. The Internet will ----- be a crucial part of the economy for the foreseeable future.
(A) concisely
(B) perfectly
(C) currently
(D) undoubtedly
117. The management team required little ----- before deciding to promote Ms. Yang.
(A) deliberation
(B) deliberate
(C) deliberated
(D) deliberately
118. The human resources office is adopting a more ----- policy that would give employees additional vacation days.
(A) generous
(B) collaborative
(C) severe
(D) regional
119. Mr. Greaves will speak to our suppliers about ----- handling of the transportation situation.
(A) they
(B) their
(C) them
(D) these
120. This is only a preliminary list of job candidates, so interviewers should ----- the possibility of last-minute additions.
(A) wait
(B) decide
(C) expect
(D) figure

121. Market conditions were ----- enough last year for us to make several new acquisitions.
 (A) favor
 (B) favorite
 (C) favorably
 (D) favorable
122. Web advertising is smart in the sense that it can be highly specific and target a market ----- great accuracy.
 (A) near
 (B) during
 (C) between
 (D) with
123. The library director requests that staff obtain ----- in instructional technology to better support the library's educational programs.
 (A) certification
 (B) certified
 (C) certifiable
 (D) certifier
124. ----- existing products, which are designed for people with technical expertise, this new program should appeal to a wider audience.
 (A) Before
 (B) Instead of
 (C) Unlike
 (D) While
125. Some functions of our Web team are to identify problems with applications and then ----- fixes.
 (A) priority
 (B) prioritize
 (C) prioritized
 (D) prioritization
126. This partnership ----- a great opportunity for us at Stolat Tech to broaden our inventory of available software.
 (A) corresponds
 (B) represents
 (C) appreciates
 (D) intends
127. We will need to delay the start of the advertising campaign because the relevant contracts have only been ----- completed.
 (A) part
 (B) parted
 (C) partial
 (D) partially
128. ----- much of the accounting staff will be on vacation next week, the ones remaining in the office will be very busy.
 (A) Until
 (B) Except for
 (C) Because
 (D) Due to
129. ----- sending multiple e-mails to share ideas and reach a decision, the team leader called a one-hour meeting to discuss the issue.
 (A) As a result
 (B) In order to
 (C) The same as
 (D) Rather than
130. Applicants for the position of flight attendant at Joyous Airlines need to ----- a calm sense of authority at all times.
 (A) estimate
 (B) appear
 (C) involve
 (D) project

PART 6

Directions: Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131-134 refer to the following notice.

Darway City Park Project Updates

Darway City Park management strives to keep all visitor trails ----- while improvement projects
 131.
 are underway. Currently, crews are trimming vegetation around directional signs along the park's
 Woodmor bike path, so cyclists should ride carefully in this area. Note that ----- possible,
 132.
 renovation work is scheduled to take place during off-peak times because fewer people use the
 park then. New informational signs that highlight specific features of the surrounding natural
 environment will also be installed along sections of the trail. ----- . This phase of the project will
 133.
 be completed next month, and there is expected to be little ----- to park users as it progresses.
 134.
 The city's Department of Parks makes every effort to avoid trail closures and detours during work
 projects.

131. (A) open
 (B) noticeable
 (C) practical
 (D) genuine

134. (A) supplement
 (B) reduction
 (C) implementation
 (D) disruption

132. (A) frequently
 (B) considering
 (C) whenever
 (D) moreover

133. (A) They are intended to increase
 visitors' enjoyment of the park.
 (B) They are designed to
 communicate these updated
 regulations.
 (C) Visitors especially enjoy using the
 park café and other amenities.
 (D) Planting new trees requires proper
 planning and site selection.

GO ON TO THE NEXT PAGE 

Questions 135-138 refer to the following e-mail.

From: McGuckin, Edward
To: All Summer Guests
Sent: Wednesday, May 15, 8:02 A.M.
Subject: Enjoying local beaches

We look forward to your visit to the Grand Hotel at Miracle Beach! The town council has recently passed an ordinance requiring that beachgoers pay for ----- to the local beaches. We know how important free beach entry has been for our guests. -----, we have arranged for beach passes to be available for you—free of charge. All you have to do is ask for the pass when you check in and return the pass when you check out.

Please be advised that municipal beach-patrol staff members will be walking along the beach ----- to check for passes such as the ones we are providing. ----- . Make sure to get your pass and avoid the possible penalty.

135. (A) accessing
(B) access
(C) accessory
(D) accessed

136. (A) Nevertheless
(B) Otherwise
(C) However
(D) Therefore

137. (A) regular
(B) regularly
(C) regulate
(D) regulation

138. (A) Take all personal belongings with you when you leave the beach.
(B) Sadly, having to pay for the beach is a growing phenomenon nationwide.
(C) A fine will be imposed on anyone who has not secured passes for local beaches.
(D) We will also provide beach towels for any guest who asks for one.

Questions 139-142 refer to the following e-mail.

From: Eun-Mi Park
 To: All Employees at the New Korea Financial Group (NKFG)
 Subject: Workplace Improvements
 Date: March 12

As part of our commitment to providing a comfortable environment for our employees, maintenance work will begin this week with the goal of ----- individual work spaces. The work will proceed in stages. First, new carpeting will be installed tomorrow in each office and cubicle. To help ensure that this project ----- smoothly, please remove all personal items from the floor in your work area before you leave today. -----, open metal bookcases will be replaced later in the week with state-of-the-art, high-density plastic bookshelves with sliding doors. We are confident that these initiatives will improve the appearance of work spaces throughout the company. ----- . Thank you in advance for your understanding and cooperation.

139. (A) combining
 (B) enhancing
 (C) cleaning
 (D) reassigning

140. (A) running
 (B) runs
 (C) ran
 (D) to run

141. (A) For example
 (B) Normally
 (C) Next
 (D) In summary

142. (A) We regret any inconvenience these measures may cause this week.
 (B) We are proud of the financial services we provide to our loyal customers.
 (C) The metal bookshelves were installed only five years ago.
 (D) Books are always welcome at local charities.

Questions 143-146 refer to the following article.

The Newly Renovated Clairmont Cinema

By Sara Langly

BRISTOL (12 September)—After six months, the Clairmont Cinema has finally reopened. Since the owners were ^{143.} about their plans, filmgoers were not sure what to expect when the doors opened last night. The biggest change is that there are now three theatres inside the complex instead of just one. ^{144.} On the one hand, filmgoers now have access to more of the independent films that Clairmont Cinema has long been proud of offering. On the other hand, these films are showing on very small screens. ^{145.} , I felt like I was at home watching television. Still, the multiple offerings are fantastic, as is the new refreshment stand, so I encourage all film lovers to discover for ^{146.} what the new Clairmont Cinema has to offer.

143. (A) vague
(B) flexible
(C) joyful
(D) encouraging

144. (A) This has advantages and disadvantages.
(B) A large number of filmgoers came to the reopening.
(C) Big changes are often difficult but necessary.
(D) The owners will likely enjoy significant profits.

145. (A) Instead
(B) Regardless
(C) In conclusion
(D) In fact

146. (A) them
(B) oneself
(C) themselves
(D) itself

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following notice.

Dear Neighbor,

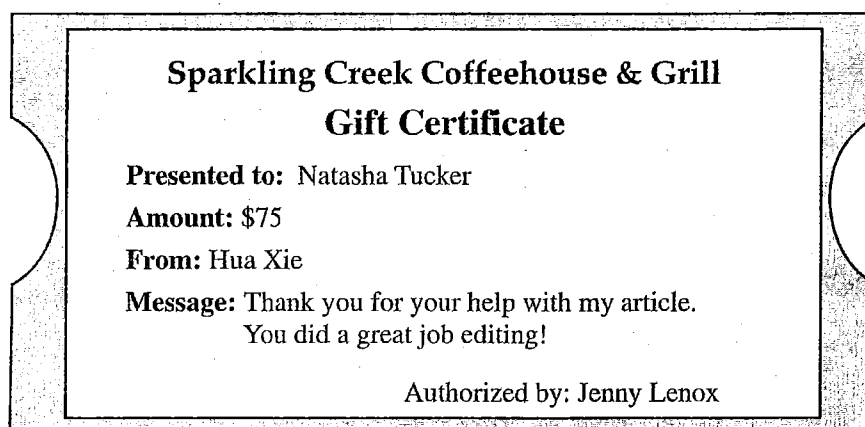
Now that the long, cold winter is just behind us, we would love to invite you to help us improve the newly established Moon Township Community Garden. The township committee acquired the land where the community pool used to be located, and we hope to create on this land an area for families to come and enjoy the green space in our beautiful town. We will have volunteers on hand during the weekends for the remainder of the month to assist families with arranging and planting the flowers, shrubs, and trees of their choice. We hope you participate in decorating our beautiful community garden!

Sincerely,
Moon Township Committee for Green Spaces

147. During which season of the year was the notice most likely written?
- (A) Winter
 - (B) Spring
 - (C) Summer
 - (D) Autumn
148. What are families encouraged to do?
- (A) Use a community pool
 - (B) Purchase flowers
 - (C) Vote for township committee members
 - (D) Help to plant a garden

GO ON TO THE NEXT PAGE 

Questions 149-150 refer to the following gift certificate.



149. Why was Ms. Tucker given a gift certificate?

- (A) To acknowledge good work at a restaurant
- (B) To express gratitude for help that was provided
- (C) To authorize a reward
- (D) To repay a loan

150. Who most likely is Ms. Lenox?

- (A) An employee at a restaurant
- (B) A friend of Ms. Tucker's
- (C) An editor
- (D) Ms. Xie's assistant

Questions 151-152 refer to the following checklist.

Welcome E-mail

- ☐ Warmly welcome new staff to our team
- ☐ Include dates for training sessions
- ☐ Include daily training schedule (as attachment)
- ☐ Provide phone numbers of mentors
- ☐ Create list of documents to bring

Onboarding

- ☐ Announce start dates
- ☐ Include information about social gathering to welcome new hires and allow them to meet company leaders
- ☐ Contact the Technology Team to create e-mail accounts
- ☐ Prepare new ID badges and keys
- ☐ Prepare benefits packages (health insurance and retirement)
- ☐ Personally meet new hires upon their arrival

TEST 3

151. What is the purpose of the checklist?

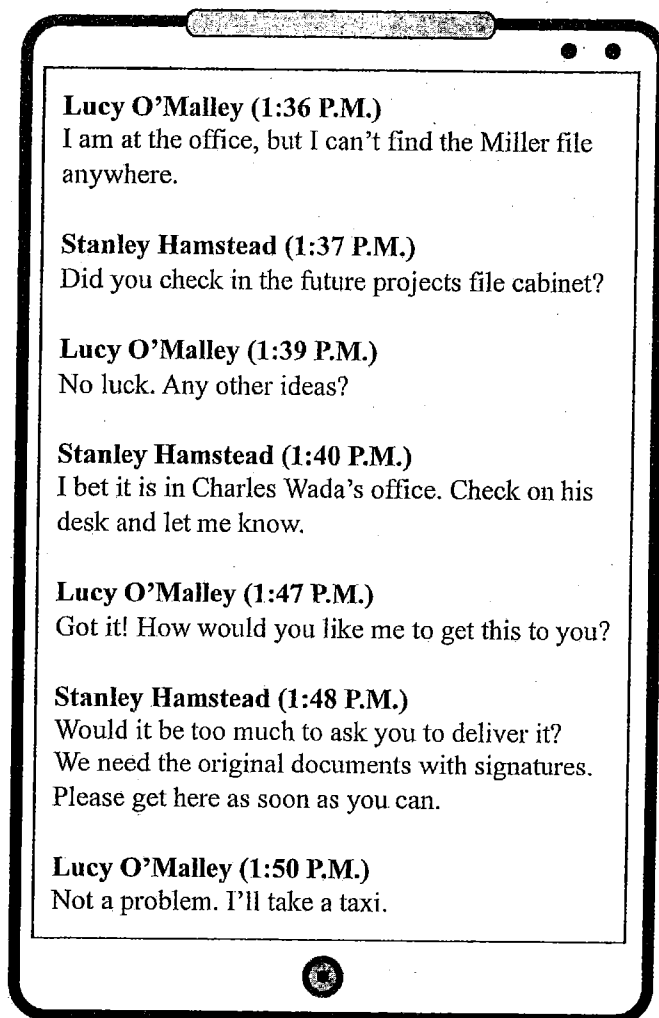
- (A) To announce a new e-mail system
- (B) To prepare for new employees
- (C) To assist people who are leaving a company
- (D) To notify trainers of a schedule

152. What is one goal of the social gathering?

- (A) To meet managers
- (B) To learn about benefits
- (C) To receive identification documents
- (D) To begin training exercises

GO ON TO THE NEXT PAGE 

Questions 153-154 refer to the following text-message chain.



153. At 1:39 P.M., what does Ms. O'Malley most likely mean when she writes, "No luck"?
- (A) She does not support a future project.
 - (B) She is unsure where a coworker's office is.
 - (C) She was unable to find something.
 - (D) She needs more instruction from Mr. Wada.
154. What will Ms. O'Malley probably do next?
- (A) E-mail some documents
 - (B) Call a courier service
 - (C) Deliver some documents herself
 - (D) Contact Mr. Wada

Questions 155-157 refer to the following notice.

Fetler Airlines Tarmac Delay Contingency Plan

Onboard departure delays are situations we do our best to avoid. On rare occasions, weather, visibility, airport conditions, or other circumstances cause unavoidable ground delays. In these cases, if the delay lasts more than 60 minutes, we will provide complimentary snacks and beverages. If the delay continues for more than two hours (for domestic flights) or three hours (for international flights), the aircraft will return to the gate, and passengers can get off the plane. Passengers will receive notifications at the gate every 30 minutes regarding the status of the delay. These notifications will include the reasons for the delay and whether further amenities will be available such as meal or hotel vouchers.

155. What is the purpose of the notice?
- (A) To apologize for a flight delay
 - (B) To list in-flight beverage options
 - (C) To describe flight safety procedures
 - (D) To explain an airline policy
156. In what situation will passengers be provided free refreshments?
- (A) If the flight is delayed more than one hour
 - (B) If the flight is canceled due to poor visibility
 - (C) If the flight is more than two hours long
 - (D) If the plane temporarily returns to the gate
157. The word "status" in paragraph 1, line 7, is closest in meaning to
- (A) rank
 - (B) lateness
 - (C) condition
 - (D) supervisor

GO ON TO THE NEXT PAGE 

Questions 158-160 refer to the following article.

MARIGOLD CITY (11 May)—The Marigold City Council has received a draft of the plans to build a new sports arena in outer Marigold. The arena, which will host both sporting events and concerts, will be built on the site of the former Marigold Furniture Factory. The building has remained empty since Marigold Furniture moved production to another location over five years ago.

The arena's designers now need to send the construction plans to the city's planning commission for acceptance. Building can begin once the plans, and any revisions, are accepted. Construction is expected to start early next year and take approximately two years.

158. The word "draft" in paragraph 1, line 2, is closest in meaning to
- (A) wind
 - (B) cost
 - (C) version
 - (D) change
159. What will the new structure replace?
- (A) An empty lot
 - (B) A city park
 - (C) An unused building
 - (D) A shopping mall
160. According to the article, what is the next step in a process?
- (A) Construction of the new structure will begin.
 - (B) Plans will be presented for approval.
 - (C) The construction company will seek investors.
 - (D) Residents will vote on the plan.

Questions 161-163 refer to the following advertisement.

United Kingdom's Top-Selling Paint Just Got Better

More Choices for Jasmine Leaf Paint

Jasmine Leaf Paint has been the number one selling house paint for the last five years in a row. — [1] —. But being the best seller is not enough for us. — [2] —. That's why we are bringing you additional ways to make your home more beautiful!

Our specially blended Blendex Formula interior paint and primer are prized for their stain resistance, excellent coverage, low-odour formula, ease of cleanup, and lifetime guarantee. In addition, we are now offering our paints in cans of five different sizes. And you can now get our paints in five beautiful finishes: flat, eggshell, satin, semigloss, and high gloss. — [3] —.

If you want rich, long-lasting, beautiful walls and ceilings inside your home, ask for Jasmine Leaf Paint at a quality paint store near you. — [4] —.

161. For whom is the advertisement primarily intended?

- (A) Landscapers
- (B) Paint store owners
- (C) Art students
- (D) Homeowners

162. What is new about Jasmine Leaf Paint?

- (A) It is now stain resistant.
- (B) It now features a lifetime guarantee.
- (C) It is now thicker.
- (D) It is now available in more sizes.

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

"This all means more convenient options for you."

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

Questions 164-167 refer to the following press release.

FOR IMMEDIATE RELEASE

Contact: Lily Kwan, lkwan@itamitheater.com

SEATTLE (April 10)—Following the recent announcement that Artistic Director Lucas Freeland has stepped down, the Itami Theater Board of Directors has appointed Xu Li as the interim artistic director. — [1] —. Ms. Li has been at Itami for ten years, serving as director of new play development.

Ms. Li has been pivotal in Itami's artistic direction. — [2] —. She will continue to guide the play selection for next season. "I am honored that the board trusts me to carry forward the work that the entire team at Itami Theater has established," said Ms. Li. "I am excited to work with our dedicated staff, everyone from stagehands to costume designers, to build a thrilling season next year." In addition to overseeing the development of new plays for the theater, Ms. Li is a director. — [3] —. Later this season, she will direct *Forest Creatures*, written by the award-winning playwright May Nunes.

"Ms. Li is a wise choice to serve as Itami's interim artistic director," says Executive Director John Stojanowski. "Her deep theatrical knowledge will help Itami Theater continue its artistic endeavors after the departure of Mr. Freeland and during the search for a permanent artistic director." — [4] —. The board of directors is committed to taking its time in its search for a permanent artistic director. The board is pursuing candidates from across the country and expects the hiring process to take six to nine months.

164. What is suggested about the Itami Theater?
- (A) It focuses on new playwrights.
 - (B) It is searching for a new costume designer.
 - (C) It is building a second stage.
 - (D) It has operated for over ten years.
165. What is indicated about Ms. Li?
- (A) She has written many plays.
 - (B) She is new to Itami Theater.
 - (C) She performs different roles in her current job.
 - (D) She is hiring new actors.
166. What is indicated about the hiring process for a permanent artistic director?
- (A) It should be completed within nine months.
 - (B) Interviews will be conducted in six months.
 - (C) Only local job candidates will be considered.
 - (D) Successful candidates will have directing experience.
167. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "She has directed the plays *Summer and Fall* and *Love and Other Adventures in the Snow*."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 168-171 refer to the following meeting minutes.

Meeting Minutes—August 10

In attendance: Miguel Luna, Jennifer Lin, Amal Taylor, Vladimir Ikram, Nevena Ivanova

Amal Taylor, the product manager, opened the meeting. She reported that our new line of herbal teas will be on local store shelves and in restaurants starting September 25. The initial launch includes three flavors: peppermint, lemon ginger, and hibiscus flower. More varieties are expected to be added next year.

Next, Miguel Luna shared his prototypes of the tea boxes and discussed the sustainability of the materials used to produce them. The colorful designs received positive feedback from meeting attendees.

After that, Jennifer Lin provided a brief overview of the marketing budget for the product launch. Funds are currently limited to one advertising campaign. For more detailed information about the marketing budget, contact Ms. Lin directly.

Finally, Vladimir Ikram led a discussion about advertising options. Radio advertisements have been successful in the past and are cheaper than television. Digital advertisements were also considered. The final decision was to start with print advertisements in *The Southtown Times*.

The next meeting will be on August 17.

168. What does the company intend to do in the future?
- (A) Open a series of tea shops
 - (B) Expand its product line
 - (C) Develop beverages other than tea
 - (D) Replace the current tea varieties
169. Who most likely is Mr. Luna?
- (A) A shipping clerk
 - (B) A factory supervisor
 - (C) A store owner
 - (D) A packaging designer
170. Who can provide information about the marketing budget?
- (A) Ms. Lin
 - (B) Ms. Taylor
 - (C) Mr. Ikram
 - (D) Ms. Ivanova
171. Where will the products initially be advertised?
- (A) In a newspaper
 - (B) In an online magazine
 - (C) On the radio
 - (D) On social media

Questions 172-175 refer to the following text-message chain.

Joanne Matos (11:45 A.M.)

Tuyet and Jim, do you know where I can find that big signboard—the one that we usually post at the entrance to advertise when we’re having a sale inside?

Tuyet Nguyen (11:58 A.M.)

I haven’t seen it lately. Why?

Joanne Matos (11:59 A.M.)

I’m setting up for this afternoon’s party under the tent out in the café courtyard, and I want to have seating information posted for people as they arrive.

Tuyet Nguyen (12:01 P.M.)

Jim likely has it. He usually sets things up for those sales. But I think he’s gone for the day.

Jim Thomas (12:02 P.M.)

No, I’m not! I’m out making a delivery right now, but I’ll be back soon. You can find the signboard in the alcove just inside our building’s delivery entrance. Just put it back when you’re done so that I can find it the next time I need it.

Joanne Matos (12:04 P.M.)

No problem. Thanks!

172. Why did Ms. Matos begin the text-message chain?
- (A) She needs help locating something.
 - (B) She is wondering what time Mr. Thomas will arrive.
 - (C) She wants to know why the tent is up today.
 - (D) She wants help putting up decorations.
173. What will happen this afternoon?
- (A) There will be an outdoor event.
 - (B) There will be a sale.
 - (C) Ms. Nguyen will order a signboard.
 - (D) Mr. Thomas will deliver an additional tent.
174. Where is Mr. Thomas most likely texting from?
- (A) The tent
 - (B) The building entrance
 - (C) His home
 - (D) A delivery site
175. At 12:04 P.M., what does Ms. Matos most likely mean when she writes, "No problem"?
- (A) She will probably be finished soon.
 - (B) She will meet Mr. Thomas at the entrance.
 - (C) She will return an item to its original location.
 - (D) She understands Ms. Nguyen's explanation.

Questions 176-180 refer to the following schedule and review.

Central Art Museum

Upcoming Special Exhibits



Worldwide Fashion

November 1–28

Discover how clothing and accessories have changed throughout time in various parts of the world. See clothing samples, historical items, and sketches.

Jeffrey Lamb: Naturalist

December 1–29

Scientist Jeffrey Lamb spent his life studying and taking pictures of wildlife on six continents. See photos of animals and landscapes from the researcher's personal collection, taken during his forty-year career.

Humans in Art

January 1–29

This collection of paintings and sculptures from dozens of artists, past and present, shows us the many ways artists can depict a human subject. Works from both famous and relatively unknown artists are included here.

Everyday Art

February 1–26

A variety of handmade items are on display in this exhibit showing art in everyday life. From handmade quilts to furniture, see these household items in a whole new way.

Review of Central Art Museum

Reviewer: Mary Walsh

Stars: ★★★★★

I recommend the Central Art Museum to anyone interested in not only art but history as well. I've made two trips to the museum recently. My first trip was with my school's photography club. We only saw the special exhibit featuring photography, but I left wanting to see the rest of the museum. I returned a few days later and had the chance to walk through the entire museum. Each exhibit was different but full of interesting pieces. Be sure to stop at the interactive room near the gift shop for a hands-on experience. During my first trip, the room had cameras with fun backgrounds. Visitors took pictures of themselves, and for a small fee, I got a printout of myself as if I were holding a flag on the moon! Like the special exhibits, the activities at the interactive room change every month, so you will always find something new and interesting to do.

176. According to the schedule, what would a visitor most likely see at the first special exhibit?
- (A) Shoes
 - (B) Furniture
 - (C) Radios
 - (D) Paintings
177. What is indicated about the special exhibit in February?
- (A) It includes mostly paintings done by local artists.
 - (B) It will end before the other exhibits listed on the Web site.
 - (C) Visitors may see items similar to those that they have in their homes.
 - (D) It has returned to the museum after a popular earlier appearance.
178. Why did Ms. Walsh go to the museum a second time?
- (A) She wanted to take more photographs.
 - (B) She wanted to see more of the museum.
 - (C) She accidentally left an item at the museum.
 - (D) She got a discount on a ticket.
179. What does Ms. Walsh recommend that readers do?
- (A) Take a guided tour of the museum
 - (B) Call the museum for more information
 - (C) Buy something at the museum gift shop
 - (D) Participate in an activity at the museum
180. What exhibit did Ms. Walsh visit on the first trip to the museum?
- (A) Worldwide Fashion
 - (B) Jeffrey Lamb: Naturalist
 - (C) Humans in Art
 - (D) Everyday Art

Questions 181-185 refer to the following product information and form.

Home Improvement Supply - Materials Overview		
Countertops	Cabinets	Flooring
Ceramic tile	Golden oak	Hardwood
Stainless steel	Dark redwood	Vinyl
Marble - premium	Black walnut	Stone
Granite - premium	Synthetic laminate	Concrete

See the product catalog for the complete range of styles and colors. Contact a sales representative for pricing. Order delivery is usually 7—10 business days.

Note: Black walnut cabinets and hardwood flooring are local products fabricated by small regional manufacturers. Please allow a minimum of three weeks to fulfill orders.

Modern Styles <i>Your Remodeling Experts</i>	
Client Intake Form	
Client Name: Theresa Dellman	Phone: 555-0130
Desired completion date: April 21	
Project description: Commercial <input type="checkbox"/> Residential <input checked="" type="checkbox"/>	
Client wants a complete remodel within three weeks, including new countertops, cabinets, flooring, and appliances (refrigerator, dishwasher, stove, oven).	
Client preferences: <ul style="list-style-type: none"> Countertops: black granite Cabinets: Client kept samples and will let me know by the April 3 deadline for ordering. Flooring: Client will let me know by April 3. 	
Notes: Ten percent off coupon to be applied to materials purchase. Not valid on premium materials. Project contract and deposit were received on April 1.	

181. According to the product information, where can customers see examples of all products?
- (A) On a Web site
 - (B) In a product catalog
 - (C) In a store
 - (D) In a newspaper advertisement
182. Who most likely completed the form?
- (A) An appliance repair person
 - (B) A restaurant chef
 - (C) A design store representative
 - (D) A cooking instructor
183. According to the form, what does the client need to provide?
- (A) A signature on the contract
 - (B) Approval for work to begin
 - (C) Proof of homeowner's insurance
 - (D) Decisions on two types of materials
184. What material will probably NOT be used to make the cabinets for the project?
- (A) Golden oak
 - (B) Dark redwood
 - (C) Black walnut
 - (D) Synthetic laminate
185. What is indicated about the marble and granite?
- (A) They are not eligible for a discount offer.
 - (B) They are no longer being manufactured.
 - (C) They are produced in limited colors.
 - (D) They are very popular with customers.

Questions 186-190 refer to the following article, Web page, and review.

Alexandria's Restaurant Showcase

June 5 — Alexandria's Restaurant Showcase is back! From July 8 to July 25, participating restaurants in the Alexandria area will offer set menus at discounted prices. As in past years, restaurants can offer a two-course lunch menu for \$15, a two-course dinner menu for \$20, or a three-course dinner menu for \$30. Both customers and restaurant owners love the showcase. Food enthusiasts try new options at a lower cost, and restaurants report it's the time of year when dining areas are at their fullest.

Alexandria had its first restaurant showcase 15 years ago. It was modeled on a similar showcase in the beach town of Willmar. Originally, only eight restaurants participated. Since then, the showcase has grown, adding more restaurants and extending the number of days each year. This year, there will be 40 participating restaurants—about 70 percent of all the restaurants in Alexandria. Those looking to book a table should act fast. Some restaurants require reservations, and the most popular places book up quickly. To see the list of participating restaurants and make a reservation, visit www.alexandriarestaurants.com/showcase.

<https://www.alexandriarestaurants.com/showcase/reservations>

Showing search results for: **Center City Neighborhood**

Claire's

French food

Serving lunch and 3-course dinner

Open Tuesday–Sunday

Call (703) 555-0102 to make a reservation.

Fresh Fish Grill

Seafood

Serving lunch and 3-course dinner

Open Monday–Sunday

Call (703) 555-0195 to make a reservation.

Jin-Yi's House

Korean food

Serving 2-course dinner

Open Wednesday–Saturday

Call (703) 555-0198 to make a reservation.

Roberto's Pizzeria

Italian food

Serving lunch only

Open Tuesday–Sunday

No reservations necessary

<https://www.foodreviews.com/alexandria/freshfishgrill>

Nori Sato

I highly recommend Fresh Fish Grill. It was my first time eating there, and not only was the food excellent, but the staff was welcoming and efficient. I had some clients in town and was lucky enough to get a reservation on the last day of the restaurant showcase. We all really enjoyed the experience. I would gladly take clients there again.

TEST 3

186. What does the article mention about Alexandria's Restaurant Showcase?
- (A) Every restaurant in Alexandria participates.
 - (B) Restaurants are open seven days a week.
 - (C) It is the busiest time of year for restaurants.
 - (D) Restaurants are open only for dinner.
187. What is indicated about Alexandria's first Restaurant Showcase?
- (A) It took place eight years ago.
 - (B) It had 40 participating restaurants.
 - (C) It took place before a similar showcase began in Willmar.
 - (D) It had a shorter duration than this year's restaurant showcase.
188. What is true of all the restaurants on the Web page?
- (A) They are open on Mondays.
 - (B) They serve the same type of food.
 - (C) They require a reservation.
 - (D) They are in the same neighborhood.
189. How much does it cost to eat at Roberto's Pizzeria during Alexandria's Restaurant Showcase?
- (A) \$8
 - (B) \$15
 - (C) \$20
 - (D) \$30
190. What is suggested about Ms. Sato?
- (A) She went to Fresh Fish Grill on July 25.
 - (B) She went to Fresh Fish Grill with her family.
 - (C) She has dined at the Fresh Fish Grill many times.
 - (D) She knows the owner of Fresh Fish Grill.

GO ON TO THE NEXT PAGE →

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

Student Activities Coordinator

Rollervy University


Maynard, MA 01754

Responsibilities:

- Promotes involvement in campus extracurricular activities such as student government, arts, theater, cultural organizations, volunteer groups, and athletic club teams
- Updates the Rollervy University student activities Web site and manages all social media
- Coordinates student outings to local sporting and cultural events in the Boston metropolitan area
- Addresses inquiries by answering phones, responding to e-mails, and greeting walk-in visitors

To apply, write your cover letter in an e-mail, attach your résumé, and send it to the Human Resources Manager, at jobs@rollervy.edu. Please address the following:

- What relevant job experience do you have?
- Why do you believe you are a good fit for the position?
- What are your professional strengths?
- In which areas could you improve?

To:	Jobs < jobs@rollervy.edu >
From:	Samantha Bradbury < sambradbury25@rapidonet.com >
Date:	September 10
Subject:	Student Activities Coordinator
Attachment:	 Résumé

To Whom It May Concern,

Rollervy University is looking for someone to coordinate activities, promote student engagement, and provide professional customer service. I did all three during my tenure as the Campus Recreation Manager at Parvaton College.

At Parvaton, I increased participation in student activities by 37 percent. I also created a running club and planned excursions off campus. I placed a great emphasis on volunteering, including a project to pair college tutors with local high school students who needed help with classwork.

Overall, I believe I'm an excellent fit for the available position. I am punctual, detail oriented, and committed to increasing students' connection to their academic institution. I look forward to hearing back about a potential interview.

Sincerely,

Samantha Bradbury

E-mail	
To:	Samantha Bradbury <sambradbury25@rapidonet.com>
From:	Lisa Cooper <jobs@rollervy.edu>
Date:	October 2
Subject:	Interview
<p>Dear Samantha,</p> <p>I am writing to check on your availability to interview for the Student Activities Coordinator position. Your preliminary interview would be conducted virtually. If selected for the next round, your second interview would be in person at the Rollervy University main campus. If you are still interested, please respond and let me know if you are free at 9 A.M. on either October 8 or October 9.</p> <p>Kind regards,</p> <p>Lisa Cooper</p>	

191. According to the job advertisement, what is one responsibility of the Student Activities Coordinator?
- (A) Help students with difficult assignments
 - (B) Inform students about local events
 - (C) Train students to give presentations
 - (D) Lead workshops about Web site development
192. According to the first e-mail, what is one way that Ms. Bradbury promoted student engagement?
- (A) She volunteered at a local recreation center.
 - (B) She participated in several cultural excursions.
 - (C) She recruited high school students to be tutors.
 - (D) She started a sports group.
193. What information did Ms. Bradbury leave out of her cover letter?
- (A) Her relevant job experience
 - (B) Her interest in the position
 - (C) Her professional strengths
 - (D) Her areas for improvement
194. What does the second e-mail indicate about the hiring process?
- (A) Every applicant must fill in a form online.
 - (B) Applicants should submit two reference letters.
 - (C) Some applicants will have an in-person interview.
 - (D) Applicants with four-year degrees are preferred.
195. Who most likely is Ms. Cooper?
- (A) The Human Resources Manager
 - (B) An office assistant
 - (C) A university admissions counselor
 - (D) The Student Activities Coordinator

GO ON TO THE NEXT PAGE

Questions 196-200 refer to the following e-mail, meeting agenda, and policy.

To:	Celeste O'Brien
From:	Monica Cheung
Date:	October 15
Subject:	Mobile phone reimbursement policy

Dear Ms. O'Brien,

As the Assistant Director of Accounting, I am writing about the policy regarding mobile phone expenses. Many Ferd Data Services employees use their personal mobile phones for business calls. To get reimbursed, they must submit a form every month. Ferd then pays up to 30 percent of the phone bill. My department confirms each employee's calculations and then schedules payments that vary every month.

Some companies have moved to a flat-rate model, whereby all employees who qualify receive a fixed amount each month (e.g., \$20). No staff time is required for monthly processing; the allowance is automatically included in each paycheck.

I hope that, as head of Human Resources, you will consider adopting a policy like this.

Sincerely,

Monica Cheung

<p style="text-align: center;">Ferd Data Services MEETING AGENDA</p> <p>Location: Online Date: October 24 Time: 3:00 P.M. Host: Celeste O'Brien, Vice President, Human Resources Attendees: Human Resources Managers; Finance Managers; Department Heads</p> <p>OBJECTIVES:</p> <ol style="list-style-type: none">1. Consider issues with the current mobile phone reimbursement program2. Review other options along with advantages and disadvantages3. Select a new reimbursement model, if appropriate <p>OPTIONS:</p> <ol style="list-style-type: none">1. Continue to reimburse employees for up to 30 percent of their business mobile phone use2. Provide a flat monthly amount to employees who qualify; employees with high costs can submit requests for additional compensation3. Provide qualified employees with mobile phones for business use

Ferd Data Services Employee Policies

Mobile Phone Reimbursement Policy

Revised October 30

Employees who work remotely and/or travel for business purposes should be reimbursed for business use of mobile phones. Three options are available:

- Employees who qualify will receive a mobile phone allowance of \$20 per month, regardless of actual expenses. To enroll in the program, employees must submit a Mobile Phone Allowance form with their supervisor's signature. The \$20 allowance will be applied to each month's paycheck.
- Employees with large charges may submit actual expenses to receive additional reimbursement.
- Managers and executives may opt for a company mobile phone, which is for business use only.

TEST 3

196. What is the purpose of the e-mail?
- (A) To describe patterns of employee behavior
 - (B) To suggest updates to certain technology
 - (C) To consider replacing a vendor
 - (D) To request a revision to a reimbursement policy
197. According to the e-mail, who is Ms. Cheung?
- (A) A telemarketer
 - (B) A member of the accounting team
 - (C) A human resources specialist
 - (D) An electronics engineer
198. What did Ms. O'Brien do after receiving Ms. Cheung's e-mail?
- (A) She invited Ms. Cheung to a meeting.
 - (B) She rejected Ms. Cheung's suggestion but proposed alternatives.
 - (C) She collaborated with other company leaders to address an issue.
 - (D) She transferred to a different department.
199. According to the policy, who qualifies to receive a company mobile phone?
- (A) Ferd Data Services managers and executives only
 - (B) All Ferd Data Services employees who work from home
 - (C) Employees who travel for business purposes
 - (D) Employees who submit a monthly form
200. What best describes the result of the meeting on October 24?
- (A) Attendees agreed to continue following the original procedures.
 - (B) Attendees decided to collect more information before making a decision.
 - (C) Attendees decided to adopt some of the options discussed.
 - (D) Attendees completed a survey about mobile phone use.

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.