

Questions 165-169 refer to the following memorandum.

MEMORANDUM

TO: Marketing staff
FROM: Jonathan Blair
DATE: August 22
RE: New Advertising Campaign

We are very excited about our new line of infant clothes this year. The following will give you a general outline of the marketing strategies we have planned to help promote our new clothes. As you all know, this is our first attempt in this market, and we are anticipating great results. And to add to this, we have put together our biggest and most expensive ad campaign in several of the country's largest media.

TELEVISION SPOTS	A thirty-second commercial on 3 of the largest networks during primetime hours (7-9 p.m.) for three months. A total of 4 showings on each station daily. Also 5 showings between 9-11 p.m. on Saturdays and 6 showings on Sundays.
NEWSPAPER ADD INS	Will feature a three-page advertisement complete with colorful illustrations and discount coupons. Will be inserted into the middle of all major newspapers in the city on weekend editions for two months.
SUBWAY AND BUS ADS	Advertising posters on major routes around the city. A total of 5,000 posters will be posted for 1 month.

Everyone is encouraged to submit comments and ideas to the Marketing Department.

- 165.** What is the main purpose of the memorandum?
- (A) To recruit talented people to work on an advertising project
 - (B) To announce the company's future plans
 - (C) To inform the staff members about a television documentary
 - (D) To find a model spokesperson for the posters
- 166.** Who is the target audience for the new products being launched?
- (A) Babies
 - (B) Children
 - (C) Adults
 - (D) Seniors
- 167.** What can be inferred from the memorandum?
- (A) Local television is airing a special on the company.
 - (B) The company is breaking into a new market.
 - (C) An article about the company has been printed in the local paper.
 - (D) The subway and bus strikes will affect the company.
- 168.** How many times will the ad be aired on a weekday on one station?
- (A) 3 times
 - (B) 4 times
 - (C) 5 times
 - (D) 6 times
- 169.** Which of the following is NOT true about the newspaper ad?
- (A) It will be printed in various colors.
 - (B) It will be featured on the front page.
 - (C) It will offer discount vouchers.
 - (D) It will be included in the weekend editions.





Are you suffering from RAGWEED ALLERGIES?

Are you one of those people who suffer from:

sneezing?

runny, itchy noses?

red, watery, itchy eyes?

during the latter part of the summer months...

The Research Institute of Ragweed Allergies is currently conducting a study and is asking volunteers to participate in testing an experimental drug.

Those who pass the qualification procedure will receive compensation for his/her part in contributing to the study.

Call: 905-629-3333 (ext. 1) or Toll free: 1-800-RIRA-5544

E-mail: volunteer@researchinstitute-ragweed.com

Regular hours of operation: Monday to Friday: 9 a.m. to 6 p.m.

Saturday: 9 a.m. to 1 p.m.

Research Institute of RA

4520 Dixie Rd in Mississauga
2 blocks south of Eglinton Ave.
www.researchinstitute-ragweed.com

170. What is the primary reason for taking out this notice?

- (A) To announce a medical breakthrough in curing ragweed allergies
- (B) To inform the public about the spread of a new type of an allergy
- (C) To recruit people who are willing to come forward for a medical cause
- (D) To provide the results of a test conducted by the research institute

171. What can be implied about ragweed allergies from the notice?

- (A) They're most prevalent during the late summer months.
- (B) Research about them has been ongoing for the entire summer.
- (C) They have been the main public issue in recent months.
- (D) They affect a great number of people living in hot climates.

172. Which of the following information is NOT found in the notice?

- (A) A number where interested people could call
- (B) The specific compensation each participant will receive for volunteering
- (C) The subject of the study being conducted
- (D) The conditions required for those who want to make a contribution



CREDIT PROBLEM? CREDIT DENIED?

**WE CAN HELP!
(COLLECTION AGENCIES)**

- LATE PAYMENTS • REPOSSESSIONS
- BANKRUPTCIES • BIG DEBTS

ICR'S Exclusive \$15-million Computer Search Program
The only one of its kind in the world

How credit agencies may not in compliance
with the Canadian Consumer Reporting Act and what
you can do about it.

"WE REPAIR CREDIT... LEGALLY"
"All information is strictly confidential."
Consolidate debts into lower monthly payments!

Call for an appointment:
416-755-7898

173. Who is the intended audience of this advertisement?

- (A) People who are in legal trouble
- (B) Anyone who is having financial problems
- (C) Businesses that are in need of tax breaks
- (D) Workers who must do their yearly income taxes

174. What type of service does the company offer?

- (A) It helps those who are in debt.
- (B) It lends money at low interest.
- (C) It invests in potential companies.
- (D) It provides legal counseling to people in trouble.

Questions 175-178 refer to the following facsimile.

H/K Services Ltd. 1 st Floor, World Building 431 Bloor Street East Seattle, Washington	Facsimile	HanKyu Services Ltd. Telephone: 206 755 8989 Fax: 206 775 8655 Email: enquiry@hankyu.com www.hankyu.com
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To: Room 1204 – Mr. Mark Newman, Island Pacific Hotel
From: Maggie Wong
Date: November 3

Fax: 555-8624
Fax: 775-8655
Pages: 1 page

Please pass this message on to your guest, Mr. Mark Newman, who is staying in Room 1204. Thanks.

Dear Mr. Newman,

Mr. Ron Devereux has asked me to let you know that he would be very interested in meeting with you some time tomorrow on Saturday, November 4. Please give him a call on his mobile phone at (206) 755-1456 to arrange a time. Thanks.

Kind regards,

Maggie Wong
Maggie Wong
PA to Ron Devereux

175. Why did Ms. Wong send the fax?

- (A) To reserve a room at the hotel
- (B) To convey a message on behalf of her boss
- (C) To ask about the price of a room at the hotel
- (D) To cancel a meeting with a customer

176. Who is the intended recipient of this fax?

- (A) HanKyu Services Limited
- (B) Ron Devereux
- (C) Mark Newman
- (D) Island Pacific Hotel

177. What will the recipient of the fax do?

- (A) Check out of the hotel
- (B) Get his room key
- (C) Go to Mr. Devereux's office
- (D) Make a telephone call

178. Who is Maggie Wong?

- (A) The president of HanKyu Services Limited
- (B) A hotel front desk clerk
- (C) A guest who is staying at the hotel
- (D) The personal assistant of the person sending the fax



CHINA CHINA

Free Dish

Choose any one dish from the menu on the back (restricted to \$8 or less food items) with any order over \$40 (before tax).

Not valid in conjunction with any other offers.

Free Chicken Wings

With any order over \$18 (before tax). One per order only.

Not valid in conjunction with any other offers.

Pick Up Special 20% OFF

Not valid in conjunction with any other offers.

Cash payment only. Daily Combo & Complete Dinners excluded.

2145 Jane Rd.
(206) 755-1235

179. How can one receive a meal for free?

- (A) By paying for the meal in cash
- (B) By ordering over a certain amount
- (C) By picking up the food
- (D) By coming to the restaurant at a certain hour

180. What can be inferred from the menu?

- (A) The restaurant accepts credit cards.
- (B) Delivery is not available during weekends.
- (C) Only one coupon can be used at one time.
- (D) All the food that is picked up is 20% off the regular price.

Questions 181-185 refer to the following letter and e-mail message.

June 3, 2006

Suzanne Rogers
Ultra-Ergonomic Furniture
Sales and Shipping Department
Suite 58, 107 Morris Circle
Moorabbin, Victoria 3206

Dear Ms. Rogers,

As I'm sure you are aware, our company has been organizing conventions, festivals, and other large corporate events for the last fifteen years, and in fact we are leaders in the field. We have relied on Ultra-Ergonomic Furniture for purchase and rental supplies of high-quality furniture for that entire period, and we've never had any cause for complaints with regard to your services.

I am writing to you personally to ask a special favor. We recently made an order with your company for the supply of rental furniture that includes chairs, tables, partitions, and lecterns for an auto show (see order no. 11-35698A). Unfortunately, a serious error was made. In fact the exposition begins one week earlier than indicated on the order form. The starting date is actually July 7. I would appreciate it very much if you could try to do everything you can to ensure that our order be delivered to us on that date. Also, if possible, I'd like to add 20 Pop-up displays on top of our original order.

I realize that this is a big favor to ask, but on the basis of our long-term business relationship, I hope that you will be able to find a way.

I'm really sorry for any inconvenience. Please contact me soon.

Yours sincerely,

Michael Robinson

Michael Robinson
Properties Manager
mrobinson@btc.com

Dear Mr. Robinson,

Thank you for your letter. I was surprised, and of course concerned, that you find yourself in this unfortunate situation. And of course I will do my best to help you. Your company has been one of our best clients since we began operations in 1978.

Anyway, I personally took a trip down to our warehouse this morning to have a closer look at our stock to see if we have all the things you need for your convention – which I believe is from July 7 to July 14. I am happy to say that we will be able to provide you with everything you originally requested. However, as for the additional request you made, it won't be possible because we have already rented them out to another client during that week.

My suggestion is that you come down to my office to discuss other possibilities. I can take you down to our warehouse, and you can look at our inventory. So, please call me soon to arrange a time.

Kind regards,

Suzanne Rogers,
Sales and Shipping Department

181. Why did Mr. Robinson write the letter?

- (A) To make a complaint about a late delivery
- (B) To ask for a change in the delivery date
- (C) To invite Ms. Rogers to an auto show
- (D) To cancel an order he had made

182. What service does Mr. Robinson's business provide?

- (A) Selling and renting office furniture
- (B) Manufacturing automobiles
- (C) Arranging large, organized affairs
- (D) Delivering heavy equipment

183. What does Suzanne say about Michael's company?

- (A) It has been a loyal customer of her company for a number of years.
- (B) It will eventually get itself out of the unfortunate situation it is facing at the moment.
- (C) It should outsource some of the work to speed up the work process.
- (D) It needs to expand into other areas of business.

184. What will probably happen when Ms. Rogers meet with Mr. Robinson?

- (A) They will drive down to the auto show together.
- (B) Ms. Rogers will apologize for her mistakes.
- (C) They will have a look around the warehouse.
- (D) Mr. Robinson will hand over a check.

185. Which of the following does Ms. Rogers say she will NOT be able to provide?

- (A) Chairs
- (B) Tables
- (C) Partitions
- (D) Pop-up displays

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Questions 186-190 refer to the following advertisement and e-mail message.

Prestige Properties now Available

For discerning customers seeking unique properties, The Hills Real Estate Agency is pleased to announce the availability of the following residences in the most upscale parts of our city:

Santa Rosa

This beautiful Spanish-style mansion extends over a gently sloping half-acre block. Constructed during the boom period of the 1920s, it has retained many original architectural and historical features while the kitchen and bathrooms have been tastefully modernized. Stunning sandstone contrasts with green lawns and colorful flower gardens, with views of the ocean from the second floor. Call now, to arrange a viewing.

Warehouse Conversion

If you are seeking an open-plan style apartment located in the heart of the vibrant inner city that is quiet and secure with a tranquil courtyard in its heart, this is the property for you. Truly a unique opportunity, this 3-bedroom, 2-bathroom, architect-designed conversion can offer tranquility and space for your artistic endeavors or can open up to be the perfect party house. Inspect now.

Victorian Terrace

They don't come much more sophisticated than this 3-story Victorian terrace built in 1885. Located on a wide semi-circular street opposite elegant Victoria Park, the front garden and wide upper-level balcony are bathed in generous sunshine during the winter months while being protected from the wind. A rare opportunity for those who love combining comfortable living with elegant entertaining. A large living room adjoins a magnificent dining area served by a modern kitchen with plenty of bench-space. Three upstairs bedrooms, two with en-suite bathrooms, plus a guest bathroom on the ground floor, complete the picture.

For further information and to arrange inspections (appointment only) please call our office at 965-2254 or 965-2255 or e-mail at johnconnor@thehills.com

Dear Mr. Connor,

I was very interested in your recent advertisement. I am seeking a residence that can accommodate an art studio and possibly hold private exhibitions for the work I do. One of the listed places sounds like it could be suitable for my needs. Therefore, I would like to meet with you soon to take a look at the place. Could you please let me know when a good time for you is? I am okay anytime this week except for Wednesday evening. Please get back to me as soon as possible.

Thanks so much for your attention.

Lisa Brown: 755-1207

186. For whom is this advertisement most likely intended?

- (A) Newlyweds who are looking for a cozy place
- (B) People who have financially established themselves
- (C) Anyone who is looking for a bargain
- (D) Families with many children

187. Who is John Connor?

- (A) An architect
- (B) A real estate agent
- (C) An artist
- (D) A history professor

188. According to the e-mail, which of the following places will most likely suit Ms. Brown the most?

- (A) Santa Rosa
- (B) Warehouse Conversion
- (C) Victorian Terrace
- (D) None of them

189. What is the main purpose of the e-mail?

- (A) To receive information about an art exhibit
- (B) To set up an appointment
- (C) To put her apartment on the market
- (D) To reply to an inquiry she received from the man

190. What can be implied about Ms. Brown?

- (A) She is an artist.
- (B) She buys and sells properties.
- (C) She is interested in taking out an ad.
- (D) She coordinates seminars and conferences for a living.



New Vacation Policy

All vacation days must be taken within the calendar year with written requests submitted and approved by your direct supervisors:

1. All new employees are entitled to three weeks' paid vacation per year.
2. Any employees on their probationary period will not be included under policy until his/her 3 months is up.
3. All vacation requests must be made in writing at least 2 weeks in advance of your requested dates. These will be approved at the discretion of your supervisor according to your departmental workload requirements.
4. All vacation days must be taken within the calendar year. Otherwise, you will lose them.
5. Only one person per individual department may be away on vacation for a period of a week or more (to ensure sufficient staffing is available in each department).
6. Employees will receive an extra week of vacation time for every 5 years of additional service.
7. A maximum of two weeks' vacation (at one time) may be taken. Certain requests for longer period of vacation may be considered for exceptional circumstances. Please see your supervisor if this is applicable.
8. We strongly encourage all our employees to spread out your vacation days and enjoy themselves.

Vacation Request Memo

To: Sally Benson, Supervisor, Human Resources
From: Mary Black
Date: January 5, 2007
Re: Vacation Request – for January 25 – February 8, 2007

Sally,

This is a memo to give you advance notice of my request for my upcoming vacation days of January 25 – February 8.

As written in the vacation policy, I am providing ample notice of my requested days. So hopefully, these 2 weeks will be okay to be away from the office. We are planning a family reunion which had been planned for the last couple of years.

I know that I have just recently joined the company and normally would need to wait until my probationary period is over before taking any vacation days. However, as you may recall, this request for some advance days was discussed and agreed to in our negotiation meetings in late November.

Thank you for your understanding. I will make sure that my work is covered to avoid any disruption in my projects.

Mary

- 191.** Which of the following is NOT stated in the policy?
- (A) All regular employees are allowed at least three weeks off in a year.
 - (B) Any request for time off can be rejected depending on the circumstances.
 - (C) Any vacation time not taken will be compensated at the end of the year.
 - (D) A three-week holiday can be granted if a legitimate reason is provided.
- 192.** According to the policy, how many vacation weeks would an employee who has worked at the company for 11 years receive?
- (A) Three
 - (B) Four
 - (C) Five
 - (D) Six
- 193.** Why did Mary write the memo?
- (A) To make a request well ahead of time
 - (B) To inform the staff of the new policy
 - (C) To point out a mistake in the policy
 - (D) To ask for a day off next week
- 194.** What can be inferred about Mary from the memo?
- (A) She has been with the company for less than three months.
 - (B) She has not met her family for over two years.
 - (C) She has close ties to some important people in the company.
 - (D) She took her last vacation in November 2006.
- 195.** Which of the following information is true?
- (A) Mary will most likely get exempted from rule number 2.
 - (B) Mary is not abiding by rule number 3.
 - (C) Mary is entitled to take advantage of rule number 1.
 - (D) Mary only has a year left to go to be considered for rule number 6.

Preferred Customer Card

Application Procedure

Please complete the attached form at least two weeks prior to your next visit to Trinity Spa. A photocopy of some photo identification must be included as well as full payment for administrative fees in order to assure the full benefits of the Preferred Customer status as outlined in our information package. Please send the completed form by fax (416) 538-2099 to the attention of "The Preferred Customer Card Administrator" or to the following address:

"The Preferred Customer Card Administrator"

Trinity Spa, 1 Hazeltree Lane, Toronto, ON

Please allow two weeks for proper processing. If you have any questions or comments, please send an email to PCCA@trinityspa.org. We are looking forward to welcoming you as a Preferred Customer.

Trinity Spa Preferred Customer Card Application Form

PERSONAL INFORMATION

First Name: Sally

Surname: Hancock

Please check: ☐ Mr. ☐ Mrs. ☒ Miss ☐ Ms. ☐ Dr. ☐ Other

Date of Birth: October 16, 1976

Mailing Address: 345 University Street, Suite 305
Toronto, On, Canada M5M-3B9

Preferred Services:

1. Facial massage
2. Aroma therapy
3. Aqua Chi

Home phone: 755-4900

Business phone: 243-2840

Fax. No. (area code): 416-243-0400

E-mail: sallyh@pj.com

CARD PICK UP METHOD

☒ Pick up at Customer Service Center

☐ By mail

Sally Hancock

Signature of applicant

Monday, September 25, 2006

Date

196. What is asked to be sent with the application form?

- (A) The membership card
- (B) A passport-sized picture
- (C) The document processing fee
- (D) The annual membership fee

197. How can someone make further inquiries?

- (A) By fax
- (B) By e-mail
- (C) By phone
- (D) By mail

198. What information is NOT requested in the form?

- (A) Last name
- (B) Birthplace
- (C) Contact number
- (D) Today's date

199. How will Sally Hancock receive the card?

- (A) By regular mail
- (B) By showing up in person
- (C) By sending her assistant
- (D) By a special delivery

200. When will Sally Hancock's application be approved?

- (A) September 25
- (B) October 9
- (C) October 16
- (D) October 30