

**PART 3**

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

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|---|---|
| <p>41. Who sent the package?<br/>(A) Mr. Ozawa.<br/>(B) Ms. Jones.<br/>(C) Mr. Ozawa's boss.<br/>(D) Mr. Ozawa's secretary.</p> <p>42. When is the meeting with Ms. Jones?<br/>(A) Right now.<br/>(B) This morning.<br/>(C) Tonight.<br/>(D) Tomorrow.</p> <p>43. Where is Mr. Ozawa now?<br/>(A) At lunch.<br/>(B) At his desk.<br/>(C) In a meeting.<br/>(D) In the mailroom.</p> | <p>47. How many people will eat dinner?<br/>(A) Two.<br/>(B) Three.<br/>(C) Eight.<br/>(D) Nine.</p> <p>48. What time will they eat dinner?<br/>(A) 8:30.<br/>(B) 8:45.<br/>(C) 9:00.<br/>(D) 10:00.</p> <p>49. What will they do before dinner?<br/>(A) Visit the kitchen.<br/>(B) Look for a table.<br/>(C) Sit in the bar.<br/>(D) Fix the car.</p>                                |
| <hr/>   |   |
| <p>44. Where are the speakers?<br/>(A) At home.<br/>(B) At a bank.<br/>(C) At the office.<br/>(D) At a restaurant.</p> <p>45. What will the woman do?<br/>(A) Buy a card.<br/>(B) Pay the bill.<br/>(C) Play a game.<br/>(D) Cook a meal.</p> <p>46. What will the man give the woman?<br/>(A) Some money.<br/>(B) Some letters.<br/>(C) A wallet.<br/>(D) A meal.</p>              | <p>50. What are the speakers discussing?<br/>(A) Washing the windows.<br/>(B) Buying new chairs.<br/>(C) Painting the room.<br/>(D) Cleaning the rug.</p> <p>51. What color is the rug?<br/>(A) Green.<br/>(B) White.<br/>(C) Yellow.<br/>(D) Blue.</p> <p>52. When will they start work on the project?<br/>(A) Tonight.<br/>(B) Tomorrow.<br/>(C) On Friday.<br/>(D) Next week.</p> |
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53. Why did Jim miss the meeting?  
(A) He was feeling sick.  
(B) He had to type a memo.  
(C) He left his watch at home.  
(D) The copy machine didn't work.
54. What time was the meeting?  
(A) 3:00.  
(B) 4:00.  
(C) 6:00.  
(D) 8:00.
55. Why does the man have to hurry?  
(A) The meeting starts soon.  
(B) He has to mail a letter.  
(C) It's starting to rain.  
(D) He has to catch a train.
- 
56. Where will the speakers go to work?  
(A) The conference room.  
(B) The business office.  
(C) The elevator.  
(D) Their desks.
57. What will they take with them?  
(A) Pens.  
(B) Notepads.  
(C) A computer.  
(D) Computer paper.
58. What kind of work are they doing?  
(A) Ordering office supplies.  
(B) Planning a conference.  
(C) Fixing a computer.  
(D) Writing a report.
- 
59. Who will be in the office tomorrow?  
(A) Sam.  
(B) Sam's boss.  
(C) Sam's friend.  
(D) Sam's assistant.
60. What does the woman want help with?  
(A) Cooking lunch.  
(B) Finding a book.  
(C) Going over accounts.  
(D) Planning a conference.
61. When will the woman go to the office?  
(A) After work.  
(B) After lunch.  
(C) Before lunch.  
(D) At dinnertime.
- 
62. What does the man want to buy?  
(A) A fax machine.  
(B) A newspaper.  
(C) A telephone.  
(D) A briefcase.
63. How much is the sale?  
(A) 10 percent off.  
(B) 15 percent off.  
(C) 20 percent off.  
(D) 50 percent off.
64. When does the sale end?  
(A) Today.  
(B) Tomorrow.  
(C) On Saturday.  
(D) Next week.
-

65. What is broken?  
(A) The air conditioner.  
(B) The photocopier.  
(C) The telephone.  
(D) The light.
66. When will the repair person arrive?  
(A) At noon.  
(B) Next week.  
(C) Right away.  
(D) This afternoon.
67. What will the man do while he is waiting?  
(A) Eat a meal.  
(B) Read e-mail.  
(C) Write a report.  
(D) Make a phone call.
- 
68. Why can't the man meet with the woman this week?  
(A) He has to meet with another person.  
(B) He needs to rest this week.  
(C) He'll be away on a trip.  
(D) His office won't be open.
69. What does the woman want to discuss?  
(A) Conference plans.  
(B) A letter.  
(C) Money.  
(D) A class.
70. What time will the woman be at the man's office?  
(A) 9:00.  
(B) 10:00.  
(C) 11:00.  
(D) 1:00.


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**PART 4**

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

- 
71. What time will the train leave?  
(A) 10:10.  
(B) 10:15.  
(C) 10:30.  
(D) 10:40.
72. Who should arrive at the gate early?  
(A) Passengers who can offer help.  
(B) Passengers with luggage.  
(C) Passengers who have questions.  
(D) Passengers who have children.
73. What form of payment is accepted for tickets on the train?  
(A) Cash.  
(B) Check.  
(C) Credit card.  
(D) Money order.
- 
74. Who is talking?  
(A) A news reporter.  
(B) A weather forecaster.  
(C) A pilot.  
(D) A travel agent.
75. When is the speaker talking?  
(A) In the early morning.  
(B) At noon.  
(C) In the evening.  
(D) Late at night.
76. How will the weather be tomorrow?  
(A) Rainy.  
(B) Cloudy.  
(C) Sunny.  
(D) Cold.
- 
77. Where would you hear this announcement?  
(A) At a grocery store.  
(B) At a department store.  
(C) At a restaurant.  
(D) At a library.
78. What is on sale?  
(A) Beef.  
(B) Vegetables.  
(C) Fruit.  
(D) Suits.
79. Who can use the express check-out lanes?  
(A) People buying ground beef.  
(B) People buying sale items.  
(C) People buying vegetables.  
(D) People buying only 15 items.
- 
80. Who is talking?  
(A) A student.  
(B) A professor.  
(C) An author.  
(D) A medical doctor.
81. What is the subject of the class?  
(A) Math.  
(B) Computers.  
(C) Finance.  
(D) Health.
82. How many tests will there be?  
(A) One.  
(B) Two.  
(C) Seven.  
(D) Ten.
-

83. Who was Bob Wilson?  
(A) A mayor.  
(B) A bus driver.  
(C) A war hero.  
(D) An artist.
84. How long will they stay at the Wilson House?  
(A) Half an hour.  
(B) One hour.  
(C) One hour and ten minutes.  
(D) Two hours.
85. Where will they go after visiting the Wilson House?  
(A) To a restaurant.  
(B) To a bus station.  
(C) To a monument.  
(D) To a museum.
- 
86. What are the tickets for?  
(A) A city bus tour.  
(B) A theater.  
(C) A sports event.  
(D) An awards ceremony.
87. Where can you get tickets?  
(A) At the stadium.  
(B) At the front desk.  
(C) At the bus station.  
(D) At the ticket counter.
88. What time will the bus leave?  
(A) 3:00 in the morning.  
(B) 6:00 in the morning.  
(C) 3:00 in the afternoon.  
(D) 6:00 in the evening.
- 
89. What is Ms. Park's book about?  
(A) Public speaking.  
(B) Sports.  
(C) Making money.  
(D) Retail business.
90. What will Ms. Park do?  
(A) Introduce someone.  
(B) Receive an award.  
(C) Read from her book.  
(D) Make copies of the book.
91. What can you do at the back of the auditorium?  
(A) Buy a book.  
(B) Read some signs.  
(C) Play a game.  
(D) Answer questions.
- 
92. Who is Pamela Jones?  
(A) A telephone operator.  
(B) A scientist.  
(C) An assistant.  
(D) A newspaper reporter.
93. Why can't she answer the telephone right now?  
(A) She's at a conference.  
(B) She's talking to someone else.  
(C) She's reading the newspaper.  
(D) She's working on a story.
94. What should you do if you want to leave a message?  
(A) Talk to Ms. Jones's assistant.  
(B) Call the main switchboard.  
(C) Stay on the line.  
(D) Send a message by e-mail.
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95. Which flight will arrive on time?  
(A) The flight from Hong Kong.  
(B) The flight from Sydney.  
(C) The flight from London.  
(D) The flight from Paris.
96. Why was a flight canceled?  
(A) Because of rain in London.  
(B) Because of a blizzard in Paris.  
(C) Because no tickets were sold.  
(D) Because the schedule changed.
97. When does the special sale end?  
(A) This evening.  
(B) On the weekend.  
(C) Next week.  
(D) Next month.
- 
98. How many shows will the theater have today?  
(A) One.  
(B) Two.  
(C) Three.  
(D) Five.
99. What is half price?  
(A) The midnight show.  
(B) Tickets for people younger than 18.  
(C) Shows before five o'clock.  
(D) Snacks sold in the lobby.
100. What is not allowed inside the theater?  
(A) Popcorn.  
(B) Drinks.  
(C) Any snack.  
(D) Outside food.

**This is the end of the Listening test. Turn to Part 5 in your test book.**

## READING TEST


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

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

### PART 5

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

101. Customer \_\_\_\_\_ is one of the top priorities of this company.  
(A) satisfied  
(B) satisfying  
(C) satisfy  
(D) satisfaction
102. Remember that feeling confident and \_\_\_\_\_ is an important part of giving a presentation.  
(A) relaxing  
(B) relaxes  
(C) relaxed  
(D) relax
103. Final arrangements for the board of directors' meeting haven't \_\_\_\_\_ been made.  
(A) already  
(B) still  
(C) while  
(D) yet
104. We have \_\_\_\_\_ all project managers to turn in their reports by the end of the week.  
(A) asking  
(B) asked  
(C) ask  
(D) asks
105. Nobody will be \_\_\_\_\_ to the room after the meeting has started.  
(A) admitted  
(B) omitted  
(C) permitted  
(D) submitted
106. Customer \_\_\_\_\_ representatives are available to answer your questions twenty-four hours a day.  
(A) servants  
(B) serving  
(C) serve  
(D) service
107. While some people enjoy receiving calls from telemarketers, other people find such calls \_\_\_\_\_.  
(A) annoys  
(B) annoying  
(C) annoyingly  
(D) annoyed
108. If you are interested \_\_\_\_\_ receiving free samples of our product, simply fill out the enclosed card.  
(A) to  
(B) in  
(C) of  
(D) about
109. Because of the mild climate and rich soil, a wide variety of crops can be \_\_\_\_\_ in this region.  
(A) grown up  
(B) increased  
(C) raised  
(D) enlarged

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110. \_\_\_\_\_ she has worked very hard during the past year, Ms. Gomez has still failed to get a promotion.  
(A) Although  
(B) Because  
(C) So  
(D) In spite of
111. The new advertising campaign resulted in a \_\_\_\_\_ large increase in sales.  
(A) surprised  
(B) surprisingly  
(C) surprise  
(D) surprises
112. A fine will be charged for all materials that are returned to the library \_\_\_\_\_ the due date.  
(A) past  
(B) over  
(C) later  
(D) above
113. We felt that the recent reports were not particularly \_\_\_\_\_.  
(A) informs  
(B) information  
(C) informative  
(D) inform
114. The slow \_\_\_\_\_ on this project has been a cause for concern.  
(A) progress  
(B) progressed  
(C) progressive  
(D) progresses
115. After you have had a chance to look over the enclosed documents, please return \_\_\_\_\_ to the front office.  
(A) they  
(B) them  
(C) their  
(D) theirs
116. Due to the \_\_\_\_\_ weather conditions, all flights have been postponed until further notice.  
(A) current  
(B) abundant  
(C) actual  
(D) eventual
117. We need all the help we can get and would like everyone in the office to \_\_\_\_\_ us in getting this job completed on time.  
(A) resist  
(B) desist  
(C) insist  
(D) assist
118. The new computer does not seem to work \_\_\_\_\_ the old one did.  
(A) as well  
(B) as well than  
(C) as good as  
(D) as well as
119. \_\_\_\_\_ have market conditions been as favorable as they are now.  
(A) Reliably  
(B) Fortunately  
(C) Never  
(D) Usually
120. Most \_\_\_\_\_ the people who responded to the survey were pleased with the new product.  
(A) of  
(B) for  
(C) to  
(D) from
121. Fill out this form \_\_\_\_\_ before turning it in to your supervisor.  
(A) completed  
(B) complete  
(C) completion  
(D) completely
122. All new staff members should become \_\_\_\_\_ with the standard office procedures.  
(A) family  
(B) familiar  
(C) familiarly  
(D) familiarize
123. The recent changes in the economy have led to greater \_\_\_\_\_ in our company's products.  
(A) interest  
(B) interesting  
(C) interested  
(D) interestingly



124. Weather conditions \_\_\_\_\_ the region have had a negative impact on agricultural production.  
(A) whole  
(B) during  
(C) throughout  
(D) entire
125. While we understand the desire to save money, we usually advise \_\_\_\_\_ choosing an insurance plan merely because it has the lowest price.  
(A) for  
(B) from  
(C) against  
(D) over
126. Please call the travel agent this afternoon to \_\_\_\_\_ your travel plans.  
(A) confirmation  
(B) confirm  
(C) confirmed  
(D) confirming
127. The manager has asked that all vacation requests be handed in to \_\_\_\_\_ office by 9:00 on Monday morning.  
(A) she's  
(B) her  
(C) she  
(D) hers
128. \_\_\_\_\_ for improvements in current economic conditions have been met with nothing but disappointment.  
(A) Expectations  
(B) Experiences  
(C) Experiments  
(D) Expressions
129. Any personal items left in the lockers will be \_\_\_\_\_ at the end of the month.  
(A) reminded  
(B) remarked  
(C) remodeled  
(D) removed
130. The director would like to express his appreciation for the \_\_\_\_\_ efforts made by all members of the staff during this time of crisis.  
(A) admirable  
(B) admired  
(C) admirably  
(D) admiral
131. The person to \_\_\_\_\_ you submitted your request is no longer in charge of this section.  
(A) whom  
(B) which  
(C) who  
(D) where
132. We would be very interested in hearing your \_\_\_\_\_ of the current political crisis.  
(A) reaction  
(B) mind  
(C) reason  
(D) opinion
133. While negative criticism is rarely appreciated, \_\_\_\_\_ advice is always welcome.  
(A) constructive  
(B) construction  
(C) construct  
(D) constructing
134. We hope that you will \_\_\_\_\_ all of the evidence before making your final decision in this matter.  
(A) confuse  
(B) convince  
(C) consider  
(D) concur
135. Mr. Chang will serve as \_\_\_\_\_ director until a permanent director can be found.  
(A) act  
(B) acting  
(C) actor  
(D) acted

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136. It is important to respond to customer complaints with as pleasant an \_\_\_\_\_ as possible.

- (A) assertion
- (B) attitude
- (C) assignment
- (D) attendant

137. While it is \_\_\_\_\_ to know the final results this soon, we have received some preliminary information.

- (A) impossible
- (B) impatient
- (C) improper
- (D) impolite

138. Our team worked \_\_\_\_\_ hard on that project that we finished it two days before the deadline.

- (A) too
- (B) so
- (C) such
- (D) a lot

139. \_\_\_\_\_ can be the cause of many work delays.


- (A) Careless
- (B) Cared
- (C) Carelessness
- (D) Carelessly

140. \_\_\_\_\_ the growing demand for our product, we are making plans to increase production.

- (A) Although
- (B) In spite of
- (C) Because of
- (D) Consequently

**PART 6**

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

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Questions 141–144 refer to the following announcement.

## **The National Museum of Art**

is proud to announce the upcoming \_\_\_\_\_ of

141. (A) exhibit  
(B) lecture  
(C) auction  
(D) purchase

European Expressionist paintings and prints,  
from January 15 through March 15.

We are very fortunate to be able to bring this opportunity to area residents and visitors.  
This show includes works on loan from museums and collectors all around the world.

It is the first time this area has seen \_\_\_\_\_ wide representation of

142. (A) very  
(B) such a  
(C) so that  
(D) enough

Expressionist works together in one place.

\_\_\_\_\_ for the show are available by calling

143. (A) Guides  
(B) Tickets  
(C) Brochures  
(D) Schedules

the museum's Special Events office at  
342-555-0980, or by visiting our website: [www.artmuseum.org](http://www.artmuseum.org).  
Prices are \$25 general admission and \$20 for senior citizens and students  
with a valid ID. Children under 12 will be charged half price.  
Entrance prices also include admission to the museum's permanent collection.  
A recorded tour and headphones will be available at the exhibit for \$6.

During the show, the Museum Gift Store \_\_\_\_\_ on sale catalogues,

144. (A) has had  
(B) had  
(C) has  
(D) will have

art reproductions, calendars, coffee mugs, and other souvenirs of the show.

Questions 145–148 refer to the following letter.

April 17

To whom it may concern:

This letter is \_\_\_\_\_ for Mr. Young Kim, who has worked for this company as an administrative

145. (A) a background  
(B) an instruction  
(C) a reference  
(D) an acceptance

assistant for the past three years.

During most of his time here, Mr. Kim has worked directly under \_\_\_\_\_ supervision. He has

146. (A) your  
(B) his  
(C) her  
(D) my

served as an assistant to a busy accounting office with a staff of five. He \_\_\_\_\_ himself to be

147. (A) always has shown  
(B) always has shows  
(C) has always shown  
(D) has shown always

reliable and hardworking. He has never shirked his duties, even when the office workload has required him to work late into the evening or on a weekend. I always feel sure that whatever task I may give him, it will be done promptly and with a smile. Mr. Kim's friendliness and upbeat attitude have been a real contribution to the office environment.


We will miss Mr. Kim, but we understand that he is ready to move on to a \_\_\_\_\_ that will make

148. (A) position  
(B) degree  
(C) residence  
(D) professor

better use of his skills and provide him with more opportunities for his future. I can recommend him without reservation and know he will make a great contribution to any work environment.

Sincerely,

*Ivan Sokolow*  
Ivan Sokolow

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Questions 149–152 refer to the following memo.

To: All personnel  
From: Marina Petrowski, Director  
Re: Travel expenses

We are all aware that the procedures for charging and reporting expenses for business trips taken on behalf of the company have long been out of hand. As a result

\_\_\_\_\_ recommendations from the Budget Office, the following procedures

149. (A) of  
(B) as  
(C) for  
(D) if

will be adopted.

Company personnel will no longer be given company credit cards to cover expenses while on out of town trips. Instead, all travel expenses, with the \_\_\_\_\_ of

150. (A) excepts  
(B) excepted  
(C) exception  
(D) excepting

airline tickets which will continue to be charged directly to the company, will be paid for out of pocket. In order to receive \_\_\_\_\_, an expense report must be

151. (A) bonuses  
(B) assistance  
(C) supervisors  
(D) reimbursement

submitted to your department head within ten days of returning from a trip. All charges must be itemized on the report and accompanied by receipts. Approval of each item will be made at the discretion of each department head, following, of course, the company expense guidelines (see attached). Generally, charges for hotels, meals, and transportation will be \_\_\_\_\_. Non-work related items such as

152. (A) reported  
(B) expensive  
(C) authorized  
(D) unallowable

entertainment, excessive taxi rides, and bar bills will not. I am sure you will all understand the necessity of this strict attitude toward expense reporting. I am counting on everyone's cooperation.

## PART 7

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

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Questions 153–154 refer to the following advertisement.

## **JOB FAIR**

A job fair will be held at the Downtown Convention Center  
on Saturday, April 15th, from 9:00 A.M. to 5:00 P.M.

If you are interested in a career in:

- Computer Programming
- Hotel Management
- Marketing
- Business Administration
- Journalism

... then this is your opportunity to meet people who are currently working in these and other fields and who have job openings for you. The job fair will be held in Conference Room 1 and doors open at 9:00 A.M. Bring ten copies of your résumé and a list of references.

The Downtown Convention Center is located at 125 South State Street, across from the Seward Hotel. It can be reached by the Main Street and Cross City bus lines. The job fair is sponsored by the City Chamber of Commerce.

153. What can you do at the job fair?

- (A) Learn how to write a résumé
- (B) Meet potential employers
- (C) Attend a conference
- (D) Buy things on sale

154. Where will the job fair be held?

- (A) In the convention center
- (B) On Main Street
- (C) On South State Street
- (D) At the Chamber of Commerce

Questions 155–157 refer to the following instructions.

**Capital Motel**  
***Telephone Instructions***


This telephone has been provided for your convenience.

- To reach the front desk, dial 1.
- To reach room service, dial 2.
- To reach maid service, dial 3.
- To make a local call, dial 9 and then the number.
- To make a long distance call, dial 1 to ask for assistance.

**Local Numbers of Interest**

Movie Hotline . . . . . 567-555-2113  
Tourist Information. . . . . 567-555-3456  
Airport Shuttle . . . . . 567-555-5525  
City Public Transportation 567-555-1014

155. What should you do to call someone in another city?
- (A) Call Tourist Information  
(B) Call room service  
(C) Call City Public Transportation  
(D) Call the front desk
156. If you dial 9-567-555-1014, what information can you find out?
- (A) Which bus to take downtown  
(B) Which movies are showing tonight  
(C) Where to eat dinner  
(D) How to make a local call
157. How can you ask someone to clean your room?
- (A) Make a long distance call  
(B) Dial 3  
(C) Call room service  
(D) Ask for Tourist Information

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Questions 158–160 refer to the following letter.

New World Computers, Inc.

Sept. 12, 20\_\_

Mary Matta  
27 High Road  
Ipswich, MA 01801

Dear Ms. Matta:

According to our records, you recently contacted the New World Computers Technical Support Service and spoke with our representative, Joan Kim. We hope your experience was pleasant and effective. We would appreciate your giving us feedback on your experience with Technical Support by taking a few minutes to fill out the enclosed Customer Survey form. By letting us know about the quality of the support you received, you will help us ensure that we continue to provide you and all our customers with the excellent service that you deserve.

Please return the form in the enclosed envelope, or you can complete it online by going to our website at [www.nwc.com/customersurvey](http://www.nwc.com/customersurvey). If you have any questions, please contact the Customer Support Office at 800-555-8978. Thank you for being a New World Computers' customer.

Sincerely,

*Samuel Lee*

Samuel Lee, Support Service Manager

158. What is the purpose of this letter?
- (A) To ask for the customer's opinion
  - (B) To offer technical support
  - (C) To sell a new computer
  - (D) To advertise a website
159. How can the customer complete the form?
- (A) By calling the Customer Support Office
  - (B) By going online
  - (C) By contacting Ms. Kim
  - (D) By writing to Mr. Lee
160. Who did the customer speak with?
- (A) The Support Service Manager
  - (B) A Technical Support representative
  - (C) Someone in the Customer Support Office
  - (D) A New World Computers customer




Questions 161–162 refer to the following notice.

### Office Center Towers

This is to inform all tenants that tomorrow morning, October 10th, service work will be performed on the building fire alarm system between the hours of 8:30 and 10:00. As part of this procedure, it will be necessary to test the alarm and you may hear it go off three or four times in the course of the morning. Do not be concerned when you hear the alarm go off. It is part of the normal service routine. If you have any questions, please contact the building superintendent's office. Thank you for your patience.

161. What is the purpose of this notice?
- (A) To let tenants know that the fire alarm system will be repaired
  - (B) To tell tenants about a fire that occurred in the building
  - (C) To warn tenants about the danger of fires
  - (D) To inform tenants about what to do in case of fire
162. What should tenants do if they hear the fire alarm during 8:30 and 10:00?
- (A) Leave the building immediately
  - (B) Contact the building superintendent
  - (C) Continue with their usual activities
  - (D) Wait patiently for the fire department to arrive

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Questions 163–165 refer to the following notice.

Are you getting ready to put your house on the market?  
Are you thinking of selling it yourself?  
Don't do it on your own!

Research has shown that on the average real estate agents get a 30% higher sales price on single-family homes than owners who try to do the selling themselves.

Come learn the ins and outs of the real estate market and how to get the best possible price for your house. On Friday, January 20th at 7:30 P.M., Ms. Miranda Ortiz, a real estate agent with over twenty years' experience in the field, will talk about the current competitive real estate market and strategies for pricing and selling your single-family home or apartment. A question and answer session will follow the talk and refreshments will be served. Admission to this event is free, but because of the high level of interest, reservations are required.

*Please call Mr. Jones at  
676-555-0944 to reserve your space.*

163. Who is this notice aimed at?
- (A) Real estate agents
  - (B) Home owners
  - (C) Researchers
  - (D) Marketing experts
164. What kind of event does it advertise?
- (A) An estate sale
  - (B) A party
  - (C) A lecture
  - (D) A competition
165. What should you do if you want to attend the event?
- (A) Put your house on the market
  - (B) Send in some money
  - (C) Call Ms. Ortiz
  - (D) Make a reservation

Questions 166–169 refer to the following instructions.

Thank you for buying a product from the Office Ware mail-order catalog. We hope you are satisfied with your purchase of our quality merchandise. Please examine the contents of this package immediately to make sure that your order has arrived complete and in undamaged condition. In the event that you are not totally satisfied with your purchase for any reason, you can return it to us within thirty days for a full refund, no questions asked. Just repack it in the same box you received it in, and apply the enclosed return shipping label to the outside of the box. Return postage will be paid by the customer. If you wish to return a product after thirty days from the purchase date, please call the customer service office at 800-555-1002 and ask to speak with a purchase order representative.

166. Where would you find these instructions?
- (A) In a catalog
  - (B) Enclosed in a package
  - (C) Hanging up in a post office
  - (D) At a store
167. The word "condition" in line 6 is closest in meaning to
- (A) fitness
  - (B) appearance
  - (C) state
  - (D) shipment
168. What should you do to return a product the day after receiving it?
- (A) Repack it and mail it back
  - (B) Wait for thirty days
  - (C) Call the customer service office
  - (D) Order a new catalog
169. What will happen if you return a product before thirty days have passed?
- (A) The company will ask you some questions.
  - (B) A customer service representative will call you.
  - (C) You will get all your money back.
  - (D) You will have to send in a new purchase order.

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Questions 170–173 refer to the following letter.

**World Travel Tours**  
32 Palm Tree Boulevard  
Playa del Coco, Florida, 39539

Mr. and Mrs. Ivan Thomas  
78 Putnam Street  
River City, New York, 10131

Dear Mr. and Mrs. Thomas,

Thank you for joining the World Travel tour to Emerald Island. We look forward to seeing you at the Ocean Breezes Hotel on April 2nd. At your request we have reserved for you an ocean view room with twin beds. Please notify hotel staff in advance of your arrival if you wish to make any changes in this room arrangement.

When you check in at the hotel, mention that you are a participant in the World Travel tour, and the staff will inform the tour leader of your arrival. Tour participants will gather in the Ocean Breezes restaurant at 6:30 for dinner and a chance to meet each other. A complete itinerary for the tour will be distributed at that time. The tour leader will explain the tour activities and you will have the opportunity to ask questions.

Your hotel room and three meals a day at the hotel restaurant are included in the price of the tour. The cost of transportation between the airport and the hotel will be paid by the individual participants. I have enclosed some informational brochures that may be of interest to you. Please don't hesitate to contact me if you have any questions.

Sincerely,

*George Harris*

George Harris  
Assistant Director of Tours

encl. Emerald Island Airport Shuttle Schedule  
*Your Guide to Emerald Island*

170. When should Mr. and Mrs. Thomas tell the hotel if they want to change their room reservation?
- (A) As soon as they arrive at the hotel
  - (B) When the tour leader arrives at the hotel
  - (C) Before they arrive at the hotel
  - (D) After all the tour participants have arrived at the hotel
171. When will Mr. and Mrs. Thomas find out the complete tour schedule?
- (A) It is enclosed with the letter.
  - (B) During dinner at the hotel restaurant.
  - (C) When they check in at the hotel.
  - (D) They already know it.
172. The word "distributed" in paragraph 2, line 4, is closest in meaning to
- (A) disturbed
  - (B) revised
  - (C) itemized
  - (D) sent around
173. Who wrote the letter?
- (A) A tour participant
  - (B) A travel agency employee
  - (C) A hotel employee
  - (D) The tour leader

Questions 174–175 refer to the following memo.

**To:** All personnel  
**From:** Joseph Oh  
**Re:** Training seminar  
**Date:** July 15

This is a reminder that a training seminar in the use of the new software package we have adopted will take place next Monday, Tuesday, and Wednesday from 9:30 to 3:00. All seminar participants should be seated in Conference Room B by 9:30. Participation in this training seminar is mandatory for all staff of the Finance Office. Any other staff members who wish to participate should contact Mr. Oh in the Human Resources Office before Friday.

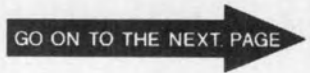
We are pleased to have Patricia Rossi of Intelligent Software Design, Inc., as our trainer. Ms. Rossi brings to this seminar years of experience as a computer consultant, and her previous seminars at our company have been well-received.

174. Who must attend the seminar?

- (A) All personnel
- (B) Everybody in the Finance Office
- (C) Anybody who wants to
- (D) People contacted by Mr. Oh

175. Where will the seminar take place?

- (A) At the Intelligent Software Design Company
- (B) In the Human Resources Office
- (C) In Conference Room B
- (D) In the Finance Office

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Questions 176–177 refer to the following notice.

## NOTICE!!!

We regret that due to problems with the heating system in the auditorium, tonight's talk by Edward James entitled "My Thirty Years as a Career Diplomat" has been canceled. We are sorry for any inconvenience this may cause.

The auditorium should reopen by Friday and our weekly lecture series will resume next Monday at 8:00 P.M. with what promises to be an exciting talk by Sharon Rockford about her canoe trip down the Amazon River.

**Don't miss it!**

176. Why won't Mr. James speak tonight?

- (A) He's busy working.
- (B) It's inconvenient for him.
- (C) The auditorium is closed for repairs.
- (D) The weather is too hot.

177. What will happen next Monday?

- (A) The auditorium will close at 8:00 P.M.
- (B) There will be a new talk.
- (C) Mr. James will return to the auditorium.
- (D) There will be a class about writing résumés.

Questions 178–180 refer to the following guide.

### **Travelers' Guide to Greenville International Airport**

#### **Airport Services**

- Business Centers can be found in Terminals 1, 4, and 7. Postage and mailboxes, photocopy machines, Internet access, conference rooms, pay phones, and a hotel hotline are available in all centers.
- A variety of food stands can be found in every terminal but Terminal 5. In addition, you can enjoy fine dining at the Runway View Restaurant in Terminal 3. The Worldwide Cafe in Terminal 6 serves sandwiches, desserts, and coffee, and provides Internet connection for your laptop computer.
- The Travelers Help Center, located in Terminal 2, can provide you with city maps and public transportation information. Taxi stands and bus stops are located in the front of each terminal.

178. Where can you go to send e-mail?

- (A) Terminal 2
- (B) Terminal 3
- (C) Terminal 5
- (D) Terminal 6

180. What is available in all the terminals?

- (A) Business Centers
- (B) Food
- (C) Transportation
- (D) Maps

179. What is one thing you cannot do at a Business Center?

- (A) Buy stamps
- (B) Send a fax
- (C) Make hotel reservations
- (D) Have a meeting

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Questions 181–185 refer to the following advertisement and letter.

**OFFICE ASSISTANT**

Busy architectural firm seeks independent hard worker to be our office assistant. Responsible for answering phones, making appointments and schedules, maintaining database, typing letters and documents, and other tasks as needed. High school diploma required, some college desirable. Must have knowledge of word processing and database software. Send résumé to Mr. J. Woo, Architect, Modern Designs, Inc., 51 River Street, Middletown, California 94945

Mr. J. Woo  
Modern Designs, Inc.  
51 River Street  
Middletown, California 94945

Dear Mr. Woo:

I saw your ad in last Sunday's *City Times* looking for an office assistant. I am well-qualified for the position you offer. I am very organized and hardworking. I have the computer skills and educational level you require. I am particularly interested in this position since in the future I would like to enter your profession. In fact, I am taking a night class at the university now, and hope to enter as a full-time student after I gain a few years of work experience. I am enclosing my résumé, and you may call my high school if you would like to see a copy of my high school record. I hope to hear from you soon.

Sincerely,  
*Lu Wang*  
Lu Wang

181. According to the ad, what will the new office assistant have to do?  
(A) Photocopy documents  
(B) Make phone calls  
(C) Maintain computers  
(D) Make appointments
182. What kind of computer program does Lu Wang know how to use?  
(A) E-mail  
(B) Web browser  
(C) Word processing  
(D) Architectural software
183. What kind of job does Lu Wang want in the future?  
(A) Architect  
(B) High school teacher  
(C) University professor  
(D) Computer programmer
184. What is Lu Wang doing now?  
(A) Studying in high school  
(B) Taking a university class  
(C) Seeking a job as an architect  
(D) Working as an office assistant
185. What has Lu Wang enclosed with her letter?  
(A) Her résumé  
(B) Her schedule  
(C) Her high school record  
(D) Her university's catalog

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Questions 186–190 refer to the following invitation and e-mail.

***You're invited!***

*What: Farewell party  
Where: Conference Room 2  
When: Thursday, 4:30 P.M.*

*As you all know, Martha Cunningham and her family are moving to another city. Let's show her how much we appreciate all the hard work she's done for us.*

*Please bring a refreshment to share. Call Ted Jones in the accounting office by Tuesday to let him know if you'll attend and what food you'll bring. Also, we're taking up a collection to buy a gift for Martha. If everyone contributes just \$15, we'll have \$300 to buy her something really special.*

*Thanks, Susan Billings*

**To:** Susan Billings  
**From:** Tom Williamson  
**Subject:** Farewell Party

Hi Susan,  
I'm sorry I couldn't attend the party yesterday, as I'd planned, but I had a family emergency. Everything is OK now. I heard that everyone had a great time at the party and that you were able to raise \$75 more than you expected. Fantastic. I'm sure Martha loved her gift. I did get a chance to sign the card before I left the office. Did you get the cake I sent over? It was a chocolate one from the Paris Bakery, so I hope it arrived on time for everyone to enjoy.  
See you at the meeting this afternoon.  
Tom



186. Who was the party for?

- (A) Tom
- (B) Ted
- (C) Susan
- (D) Martha

187. When did Tom write the e-mail?

- (A) Tuesday
- (B) Wednesday
- (C) Thursday
- (D) Friday

188. Why couldn't Tom attend the party?

- (A) He had an emergency.
- (B) He had made other plans.
- (C) He had to attend a meeting.
- (D) He had to work on the accounts.

189. How much money was raised for the gift?

- (A) \$15
- (B) \$75
- (C) \$300
- (D) \$375

190. What did Tom send to the party?

- (A) Money
- (B) A card
- (C) Food
- (D) A gift

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

The Dental Office of  
**Dr. Lilia Molari, DDS**  
Notice to all patients

**OUR POLICY**

We are here to serve you. In order to do so,  
the following policies are in effect.

***Cancellation Policy***

When you make an appointment, we  
reserve that time for you. Cancellations  
must be made 24 hours in advance or a  
\$40 cancellation fee will be charged.

***Payment Policy***

We expect payment in full upon receipt of  
services. Payment may be made by check,  
credit card, or money order only.

Office Hours: Mon.–Thurs. 9–5, Fri. 12–8  
Emergency phone: 555-9754  
when the office is closed.

During normal office hours,  
call us at 555-4825.

To: Dental Office  
From: Jim Wilson  
Subject: my appointment

I'm sorry I can't make my appointment this morning. I have to attend an emergency meeting in the afternoon and will have to spend the morning preparing for it. I know this is less than 24 hours notice so I'll be charged the cancellation fee. I'll have my assistant write and send a check today.

I'd like to reschedule my appointment, but my days are really full for the next several weeks. You have evening hours don't you? Please give me the next available appointment you have after 5:30 in the evening. Let me know by e-mail or phone. My office phone: 555-8977, and cell phone: 555-6295.  
Jim Wilson

191. What form of payment is NOT accepted by the dental office?
- (A) Cash
  - (B) Check
  - (C) Credit Card
  - (D) Money Order
192. If a patient has an emergency on Saturday morning, what number should he call?
- (A) 555-9754
  - (B) 555-4825
  - (C) 555-8977
  - (D) 555-6295
193. What will Jim Wilson do this afternoon?
- (A) Go to the dentist
  - (B) Attend a meeting
  - (C) Call for an appointment
  - (D) Send a check to his assistant
194. How much will Jim Wilson pay for his appointment today?
- (A) \$24
  - (B) \$40
  - (C) \$240
  - (D) \$400
195. What day of the week will Jim Wilson's next appointment be?
- (A) Monday
  - (B) Tuesday
  - (C) Thursday
  - (D) Friday

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Questions 196–200 refer to the following two phone messages.

**While you were out . . .**

**To:** *Harry Pak*

*Pamela Lopez of One World called.*

**Time:** 11:15 A.M.

**About:** *Your upcoming trip.*

*She can't get you a flight on Tuesday morning. There is a flight late Tuesday afternoon and one on Wednesday morning. Which do you prefer? Also, she can get you a room at the Grand Hotel, as you requested, but she can get you a better deal at the Marionette Hotel or the Riverside Hotel. Which hotel do you prefer? What day do you want to return? Please let her know before 3:00 this afternoon.*

**While you were out . . .**

**To:** *Pamela Lopez*

*Harry Pak of Pak and Associates called.*

**Time:** 12:30 P.M.

**About:** *Flights and hotels.*

*About the flight, he'll take the second option, but he'll stay with his first choice for his hotel. He plans to stay the weekend and would like a flight back on Monday evening, arriving no later than 8:30, if possible. Also, he has a vacation next month and would like to go to the beach. Can you look into travel arrangements for him?*

196. What is Pamela Lopez's job?  
(A) Secretary  
(B) Hotel clerk  
(C) Travel agent  
(D) Airline ticket agent
197. What time did Pamela Lopez call Harry Pak?  
(A) 3:00  
(B) 8:30  
(C) 11:15  
(D) 12:30
198. When does Harry Pak want to start his trip?  
(A) Monday evening  
(B) Tuesday morning  
(C) Tuesday afternoon  
(D) Wednesday morning
199. Which hotel does Harry Pak want to stay at?  
(A) The Grand Hotel  
(B) The Marionette Hotel  
(C) The Riverside Hotel  
(D) The One World Hotel
200. When will Mr. Pak take a vacation at the beach?  
(A) Next weekend  
(B) Next week  
(C) Next month  
(D) Next year

**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.**