

101. With the help of one of the IT technicians, the missing accounting files have been _____.

- (A) recover
- (B) recovers
- (C) recovering
- (D) recovered

102. A private reception for gallery donors will be _____ on March 5, prior to the grand opening of the exhibit.

- (A) held
- (B) faced
- (C) claimed
- (D) made

103. Aurora Furnishings is finding it difficult to make a profit in its _____ competitive market.

- (A) increases
- (B) increased
- (C) increasingly
- (D) increase

104. A minor electrical malfunction was discovered by the pilot _____ before the plane took off.

- (A) barely
- (B) shortly
- (C) absolutely
- (D) exclusively

105. We will make a final decision about changing the landscaping of the property after reviewing the _____ costs.

- (A) estimation
- (B) estimate
- (C) estimated
- (D) estimating

106. MyHealth Co. has produced a wide range of vitamin supplements for _____ two decades.

- (A) along
- (B) during
- (C) over
- (D) when



107. The April edition of *Fishing and More* magazine looks _____ different from previous issues because of the new art editor.

- (A) completed
- (B) complete
- (C) completely
- (D) completing

108. The customer's order _____ will be sent by e-mail within twenty-four hours.

- (A) confirmation
- (B) confirms
- (C) confirmed
- (D) confirm

109. The maintenance team's repair requests should be _____ in groups according to the urgency.

- (A) organizing
- (B) organize
- (C) organized
- (D) organizes

110. Following Ms. Rivera's _____ statement, the official awards ceremony for Plex Industries will commence.

- (A) brief
- (B) straight
- (C) former
- (D) steep

111. Due to the high volume of foot traffic, the shop must polish its floors more _____ than usual during the peak season.

- (A) frequent
- (B) frequented
- (C) frequency
- (D) frequently

112. The Master Gardeners Club had to _____ its monthly meeting because the community center's conference room was double-booked.

- (A) prepare
- (B) oppose
- (C) postpone
- (D) extend



113. Financial advisors report that older investors tend to be _____ than their younger counterparts.

- (A) cautious
- (B) cautioned
- (C) more cautious
- (D) caution

114. Mr. Albrecht's _____ in replying to the HR director's e-mail demonstrated that he was highly interested in the position.

- (A) promptness
- (B) prompted
- (C) prompt
- (D) promptly

115. The soccer players usually practice on the main field at Waterbury Park, but they sometimes practice _____.

- (A) everybody
- (B) twice
- (C) yet
- (D) elsewhere

116. The accountants were unable to produce a full report by the deadline but promised that _____ would give a summary of the important points.

- (A) their
- (B) themselves
- (C) they
- (D) theirs

117. Despite having some problems with the sound system during the performance, the concert was an _____ experience for everyone.

- (A) enjoyable
- (B) enjoyment
- (C) enjoys
- (D) enjoyably

118. _____ the building has an excellent location and a modern interior, it is popular among visitors.

- (A) In view of
- (B) Provided that
- (C) Other than
- (D) Seeing that



119. The Parks and Recreation Department offers _____ opportunities for volunteers to improve the community.

- (A) reward
- (B) rewards
- (C) rewarded
- (D) rewarding

120. The vacant rooms on the inn's second floor have _____ been cleaned.

- (A) most
- (B) every
- (C) some
- (D) all

121. The short story cannot be reprinted _____ explicit permission from the writer.

- (A) without
- (B) regarding
- (C) among
- (D) unlike

122. The restaurant has a _____ decorated room that is perfect for hosting children's parties.

- (A) cheerful
- (B) cheerfully
- (C) cheerfulness
- (D) cheer

123. A wildlife expert is scheduled to give a talk on the _____ that the factory has had on the surrounding forest.

- (A) components
- (B) degree
- (C) requirements
- (D) impact

124. The landlord raised the monthly rent for the first time in several years, and _____ so.

- (A) reasonable
- (B) reasonably
- (C) reason
- (D) reasons



125. As long as there are no further delays, the factory will be fully _____ by June 18.

- (A) operational
- (B) operate
- (C) operates
- (D) operation

126. Thanks to his experience, Mr. Warren is _____ capable of completing the job on his own.

- (A) certainly
- (B) certain
- (C) certainty
- (D) certify

127. Because of _____ fuel costs, some people are choosing to stay home for the summer vacation rather than drive to tourist sites.

- (A) rising
- (B) above
- (C) dependable
- (D) lengthy

128. The green light on the side of the water purifier lights up _____ the filter needs to be replaced.

- (A) likewise
- (B) whenever
- (C) therefore
- (D) whereas

129. Two items in Ms. Burke's order were out of stock, so her invoice was adjusted _____.

- (A) continuously
- (B) accordingly
- (C) immeasurably
- (D) recognizably

130. The notice indicated that a first-aid training course will be provided free of charge to _____ next month.

- (A) residents
- (B) residence
- (C) residential
- (D) resides



Questions 131–134 refer to the following notice.

Employee Spring Training

Lawrence Paper is dedicated to helping all of its employees fulfill their potential. That is why we have once again organized 2 days of spring training. Human Resources has put together a wide range of topics for this year's workshops, _____ sales techniques, computer skills, _____ communication strategies, and goal setting. We still have two workshop time slots available, so if there is something you've been dying to learn about, please let us know. It's quite possible we _____ it into this year's spring training. _____ Feel free to _____ any ideas you might have to Nancy Kensington in the human resources department.

NLKensington@lawrencepaper.com

131. (A) distributing
(B) locating
(C) including
(D) advancing

132. (A) were incorporating
(B) should incorporate
(C) are incorporating
(D) could incorporate

133. (A) If we get many suggestions, we could also hold a workshop on the following weekend, December 4th.
(B) We'll be finalizing our choices by the end of the week.
(C) A large amount of time and energy has gone into organizing this conference.
(D) Inviting friends and family to these events is always encouraged.

134. (A) create
(B) request
(C) submit
(D) transfer



Questions 135–138 refer to the following advertisement.

Vander Properties

Vander Properties has been serving Houston for over 29 years. It is through our commitment to providing the highest degree of expertise market knowledge and _____ service that we are recognized as an industry leader.

We specialize in _____ and corporate real estate here in the Denver area. _____ you are looking to buy a new home or start a new business, we are the people you should be talking with. With our office centrally located downtown, we have our eyes on the whole city.

Browse our site for listing, or give us a call today. _____
www.vanderproperties.com
Phone: (313) 782-9919
Address: 834 Walton St.

135. (A) personalize
(B) personalizes
(C) personalizing
(D) personalized

136. (A) productive
(B) promoted
(C) relevant
(D) residential

137. (A) Whether
(B) Even if
(C) Even though
(D) Whenever

138. (A) Take a drive out of town and come see us today.
(B) We appreciate your assistance.
(C) Of course, drop-ins are always welcome.
(D) Our kitchen is open from eight to five daily.



Questions 139–142 refer to the following notice.

Pizza Chef Wanted

Papa Gino's is hiring, and all _____ applicants will be considered. _____ Even if you have no experience, training will be provided if you meet our requirements. To meet our requirements, you must have a _____ health card, reliable transportation, and be able to work evenings and weekends. Please apply in person at Papa Gino's on State and Pine. _____ look forward to meeting you.

139. (A) qualify
(B) qualifying
(C) qualified
(D) to qualify

140. (A) We are looking for candidates that have some experience in Italian food.
(B) We are looking for candidates that have experience fishing.
(C) We are looking for people who can fish.
(D) We are looking for people who want to practice.

141. (A) valid
(B) working
(C) effective
(D) strong

142. (A) She
(B) They
(C) We
(D) He

Questions 143–146 refer to the following letter.

November 11
John Adams
Tri-State, Apt 408
New York, NY
10873

Dear Mr. Adams,

I am pleased to inform you that you _____ as one of the finalists for the position of sales
director at Goldie Saks. Over 100 applicants applied for the _____ but we have narrowed
down our list to 8 candidates. You will be called in for an interview on November 15 from
1:00 P.M. to 6:00 P.M. _____ The location will be the company headquarters. Our assistant,
Miss Lane, will meet you at the main lobby and take you to the interview room.

For the candidates that do well in these interviews, there will be a second interview. We will
let you know as soon as possible whether you _____.

Please call us at 555-1234 if you have any further questions.

We hope to see you soon.

Sincerely,

Jennifer Law

Executive Manager

143. (A) were choosing
(B) had chosen
(C) have been chosen
(D) chose
144. (A) position
(B) location
(C) career
(D) appointment
145. (A) The building is easy to locate.
(B) We would like you to come in at 1:00 P.M.
(C) Our interviewers will ask you several questions.
(D) You will be given a specific schedule.
146. (A) enable
(B) approve
(C) refuse
(D) qualify



Questions 147–148 refer to the following advertisement.

This Amazing World Photography Competition

The monthly travel magazine *This Amazing World* is offering a discounted subscription rate for those who sign up during the month of November. *This Amazing World* has been in print for over 30 years and offers readers insider tips and expert know-how to help you plan the vacation of your dreams.

The magazine includes vacation package advertisements, reviews from travelers, and insightful essays to introduce you to various cultures, cuisines, and travel destinations.

Submit your travel photos to our This Amazing World Photography Competition for a chance to win a fantastic vacation to Scotland! The winner of the top prize will receive round-trip tickets and a \$2,000 travel voucher for a hotel stay for two people.



147. What is mentioned about the magazine?

- (A) It is a literary journal.
- (B) It includes a recipe book as a supplement.
- (C) It provides travel advice.
- (D) It has an online version.

148. What is suggested about the competition?

- (A) It is sponsored by professional photographers.
- (B) It awards a complimentary vacation to the winner.
- (C) It accepts digital photos only.
- (D) It features photos of Scotland.

Questions 149–151 refer to the following text message chain.

(Michael Steel has been added to the conversation 8:26)

Liz Bradley 8:14
Sir, the arrangements have been made for your meeting with Mr. Johnson tomorrow afternoon. I've reserved a table for two at Sheraton Restaurant at 1:00 P.M.

Bernie Gibbs 8:17
Thank you. And have you compiled the reports that I'll need at the meeting?

Liz Bradley 8:18
Most of them, yes. I'm still waiting for Michael Steel's reports. He told me that he would have them ready for me sometime this morning.

Bernie Gibbs 8:20
Well, they should have been completed last night. Can you contact him and see what's going on?

(Michael Steel has been added to the conversation 8:26)

Liz Bradley 8:27
Michael, Mr. Gibbs wants to know where the reports are. Are you finished with them?

Michael Steel 8:28
I apologize for the delay. Our intern accidentally deleted some files. I had to scour the database to locate the backup material. It was a bit of a headache sorting through the files that I needed but I think I have everything organized and I'm printing them out now.

Liz Bradley 8:29
Can you bring them to me as soon as you're done?

Michael Steel 8:30
Of course. I'll be there in 10 minutes.

149. Who most likely is Liz Bradley?

- (A) An intern
- (B) A receptionist
- (C) A business partner
- (D) An executive

150. Why was Michael Steel added to the conversation?

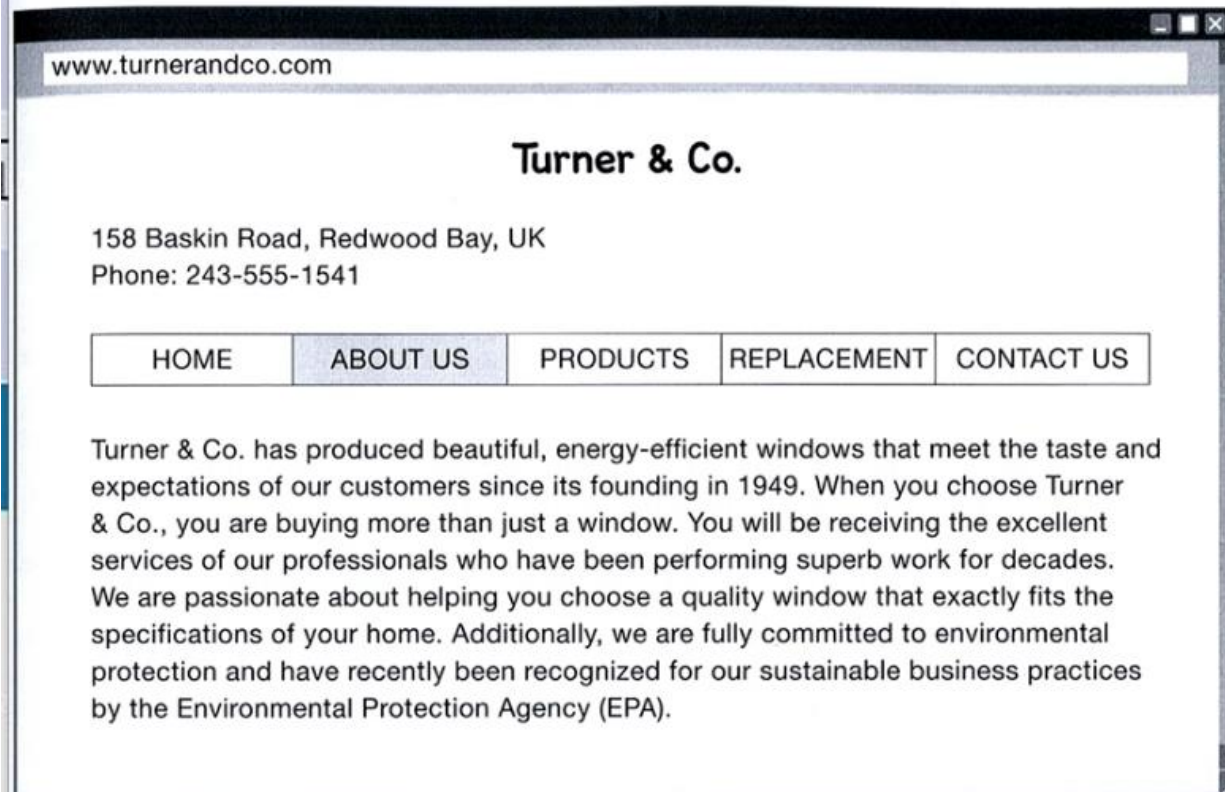
- (A) To have him give an update about the missing reports
- (B) To inform him about the upcoming meeting
- (C) To let him know about the deadline
- (D) To scold him for his lack of punctuality

151. What does Michael imply when he says he "had to scour the database to locate the backup material"?

- (A) He took his time writing the report.
- (B) He had to back up all the information first.
- (C) He needed time to find the missing data.
- (D) The computer was out of order.



Questions 152–153 refer to the following web page.

A screenshot of a web browser displaying the website for Turner & Co. The browser's address bar shows the URL www.turnerandco.com. The website has a simple layout with a header section containing the company name, address, and phone number. Below this is a horizontal navigation menu with five buttons: HOME, ABOUT US, PRODUCTS, REPLACEMENT, and CONTACT US. The 'ABOUT US' button is highlighted. The main content area contains a paragraph of text describing the company's history and commitment to quality and environmental protection.

www.turnerandco.com

Turner & Co.

158 Baskin Road, Redwood Bay, UK
Phone: 243-555-1541

HOME	ABOUT US	PRODUCTS	REPLACEMENT	CONTACT US
------	----------	----------	-------------	------------

Turner & Co. has produced beautiful, energy-efficient windows that meet the taste and expectations of our customers since its founding in 1949. When you choose Turner & Co., you are buying more than just a window. You will be receiving the excellent services of our professionals who have been performing superb work for decades. We are passionate about helping you choose a quality window that exactly fits the specifications of your home. Additionally, we are fully committed to environmental protection and have recently been recognized for our sustainable business practices by the Environmental Protection Agency (EPA).

152. What is being advertised?

- (A) An insurance company
- (B) A window manufacturer
- (C) A landscaping company
- (D) A window cleaning service provider

153. What is indicated about Turner & Co.?

- (A) It is a family-run business.
- (B) Its branches are located nationwide.
- (C) It is an eco-friendly company.
- (D) It has recently hired experienced employees.

Questions 154–155 refer to the following text message.

154. Why was the message sent?

- (A) To ask for a favor
- (B) To postpone a deadline
- (C) To cancel a meeting
- (D) To request a document

155. What is indicated about Mr. Bell?

- (A) He is unable to attend a meeting.
- (B) He expects profits to increase.
- (C) He is trying to meet a deadline.
- (D) He was recently hired.



Questions 156–158 refer to the following article.

SEOUL (July 19) – Breamin’s Group opened the doors to its first B&G clothing shop on the famed Abgujeong Rodeo street in South Korea to long lines of frantic shoppers. – [1] – The frenzy was over the limited edition line designed by Marichio Bucci in partnership with B&G. Within just a couple of hours of opening the doors, most of the Bucci design items were sold out. Similar reports of chaos and empty shelves which once held items from the Bucci line were echoed in major cities around the world including New York, London, Tokyo, and

Milan. – [2] – Although B&G has released limited edition collaborations with other famous designers, this is the first time that B&G shops have reported a complete depletion of items within hours of its release. The Bucci and B&G collaboration is the most successful to date and, already, talks are in progress over future collaborations for more clothing lines. – [3] – Meanwhile in Seoul, shoppers who were unable to purchase from the Bucci line were disappointed but excited to have the popular retailer open in Korea. – [4] –

156. What is indicated about B&G?

- (A) They have stores around the world.
- (B) They only sell items designed by Bucci.
- (C) The company has a few branches in Korea.
- (D) Their products usually sell out within hours.

157. What is reported about the Bucci and B&G collaboration?

- (A) It took years to put together.
- (B) It was only sold in select stores.
- (C) It’s one of the most profitable collaborations for the company.
- (D) It will only be a one-time event.

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

“This is a first for the company since all previous limited designer edition lines were simply a one-time partnership.”

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



Questions 159–161 refer to the following memo.

MEMO

To: All Staff
From: Elizabeth Paine
Date: January 24
Subject: Sick Leave

Attention employees,

We are going to make adjustments to our policies concerning sick leave here at Zimnet Corporation. We are considering reducing the number of paid vacation days and instead increasing the number of paid sick days available to employees. Before we make any changes, we would like to gather the opinions of employees on this matter. Please e-mail Tony Nugent at tonynugent@zimnet.com. He will be collecting and analyzing your responses. Afterward, Management will produce a corresponding policy proposal by February 24. Once the proposal has been made, a meeting will be called to discuss its implementation among all of our employees. I hope this process can be helpful to all of our employees, and please be active in your participation.

Sincerely,

Elizabeth Paine

159. What is the purpose of the memo?

- (A) To suggest a budget proposal
- (B) To solicit feedback
- (C) To revise incorrect information
- (D) To announce survey results

160. Who most likely is Mr. Nugent?

- (A) A medical doctor
- (B) A product developer
- (C) An investment analyst
- (D) A personnel employee

161. According to the memo, what will Ms. Paine probably do soon after February 24?

- (A) Announce a merger
- (B) Hire a medical specialist
- (C) Participate in a tour
- (D) Schedule a meeting



Questions 162–165 refer to the following text message chain.

162. What kind of business does the client most likely own?
- (A) A clothing shop
 - (B) A furniture company
 - (C) A shoe store
 - (D) A handbag business
163. According to the conversation, whose department must complete the work first?
- (A) Karen Norman's
 - (B) Neil Park's
 - (C) Lauren Nichols'
 - (D) Kevin Harding's
164. At 3:31, why does Lauren Nichols say "We're currently working on the Jenk and Cenk twin's orders"?
- (A) To inform everyone that they have their own clients
 - (B) To explain why they refuse to help
 - (C) To imply that they are busy with another project
 - (D) To make everyone speed up their work
165. What will Penny Jones most likely tell Mr. Patrick?
- (A) That his order will be finished two weeks later
 - (B) That his request can be fulfilled
 - (C) That his order will cost him extra money
 - (D) That there may be a delay to his order

Penny Jones 3:27
I just got a call from Martin that his client Mr. Patrick would like to have his order two weeks earlier than originally planned. So, by next week Monday essentially. Do you think this is possible? I'd like your input.

Karen Norman 3:28
There's no problem on our end. Most of the leather has already been cut. We've already sent many of the pieces to be sewn. The rest of the work should take a couple of hours.

Neil Park 3:29
The handles are complete and about half the bags are near completion. I'll get them to Lauren soon. I think we should be able to finish sewing the bags by tomorrow evening.

Penny Jones 3:30
I'm glad to hear that most of the handbags are almost finished. Lauren, how long will it take to get the hardware attached or sewn in?

Lauren Nichols 3:31
We're currently working on the Jenk and Cenk twin's orders...

Penny Jones 3:32
We have more than enough time to complete the twin's orders so I can authorize your workers to put aside that project for now. How long will Mr. Patrick's order take?

Lauren Nichols 3:33
The zippers need to be sewn in but the studs will be glued, which makes the work easier. I think we need about a day.

Kevin Harding 3:34
It'll take us only a couple of hours to have the order packaged safely to be shipped.

Penny Jones 3:35
Thank you so much. I'll let our client know.

Questions 166–168 refer to the following notice.

Business Hours in Early March

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2:00 P.M.– 9:00 P.M.	2:00 P.M.– 8:00 P.M.	3:00 P.M.– 9:00 P.M.	4:00 P.M.– 9:00 P.M.	2:00 P.M.– 9:00 P.M.	2:00 P.M.– 10:00 P.M.	9:00 A.M.– 6:00 P.M.

Due to the current construction on Shilling Street, we have been forced to revise our business hours for the first week in March (see the chart above.) During the morning hours, the construction makes it difficult for customers to reach our location by car. We will be extending our evening hours to accommodate this change. Additionally, due to the construction, our parking lot is also currently inaccessible. Therefore, during this period, customers are asked to utilize public parking spaces available on Patch Street. We apologize for this inconvenience and strive to be back to normal soon.

166. What is being announced?

- (A) A renovation project
- (B) A store expansion
- (C) A change in operating hours
- (D) A work schedule

167. When most likely is the construction NOT being performed?

- (A) On Monday
- (B) On Wednesday
- (C) On Saturday
- (D) On Sunday

168. Why are customers asked to go to Patch Street?

- (A) To find a place to park
- (B) To visit a new store location
- (C) To take part in a promotional event
- (D) To receive a sample

Questions 169–171 refer to the following advertisement.

For Sale by Owner

Palmer Standard Cabin Yacht

Asking price: \$45,000 or best offer

Basic Specifications:

This boat was built four years ago. It is 12 feet wide by 36 feet long. The hull is made of fiberglass, making it light yet strong. The boat includes 2 double bedrooms as well as a sleeper sofa, kitchen, and bathroom.

Features:

This boat is very stable and offers a spacious deck. It is perfect for large families and social gatherings. It includes an eight-speaker sound system with USB connectivity. It also has a lockable storage compartment where personal belongings can be kept.

Additional Information:

I have owned and operated this boat for three and a half years. The boat comes with a five-year warranty that still has one and a half years remaining. The warranty is transferable to the buyer upon purchase.

If you would like to see or test-ride the boat, contact Gary Thompson at 654-555-8715.

- 169.** What is indicated about the Palmer Standard Cabin Yacht?
- (A) It is a fishing boat.
 - (B) Its original paint color has been changed.
 - (C) It can accommodate a group of people.
 - (D) It is currently being repaired.
- 170.** What is NOT mentioned as a feature of the Palmer Standard Cabin Yacht?
- (A) Capability to play music
 - (B) A lightweight construction material
 - (C) Ample sleeping accommodations
 - (D) A fuel-efficient engine
- 171.** What most likely is true about Mr. Thompson?
- (A) He will give a boat tour to a potential buyer.
 - (B) He has young children.
 - (C) He works at a shipyard.
 - (D) He wants to sell the warranty separately.



Questions 172–175 refer to the following letter.

Travel & Recreation

123 Gilmore Street
Orange County, CA 48857

November 15
Mr. Peter Kang
3820 Rivervalley Heights
Seattle, WA 19387

Dear Mr. Kang,

We at Travel & Recreation thank you for your subscription to our magazine. As you have been a long time subscriber, I am excited to inform you about our new subscription plan for our VIP members. – [1] – As a member, you will continue to receive monthly editions of our magazine and access to our new online e-magazine services. You can simply download a digital version of the print magazine to any mobile device at no extra cost. – [2] – Furthermore, you can access background information about our authors, journalists, and guest writers, as well as detailed information about the locations and places that are covered in the magazine. In addition, you can access the recipes to the most popular restaurants around the world and, most exciting of all, we will hold an exclusive competition for our VIP members with a chance to win a trip for two to Hawaii. – [3] – Our regular subscribers, as well as VIP members, will have a chance to win a dining experience at 5-star restaurant Bellissimo.

Again we thank you for your continued support and we hope you enjoy the many changes we have made to our services as we strive to entertain and educate our loyal subscribers. – [4] – Please fill out the application form that is attached to this letter. Please check which subscription plan you wish to join. If you send in a \$100 fee, you will receive the regular subscription plan. If you send in a \$200 fee, you will become a VIP member.

We appreciate your support and hope to hear from you soon.

Sincerely,
Victoria Adams

172. Why was a letter sent to Mr. Kang?

- (A) To remind him to send in his travel journals
- (B) To explain about a new subscription plan
- (C) To inquire about his travel plans
- (D) To determine his qualifications for a position

173. What did Ms. Adams send with the letter?

- (A) A travel itinerary
- (B) A new contract
- (C) An application form
- (D) A revised schedule

174. In the middle of the first paragraph of the letter, the term "at no extra cost" is closest in meaning to:

- (A) For a small fee
- (B) With a donation
- (C) Quite easily
- (D) For free

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

"Your subscription expires next month, but we invite you to consider joining our VIP membership."

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



Questions 176–180 refer to the following invoice and e-mail.

Taylor Fabrics Invoice

Ordered by: Tammy Fleck

Order date: August 11

Delivery address: 628 Green Circle Drive, Austin, TX 78701

E-mail: tfleck@capnet.com

Order taken by: Craig Dell

Estimated delivery date: August 14–16

Mobile phone: (512) 555-9782

Quantity	Item	Description	Price
4 yards	Fabric 10	Solid white	\$28.00
5 yards	Fabric 38	Floral pattern	\$50.00
6 yards	Fabric 41	Checkered pattern	\$48.00
2 yards	Fabric 48	Leopard pattern	\$30.00
			Tax \$15.60
			Shipping \$12.00
			Total \$183.60

Payment method: Billed to credit card account ending in 4680

If you have questions about your order, please e-mail us at customerservice@taylorfabrics.com.

All of our packages sent within the United States are guaranteed to arrive within 10 days of order confirmation. If they don't arrive on time, we promise to reimburse you for 30% of your total purchase.

176. Who most likely is Mr. Dell?

- (A) A designer
- (B) A salesperson
- (C) A customer
- (D) A manufacturer

177. What is implied about Ms. Fleck?

- (A) She is a long-term customer of Taylor Fabrics.
- (B) She is a professional fashion designer.
- (C) She is a former employee of Taylor Fabrics.
- (D) She will be partially paid back for her purchase.

178. Why did Ms. Fleck send the e-mail?

- (A) Her credit card was incorrectly charged.
- (B) She wants to return an item.
- (C) She received the incorrect quantity of an item.
- (D) One of her orders had the wrong pattern.



To: customerservice@taylorfabrics.com
From: Tammy Fleck <tfleck@capnet.com>
Date: August 25
Subject: Delivery Delay

Dear Customer Service,

I received my order from Taylor Fabrics yesterday that I placed two weeks ago. Not only was the package delivered later than promised, but one of my orders was incorrectly shipped. The invoice correctly reflects my wish to receive 5 yards of the floral pattern fabric, but only 2 yards of it were delivered. Because of this error, I won't be able to complete the dress I was making for my friend's birthday. I am very disappointed.

Once this issue has been resolved and the additional fabric has been sent, please send a text message to my mobile phone.

Thank you,
Tammy Fleck

179. Which fabric will Ms. Fleck need more of to make a dress?

- (A) Fabric 10
- (B) Fabric 38
- (C) Fabric 41
- (D) Fabric 48

180. How should Taylor Fabrics customer service contact Ms. Fleck?

- (A) By text message
- (B) By voice mail
- (C) By e-mail
- (D) By letter

Questions 181–185 refer to the following advertisement and e-mail.

Next Month at the Belmont Historical Society

Documentary Film Night: "Exploring the Arctic"
May 5, Spruce Theater

Photo Exhibition: "America in the 20th Century"
Opening Night, May 9, Linda Cameron Art Gallery

Author Talk: Glen Campbell, "The Culture of Early America"
May 14, Chris Charlton Auditorium

Musical Performance: "American Folk Masters"
May 22, Spruce Theater

Children and seniors are allowed free entry to all events. Additionally, if you pay the registration fee and become a member of the Belmont Historical Society on our website, you can attend any event free of charge.

For questions about booking group visits, contact David Smith at dsmith@belmonthistoricalsociety.com. For more details regarding upcoming events and venue locations, or to rent one of our venues, visit us at www.belmonthistoricalsociety.com.

181. What is indicated about the Belmont Historical Society?
- (A) It does not allow children into some events.
 - (B) It is run by the city of Belmont.
 - (C) It was founded by Linda Cameron.
 - (D) It will hold its events at several places.
182. What most likely is Mr. Tate currently teaching?
- (A) Environmental conditions of the Arctic
 - (B) Early American history
 - (C) American folk music
 - (D) Modern photography
183. What is NOT mentioned as being available on the Belmont Historical Society website?
- (A) Information about scheduled events
 - (B) Member registration
 - (C) Rental details
 - (D) (D) Descriptions of previous events

To: David Smith <dsmith@belmonthhistoricalsociety.com>
From: Jared Tate <jtate@clarkuniversity.com>
Date: April 22
Subject: Group Visit

Dear Mr. Smith,

Hello, my name is Jared Tate and I am a professor in the History Department at Clark University in downtown Maryville.

I am teaching an introductory history course for freshmen this semester, and I thought it would be helpful to attend the event featuring Mr. Campbell. His talk is very pertinent to the subjects we are currently covering in class.

I was also wondering if it would be possible to arrange a question-and-answer session between Mr. Campbell and my group of about 50 students. Please tell him that we are looking forward to seeing him.

I appreciate your reading my e-mail and I hope to hear back from you soon.

Jared Tate

History Department, Clark University

184. In the e-mail, the word "introductory" in paragraph 2, line 1, is closest in meaning to

- (A) basic
- (B) required
- (C) profound
- (D) optional

185. What does Mr. Tate request?

- (A) A signed copy of a book
- (B) A detailed survey
- (C) A chance to meet a speaker
- (D) A group discount

Questions 186–190 refer to the following schedule and e-mails.

Newton Library

April Program and Events Schedule

Date and Time	Event	Location	Additional Notes
April 2 7:00 P.M.	A Trip to the Past: Silent Film Series	Decker Hall	Join us for a viewing of several films showcasing early American film history.
April 5 3:00 P.M.	Youth Creative Writing Workshop	Youth Wing, Room 304	Open to all students in high school who want to improve their writing skills.
April 10 11:00 A.M.	Beginner English Conversation Club	Education Center, Room 102	Join other adults who are learning to speak English. This class is free.
April 16 5:00 P.M.	Never Too Late to Learn	Media Lab, Room 202	Learning to use a computer is not just for young people. Join us as we explore the sea of information, using computers. (For senior citizens)
April 29 10:00 A.M.	Story Play	Youth Wing, Room 301	Play with toys and hear a story. (For ages 0–5)

We would like to thank all of you who made financial donations that allowed for the purchase of new laptops and the construction of the Media Lab.

186. What is suggested about Newton Library?

- (A) It recently renovated its facilities.
- (B) It will hold a fundraising event soon.
- (C) It offers educational activities for various ages.
- (D) It is closed on Mondays.

187. What event is most suited for film students?

- (A) Story Play
- (B) Youth Creative Writing Workshop
- (C) A Trip to the Past
- (D) Never Too Late to Learn

188. In the first e-mail, the word “held” in paragraph 1, line 2, is closest in meaning to

- (A) carried
- (B) attended
- (C) delayed
- (D) conducted



To: Richard White <rwhite@newtonlibrary.edu>
From: Linda Carter <lcarter121@seprus.com>
Date: April 1
Subject: Beginner English Conversation Club

Hi Mr. White,

My name is Linda Carter and I am the instructor for the Beginner English Conversation Club to be held on April 10. I noticed that the library recently built the Media Lab with funds raised by library patrons. I was hoping to change classrooms in order to use my new educational resources by integrating computers into my English conversation class. Could you please reschedule my class to be provided in the same classroom as Never Too Late to Learn instead of the Education Center? I think my students will appreciate the practical English skills they can learn on computers. Also, could you please send an e-mail to all of the students who have signed up for the class? They will need to be informed about the room change.

Thank you in advance for your assistance,

Linda Carter

To: Richard White <rwhite@newtonlibrary.edu>
From: Linda Carter <lcarter121@seprus.com>
Date: April 2
Subject: Room Change

Dear Ms. Carter,

I would be happy to move your Beginners English Conversation course to the classroom with the updated media lab; for your reference, this is room 3A. Unfortunately, I do not have the emails for all of the students who signed up for your course. Many students only provided their names. I could post a sign at the entrance to the library advertising your course and make a note of the room change, if that would be acceptable for you. Please let me know if you would like me to do this.

Thank you and all the best,

Richard White
Library Projects Coordinator

189. Why can't Richard White send Linda's students an e-mail?

- (A) He doesn't have their e-mails.
- (B) It is not his job.
- (C) He does not have the time.
- (D) The library is not equipped with that kind of technology.

190. What is Richard White's solution to the problem of informing Linda's students about the room change?

- (A) He can e-mail them.
- (B) He can direct them to the right room when they enter.
- (C) He will post a sign.
- (D) He will draw them a map with directions.

Questions 191–195 refer to the following e-mail, article and sign-up sheet.

To: Tony Walker <twalker@icmcorp.com>
From: Suzie Mason <smason@icmcorp.com>
Date: May 4
Subject: Summer Calendar
Attachment: budget.doc

Dear Mr. Walker,

I am finalizing the calendar of summer events for our company. Because we went over budget last year on employee appreciation events, I think it would be wise to find more affordable recreational activities. Attached is a breakdown of projected expenses for summer events that I have planned.

July 6: Anchorage Flower Festival

July 22: Art in the Park at Lawrence Park

August 6: Bicycle Tours of the Anchorage Countryside

August 19: Horseback Riding at Sweet Meadow Ranch

I have scheduled fewer outdoor activities this year compared to last year. This year I would like to take advantage of a new outdoor recreational opportunity that I read about on the Anchorage Reporter website. You can read the article by clicking on this link:
www.anchoragereporter.com/new_trails.

Please let me know your opinion,

Suzie Mason
Human Resources Manager

191. What does Ms. Mason suggest doing?

- (A) Keeping within a budget for recreational activities
- (B) Appointing a new manager of human resources
- (C) Increasing the number of temporary employees
- (D) Scheduling more outdoor activities compared to last year

192. What date does Ms. Mason suggest for this year's new activity?

- (A) July 6
- (B) July 22
- (C) August 6
- (D) August 19

193. In what section of the website would the article most likely appear?

- (A) Economy
- (B) Leisure
- (C) Entertainment
- (D) Politics



Anchorage Reporter

Bike Tours of the Anchorage Countryside to Start August 6



May 2—The Anchorage Bike Club will be hosting an annual bike riding event this summer, beginning on August 6 and running through August 7. The event will start at 10:00 A.M. on both days at the Anchorage Community Center. If you are driving a vehicle to the starting point, it would be better to use the parking lot behind the community center.

Anchorage Bike Club President Jean Frost stated, "The rides will range from 5 to 20 miles and will take bikers through scenic areas in Anchorage. Overall, the bike tours will go ahead at a leisurely pace so that bikers of all skill levels can participate. However, local bikers with ample experience might lead a faster-paced group."

Bikers in the tours will learn about riding techniques, bicycle maintenance, and proper nutrition half an hour before the event starts. All participants must have biking helmets on. They are also encouraged to bring their own water to prevent dehydration while biking.

BICYCLE TOUR SIGN-UP SHEET

If you intend to participate in the August 6 bicycle tour, please write down your name, department, and level of experience or fitness. If we have enough people sign up as advanced, we can coordinate two separate tours. If there are not enough for two tours, we would like to encourage all riders to stay together so that everyone can join in the team building exercises we have planned. Thank you for your participation and we look forward to seeing everyone at the event!

Name	Department	Fitness/experience
Tom Cruz	Sales	Beginner
Vin Jones	Inventory	Beginner
Sally Jenkins	Inventory	Beginner
Barbara Blaster	Reception	Advanced
Hope Kinski	Sales	Beginner

194. Based upon the Bicycle Tour Sign-up Sheet, what can we infer about the upcoming bicycle tour?
- (A) It will be cancelled.
 - (B) There will be two groups, one for beginners, one for advanced.
 - (C) There will be only one group.
 - (D) They will stop along the way for a group meal and photo.
195. What will Barbara Blaster most likely do on the bicycle tour?
- (A) She will become bored and quit the tour.
 - (B) She will complain that more people should sign up as advanced.
 - (C) She will join a faster-paced group of more experienced bikers.
 - (D) She will stay with the group to participate in group activities.

Questions 196–200 refer to the following form and e-mails.

Four Seasons Apparel Outlet

All returns must be sent back to Four Seasons Apparel Outlet within 7 days of delivery. They can be exchanged for a different item or returned for a refund. If you choose a refund, we will credit the card used for purchase.

Individuals with official memberships can utilize our delivery tracking service and receive frequent shopper discounts.

Return shipment(s) to:

Four Seasons Apparel Outlet, 144 Fenton Rd., Denver, CO 80725 (303-555-4387)

Check the option that best describes your problem:

☐ Product contained a defect or damage

☐ Product did not match expectations

☒ Wrong item was delivered

Other _____

Personal Information:

Name: Sally Nelson Order Number: 2245

Phone: 432-555-6729

Address: 2154 Oak St., Denver, CO 80725

E-mail: snelson@clandon.net

☒ Exchange ☐ Refund

I ordered a medium-sized Snowy Christmas Sweater from your online store on April 22, but I mistakenly received a small-sized one. I would like to exchange it for the correct one.

196. What problem with the original shipment does Ms. Nelson report?

- (A) It was damaged.
- (B) It does not fit.
- (C) It arrived late.
- (D) It has not reached its destination.

197. In the e-mail from Debra Clarke, the phrase “as per” in paragraph 1, line 2, is closest in meaning to

- (A) regardless of
- (B) except for
- (C) rather than
- (D) according to

198. What is indicated about Ms. Nelson?

- (A) She recently moved to Denver.
- (B) She ordered a gift for a friend.
- (C) She has a Four Seasons Apparel Outlet membership.
- (D) She waited too long to request a refund.

From: Debra Clarke <debraclarke@fourseasons.com>
To: Sally Nelson <snelson@clandon.net>
Date: April 30
Subject: Exchange

Dear Ms. Nelson,

We have received your request to exchange the sweater you purchased. We sincerely apologize for this mistake. We shipped the correct item immediately as per your request. Your shipment can be tracked on our website using the following tracking number: 447H57J.

Because this was our mistake, we have returned \$7 to your credit card in order to reimburse you for the return shipping costs. Please check your balance to confirm this.

If you experience any future problems with this order, you may call me at 303-555-4387. I will help you solve any problem that may arise.

Debra Clarke

To: Sally Nelson <snelson@clandon.net>
From: Debra Clarke <debraclarke@fourseasons.com>
Date: May 4
Subject: Return Error

Dear Ms. Clarke,

I was glad to receive your email regarding my return and am thankful that Four Seasons was thoughtful enough to refund my shipping cost.

That being said, I checked my account and have received the promised refund. Additionally, the new sweater that was sent to me was the right size, but I had ordered the Snowy Christmas design. What I received was Winter Festival. They are both nice sweaters, but my husband really liked Snowy Christmas better. Could you please send the design that I originally ordered? I will send the Winter Festival sweater back after I receive the correct order and my shipping refund.

Thank you!

Sally Nelson

199. What problem with the replacement shipment does Ms. Nelson report?

- (A) The size was incorrect.
- (B) The design was incorrect.
- (C) The size and design were incorrect.
- (D) Too much money was refunded to her from her original purchase.

200. When will Ms. Nelson return her Winter Festival sweater?

- (A) When she receives her correct order and the shipping refund.
- (B) When she has time.
- (C) When her husband is happy with his sweater.
- (D) When Four Seasons apologizes for her inconvenience.