

READING TEST

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

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

PART 5

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

- **101.** Customer reviews indicate that many modern mobile devices are often unnecessarily -----.
 - (A) complication
 - (B) complicates
 - (C) complicate
 - (D) complicated
- **102.** Jamal Nawzad has received top performance reviews ----- he joined the sales department two years ago.
 - (A) despite
 - (B) except
 - (C) since
 - (D) during
- **103.** Gyeon Corporation's continuing education policy states that ----- learning new skills enhances creativity and focus.
 - (A) regular
 - (B) regularity
 - (C) regulate
 - (D) regularly

- **104.** Among ----- recognized at the company awards ceremony were senior business analyst Natalie Obi and sales associate Peter Comeau.
 - (A) who
 - (B) whose
 - (C) they
 - (D) those
- **105.** All clothing sold in Develyn's Boutique is made from natural materials and contains no ----- dyes.
 - (A) immediate
 - (B) synthetic
 - (C) reasonable
 - (D) assumed
- **106.** Riverdale Estates is a luxury condominium community that offers an outstanding ----- of life.
 - (A) position
 - (B) trade
 - (C) quality
 - (D) faculty

107.	Yo	u sho	uld becor	ne thorou	ghly	wit	h you	r co	mpute)
and	all	of its	software	program	s before	you	take	an	on-lin	e
class	S.									

- (A) familiarization
- (B) familiarize
- (C) familiarity
- (D) familiar
- **108.** The shipment of TK-421 laptops arrived in stores earlier expected.
 - (A) on
 - (B) from
 - (C) than
 - (D) since
- **109.** Most warranties on electronic items do not ------ damage caused by improper use of the device.
 - (A) cover
 - (B) decide
 - (C) shade
 - (D) reform

- **110.** Call-Tech Plus offers ----- cellphone service at low monthly rates.
 - (A) reliable
 - (B) reliability
 - (C) reliably
 - (D) reliableness
- **111.** The car's trunk is ----- enough to hold luggage for four passengers.
 - (A) included
 - (B) overall
 - (C) insufficient
 - (D) spacious
- **112.** The Eagle Room, our largest and most elegant banquet facility, allows groups of up to 200 people to enjoy meals in -----.
 - (A) comfort
 - (B) comforts
 - (C) comforted
 - (D) comfortably

- **113.** Telecommuting provides a lot of benefits for ----- the company and the employee.
 - (A) every
 - (B) both
 - (C) either
 - (D) also
- **114.** Our summer interns performed all their tasks -----even though they received only brief training.
 - (A) capable
 - (B) capably
 - (C) capability
 - (D) more capability
- **115.** Hanby Developers specializes in the construction of modest yet comfortable townhomes that even first-time homebuyers can -----.
 - (A) afford
 - (B) yield
 - (C) require
 - (D) attempt

- **116.** ----- demonstrating an impressive work ethic, Ms. Hyun often takes on extra projects in addition to her regular workload.
 - (A) Consistently
 - (B) Consistency
 - (C) Consisted
 - (D) Consistent
- **117.** Visitors should reserve opera tickets well in advance ----- they hope to see a performance while in Westgard City.
 - (A) and
 - (B) or
 - (C) if
 - (D) until
- **118.** No firm can ----- to rely forever only on the strength of its name to sell products.
 - (A) require
 - (B) afford
 - (C) suppose
 - (D) depend

- **119.** Because Legolos Company recognizes the importance of protecting customer information, it has made data privacy a high ------.
 - (A) conformity
 - (B) liability
 - (C) priority
 - (D) seniority
- **120.** The sales invoice contains all the terms and conditions ----- by the buyer and seller.
 - (A) agreeing upon
 - (B) agreement
 - (C) agree
 - (D) agreed to
- **121.** In her latest article in *Earthbound Science Journal*, ecologist Mei Ling offers a ----- review of Paul Winthrop's research on drought resistance.
 - (A) critic
 - (B) critical
 - (C) criticize
 - (D) critically

- **122.** Under the direction of James Pak, the orchestra has become one of the most highly ----- performing arts groups in the region.
 - (A) intended
 - (B) overcome
 - (C) regarded
 - (D) impressed
- **123.** Our e-mail system is ------ known as Fast Track, even though its official name is Fast Mail Delivery and Tracking system.
 - (A) mutually
 - (B) relatively
 - (C) abruptly
 - (D) commonly
- **124.** The strategic planning committee's recommendation was that more emphasis should be put ----- research and development in the coming year.
 - (A) against
 - (B) during
 - (C) for
 - (D) on

- **125.** Since employees often have to meet with clients with no prior notice, Park Interior Design enforces dress code ----- at all times.
 - (A) compliant
 - (B) compliance
 - (C) compliantly
 - (D) complies
- **126.** The Global Marketing Manager is required to travel extensively and so must be ----- to unfamiliar situations.
 - (A) opposed
 - (B) versatile
 - (C) relative
 - (D) adaptable
- **127.** The effective use of landscaping makes the difference between having a real garden and ----- a collection of plants.
 - (A) simple
 - (B) simpler
 - (C) simplest
 - (D) simply

- **128.** The impressive floral display at the building entrance is ----- made up of blue flowers, with a few red ones artfully placed throughout.
 - (A) enough
 - (B) exclusively
 - (C) primarily
 - (D) everywhere
- **129.** The new restaurant on Park Avenue has ----- much excitement because of the international reputation of its executive chef.
 - (A) marketed
 - (B) equipped
 - (C) generated
 - (D) received
- **130.** By the time Clear Blaze Technology's word processing program goes on the market, software engineers ----- its remaining flaws.
 - (A) will have corrected
 - (B) had been correcting
 - (C) are correcting
 - (D) will correct

PART 6

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

Questions 131-134 refer to the following e-mail.

To: Project Leads From: James Pek

Subject: Training Courses

To all Pek Designs project leaders:

In the coming weeks, we will be organizing several training sessions for ------ employees. At Pek Designs, we believe that with the proper help and support from our senior 131.

project leaders, less experienced staff can quickly ------ a deep understanding of the design process. ------ , they can improve their ability to communicate effectively 132.

across divisions. When employees at all experience levels interact, every employee's competency level rises and the business overall benefits. For that reason, we are urging experienced project leaders to attend each one of the interactive seminars that will be held throughout the coming month. ------.

134.

Thank you for your support.

James Pek Pek Designs

- **131.** (A) interest
 - (B) interests
 - (C) interested
 - (D) interesting
- **132.** (A) develop
 - (B) raise
 - (C) open
 - (D) complete

- **133.** (A) After all
 - (B) For
 - (C) Even so
 - (D) At the same time
- **134.** (A) Let me explain our plans for on-site staff training.
 - (B) We hope that you will strongly consider joining us.
 - (C) Today's training session will be postponed until Monday.
 - (D) This is the first in a series of such lectures.

Questions 135-138 refer to the following classified advertisement.

Are you ready to earn some extra cash over the holidays?

Paradise Clothing Store wants part-time store clerks needed to help out during our busy holiday shopping season. The positions are perfect for students, parents or anyone else who desires ------ in their work schedule. Come and apply today. We offer paid training, a competitive pay ------- , and generous employee discounts. But 135.

that's not all. We offer many more benefits ----- these, including free uniforms, sales bonuses, and regular pay increases. **137.**

To find out more about the positions, -----.

138.

- **135.** (A) flexible
 - (B) flexibly
 - (C) flexibility
 - (D) more flexible
- **136.** (A) weight
 - (B) value
 - (C) degree
 - (D) rate

- **137.** (A) besides
 - (B) except
 - (C) until
 - (D) between
- 138. (A) download our 2018 Fashion catalogue.
 - (B) call the support number of our electronic store.
 - (C) visit our employment Web site at www.paradise.com.
 - (D) ask your friend who was fired last month.

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

From: Brenda Cosworth (bcos.mail.com)

To: Ned's Home Supply (homes.mail.com)

Subject: Thank you **Date**: March 12

To whom it may concern,

On March 7, I had the chance ------ Ned's Home Supply for the first time, and I asked for assistance in choosing wallpaper for a living room. I am writing this e-mail to let 139.

you know how ------ I was with the service I received. Your sales associate, Jenny Lee, showed me several types of wallpaper and also gave me ------ advice for 140.

decorating my home. These days, it's rare to encounter such great customer service, so I feel it should be recognized. ----- .

142.

Sincerely,

Brenda Cosworth

- 139. (A) visit
 - (B) to visit
 - (C) to be visited
 - (D) have visited
- **140.** (A) pleasing
 - (B) pleasingly
 - (C) pleased
 - (D) please

- **141.** (A) disposable
 - (B) winnable
 - (C) valuable
 - (D) avoidable
- 142. (A) Thank you again for your attentive help.
 - (B) Thank you for understanding and refunding payment for the goods.
 - (C) Waiting for your help in choosing wallpaper.
 - (D) Sorry for lost time.

Questions 143-146 refer to the following article.

Nahan-Messer Launches a New Division

January 11

Nahan-Messer Publishing announced today the launch of a division dedicated to science fiction. The division, Lightspeed Press, ------ . It will be led by Clara Bryce, 143.

longtime fiction ----- at Nahan-Messer.

144.

The publisher's roster of science fiction authors has grown large enough in recent years to merit its own division, according to Bryce. "Increasingly, readers are seeking a sense of wonder, conveyed so well by science fiction," said Bryce. "Lightspeed was created to address this ------ ".

145.

All of Nahan-Messer's established science fiction authors have been moved to the new division. ------, Lightspeed has acquired several first-time novelists. Its first **146.**

release, A Giant of Industry by Lily Riddle, will be published on March 15.

- **143.** (A) is responsible for overseeing the shooting and assembly of a film.
 - (B) will be closed soon due to lack of funding.
 - (C) will write a new sequel to "The Game of Thrones".
 - (D) will publish twenty original titles this year.
- **144.** (A) editing
 - (B) editor
 - (C) edits
 - (D) editorial

- **145.** (A) question
 - (B) award
 - (C) invitation
 - (D) demand
- **146.** (A) In addition
 - (B) For example
 - (C) On the contrary
 - (D) On the whole

PART 7

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

Questions 147-148 refer to the following advertisement.



Used Car For Sale. Six-year-old Carlisle Custom. Only one owner. Low mileage. Car used to commute short distances to town. Brakes and tires replaced six months ago. Struts replaced two weeks ago. Air conditioning works well, but heater takes a while to warm up. Brand new spare tire included. Priced to sell. Owner going overseas at the end of this month and must sell the car. Call Donald Trumpet at (848) 555-8597.

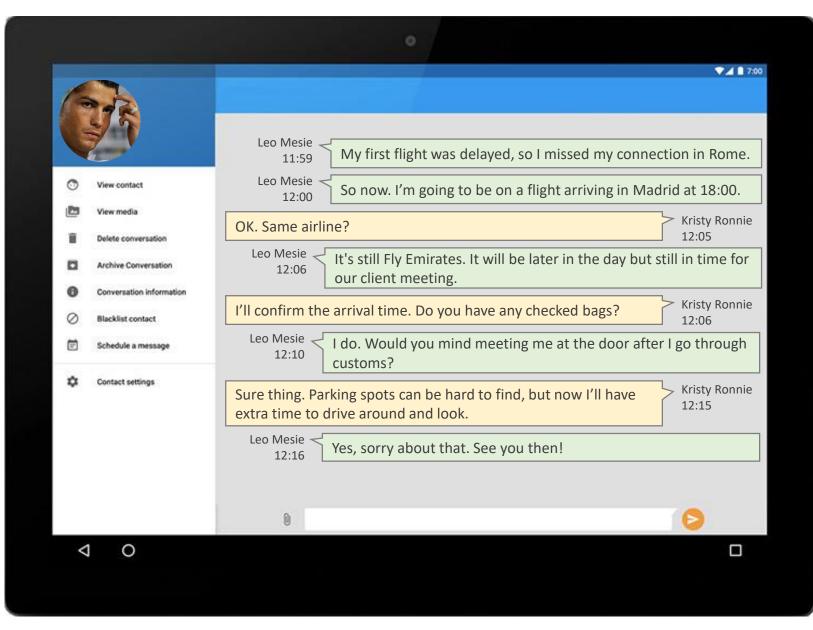
- **147.** What is suggested about the car?
 - (A) It was recently repaired.
 - (B) It has had more than one owner.
 - (C) It is very fuel efficient.
 - (D) It has been on sale for six months.
- **148.** According to the advertisement, why is Mr. Trumpet selling his car?
 - (A) He cannot repair the car's temperature control.
 - (B) He finds it difficult to maintain.
 - (C) He would like to have a newer model.
 - (D) He is leaving for another country.

Questions 149-151 refer to the following article.

On Monday, Salinas Products, a large food distributor based in Mexico City, announced its plans to acquire the Pablo's restaurant chain. Pablo Benavidez, the chain's owner, had been considering holding an auction for ownership of the chain. He ultimately made the decision to sell to Salinas without seeking other offers. According to inside sources, Salinas has agreed to keep the restaurant's name as part of the deal. Mr. Benavidez started the business 40 years ago right after finishing school. He opened a small food stand in his hometown of Cancún. Following that, he opened restaurants in Puerto Vallarta and Veracruz, and there are now over 50 Pablo's restaurants nationwide.

- **149.** What is suggested about Mr. Benavidez?
 - (A) He has hired Salinas Products to distribute his products.
 - (B) He has agreed to sell his business to Salinas Products.
 - (C) He has recently been employee of a school.
 - (D) He has been chosen to be the new president of Salinas Products.
- **150.** According to the article, where is Mr. Benavidez from?
 - (A) Cancún
 - (B) Veracruz
 - (C) Mexico City
 - (D) Puerto Vallarta
- **151.** What is indicated about the Pablo's restaurant chain?
 - (A) It was recently sold in an auction.
 - (B) It will soon change its name.
 - (C) It was founded 40 years ago.
 - (D) It operates in several countries.

Questions 152-153 refer to the following text message chain.



- **152.** What is suggested about Mr. Mesie?
 - (A) He has been to Madrid more than once.
 - (B) He currently works in Rome.
 - (C) He is on a business trip.
 - (D) He works for Fly Emirates.
- **153.** At 12:15, what does Mr. Ronnie mean when he writes, "Sure thing"?
 - (A) He has confirmed the arrival time of a flight.
 - (B) He is certain he will be able to find a parking place.
 - (C) He agrees to wait at the door near the customs area.
 - (D) He knows Mr. Mesie must pass through customs.

Questions 154-156 refer to the following sign.

Tower Park (East Gate)

This is the East Gate entrance of Tower Park – [1] – , a historic pleasure ground situated in the southern part of the city. The park is linked to the Harbor Island Recreation area by the Taylor Bridge on its far west side. Along the park's ridges you will find several round hills, including Grayson Hill (100 meters), which offers fine panoramic views of the city. Though not especially tall, it towers above every other hill in the city. The Sawyer, Hamlin, and Pulaski picnic areas – [2] – let visitors relax in harmony with nature. Live plays are performed both at the park's Milton Theater and open-air Youth Theater. Just a few steps – [3] – from this entrance, you'll find the Kendall Stadium. As part of a program of improvements to Tower City, the gate's appearance was recently upgraded by park volunteers. We hope you – [4] – enjoy this fine pleasure ground.

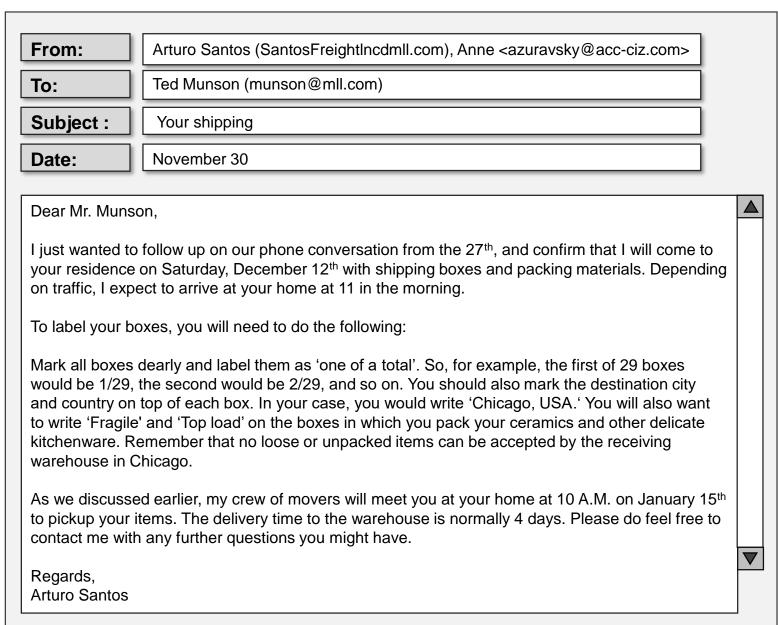
Park hours (main gate access):

Monday - Saturday 7 A.M. to 9 P.M. (East Gate closes at 8 P.M.)

Sunday 7 A.M. to 7 P.M. (East Gate closes at 6 P.M.)

- **154.** What is NOT indicated about Tower Part?
- (A) It has an outdoor theater.
- (B) It is in the downtown area.
- (C) It has several picnic areas.
- (D) It contains the city's highest hill.
- **155.** What is mentioned about the part's East Gate?
- (A) It remains open later than the part's other gates.
- (B) It is currently being renovated
- (C) It is short walk from a stadium.
- (D) It is connected to a bridge.
- **156.** In which of the positions marked [1], [2], [3], and [4] does the following phrase best belong?
- ", as well as three others,"
- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 157-159 refer to the following e-mail.



- **157.** What is one purpose of the e-mail?
- (A) To confirm an appointment
- (B) To apologize for shipping damage
- (C) To request an extension on a deadline
- (D) To describe the contents of a shipment
- 158. What can be inferred about Mr. Munson?
- (A) He is shipping items from Chicago.
- (B) He is shipping some easily broken items.
- (C) He used to work for a moving company.
- (D) He operates a kitchen supply company.
- **159.** When most likely will Mr. Santos's moving crew visit Mr. Munson?
- (A) On November 30
- B) On December 12
- (C) On January 15
- (D) On January 29

Questions 160-161 refer to the following classified advertisement.

FOR RENT - 900 square meters of rarely-available commercial space on the first floor of the Mosley Building - a landmark high-rise with a nearly 100-year history; an open floor plan and large windows make this space ideal for a restaurant or cafe.

GREAT LOCATION -The main entrance to the space is on a very busy part of Wilson Avenue, which has lots of vehicle and foot traffic. There are numerous public parking areas nearby, and the convention center is only a 5-minute walk away.

TRANSPORTATION - Close to the 141, 146, and 7X express buses as well as the Downtown Tourist Loop boarding point.

INCLUDED - Many recent upgrades, including expanded lobby and enhanced public spaces; available high-speed Internet connections; 36-month lease includes reduced rent for the first 6 months; for more information, call Dee Realty at (808) 555-0930.

- **160.** What is indicated about the Mosley Building?
- (A) It has several elevators.
- (B) It has a large indoor parking lot.
- (C) It is in a heavily traveled location.
- (D) It opened to the public six months ago.
- **161.** What is NOT mentioned about the space for rent?
- (A) It is on the building's first floor.
- (B) It can be accessed from Wilson Avenue.
- (C) It has undergone improvements recently.
- (D) It is located near a central railway station.

Questions 162-165 refer to the following information.

Notice Board Space Available to Community Groups

Mooringtown Library is pleased to invite local community groups to use the free advertising space on its new notice board, located outside the front entrance of the library. Space on the board is available for up to four weeks at a time.

Notices must be approved in advance at the library's front desk and must meet the following requirements. All content must be suitable for public display. The notice must be written or printed on standard-quality paper with dimensions of either 8.5 in x 11 in or 5.5 in x 8.5 in. The desired start and end date for display should be written in the front bottom right corner. — [1] —. Any notices that do not meet these requirements will not be considered and will be discarded.— [2] —.

- [3] -. Submissions are now being accepted at the Mooringtown Library front desk. Please have the actual notice, in the format in which you would like it to appear, with you when you arrive. Within one business day, you will receive a call confirming that your notice has been added to the board. - [4] -.

Mooringtown Library www.mooringtownlib.co.au

- **162.** What is indicated about advertising space on the Mooringtown Library notice board?
- (A) It is available at no charge.
- (B) It can be used for any length of time.
- (C) It is open to all area businesses.
- (D) It is intended mainly for sporting events.
- **163.** What is NOT a stated requirement for a notice to be placed on the board?
- (A) It must meet certain size requirements.
- (B) It must be marked with posting dates.
- (C) It must be reviewed beforehand.
- (D) It must be signed by a librarian.
- **164.** What should an advertiser bring to the library when making a submission?
- (A) An outline of proposed content
- (B) A final version of the notice
- (C) A completed submission form
- (D) A letter from an organization
- **165.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"The name and telephone number of the person posting the notice must be clearly marked on the back."

(A) [1]

(B) [2]

(C) [3]

(D) [4]

Questions 166-167 refer to the following survey.

Thank you for shopping at Marlowe's! Please fill out this questionnaire in order to help us better understand customer needs.
1. How often do you visit Marlowe's?
☐ Daily
2. How much do you spend on an average visit? Under \$20 \$20-\$40 \$40-\$60 \$40-\$60 Over \$100
3. What kinds of products did you purchase today? Uniforms for chefs and waiters Cookware (pots, pans) Tableware (glasses, plates, cutlery) Professional cleaning supplies
Name (optional) Sanjiv Patel Business (optional) India Palace

- **166.** What type of business is Marlowe's?
- (A) A cleaning service
- (B) A sports equipment distributor
- (C) A women's clothing store
- (D) A restaurant supply store
- **167.** How much does Mr. Patel usually spend at Marlowe's?
- (A) Less than \$20
- (B) Between \$40 and \$60
- (C) Between \$60 and \$80
- (D) More than \$100

Questions 168-170 refer to the following memo.

MEMO

To: All Hourly Employees

From: Marisa Gomez, President

Date: December 15

Re: Payroll Processing

The accounting department will begin transferring employee information into the new online timekeeping system on or around January 2. The system will be operational beginning on February 1. Starting on that date, all employees must enter their work hours into the online system daily. January 31 is the last date on which the accounting department will accept the old paper timesheets.

Christopher Van Pelt will be leading a tutorial on the new system on January 15.

[1].

- **168.** What are employees being asked to do?
- (A) Order paper using a different method
- (B) Transfer personal belongings to a new location
- (C) Submit employee information online
- (D) Ask the accounting department for a new work schedule
- **169.** When will the policy change take effect?
- (A) On December 15
- (B) On January 2
- (C) On January 15
- (D) On February 1
- **170.** Select the best answer to complete the text at the position marked [1]
- (A) To sign up, please call him at ext 478
- (B) Download a payroll processing service
- (C) Files must be sent by e-mail to a supervisor
- (D) Stop by to see us today!

Questions 171-173 refer to the following notice.

Passenger Check-in

Air Albion asks that you allow yourself ample time to board your flight. Passenger check-in and security screening are subject to unexpected and sometimes lengthy delays. Please arrive at the airport at least one hour before scheduled departure of flights within the United Kingdom, 90 minutes before departure of flights from the UK to Ireland, and two hours before departure of flights from the UK to international destinations other than Ireland.

Valid government-issued photo identification, such as a passport, driving license, or national identity card, is required at check-in. The name on the ID must match the name in which the reservation was made.

Your reservation is subject to cancellation and/or additional rescheduling fees if you are not checked in and present at the boarding gate at least 10 minutes before scheduled departure of domestic flights and flights between the UK and Ireland, and at least 25 minutes before scheduled departure of all other international flights.

Domestic flights and flights between the UK and Ireland do not require confirmation. For all other international flights, confirm your reservation at least 24 hours before departure by phoning 0844-555-0-109 or visiting our Web site at www.airalbion.co.uk.

- **171.** What is suggested about the check-in process?
- (A) It is more complicated than it used to be.
- (B) It can vary widely in duration.
- (C) It comes after a security screening.
- (D) It can be expedited for an additional fee.
- **172.** How far in advance should passengers arrive at the airport if flying to Ireland?
- (A) 25 minutes
- (B) One hour
- (C) 90 minutes
- (D) Two hours
- **173.** In paragraph 2, line 2, the word "match" is closest in meaning to
- (A) correspond to
- (B) be near
- (C) join with
- (D) compete with

Questions 174-175 refer to the following invitation.

The Business Initiative Society of Greater San Marino

invites you to our regularly held Social Hour.

This is an open forum for owners of small companies to meet and discuss issues affecting our area.

San Marino Botanical Gardens
Every Friday evening 6:30-7:30 P.M.
Light refreshments will be served.

Upcoming speakers

April 1: Alfredo Rojas, San Marino Mayor

April 8: Alexis Lin, San Marino Chamber of Commerce President

April 15: Dana O'Leary, owner, Pinewood Grill

- **174.** For whom is the invitation intended?
- (A) Government officials
- (B) Expert gardeners
- (C) New residents
- (D) Local businesspeople
- **175.** How often is the event held?
- (A) Once a day
- (B) Once a week
- (C) Once a month
- (D) Once a year

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

http://www.businessaudiopro.com



Business Audio Pro

Enhance Your Company's Image with a Professionally Recorded Telephone Greeting

A professional, personalized voicemail message creates an excellent first impression. **Business Audio Pro** meets your specifications to record a customized telephone greeting within three business days!

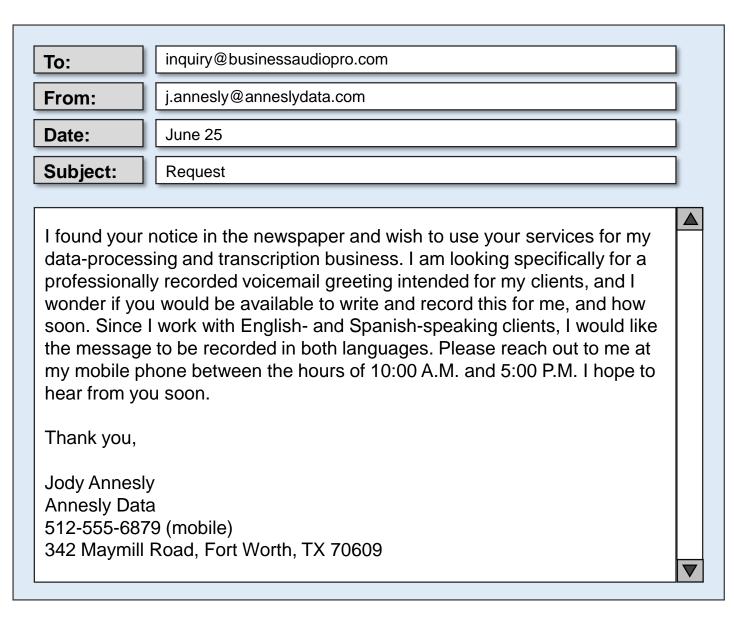
Services We Offer:

- 1. **Professional Voice Talent for Voicemail Messages** We have numerous male and female voice actors with a wide range of tones, accents, and dialects. Visit businessaudiopro.com to hear examples of what each actor sounds like and choose the one that best suits your needs.
- 2. **On-Hold Messages** We also create professional on-hold messages with pleasant music to enhance your customers' experience.
- 3. **Customized Script Writing** Our experienced script writers can help you craft a personalized message that distinguishes you and your business.
- 4. **Multilingual Voice Production** For those with a multilingual customer base, we offer services in a wide range of languages.

Send us an e-mail (inquiry@businessaudiopro.com) with your contact information and your specific needs. A representative will call you within 24 hours to discuss your project and provide a price estimate.

- **176.** According to the advertisement, why should customers visit the Business Audio Pro Web site?
- (A) To hear voice samples
- (B) To add a new phone number
- (C) To submit a credit card payment
- (D) To request recording equipment
- **177.** What is suggested about Business Audio Pro?
- (A) It fills orders once a week.
- (B) It advertises in the newspaper.
- (C) It specializes in data-processing services.
- (D) It has recently expanded its business.
- **178.** Who most likely is Ms. Annesly?
- (A) An actor
- (B) A script writer
- (C) A sales associate
- (D) A business owner
- **179.** What service does Ms. Annesly NOT request from Business Audio Pro?
- (A) Professional voice talent
- (B) On-hold messages
- (C) Customized script writing
- (D) Multilingual voice production
- **180.** What will Ms. Annesly most likely do within 24 hours?
- (A) Meet with an actor
- (B) Visit a recording studio
- (C) Write a script
- (D) Speak with a representative

Questions 176-180 refer to the following advertisement and <u>e-mail</u>.



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- (A) Professional voice talent
- (B) On-hold messages
- (C) Customized script writing
- (D) Multilingual voice production
- **180.** What will Ms. Annesly most likely do within 24 hours?
- (A) Meet with an actor
- (B) Visit a recording studio
- (C) Write a script
- (D) Speak with a representative

TOEIC Reading test. Part 7

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

TOUR INVOICE

Ace Tours Inc.

Name: Brian Goebel

Tour Name: National Week Short Tour

Item	Cost (Euro)	Unit	Total (Euro)
Tour cost	€1.200	1	€1.200
Discount (if applicable)	10%	1	- €120
Single Room Supplement	€40	6 nights	€240
East Air Flight Surcharge	€140		€140
Visa Fee	€50		€50
Insurance	€30		€30
Stated Payment Method		(B)	
Total			€1.540

Discounts available:

- *15% for groups of 5 or more people traveling together
- *10% for returning visitors with Ace Tours Inc.
- *5% for university students (22 and younger)
- *20% for senior citizens (65 and older)

PAYMENT METHODS:

- (A) Pay 50% of the tour cost as a deposit one month prior to departure by bank transfer and the other 50% by another bank transfer before the tour or in cash at our pre-tour meeting.
- (B) Pay the full amount of the tour by bank transfer at least one month prior to the tour.

Our account information can be viewed on Website's "payment" page. Please note that we do not accept credit cards, money orders or check. When crediting money to our account, please be aware of any transaction fees that may be charged.

- **181.** Why most likely did Mr. Goebel get a discount?
 - A) He is a repeat customer with Ace Tours.
- (B) He is a university student.
- C) He is in a group of five travelers.
- (D) He is more than 65 years old.
- **182.** How most likely will Mr. Goebel pay for the tour?
- A) By cash
- (B) By bank transfer
- (C) By credit card
- (D) By money order
- **183.** What amount does Mr. Goebel want deducted from his invoice?
- (A) 40 Euros
- (B) 80 Euros
- (C) 140 Euros
- (D) 240 Euros
- **184.** The word "cover" in paragraph 2, line 3 of the e-mail is closest in meaning to
- (A) spread
- (B) serve as
- (C) compensate for
- (D) substitute
- **185.** What can be inferred about Mr. Goebel?
- (A) He has stayed at the Red Wall Hotel before.
- (B) He is not a citizen of the United States.
- (C) He will be late for the pre-tour meeting.
- (D) He will travel without insurance.

https://toeic.store - a huge TOEIC online library

^{**}For travelers wanting their own hotel room, we offer a single room supplement at cost price of 40 Euro per night

^{***}Visa service is offered at cost price (€50 for US. citizens, €20 for all others) to we cannot give further discounts on this.

TOEIC Reading test. Part 7

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

From: Brian Goebel

To: Ace Tours Inc. (acetour.mll.com)

Subject: National Week tour

Date: September 1

Greetings, all

I just got my invoice, and I'm looking forward to our tour next month.

I've decided, though, that I don't really need a whole double hotel room to myself for this trip. I'm happy to share a room. Please send me an adjusted invoice, and I will transfer the fees to you, plus 10 Euros to cover the bank charges, this week.

Once again, I will be staying at the Red Wall Hotel in Beijing, so I'll have no trouble walking to your office for the pre-tour meeting.

See you in October!

Regards,

Brian

- **181.** Why most likely did Mr. Goebel get a discount?
 - A) He is a repeat customer with Ace Tours.
- (B) He is a university student.
- (C) He is in a group of five travelers.
- (D) He is more than 65 years old.
- **182.** How most likely will Mr. Goebel pay for the tour?
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- (D) He will travel without insurance.

https://toeic.store - a huge TOEIC online library

Questions 186-190 refer to the following advertisement, online shopping cart, and e-mail.

Sparky Paints, Inc

Sparky Paints, Inc., makes it easy to select the right colors for your home. Browse through hundreds of colors on our Web site, www.sparkypaints.com. Select your top colors, and well send free samples right to your door. Our color samples are three times larger than typical samples found in home-improvement stores and come with self-adhesive backing, allowing you to adhere them to your walls so you can easily see how colors will coordinate in your home. When you're ready to begin painting, simply select your chosen colors online, and we'll ship the paint of your choice to arrive at your home within 3-5 business days, or within 2 business days for an additional expedited shipping fee.

* Actual colors may differ slightly from what appears on your monitor. For this reason, we recommend ordering several samples in similar shades.

- **186.** In the advertisement, the word "top" in paragraph 1, line 3, is closest in meaning to
- (A) maximum
- (B) favorite
- (C) important
- (D) upper
- **187.** What are Sparky Paints customers advised to do?
- (A) Apply an adhesive to color samples
- (B) Visit a store to compare paint colors
- (C) Adjust the color on their computer monitor
- (D) Order samples of several similar colors
- **188.** What is most likely true about order #3397?
- (A) It arrived within two business days.
- (B) It included an extra sample.
- (C) It was shipped in February.
- (D) It contained four gallons of paint.
- 189. Which color does Mr. Phan indicate that he likes?
- (A) Caspian Blue
- (B) Deep Sea Blue
- (C) Stormy Blue
- (D) Misty Gray
- **190.** What problem does Mr. Phan mention in his e-mail?
- (A) He received the wrong item.
- (B) He was charged the wrong price.
- (C) The delivery time was too long.
- (D) The instructions were too confusing.

Questions 186-190 refer to the following advertisement, online shopping cart, and e-mail.

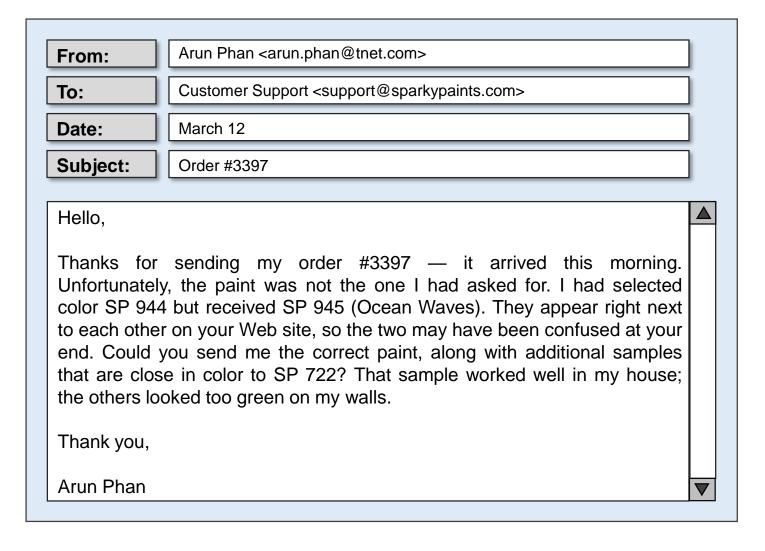


Order Summary #3397		Customer: Arun I	Phan
Item	Size	Quantity	Price
Caspian Blue SP 237	n/a	1	\$0.00
Deep Sea Blue SP 298	n/a	1	\$0.00
Stormy Blue SP 722	n/a	1	\$0.00
Misty Gray SP 944	Gallon	2	\$50.00
	Tax	k (8 percent)	\$4.00
	Ex	pedited shipping	\$18.99
	To	tal	\$72.99

Proceed to Checkout

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Questions 186-190 refer to the following advertisement, online shopping cart, and <u>e-mail</u>.



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TOEIC Reading test. Part 7

Questions 191-195 refer to the following <u>schedule</u>, e-mail and specifications.

TC-110 model cell phone - product demonstration schedule

Date: July 19 (Sat.)

Shopping Center: Milford Mall, Cotter Avenue and Market Street Locations: Booth A - East End (in front of Top Electronics)

Booth B - West End (beside Electronics Plus)

09:00 A.M. - 10:00 A.M. Set up booths (Sam Phillips, Frank Kolodziej)

10:00 A.M. - 12:00 P.M. Demonstrations (booth A - Lisa Kim; booth B - Barry Sims)

12 P.M. - 2:00 P.M.

Lunch break (food available at the mall's Central Food Court)

2:00 P.M. - 4:00 P.M.

Demonstrations (booth A - Don Park; booth B - Amy Everett)

Demonstrations (booth A - Mary Sato; booth B - Don Park)

6:00 P.M. - 8:00 P.M. Demonstrations (booth A - Amy Everett; booth B - Dale Hill)

8:00 P.M. - 8:45 P.M. Close down and clean up (1-2 flex staff)

Things to note: Lisa and Don have switched times so that Don may have a straight afternoon shift; snacks and beverages will be given out to visitors at both booths from 2 P.M. to 4 P.M.; the mall closes at 9 P.M. sharp, so the management wants us to finish our clean-up no later than 8:45.

Remember! Our sales target is \$4,000 per booth. Suggest that each shopper buy a cover and extra batteries to go with their new TC-110 phone. Good luck.

- **191.** What is NOT indicated about the sales event?
 - A) It has specific sales goals.
- (B) Phone accessories will be on sale.
- (C) Food will be served in the afternoon.
- (D) It will take place over two days.
- **192.** What can be inferred about Milford Mall?
- (A) It is located next to an outdoor market.
- B) It is extending its hours for the sales event.
- (C) It recently got new management
- (D) It has more than one electronics store.
- **193.** When most likely will Ms. Lopez do product demonstrations?
- (A) From 10 A.M. to 12 P.M.
- (B) From 2 P.M. to 4 P.M.
- (C) From 4 P.M. to 6 P.M.
- (D) From 6 P.M. to 8 P.M.
- **194.** What did Ms. Lopez request?
- (A) A coupon
- (B) A brochure
- (C) A mobile phone
- D) A Web site address
- **195.** What is the screen size of the TC-110 cell phone?
- (A) 9,9"
- (B) 6"
- (C) 2,3"
- (D) 1/3"

Questions 191-195 refer to the following schedule, e-mail and specifications.



- **191.** What is NOT indicated about the sales event?
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Questions 191-195 refer to the following schedule, e-mail and specifications.

TC-110 phone specifications:



Parameter	Description
os	Android 9.0 (Pie)
CPU	Octa-core
Body dimensions	158 x 73 x 9.9 mm
Display size	6.0 inches
Resolution	1440 x 2880 pixels, 18:9 ratio
Main camera	19 MP, f/2.0, 25mm (wide), 1/2.3"
Selfie camera	13 MP, f/1.9, 23mm (wide), 1/3"
Internal memory	64 GB, 4 GB RAM
Battery	Li-Ion 3300 mAh

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- (D) 1/3"

Questions 196-200 refer to the following press release, warranty agreement and e-mail.

Voluntary Recall of Mountain Bike

December 12 — In cooperation with the National Consumer Safety Council, Zorynth Cycle announces a voluntary recall of the Grand Vista mountain bike, batch number 34199. According to the results of factory testing, the rubber used in the tires with which this batch was fitted is subject to premature wear. This in turn may cause tires to leak air.

Grand Vista bicycles produced in batch 34199 qualify for free tire replacement, to be performed at the dealer where the purchase was made. The majority of bicycles from batch 34199 were sold at Ellenbroek Sports locations, with a few hundred being sold through other dealers. To determine whether a Grand Vista is eligible under this recall, simply look for the batch number imprinted on the underside of the frame near the seat.

Customers should contact the dealer immediately to schedule the replacement. For further information on the recall program, contact the Zorynth Cycle hotline at 1 (800) 555-0181 or visit the company Web site at www.zorynthcycle.com.

- **196.** What does the press release mainly discuss?
- (A) Repair of a defective product
- (B) Redesigned factory tests
- (C) Suspension of factory production
- (D) The history of a product
- **197.** In the press release, the word "wear" in paragraph 1, line 4, is closest in meaning to
- (A) clothing
- (B) repair
- (C) damage
- (D) maintenance
- 198. What problem was discovered?
- (A) Product packaging failed to include spare parts.
- (B) The warranty agreement contained errors.
- (C) Tires were made of a flawed material.
- (D) Bicycles were marked with the wrong batch number.
- 199. Where should Mr. Simpson take his Grand Vista?
- (A) To Zorynth Cycle
- (B) To Hennessy Bikes and More
- (C) To Ellenbroek Sports
- (D) To the National Consumer Safety Council
- **200.** How many bikes from Ralf's Bike dealership qualify to the voluntary recall announced in the press release?
- (A) 20
- (B) 38
- (C) 56
- (D) 119

Questions 196-200 refer to the following press release, warranty agreement and e-mail.

WARRANTY AGREEMENT

Zorynth Cycle, 13 Tishomingo Rd. Oxford, MS 38655

Contract Date: November 23

EQUIPMENT OWNER

JULIAN SIMPSON
262 Clover Ct
Columbia, FL 34024

Model Serial number

DEALER

Hennessy Bikes and More
334 Phillip Rd.

This is to certify that this Zorynth Cycle product carries a warranty on any part that is defective or fails during normal operation or service, for the period of 5 years. In case of defect or failure, the cost of repair will be borne by Zorynth Cycle. Shipping costs are the sole responsibility of the owner.

Columbia, FL 34024

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Questions 196-200 refer to the following press release, warranty agreement and e-mail.

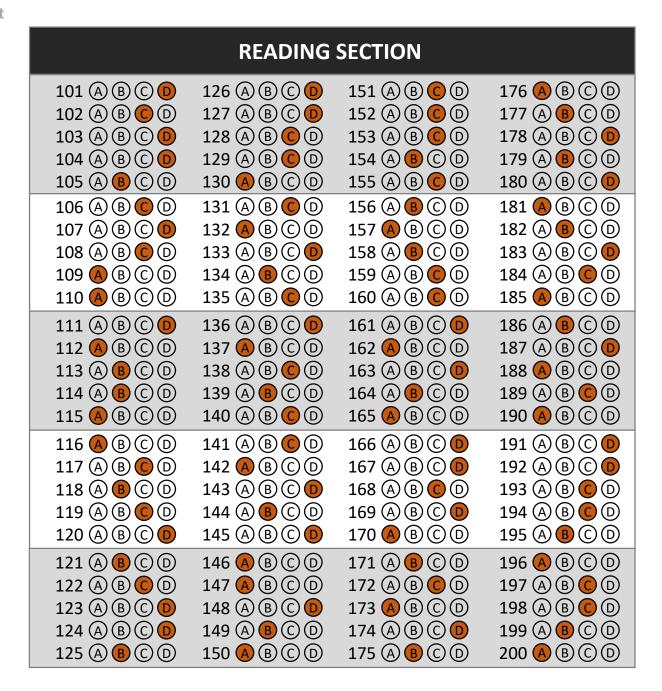
To: Stephen Miller, Technical Director at Ralf's Bike

From: Mary Collins, Accountant
Subject: Mountain Bike Report

According to information in our database we have the following list of sold out mountain bikes:

#	Brand	Batch number	Quantity
1	Zorynth Cycle	34199	20
2	Zorynth Cycle	34299	38
3	Twin Peaks Bike	55169	56
4	GT Bike	34199	99

- **196.** What does the press release mainly discuss?
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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.