

101 Mr. Liu is known for negotiating employee disputes –

- A. calm
- B. calmly
- C. calmest
- D. calmness

102 The city is accepting proposals for the redesign of Oshida Public Park -- January 25.

- A. when
- B. until
- C. a few
- D. whether

103 Sales -- maintain client files and provide logistical support.

- A. assists
- B. assisted
- C. assisting
- D. assistants

104 Tonight at Harbor Falls Library, writer Delroy Greene will be -- stories from his childhood in Jamaica.

- A. dividing
- B. sharing
- C. using
- D. awarding

105 Mr. Kam has invited all staff members to attend -- retirement party.

- A. he
- B. his
- C. him
- D. himself

106 Stanley Point Theater in downtown Detroit will produce four plays and three -- next season.

- A. actors
- B. audiences
- C. tickets
- D. musicals

107 There is enough money -- in the budget to cover travel expenses.

- A. remains
- B. remainder
- C. remained
- D. remaining

108 Romm Industries staff trained nine new associates who were hired -- the same day.

- A. as
- B. into
- C. on
- D. once

- 109** Taylor Kanagawa wrote several books on effective team management -- his 40-year career at Sapp Publishers Ltd.
- A. between
 - B. while
 - C. beside
 - D. during
- 110** The community clinic project is designed to improve health -- in isolated areas.
- A. outcomes
 - B. reasons
 - C. corrections
 - D. grades
- 111** Jingshen Airlines announced that it will be hiring 200 -- employees next year.
- A. add
 - B. adding
 - C. additional
 - D. additionally
- 112** The customer was impressed by how -- Mr. Schmid operated the complicated machinery.
- A. skillfully
 - B. primarily
 - C. obviously
 - D. richly

113 Staff are invited to participate in a -- of social events during the first week of May.

- A. series
- B. status
- C. theory
- D. guest

114 The contract states that Solcus Corporation will be -- for any costs resulting from work delays.

- A. accountable
- B. manageable
- C. knowledgeable
- D. flexible

115 Author Minh Phan's latest novel was -- influenced by Vietnamese folk stories.

- A. heavy
- B. heavily
- C. heaviest
- D. heavier

116 Tourists are expected to flock to the Sorachi Discovery Museum when it opens -- in Mikasa, Hokkaido.

- A. soon
- B. as
- C. almost
- D. initial

- 117 The factory floor is divided into four -- sections: one for each stage of product assembly.
- A. previous
 - B. eligible
 - C. distinct
 - D. installed
- 118 Handouts for the afternoon seminar must be prepared -- the lunch break.
- A. down
 - B. beside
 - C. before
 - D. off
- 119 Chat Mobile will determine, based on end-of-the-year sales numbers, -- the company will open any additional stores.
- A. whether
 - B. who
 - C. since
 - D. that
- 120 The red line will -- only express stops from Finn Street to Boone Street on weekends.
- A. made
 - B. makes
 - C. make
 - D. making

121 The company's latest video game, Hunting for Treasure, has been praised -- by reviewers.

- A. enthusiastically
- B. enthusiastic
- C. enthusiasm
- D. enthusiast

122 During the off-season, the Great Mountain Amusement Park operates on -- hours.

- A. reduced
- B. employed
- C. slow
- D. busy

123 The construction project will -- 30 residential units and 10 commercial spaces.

- A. overall
- B. first
- C. about
- D. include

124 Ms. Pham's employment contract cannot be finalized -- her starting salary is still being negotiated.

- A. once
- B. because
- C. after
- D. until

~ D. GRAM

125 Office supplies are available in our resources cabinet for -- who needs them.

- A. anyone
- B. whichever
- C. such
- D. more

126 Through its network of local agents, new housing start-up Philocenia intends to -- the rental sector.

- A. exercise
- B. indicate
- C. participate
- D. revolutionize

127 Rapid Books has the payroll solutions every company needs, allowing users -- invoices in three easy steps.

- A. sent
- B. have sent
- C. sending
- D. to send

128 Epyk Electronics will open eight additional retail stores -- the next two years.

- A. above
- B. behind
- C. about
- D. within

~ D. WRITING

129 The three-day workshop focuses on the public speaking -- that are central to delivering memorable presentations.

- A. strategies
- B. strategized
- C. strategically
- D. strategic

130 Critics agree that the movie An Unusual Introduction -- combines computer-generated images and live action.

- A. seamlessly
- B. collectively
- C. factually
- D. distantly

Sky Air First Pass

Thank you for flying Sky Air First with ----- . We hope you enjoy your flight.
131.

You can take advantage of our best prices on future flights ----- purchasing a Sky Air First Pass.
132.

For a ----- annual fee, you will get special discounts, seat upgrades, and the use of our exclusive
133.
travelers' lounge. ----- . Ask your flight attendant for more information and an application.
134.

- 131** A. them
 B. theirs
 C. us
 D. ours

- 132** A. at
 B. on
 C. by
 D. to

- 133** A. lowers
 B. low
 C. lowly
 D. lowest

- 134** A. We hope you will fly Sky Air First again.
 B. You will also get priority boarding.
 C. Please find your seat immediately.
 D. The flight delay will be minimal.

CJOK Radio Show Welcomes New Staff

QUEENSVILLE (7 July)—Local radio station CJOK announced Katherine Dees as the new producer of the popular show *Out and About in Queensville*. Ms. Dees is now ----- for 135. coordinating schedules, booking guests for the show, and managing media relations.

----- , the station hired sound editor Virginia Thacker and production assistant Reggie Dietrich 136. to support Ms. Dees in her new role. ----- . 137.

Out and About in Queensville, which has been airing for 30 years, is performed live weekly from September to May in the Orpheum Theater in downtown Queensville. The show ----- musical guests, writers, and storytellers for an hour of weekly programming. 138.

KHÓI PHỤC

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số thứ tự
để đánh c

Part 5

- 135 A. responsive
 B. responsibly
 C. responding
 D. responsible

- 136 A. Even so
 B. In fact
 C. For example
 D. In addition

- 137 A. CJOK was founded 60 years ago.
 B. These recent hires follow the retirement of producer Ed Evans.
 C. Ms. Dees was born and raised in Cedarburg.
 D. CJOK has more than one popular show in its lineup.

- 138 A. gives
 B. marks
 C. features
 D. holds

101 102

106 107

111 112

116 117

121 122

126 127

Part 6

131 132

136 137

141 142

146

Part 7

147 148

To: Sandra Barga <sbarga97@hjmail.ca>
From: Artie Romanche <service@northwestbags.ca>
Date: 12 July
Subject: Order number 71280

Dear Ms. Barga:

We received your recent order asking for your name to be stitched on a Klamath Kool handbag.

We are, ----- , eager to complete your order. Unfortunately, our seamstress who fulfills
139.
personalisation requirements will be on leave for the next three days. We wanted to let you know
that her ----- will cause a delay in shipping your bag.
140.

----- for the wait, we would like to offer you a 10 percent discount on your current order. Or, if
141.
you prefer, you can opt for free personalisation on your next order. ----- . At Northwest Bags,
142.
we strive for 100 percent customer satisfaction!

Sincerely,
Artie Romanche
Customer Service Representative, Northwest Bags

111 112
116 117
121 122
126 127

Part 6

- 139 ○ A. still
○ B. besides
○ C. of course
○ D. nevertheless
- 140 ○ A. absence
○ B. arrival
○ C. request
○ D. investigation
- 141 ○ A. Compensated
○ B. To compensate
○ C. For compensating
○ D. It is compensation
- 142 ○ A. The choice is yours.
○ B. We appreciate your review.
○ C. The bag will look great with your initials on it.
○ D. We are the only local retailer offering custom services.

131 132
136 137
141 142
146

Part 7

147 148
152 153
157 158
162 163
167 168
172 173

Sehelec Announces Wind-Solar Hybrid Project

MUMBAI (15 March)—Sehelec Ltd. announced it will begin construction on a 500-megawatt wind-solar hybrid power ----- outside of Bangalore, India. ----- . Sehelec expects to begin 143. 144. operations within 24 months, and it will sell the power to Indian energy giant Novaseon Industries. “Our contract with Novaseon to provide ----- power moves us closer to our long-term corporate 145. goal,” said Sumit Varma, CEO of Sehelec. “Our objective is to achieve a capacity of 20 gigawatts within five years. Doing so will make us one of India’s largest green power companies. And that, in turn, will help the country ----- its carbon-reduction target.” 146.

101	102	1
106	107	1
111	112	1
116	117	1
121	122	1
126	127	1

Part 6

131	132	1
136	137	1
141	142	1
146		

Part 7

147	148	1
152	153	1
157	158	1
162	163	1
167	168	1
172	173	1
177	178	1
182	183	1

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ite
atts
at,

- 143 A. plant
 B. planter
 C. planting
 D. planted

- 144 A. Windy conditions can cause damage to tall buildings.
 B. The facility will consist of a mix of solar panels and wind turbines.
 C. Electric vehicles have fewer emissions than other vehicles have.
 D. The pace of upgrades to India's power grid slowed slightly this year.

- 145 A. renew
 B. renewers
 C. renewable
 D. to renew

- 146 A. understand
 B. explain
 C. block
 D. reach

part 7

Carina's Café Lunch Specials

Monday through Friday from 11:00 A.M. to 3:00 P.M.

For only \$8, combine the soup of the day with one of the following items:

Turkey Sandwich – Turkey, avocado, tomato, lettuce, and mayonnaise on wheat bread

Vegetable Panini – Sourdough bread filled with tomato, cucumber, spinach, and mayonnaise, then grilled

Mushroom Chicken Cavatappi – Chicken in a mushroom, celery, and onion sauce, served over S-shaped pasta

Vegetable Wrap – Fresh tomato, cucumber, and carrots with hummus (made with our secret recipe) on flatbread

20:

147 What does each lunch special include?

- A. A soup
- B. Carrots
- C. Tomatoes
- D. A beverage

148 What item contains an ingredient that is only available from Carina's Café?

- A. Turkey sandwich
- B. Vegetable panini
- C. Mushroom chicken cavatappi
- D. Vegetable wrap

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126

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Certified Aqua Instructor Workshop

This workshop helps fitness professionals become certified aqua instructors by demonstrating how to design challenging and effective aquatic classes. Join instructor Deshonte Smith for a full-day course to learn a sequence of pool-based workouts that will motivate your students. Mr. Smith started his journey to instructor certification by taking classes at Valley Floor Fitness. He is also a professor at Wilkinson University.

The workshop costs \$99 and will be held at Valley Floor Fitness in Missoula on August 27 from 9 a.m. to 5 p.m. For more information and to register, e-mail Maya Cramer at certification@valleyfloorfitness.com.

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Wilkinson

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149 The word “design” in paragraph 1, line 2, is closest in meaning to

- A. find
- B. create
- C. draw
- D. name

150 What is indicated about the workshop?

- A. It will be held at a pool at Wilkinson University.
- B. It is being offered on two different dates.
- C. It is available at a discounted rate in August.
- D. It will be taught by a former student of Valley Floor Fitness.

136 | 13

141 | 14

146

Part 7

147 | 14

152 | 15

157 | 15

162 | 16

167 | 16

172 | 17

177 | 17

182 | 18

187 | 18

Certified Aqua Instructor Workshop

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150

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- C. It is available at a discounted rate in August.
- D. It will be taught by a former student of Valley Floor Fitness.

Hyun-Jun Cho (3:27 P.M.)

I'm scheduled to work the front desk on Saturday from 7 A.M. to 3 P.M. A friend of mine is coming to town then, and he's only going to be here for one day. I was wondering if I could switch shifts with you. I can work on Sunday.

Stephanie Duchemin (3:29 P.M.)

Saturday is good for me. I hope you don't have a Sunday like last week. It was so busy. All the doctors attending the medical conference were checking in at the front desk.

Hyun-Jun Cho (3:31 P.M.)

And I heard that all the accountants from the other conference were also at the front desk reviewing their room charges at the same time!

Stephanie Duchemin (3:32 P.M.)

The lobby was certainly bustling.

Hyun-Jun Cho (3:34 P.M.)

Thank you for helping me out. I haven't seen my friend Kai since we graduated from university.

151 At 3:29 p.m., what does Ms. Duchemin most likely mean when she writes, "Saturday is good for me"?

- A. She prefers to work morning shifts.
- B. She is able to do a favor for Mr. Cho.
- C. She will attend a conference.
- D. She would like to meet Mr. Cho's friend.

152 Where most likely do Mr. Cho and Ms. Duchemin work?

- A. At a hotel
- B. At a university
- C. At a medical center
- D. At an accounting firm

To:	Madalena Navas <mnavas@cordovacreations.com>
From:	Hugo Jones <hkjones@sunmail.com>
Date:	April 2
Subject:	Thank you

Dear Ms. Navas,

I enjoyed speaking with you about the associate manager position last week, and as I mentioned, I am very excited about the possibility of working with you at Cordova Creations. I wanted to let you know that I have received a job offer from another company, and I have to respond to that hiring manager soon. I realize it has only been a few days since my interview, but if it is at all possible for you to update me on the status of my application before the end of the week, that would be very helpful. I have long admired Cordova Creations and would really like to be a part of it. I am hoping to hear positive news from you.

Thank you,

Hugo Jones

153

What does Mr. Jones indicate in his e-mail?

- A. He used to work with Ms. Navas.
- B. He is an associate manager.
- C. Another company wishes to hire him.
- D. His interview has been scheduled for next week.

154

What does Mr. Jones want to know by the end of the week?

- A. Whether an important decision has been made yet
- B. Whether Ms. Navas is available for a meeting
- C. Whether Ms. Navas would like to apply for a new position
- D. Whether the company will expand its product offerings

Hibiscus Supply to Run Its Own Container Ship

BUSAN (15 October)—As international shipping continues to increase, companies that transport goods between continents have found themselves competing for expensive space on container ships. — [1] —. Delays in getting goods to factories and into stores have become more common. — [2] —.

As one of the biggest exporters of home building supplies in the country, Hibiscus Supply is particularly vulnerable to these issues. — [3] —. To avoid potential shipping

problems, Hibiscus Supply has decided to operate its own container ship to export products overseas. — [4] —.

According to Hibiscus Supply president James Koh, operating the company's own ship should improve efficiency at ports and decrease overall shipping costs. Says Mr. Koh, "The cost to ship with freight companies has doubled in the past year. By shipping our products ourselves, we'll be able to avoid passing shipping-related price increases on to our customers."

155

What products does Hibiscus Supply most likely sell?

- A. Construction materials
- B. Pillows and sheets
- C. Wholesale food items
- D. Spare automobile parts

156

Why does Hibiscus Supply want to operate its own container ship?

- A. To provide shipping services to other companies
- B. To ship its products quickly and cheaply
- C. To deliver its products to unusual locations
- D. To ship more goods than most freight companies can handle

157

In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "The newly acquired ship is scheduled to begin running later this month."

- A. [1]
- B. [2]
- C. [3]
- D. [4]

MEMO

To: All Accounting Staff
From: Jennifer Snow, Senior Manager
Date: January 8
Subject: Pedro Allende

Please join me in congratulating Pedro Allende as he prepares to enter his new role as a full-time administrative assistant in our accounting department. Mr. Allende, a part-time clerk in our mail room, completed a certificate program in computer support at Lander Vocational Institute last month. He was first hired by our company as a delivery driver, a role he held for two years before transferring to the mail room.

Mr. Allende's first day in the accounting department will be Monday, January 11. We all wish him well!

158 Why did Ms. Snow send the memo?

- A. To invite employees to an office party
- B. To announce a change to an employee's job
- C. To inform employees about a reduction in work hours
- D. To request employee feedback on a departmental policy

159 The word “prepares” in paragraph 1, line 1, is closest in meaning to

- A. assembles
- B. returns
- C. reaches out
- D. gets ready

160 What is indicated about Mr. Allende?

- A. He currently works as a delivery driver.
- B. He recently completed a training program.
- C. He previously assisted Ms. Snow in a different department.
- D. He will begin working part-time next week.

Help Wanted: Machinist

Camerley Corp. of Napier, New Zealand, has an opening for an experienced machinist to work in our 15,000-square-metre fabrication plant, which produces custom tools and machine parts for a variety of industries. Requirements for the position include:

- Ability to collaborate with engineers to fabricate tools and machine parts
- Familiarity with specialised equipment
- Skill with doing precision work based on technical drawings
- Comfort working with metal and various other materials, such as wood and plastics
- Ability to work both independently and as part of a team

To apply, please send CV and two references to jobs@camerleycorp.co.nz.

161

What type of business placed the advertisement?

- A. A land developer
- B. A car-repair shop
- C. A factory
- D. A hardware store

162

What material is NOT specified in the advertisement?

- A. Metal
- B. Glass
- C. Wood
- D. Plastic

163

What is listed as a requirement for the job?

- A. Training in business-to-business sales
- B. A university degree in engineering
- C. Experience creating technical drawings
- D. The ability to work alone and with others



• •

Lanie McGinnis (7:16 A.M.)

Good morning, Kelly and Matthieu. I removed the Funfair preregistration signs from the park entrances, but I think I forgot one at the north gate. Could one of you check to see if it is still there?

Kelly Sen (7:18 A.M.)

Hi, Lanie. I rode my bike to the park earlier this morning to help put pamphlets and other materials on the welcome table in the main tent. But I could head over to that entrance now since there are other volunteers here who can finish up.

Lanie McGinnis (7:19 A.M.)

That would be great, since I'm going to be on the other side of the park at the south entrance for a while. I'm meeting some representatives from the city parks department.

Matthieu Herman (7:21 A.M.)

I've got it, Kelly. I just arrived at the north entrance and will take down the sign we hung here. Lanie, what would you like me to do with it?

Lanie McGinnis (7:22 A.M.)

Perfect! Can you put it with the others behind the welcome table in the main tent? I will pick them up later today. We can change the dates and use them again next year.

Matthieu Herman (7:23 A.M.)

Will do. Here's to a successful fair!



164 What is probably true about the writers?

- A. They are registering people for a bike-to-work program.
- B. They are coordinating a public event.
- C. They work for a city parks department.
- D. They are members of a club that walks in a park.

165 What was Ms. Sen doing?

- A. Erecting a tent
- B. Designing pamphlets
- C. Placing items on the welcome table
- D. Attaching signs to the park entrance

166 At 7:21 a.m., what does Mr. Herman mean when he writes, "I've got it, Kelly"?

- A. He has already taken down a sign.
- B. He will perform a task requested by Ms. McGinnis.
- C. He will return unused materials to the office.
- D. He realizes that Ms. Sen does not need help.

167 What does Ms. McGinnis instruct Mr. Herman to do?

- A. Help her locate the main tent
- B. Meet her at the south entrance
- C. Write down participants' information
- D. Leave an object behind the welcome table

Zealandia Airlines Fact Sheet for Fiscal Year Ending 30 June

Service Levels and Capacity: Zealandia Airlines provides regional service among four cities. In each case, average flight capacity exceeded the company goal of 85 percent.

On-Time Performance (OTP): For the purpose of measuring OTP, flights are considered "on time" when they reach their destination within fifteen minutes of the scheduled arrival time. Regional airlines are subject to fines when OTP drops below 50 percent. The following chart shows Zealandia's commendable OTP rates for the recent fiscal year.

City	OTP
Kelton Falls	52%
Grangerton	68%
Satcherville	79%
Barbour City	64%

Proposed Expansion: Zealandia Airlines provides regional passenger air service and is seeking to expand its fleet to begin providing commercial airfreight delivery. Establishing this service is a component of the airline's growth plan and corporate vision. The airline is currently in negotiations with aviation authorities to explore options.

Terminal and Service Improvements: Zealandia Airlines is participating in discussions with airport management about comprehensive renovations to its passenger lounge and café and has offered to commit \$5 million from its budget to the project. Company executives have also finalized a plan and committed funds to overhaul its rewards program. The initiative supports the aim to be a leading service provider among similar airlines and capture an increasing percentage of the market share.

168 The word “exceeded” in paragraph 1, line 2, is closest in meaning to

- A. surpassed
- B. excelled
- C. perfected
- D. decided

169 According to the fact sheet, what is true about Zealandia Airlines?

- A. Executives aim to improve its flight capacity.
- B. Most of its flights arrive at their destinations on time.
- C. It is larger than 85 percent of regional airlines.
- D. It has received a fine from aviation authorities.

170 What does Zealandia Airlines want to provide in the future?

- A. Private charter flights
- B. Luxury travel tours
- C. Commercial shipping
- D. Aircraft leasing

171 How does Zealandia Airlines hope to improve service for passengers?

- A. By remodeling the passenger waiting area
- B. By moving to a new location within the terminal
- C. By upgrading the seating inside the aircraft
- D. By offering improved meal service on all flights

New Fleet for Northeast Railways

Northeast Railways expects to spend \$5.6 billion to replace its fleet of 65 passenger trains, many of which are more than 40 years old. — [1] —.

The company has entered into a contract with Logiens Transport for a new fleet of trains that will operate on electrified tracks when those track systems are available and on diesel fuel at all other times. — [2] —. The trains will be capable of traveling at speeds of up to 130 kilometers per hour and will produce

far less pollution than the current fleet does.

Logiens also promises an enhanced passenger experience. The train cars will have panoramic windows, improved ventilation, and wider aisles. — [3] —.

Northeast's contract with Logiens also includes equipment and replacement parts and provides a long-term service agreement. — [4] —.

172

What is Logiens Transport's role?

- A. To recommend ways to reduce pollution
- B. To acquire financing for a purchase
- C. To familiarize train engineers with new technology
- D. To manufacture and service the replacement fleet

173

What information is included in the press release?

- A. The date on which the trains will be delivered
- B. The budget for replacing the current trains
- C. The annual cost for parts and service
- D. The number of passenger seats in each train car

174

What is suggested about the tracks that Northeast Railways uses?

- A. They are owned by the government.
- B. They are not shared with freight trains.
- C. Most are in urgent need of repair.
- D. Some are not electrified.

175

In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "Each reclinable seat will have an individual power supply and USB port."

- A. [1]
- B. [2]
- C. [3]
- D. [4]

To: headquartersstaff@seonwulawfirm.com
From: iqalandar@seonwulawfirm.com
Date: October 1, 9:39 A.M.
Subject: Remote work setup
Attachment: Equipment request form

Dear Associates,

On December 3, our headquarters will close for a month for renovation. As all of you normally work out of these offices in San Francisco, please plan to work off-site and collect everything you may need (your laptop, files, etc.) before December 1. Entry to the building will be restricted after that date.

If you would like a temporary space at our San Jose offices, please e-mail me, and I will reserve one for you. If you plan to work from home and need additional equipment (such as a printer), fill out the attached form from our technology department and return it to me. A representative of that department will mail the equipment to your home address.

We realize this work on the building is a disruption, but timing it with our slow season should make the situation easier. We think you will be happy with the changes when the building reopens on January 5. If you have any questions, please reach out to me.

Best,

Ian Qalandar, Manager
Seonwu Law Firm
(415) 555-0177

176

What is indicated about Seonwu Law Firm?

- A. It focuses on real estate law.
- B. It has a large advertising budget.
- C. It serves clients across the country.
- D. It is headquartered in San Francisco.

177

According to the e-mail, what will the technology department do?

- A. Install updates on employee laptops
- B. Send office equipment to employees
- C. Train employees to use new software
- D. Place equipment in renovated offices

178

What is suggested in the e-mail about Seonwu Law Firm?

- A. It plans to expand its operations.
- B. It mostly employs remote workers.
- C. It is usually not busy in December.
- D. It handles many high-profile cases.

179

What can be concluded about Mr. Kang?

- A. He chose not to work in the San Jose office.
- B. He is a senior partner at the Seonwu Law Firm.
- C. He will be on vacation after November.
- D. He has requested a larger office.

180

What most likely is Ms. Smith's occupation?

- A. Lawyer
- B. Office manager
- C. Technical support staff
- D. Administrative assistant

Planning a Tour of Your Facility

by Didiane Lessard

Plant tours are commonplace in many factories, but not all tours are as effective as they could be. Too many companies make the mistake of adopting a one-size-fits-all approach rather than tailoring tours to maximize their usefulness. A potential investor and a casual tourist will probably not be impressed by the same things, so it is best to be clear about the tour's purpose early on. Here are some guidelines to make each tour as effective as possible.

Be selective. Unless your tour is for a safety inspection, your guests do not need (or want) to see every part of your factory. Choose a few sections that will interest your guests and give them a better sense of your product. For example, journalists will want to create a story about your plant, so show them the parts of the plant that have historical significance, such as a room with the company's original production equipment.

Timing is everything. Always be mindful of the physical demands of the tour. Even the hardiest guest will tire of standing or walking for long periods. It is a good idea to schedule breaks in tours lasting longer than an hour. The time spent in a single section matters also. If you allow guests only five minutes in an area, they will soon forget it. On the other hand, even the most impressive room gets boring after half an hour.

Personality is NOT everything. While having a personable and friendly tour guide is essential, your guests are coming to see what goes into making your product. Tour guides get asked a variety of questions, some unexpected, so a comprehensive knowledge of the production processes is important (and absolutely vital during inspections). You also want someone who will keep the tour moving—visitors will appreciate a tour that begins and ends on time.

181

What is one problem mentioned about factory tours in the article?

- A. They are often rescheduled at the last minute.
- B. They give the same information to all types of visitors.
- C. They fail to supply protective gear that fits everyone.
- D. They allow groups that are too large.

182

According to the article, what is the maximum amount of time that a tour should stay in one area?

- A. 10 minutes
- B. 20 minutes
- C. 30 minutes
- D. 60 minutes

183

What is NOT indicated in the article as a characteristic of a good tour guide?

- A. A friendly personality
- B. The ability to stand for long periods
- C. A deep knowledge of processes
- D. The ability to pay close attention to time

□ D. The ability to pay close attention to time

184 For whom is Mr. Toda most likely planning a tour?

- A. Casual tourists
- B. New employees
- C. Potential investors
- D. Safety inspectors

185 When is the tour scheduled to take place?

- A. On April 15
- B. On April 21
- C. On May 1
- D. On May 21

<https://www.zonecatering.com/home>

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Zone Catering provides food trucks at film and television production sites throughout California. Just let us know where you need a food truck and how many people you need to feed. We can serve your entire cast and crew. Our trucks also move with you and your team if you are shooting scenes in various locations.

At Zone Catering, we offer a wide variety of cuisines. All the fruits and vegetables we use in our menus are grown here in California. Our menus are easily adapted to accommodate dietary restrictions. For convenience, our food trucks offer both full meals and individual items. We can serve meals buffet-style, or people can order directly from the truck.

Let us take care of the catering for your production. You will find our food delicious, and you will find our service friendly and convenient. We even offer 24-hour support in case any issues arise while we are at your location. We hope to serve you soon!

Zone Catering Food Trucks

Schedule Date: June 10

Film	Shooting Location	Contact Person
<i>Trappings</i>	Harpin Lot	Erin Begg
<i>Make the Meeting</i>	192 Laredo Street	Mark Lillo
<i>Tutors and Tuxedos</i>	Tandor Fields	Jun-Seo Kil
<i>Jatem and the Storm</i>	Spectrum Hall	Donna Gawason

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June 10—I have been in the acting business for over 25 years and am sometimes disappointed by the food trucks on film production sites. That was not the case today when we were filming *Make the Meeting*. The food truck had excellent coffee, and the strawberries in the large fruit salad were so fresh and tasty! Even though there was a long line of customers on an extremely hot and uncomfortable day, the server was able to get everyone's food ready quickly. She was friendly and easygoing, too! Even the food truck was pleasant-looking—the mural painted on the side of the truck was beautiful! I hope to see Zone Catering food trucks at future film shooting locations.

—Robert Chiodo

186

What does the Web page indicate about Zone Catering?

- A. It specializes in providing food at music concerts.
- B. It has lower prices than its competitors.
- C. It recently moved its corporate office to California.
- D. It provides customer support 24 hours a day.

187

According to the schedule, who was the contact person for the filming of Trappings on June 10 ?

- A. Erin Begg
- B. Mark Lillo
- C. Jun-Seo Kil
- D. Donna Gawason

188

Where was the food truck that Mr. Chiodo visited?

- A. At Harpin Lot
- B. At 192 Laredo Street
- C. At Tandor Fields
- D. At Spectrum Hall

189

What is probably true about the salad Mr. Chiodo ordered?

- A. It had an unusual taste.
- B. It was too big for him to finish.
- C. It included several types of berries.
- D. It contained fruit grown in California.

190

What is indicated about the food truck server in the testimonial?

- A. She had difficulty working in the heat.
- B. She paints murals in her spare time.
- C. She prepares orders quickly.
- D. She has worked in her industry for 25 years.

To:

Hae-won Jeong

From:

Julia Laurent

Date:

July 28

Subject:

Dallas hotels

Attachment:

List of downtown accommodations

Dear Hae-won,

I plan to attend the National Digital Marketing Conference in October. I know you have traveled to this conference in Dallas many times. This will be my first time attending, and I'm not sure which hotel to book. I have attached a list of accommodations that are near the convention center. Right now, I am leaning toward the Bonita Suites Hotel, but I would like to know which property you would recommend.

I hope you have settled into your new position with the digital marketing department. I am looking forward to the conference and hope to see you again there.

Kind regards,

Julia Laurent
E-mail Marketing Specialist
The 3R Marketing Firm

List of Downtown Accommodations (from www.topbusinesshotels.com/search/Dallashotels)

Hotel	Rate	Description
The Oaktree Hotel	\$204/night	Luxury hotel in the heart of downtown Close to the convention center Outdoor pool, three on-site restaurants Close to shopping
Alessi Dallas Hotel	\$155/night	Quaint boutique hotel in downtown Dallas Lobby restaurant for breakfast and dinner Near convention center and history museum
Bonita Suites Hotel	\$125/night	New hotel in downtown convention center area Office and kitchen in each suite Computer center with printers located in lobby Meeting space available for groups Free on-site parking available

To: Julia Laurent
From: Hae-won Jeong
Date: July 29
Subject: RE: Dallas hotels

Dear Julia,

I will be attending the National Digital Marketing Conference this year as well! I love traveling to Dallas every year for this conference because it is a great networking opportunity. Since this is your first time attending, I recommend you go to the newcomers' reception on the first night. The conference executive planning committee is putting it on, and it could be an excellent occasion to socialize with other conference goers.

I will be staying at the Alessi Dallas Hotel. It is the closest to the convention center, and the rooms are comfortable. For you, I would suggest the one you already seem to prefer. It so happens that the newcomers' reception will be held in one of the event rooms there. It is a little farther away but still convenient. As a friendly reminder, we are advised not to book hotels with rates that exceed our company's limit of \$175/night.

I look forward to seeing you in October. It will be lovely to catch up.

Best,

Hae-won Jeong
Digital Marketing Director
The 3R Marketing Firm

191 What is the purpose of the first e-mail?

- A. To schedule a meeting with a client
- B. To ask for assistance with a project
- C. To seek a suggestion from a colleague
- D. To congratulate a colleague who was promoted

192 According to the list, what is suggested about the Bonita Suites Hotel?

- A. It is located in a historic building.
- B. It features resources for business travelers.
- C. It is near many downtown tourist attractions.
- D. It charges a daily fee for parking.

193 What is true about Ms. Jeong?

- A. She has not attended a marketing conference before
- B. She prefers the Alessi Dallas Hotel for its restaurant.
- C. She thinks Ms. Laurent should stay at the Bonita Suites Hotel.
- D. She works for a different company than Ms. Laurent.

194

Why would Ms. Jeong most likely suggest that Ms. Laurent avoid the Oaktree Hotel?

- A. It does not have an on-site restaurant.
- B. Its room rate exceeds the company's limit.
- C. Its clients are mostly noisy tourists.
- D. It is too far from the conference location.

195

What does the second e-mail indicate about the National Digital Marketing Conference?

- A. Its location changes to a different city each year.
- B. Last year it was held at the Alessi Dallas Hotel.
- C. Ms. Jeong is on its executive planning committee.
- D. It includes an event for first-time attendees.

Dover Water Supply
7400 Rodney Boulevard, Dover, DE 19904

March 12

Ms. Na-Ri Cam
361 Farming Avenue
Dover, DE 19902

Dear Ms. Cam,

This letter is to confirm that Dover Water Supply will begin service at your address on Wednesday, April 6. Your customer account number, which is the same as your water meter number, is DWS4289.

Billing is monthly, and payment is due on the fifteenth of each month. Bills can be paid by mailing a check to our main address or by entering your account number and payment information on our secure page at www.doverwatersupply.com/billing.

We will be performing a system flush of the pipes in your area on Monday, April 4. Customers may temporarily see discoloration or sediment in their water around that time. Please visit our Web site for more information. You can also contact Customer Support at questions@doverwatersupply.com or call us at (302) 555-0135.

Sincerely,

Matthew Ensign

Matthew Ensign
Account Representative, Dover Water Supply

E-mail

To: questions@doverwatersupply.com
From: Na-Ri Cam <n.cam@mailcurrent.com>
Date: March 17
Subject: Account number DWS4289

Hello,

I am in the process of moving to my new home in Dover. I received a letter stating that my water service will start on April 6. It also said something about pipes being flushed on April 4. Should I expect to see discoloration when I start using my water? Are there any steps I should take?

Also, I tried to use your secure page, but it gave me an error message saying that my account number was not valid. I will need your help in getting online access by the May 15 due date.

Thank you for any information you can provide.

Na-Ri Cam

E-Mail Message

To: Na-Ri Cam <n.cam@mailcurrent.com>
From: Customer Support <questions@doverwatersupply.com>
Date: March 18
Subject: RE: Account number DWS4289

Dear Ms. Cam,

Thank you for your message. Your water might look cloudy on April 6 when you first turn on your faucets. We recommend that you keep the water running until it is clear before you use it. I assure you that the water is not harmful in any way. The minerals that cause the discoloration occur naturally, and our latest water analysis showed very high quality.

I apologize for the problem you described. I have fixed it, so you should not have any further trouble.

If you have any other questions, please don't hesitate to reach out to us again.

Best regards,

Ramona Hizon
Customer Support, Dover Water Supply

196

What is one purpose of the letter?

- A. To list customer benefits
- B. To alert customers to a price change
- C. To confirm the start of a service
- D. To describe changes to a Web site

197

What most likely does Ms. Cam want to do online on May 15?

- A. Request a new water meter
- B. Complete a customer survey
- C. Report a leaking pipe
- D. Pay a water bill

198

According to the second e-mail, what should Ms. Cam do on April 6?

- A. Boil her drinking water for five minutes
- B. Allow her water to run for some time
- C. Contact her neighbors
- D. Request a service visit

D. Request a service visit

199 In the second e-mail, what is indicated about the water from Dover Water Supply?

- A. It is safe to use.
- B. It is measured every month.
- C. It is distributed to many cities.
- D. It is naturally free of minerals.

200 What can be concluded about Ms. Hizon?

- A. She resolved the issue with Ms. Cam's account.
- B. She sent a copy of the water analysis to Ms. Cam.
- C. She will offer Ms. Cam a discount for new customers.
- D. She lives in Ms. Cam's area.