

**실전 TEST**

**09**

## 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. Edison Delivery's trucks leave the warehouse promptly ----- 6:00 A.M. each morning.  
(A) at  
(B) on  
(C) for  
(D) with
102. A ----- copy of the rental agreement for the apartment has been delivered to the main office.  
(A) signature  
(B) sign  
(C) signs  
(D) signed
103. ----- can be made online or by calling customer service between 6:30 A.M. and 5:30 P.M.  
(A) Reserve  
(B) Reserved  
(C) Reservations  
(D) Reservable
104. Ms. Shimabukuro rose through the ranks ----- and became the manager in less than two years.  
(A) quick  
(B) quicken  
(C) quickly  
(D) quickening
105. The Highland Museum of Robotics will be ----- for renovations until further notice.  
(A) bought  
(B) closed  
(C) stopped  
(D) held
106. The Hollytown Arena designates an area where fans can meet their ----- athletes after each game.  
(A) favorite  
(B) favoritism  
(C) favorites  
(D) favoring
107. Billboards that advertise legal services are most effective when placed ----- business districts.  
(A) from  
(B) down  
(C) of  
(D) in
108. Ms. Ueda was quite ----- with the wholesale prices offered by Rea's International Restaurant Suppliers.  
(A) advised  
(B) true  
(C) pleased  
(D) strong

- 109.** *Geology Monthly* is a professional journal with articles written ----- for experts in the field.
- (A) specify  
(B) had specified  
(C) specifics  
(D) specifically
- 110.** ----- the year-end sale at Arthur's Camping Supplies, all winter items are discounted by 25 percent.
- (A) During  
(B) Although  
(C) As long as  
(D) In addition
- 111.** In the ----- future, a hardware store will open on the corner of Oak Boulevard and Primrose Avenue.
- (A) nears  
(B) nearly  
(C) nearness  
(D) near
- 112.** Mr. Careni requested that ----- from the technical support team come immediately to the Harrisburg office.
- (A) who  
(B) someone  
(C) which  
(D) themselves
- 113.** The time-entry system was ----- unavailable this afternoon, but it is functioning normally now.
- (A) directly  
(B) urgently  
(C) precisely  
(D) briefly
- 114.** The upcoming career fair ----- by more than 100 employers and job-recruiting agencies.
- (A) attend  
(B) were attended  
(C) was attending  
(D) will be attended
- 115.** ----- theater at Landon Cinema is decorated with a different theme.
- (A) Even  
(B) Much  
(C) Each  
(D) All
- 116.** Changes to course content have been halted ----- the Salinas Academy transitions to a new online platform.
- (A) while  
(B) though  
(C) regarding  
(D) whether
- 117.** Bricktown Mayor Julian Trent will ----- help plant flowers in Evans Park this weekend.
- (A) personal  
(B) personalize  
(C) personally  
(D) personality
- 118.** Please replace pages 28 to 35 in the employee handbook with the ----- pages.
- (A) careful  
(B) updated  
(C) consistent  
(D) sizable
- 119.** ----- we increased our Internet speed, we can download large documents much faster.
- (A) Since  
(B) Provided  
(C) Yet  
(D) Instead
- 120.** The lead graphic artist decides which photographs submitted by freelancers ----- to the creative director.
- (A) are sending  
(B) sender  
(C) should be sent  
(D) send

121. ----- you visit the Star Hotel, the cheerful staff makes you feel welcome.
- (A) Whenever  
(B) Whichever  
(C) Nevertheless  
(D) Altogether
122. Ms. Matlou considered a legal career before ----- deciding to go to business school.
- (A) strictly  
(B) politely  
(C) ultimately  
(D) slightly
123. Patrons of the festival enjoying picnic lunches on the concert hall's lawn is a ----- dating back almost a century.
- (A) traditional  
(B) tradition  
(C) traditionalist  
(D) traditions
124. Many people ----- their online shopping carts when they discover what the shipping charge will be.
- (A) eject  
(B) abandon  
(C) resign  
(D) discourage
125. The state's tourism Web site provides information on many of the area's popular -----.
- (A) situations  
(B) appeals  
(C) demands  
(D) attractions
126. ----- interested in learning more about Shana Fabian's sculptures should attend her talk at Deana Gallery on May 2.
- (A) Enough  
(B) Whoever  
(C) Each other  
(D) Those
127. The merger between the Oznaze and Tellurisq companies was ----- settled following months of tough negotiations.
- (A) exactly  
(B) instantly  
(C) finally  
(D) easily
128. Auto parts are shipped ----- two to three days unless the customer requests expedited delivery.
- (A) within  
(B) here  
(C) afterward  
(D) perhaps
129. The interior designer selected some very ----- colors for the lobby walls.
- (A) massive  
(B) intense  
(C) direct  
(D) sudden
130. Experts recommend that the cooling system be checked by a service technician at regular -----.
- (A) expanses  
(B) intervals  
(C) classifications  
(D) detachments

## 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: Roger Wall <rogerwall@openemail.com>  
From: Guillermo Torres <gtorres@supplyflow.com>  
Date: May 2  
Subject: RE: Missing delivery

Dear Mr. Wall,

This is in response to your ----- e-mail notifying us that you did not receive your April shipment **131.** of office supplies. We verified that your annual subscription is up-to-date and that everything is in order on your side. This error is, therefore, an oversight on ----- part. We have transitioned to **132.** new shipping software, and some customer information was not transferred correctly. Rest assured that this has been fixed and that the error will not ----- again. **133.**

We sent your box of office supplies today using an overnight shipping service. ----- **134.** Inside the box, you will also find a complimentary token of appreciation for your patience.

If you have further questions or concerns, do not hesitate to contact me directly.

Sincerely,

Guillermo Torres, Customer Assistant, Supply Flow, Inc.

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- 131.** (A) constant  
(B) nearby  
(C) early  
(D) recent

- 133.** (A) combine  
(B) revise  
(C) affect  
(D) occur

- 132.** (A) either  
(B) its  
(C) our  
(D) their

- 134.** (A) You should receive it tomorrow.  
(B) This order will take longer than usual to process.  
(C) The box is very heavy.  
(D) Please review the invoice attached to this e-mail.

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**Questions 135-138** refer to the following memo.

To: Marketing Department, Tavola Foods Distributors  
From: Victor Cotillo  
Date: March 4  
Subject: Information

Please look at the proposed survey that was just added to our team folder. The first section asks \_\_\_\_\_ to rate their favorite vegetables. We felt shoppers might prefer a particular vegetable only if **135.** it is fresh and in season. **136.** we also ask what frozen vegetables they buy most frequently and why. In addition, we **137.** a series of questions about food preparation and convenience. We feel this survey will give us a better picture of what our customers want. Please look over everything and quickly respond with any thoughts. **138.**

- 135.** (A) farmers  
(B) executives  
(C) consumers  
(D) merchants
- 136.** (A) In effect  
(B) Therefore  
(C) On occasion  
(D) Nevertheless
- 137.** (A) were inserting  
(B) have inserted  
(C) had been inserting  
(D) could have inserted

- 138.** (A) We want to start distributing the survey next week.  
(B) We value the feedback provided by you, our customers.  
(C) Despite higher costs, demand for our products has risen.  
(D) As we all know, fresh vegetables are good for you.

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

To: vendors@grovecenterfleamarket.org

From: alanc@spicebest.com

Date: October 22

Subject: Parking issue

Dear Vendors,

Starting next month, the owners of the Grove Center Flea Market will charge a flat daily rate of \$10 to use the onsite parking deck. This means customers who drive to our weekly flea market will no longer enjoy free parking. I'm concerned that this might ----- some shoppers from 139. coming, which will hurt our businesses.

As president of the Grove Center Flea Market, I have asked the owners to consider waiving or reducing the fee. 140. The nearest other large-scale parking facility is at city hall, three long blocks from our site. Street parking is available but can be ----- to find. 141.

Please reply to all if you have any thoughts on alternative 142.

Best,

Alan Coleman

139. (A) remove  
(B) carry  
(C) discourage  
(D) manage

141. (A) difficult  
(B) pleasant  
(C) expensive  
(D) specific

140. (A) Their offices are not open on Sundays.  
(B) I also asked them to expand the garage.  
(C) Nevertheless, we have more vendors than last year.  
(D) Unfortunately, we could not reach a compromise.

142. (A) solution  
(B) solutions  
(C) solve  
(D) solving

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**Questions 143-146** refer to the following newspaper article.

QUEENSVILLE (November 3)—Recycling just became easier for many local residents thanks to the opening of the township's second recycling center. "West Queensville residents now have a more ----- location to drop off their materials," Mayor Dustin Larson said at yesterday's **143.** ribbon-cutting ceremony. "No longer must they travel to the east part of the town."

----- . However, Ida Aguirre of the Queensville Clean Coalition criticized the town council's **144.** decision to eliminate curbside pickup of recyclables. "Curbside pickup should be resumed ----- elected officials want to make recycling easier," she said in a telephone interview. Open **145.** 6 A.M. to 8 P.M. on weekdays, the new 18 Darren Street facility takes only mixed paper and some plastics. Aluminum is not currently ----- . **146.**

- 143.** (A) widespread  
(B) convenient  
(C) ordinary  
(D) stable

- 145.** (A) by  
(B) so  
(C) if  
(D) through

- 144.** (A) The percentage of household waste sent to landfills has decreased recently.  
(B) Those who attended the ceremony applauded the new facility.  
(C) Employees at both drop-off sites can help unload materials.  
(D) The drop-off site in West Queensville opens next year.

- 146.** (A) accepted  
(B) accepting  
(C) accepts  
(D) accept

## 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 e-mail.

To:	Jeanne Vasseur
From:	Milo Bailey
Date:	4 February
Subject:	Information

Dear Jeanne,

I think we made the right decision in hiring Carol. She has some excellent ideas about design and content for our Web site. The new site she created will help us attract new clients and help our current clients get the information they need.

In addition to the minor changes you suggested earlier, we could have a blog on the Web site to post accounting tips and share some anecdotes. We need to sit down with Carol to share our thoughts. Her schedule is open tomorrow morning—will you be free?

Sincerely,

Milo

147. Why did Mr. Bailey send the e-mail to Ms. Vasseur?
- (A) To inquire about a product
  - (B) To explain a new process to her
  - (C) To discuss changes to a Web site
  - (D) To ask her to contact a new client

148. What does Mr. Bailey want to do?
- (A) Review a schedule
  - (B) Hire additional staff
  - (C) Open a new account
  - (D) Meet with a new employee

Questions 149-150 refer to the following receipt.

Green's Athletic Shoes	
18502 Oriole Avenue Chicago, IL 60800 (312) 555-0132	
August 5, 11:27 A.M.	
Receipt number: 5926	
Lunarwave running shoes Style: Fleetfoot, men's size 10	\$119.00
Suresocks cotton running socks men's size large	\$4.99
Coolbreeze T-shirt men's size medium Regularly \$14.00, now 15% off	\$11.90
Subtotal	\$135.89
Sales tax (6.25%)	\$8.49
<b>Total</b>	<b>\$144.38</b>
Thank you for shopping at Green's Athletic Shoes! Please fill out a customer survey at <a href="http://www.greensathletic.com">www.greensathletic.com</a> .	
All returns must be made within 30 days. A receipt is required to make a return.	

149. What is indicated about the T-shirt?

- (A) It was made by Lunarwave.
- (B) It is a size large.
- (C) It is made of cotton.
- (D) It was sold at a discounted price.

150. What must a customer do to return an item?

- (A) Complete an online form
- (B) Bring the item back within six months
- (C) Show an original store receipt
- (D) Mail the item to the manufacturer

Questions 151–152 refer to the following text-message chain.



151. At 11:39 A.M., what does Ms. Morgan mean when she writes, "I might be able to"?

- (A) She could help organize a weekend event.
- (B) She could work Ms. Blanco's hours on Friday.
- (C) She could pick up some food for a party.
- (D) She could meet with Ms. Blanco during her break.

152. Who most likely is Mr. Cho?

- (A) A temporary worker
- (B) A party planner
- (C) A supervisor
- (D) A friend of Ms. Blanco's

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**Questions 153-154 refer to the following memo.**

**MEMO**

To: All Avisomark Employees  
From: Eugenia Bajorek, Assistant Communications Director  
Date: January 30  
Re: Our company newsletter

As part of a company-wide effort to reduce waste, we will be discontinuing the print version of our weekly company newsletter, effective March 1. From that date forward, the newsletter will be published in its online format only. In addition, beginning in March, the submission deadline for the Employee News section of the newsletter will be changed from the third Friday of each month to the second Friday of each month. This change will give Markus Quimby the time he needs to process and edit submissions. The submission process remains the same: simply e-mail Markus directly at mquimby@avisomark.com.

**153. Why was the memo written?**

- (A) To announce a recent decision
- (B) To introduce a new staff member
- (C) To describe a volunteer opportunity
- (D) To invite feedback on a new practice

**154. According to the memo, why would employees e-mail Mr. Quimby?**

- (A) To update their personal information
- (B) To request a copy of a newsletter
- (C) To express their opinion on the newsletter format
- (D) To send in their latest news

**Questions 155-157** refer to the following article.

### Driverless Buses in Swansea?

SWANSEA (12 May)—A consortium of city government officials and local business leaders is considering the purchase of driverless buses for some city routes. Commissioned with exploring options to improve transportation in Swansea and surrounding areas, the group recently sent three members to Malaga, Spain, where driverless buses run an eight-kilometre loop several times a day.

Consortium member Gareth Elias was impressed by what he learned. Despite concerns about safety and traffic regulations, Mr. Elias could see driverless buses becoming a reality before long, but only in specific cases. “I believe they would be particularly useful during festivals and special events,” he said. “I can’t imagine them being on the roads every day.”

Anisha Deepak, an engineer specialising in transportation innovation, served as a technical consultant on the trip. She was struck by the complexity of the buses’ artificial intelligence system, which allows them to learn as they collect data on every trip.

“Artificial intelligence makes these buses very safe in real-world situations,” she said. “Nevertheless, it’s best to have a human operator on board at all times in case of emergencies.”

A public community forum is scheduled for 2 June to discuss the benefits and drawbacks of driverless buses. Visit the Swansea Town Council’s Web site at [www.swanseatncouncil.gov.uk](http://www.swanseatncouncil.gov.uk) to learn more.

**155.** What is the purpose of the article?

- (A) To explain how a new technology works
- (B) To report on a group’s recent activities
- (C) To recruit participants for a travel forum
- (D) To announce changes to a bus schedule

**156.** What opinion does Mr. Elias express about driverless buses?

- (A) They are not safe under any circumstances.
- (B) Traffic regulations must be revised to accommodate them.
- (C) They are practical for limited purposes.
- (D) They are appropriate for Malaga but not for Swansea.

**157.** What is indicated about Ms. Deepak?

- (A) She was recently elected to the Swansea Town Council.
- (B) She collected data for a computer system.
- (C) She took notes during an emergency meeting.
- (D) She traveled to Malaga as a consultant.

**Questions 158-161 refer to the following job posting.**

Morves Laboratories of Seoul is seeking an associate research scientist who will work collaboratively with a team of other scientists within the Research and Development Division.

Morves Laboratories has more than 85,000 employees in offices and laboratories in Asia, Europe, and North America who are involved in developing, manufacturing, and selling cutting-edge medicines. The Research and Development Division is responsible for achieving the company's primary goal of creating new and effective medications for worldwide use.

Primary Job Functions:

- Design and conduct laboratory experiments
- Perform rigorous data analysis
- Collaborate to write detailed reports
- Present research findings internally and externally to clients at specific meetings

Position Requirements:

- A master's degree in biology
- At least five years of laboratory experience
- Excellent oral and written communication skills

To apply, submit a résumé and cover letter to [www.morveslaboratories.co.kr/careers](http://www.morveslaboratories.co.kr/careers) by November 10.

- 158.** What does the job posting indicate about Morves Laboratories?
- (A) It offers excellent employee benefits.  
(B) Its workforce is primarily based in Europe.  
(C) Its main purpose is to develop new medicines.  
(D) It partners with another company for product distribution.
- 159.** What is one responsibility of the position?
- (A) Analyzing information from experiments  
(B) Designing safe packaging materials  
(C) Operating manufacturing equipment  
(D) Responding to patient inquiries
- 160.** According to the job posting, what should an applicant possess?
- (A) Knowledge of medical regulations  
(B) Expertise in editing medical journals  
(C) A background in teaching biology  
(D) Experience working in a laboratory
- 161.** How should someone apply for the position?
- (A) By visiting the company's offices  
(B) By submitting a résumé online  
(C) By calling a recruiting professional  
(D) By e-mailing a current employee

Questions 162-164 refer to the following e-mail.

E-Mail Message

To: team@rosettipasta.com.au  
From: valentina\_rosetti@rosettipasta.com.au  
Date: 20 August  
Subject: Update

Dear Team,

The past several years have been fast-paced. — [1] —. Five years ago, when I began selling my homemade pasta, I never expected to need a space larger than the kitchen in my own house. How things have changed! This week, the business won a contract to supply a regional food distributor here in Eastern Australia.

This achievement certainly would not have been possible without you. — [2] —. You have all worked hard to keep pace with such tremendous growth, and it was not always easy. To show my appreciation, I have decided that each of you will receive a bonus. — [3] —.

With our solid team and our streamlined production process, I am optimistic that we will see our product placed on even more supermarket shelves soon. — [4] —. The future looks bright.

Sincerely,

Valentina Rosetti  
Chief Executive Officer, Rosetti Pasta Company Ltd.

**162.** Why did Ms. Rosetti send the e-mail?

- (A) To thank employees
- (B) To present a business plan
- (C) To announce a postponement
- (D) To request assistance with a project

**163.** What does Ms. Rosetti express confidence about?

- (A) The development of a new product line
- (B) The potential for more company growth
- (C) The success of an advertising campaign
- (D) The possibility of replacing old machinery

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

"It will appear in your accounts on Friday."

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

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**Questions 165-167** refer to the following e-mail.

To:	Sid Shepard
From:	Corporate Security
Date:	July 2
Subject:	Your ID badge

Dear Mr. Shepard:

We received your request this morning for assistance in acquiring a new physical identification badge. As your current badge was misplaced, it has been deactivated. To receive a replacement, visit the corporate security office in Paulsen Hall between 7 a.m. and 5:30 p.m. You will be required to show a form of government-issued identification.

In the meantime, you can take advantage of a new corporate initiative. The company app installed on all employees' mobile devices now includes a digital identification card that can be used to gain entry to the corporate parking garage and campus buildings. To access the digital ID card in the app, look for the "ID Card" tab. You can then scan your digital ID to enter all secure areas.

If you have questions or need additional help, please call corporate security at 863-555-0171.

Thank you,

Hopper Technology Corporate Security

**165.** What is the purpose of the e-mail?

- (A) To respond to a request for help
- (B) To promote the sale of a new product
- (C) To alert authorities to a security problem
- (D) To announce a new company policy

**166.** What is suggested about Mr. Shepard?

- (A) He first contacted corporate security two days ago.
- (B) He does not use the corporate parking garage.
- (C) He does not know where Paulsen Hall is located.
- (D) He has the company app installed on his mobile device.

**167.** The word "gain" in paragraph 2, line 3, is closest in meaning to

- (A) win
- (B) obtain
- (C) collect
- (D) increase

Questions 168-171 refer to the following online chat discussion.

Margo Basset [9:16 A.M.] Hi, All. Where are we with the schedule for the weekly New Assets lunch series for our new hires?

Stephan Ruess [9:18 A.M.] We've finalized the session topics. I believe we have confirmed one speaker.

Alban Mithat [9:20 A.M.] That is correct. Salima Abubakar from our north suburban office agreed to take on the first session of the series.

Margo Basset [9:24 A.M.] Fantastic. Is she able to present on June 10 as we planned?

Alban Mithat [9:26 A.M.] She is, and she suggested that a panel discussion might be more engaging for her topic, renewable resources. She will moderate the discussion. I've e-mailed the three employees she suggested as panelists.

Margo Basset [9:27 A.M.] That sounds good. And the other sessions?

Stephan Ruess [9:28 A.M.] So, the topics for the other six sessions will be cryptocurrencies, commodities, investments, start-ups, real estate, and virtual interfaces. I hope to have speakers for those sessions lined up by the end of this week.

Margo Basset [9:31 A.M.] And they'll all be held at the midtown office.

Stephan Ruess [9:32 A.M.] Correct. Four of our seven new hires are permanently assigned to the midtown office. The other new hires will be there on session days for required training.

168. What is suggested about the New Assets lunch session on June 10 ?
- (A) It will be led by Ms. Abubakar.
  - (B) It will be introduced by Mr. Mithat.
  - (C) It will feature Ms. Basset.
  - (D) It will include information about cryptocurrencies.
169. At 9:27 A.M., what does Ms. Basset mean when she writes, "That sounds good"?
- (A) She is eager to attend the New Assets lunch series.
  - (B) She approves of Ms. Abubakar's idea.
  - (C) She is pleased with all the session topics.
  - (D) She looks forward to meeting the recently hired employees.
170. How many sessions still need speakers?
- (A) One
  - (B) Three
  - (C) Four
  - (D) Six
171. What is true about the New Assets lunch series?
- (A) It is the main component of employee training.
  - (B) It will be held in the same location every week.
  - (C) It will consist exclusively of panel discussions.
  - (D) It will include presenters from outside the company.

**Questions 172-175 refer to the following article.**

### **Research Findings Presented**

GALWAY (1 July)—Eva Urban and her research team at the Ireland Agronomy Association presented their findings to the Galway Department of Transportation on Thursday. During their three-year study, the team was tasked with researching ways to improve the success of tree and shrub plantings along roadways. — [1] —.

“The ground next to newly paved roads is often compacted by heavy machinery associated with construction,” Ms. Urban said. “As a result, the soil can’t absorb water or nutrients well, which makes it difficult for new growth to establish itself.” — [2] —. My team set up different experimental plots alongside highways and tried various combinations of planting, tilling, and amending soils to determine what worked.”

The final results of the government-sponsored research project were compiled into a 50-page handbook. Although the

handbook was written specifically for the Galway Department of Transportation, its recommendations can be applied by municipal agencies throughout the country.

— [3] —.

“Each chapter explores one of the ten best practices identified by the team,” said Ms. Urban. “These basic techniques are relevant regardless of where they are implemented. The only site-specific variable is plant selection, as that will depend upon the particular geographic region.”

Another point conveyed by the study is that successful plant establishment requires an integrated approach. — [4] —. Improving roadside planting requires a thorough assessment of a site’s existing conditions as well as a wide variety of management practices to address the specific issues involved.

- 172.** What is the subject of the research discussed in the article?
- (A) Keeping vegetation alive along roadways
  - (B) Preventing damage to highway surfaces
  - (C) Advocating for the use of native plants
  - (D) Improving roadside visibility for drivers
- 173.** Why does Ms. Urban mention heavy machinery?
- (A) To explain why plants may grow poorly in some soil
  - (B) To argue that roads can be built more efficiently
  - (C) To suggest that road maintenance crews should be careful with young plants
  - (D) To describe equipment used by her research team
- 174.** In the article, what is indicated about a handbook?
- (A) It is only ten pages long.
  - (B) It will be distributed to the public.
  - (C) It was the subject of a local dispute.
  - (D) It is appropriate for use in other parts of the country.
- 175.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "In other words, one action is not enough."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

Questions 176-180 refer to the following invoice and article.

<b>Dawn Sky Catering</b> 525 Horseshoe Lane Gardendale, PA 19061					
<b>Invoice date:</b> December 6		<b>Invoice number:</b> 5688			
<b>Customer name</b>	Maureen Shibata				
<b>Company</b>	Gardendale Neighborhood Association (GNA)				
<b>Address</b>	4069 Strother Street, Gardendale, PA 19061				
<b>Phone number</b>	484-555-0152	<b>E-mail</b>	mshibata@gardendale.org		
<b>Event date</b>	December 15	<b>Balance due date</b>	December 13		
Description	Quantity	Price			
Platter of assorted raw vegetables with dips	5	\$125.00			
Grilled chicken skewers (tray)	5	\$150.00			
Quiche tarts (tray)	5	\$175.00			
Small chocolate cakes (custom decorated)	50	\$250.00			
<b>SUBTOTAL</b>		\$700.00			
<b>Deposit (received November 25)</b>		-\$200.00			
<b>BALANCE DUE</b>		\$500.00			
<b>Comments or special instructions:</b> See November 30 e-mail from Ms. Shibata about cake design. This will be for the GNA's annual reception.					

**GARDENDALE (December 20)**—The Gardendale Neighborhood Association (GNA) honored Mayor Karla Fugate at its annual reception last Saturday. Mayor Fugate had been asked to give a short speech about the city's plans to build a new recreational center, after which she was presented with a special plaque to thank her for her role in the Westside Park project. According to GNA president Manuel Yuen, "Mayor Fugate was instrumental in making last year's fund-raising festival for the park a huge success." The festival raised thousands of

dollars more than the GNA expected.

"It was a delightful surprise," said Mayor Fugate. "We set ourselves a difficult mission with the park project, but everybody in the GNA and the community at large came through admirably," the mayor continued.

The GNA reception was held in the Gardendale Botanical Garden, which offered a beautiful setting. The food was provided by Dawn Sky Catering, which included an individual chocolate cake for each guest decorated with the GNA logo.

- 176.** What does the invoice suggest about Ms. Shibata?
- (A) She will be the guest of honor at an event.
  - (B) She charged the GNA for its catering order.
  - (C) She is the organizer of the GNA's reception.
  - (D) She will be decorating some cakes herself.
- 177.** When was the GNA required to pay \$500 to Dawn Sky Catering?
- (A) On November 30
  - (B) On December 6
  - (C) On December 13
  - (D) On December 15
- 178.** According to the article, what happened at the reception?
- (A) Mayor Fugate was given an award.
  - (B) Mayor Fugate was asked to reduce her speech.
  - (C) Mayor Fugate took questions from the audience.
  - (D) Mayor Fugate was invited to join the GNA.

- 179.** In the article, the word "instrumental" in paragraph 1, line 12, is closest in meaning to
- (A) mechanical
  - (B) informal
  - (C) musical
  - (D) essential
- 180.** How many people most likely attended the GNA reception?
- (A) 5
  - (B) 50
  - (C) 100
  - (D) 200

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

**Chisaka Gaming Systems**  
410-1109, Nijo Dencho, Nakagyo-ku Kyoto-shi  
Kyoto, Japan

Toby Heisenberger  
1226 Lark Street  
Albany, New York 12210  
USA

May 7

**Product Recall:**  
**CGS-P27 High-Speed Gaming Computer**

Dear Mr. Heisenberger,

This is to inform you that the CGS-P27 High-Speed Gaming Computer has been recalled. We have received reports of units overheating and becoming unusable. To address this issue, an additional fan needs to be installed in your computer. Please return the gaming system to the store in which it was purchased, using your personal customer identification number, PCI-70734. Your system will then be sent back to the manufacturer and repaired at no expense to you.

We apologize for any inconvenience.

Sincerely,  
*Kobu Matsui*  
Kobu Matsui, Vice President  
Chisaka Gaming Systems

To:	Virginia Granger <v.granger@chisakagamingsystems.jp>
From:	Jennifer Kinkaid <jkinkaid@albancgm.com>
Date:	June 12
Subject:	Product recall

Dear Ms. Granger,

Our retail stores have been accepting your CGS-P27 High-Speed Gaming Computers for repairs as arranged. As you may know, owners of your gaming system are reluctant to give up their devices for repair once they find that they will be without the system for two to three weeks. Today alone, three customers (PCI-70734, PCI-17503, and PCI-90022) declined to have their systems repaired.

The good news is that users of your gaming system are very loyal. However, to increase compliance with the recall and as a public relations gesture, you could provide us with several devices as part of a loaner program. Let me know how I can assist with this arrangement.

Thank you!

Jennifer Kinkaid  
Alban Computers, Games, and More

- 181.** Why did Mr. Matsui send the letter?
- (A) To advertise a new product
  - (B) To alert a customer to a problem
  - (C) To confirm that a refund had been issued
  - (D) To offer a customer an upgrade
- 182.** What type of company does Ms. Granger work for?
- (A) A computer manufacturer
  - (B) A retail store
  - (C) A repair company
  - (D) A game rental service
- 183.** In the e-mail, the word “program” in paragraph 2, line 3, is closest in meaning to
- (A) schedule
  - (B) plan
  - (C) broadcast
  - (D) software

- 184.** What can be concluded about Mr. Heisenberger?
- (A) He was not satisfied with his purchase.
  - (B) He called Ms. Granger to discuss options.
  - (C) He did not bring his system in for repair.
  - (D) He requested a two-week turnaround.
- 185.** What does Ms. Kinkaid request in her e-mail?
- (A) Free products
  - (B) System upgrades
  - (C) Computer monitors
  - (D) Temporary replacements

Questions 186-190 refer to the following e-mail and Web pages.

To:	Marcella Wairimu <m.wairimu@theushindigroup.co.ke>
From:	Henry Bunyasi <h.bunyasi@theushindigroup.co.ke>
Date:	3 February
Subject:	Survey

Dear Ms. Wairimu,

The management team has asked us to find out how satisfied our clients are with our digital marketing services. To that end, we will conduct a survey during the month of April.

Given your expertise in survey design and analysis, I would like you to develop a customer satisfaction survey that includes an evaluation of the digital marketing services we advertise on our Web site. It will be sent to each of our longtime clients here in Kenya. Please have a draft ready by 17 February and distribute it to the members of the management team for their review. You and I will present the draft at the management team's meeting on 23 February at 2:00 P.M.

Regards,

Henry Bunyasi

[https://www.theushindigroup.co.ke/services\\_survey](https://www.theushindigroup.co.ke/services_survey)

About Us	Services	Plans and Pricing	Company News
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**Satisfaction Survey**  
1 May

At The Ushindi Group, we strive to provide you with top-quality marketing services. That is why we are asking our longtime clients to complete this short survey about our digital marketing services. With the information you provide, we can identify areas for improvement. Please submit your responses on or before 19 May. Thank you for helping us to serve you better.

Please type one of the following values into the appropriate box for each service.  
1 = very dissatisfied, 2 = dissatisfied, 3 = no opinion, 4 = satisfied, 5 = very satisfied

**Digital Marketing Services**

A. Advertising on social media

B. Content creation, including written content, photos, and videos

C. E-mail marketing to existing and potential customers

D. Web and mobile app development and design

Client name (optional):

<https://www.theushindigroup.co.ke/companynews>

About Us	Services	Plans and Pricing	Company News
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**Improvements to Our Services**

In response to customer feedback, The Ushindi Group will introduce a new e-mail marketing strategy on 15 July.

Our new focus will be on triggered e-mails. Triggered e-mails are sent out automatically based on customer behaviour and have a much higher response rate than traditional marketing e-mails. Triggered e-mails help companies turn casual buyers into loyal customers.

We anticipate that this change will result in a noticeable increase in repeat customers for our clients. The price of our services will remain the same. For more information, you may contact your marketing account manager directly, call The Ushindi Group at 0800 205 555, or send an e-mail to info@theushindigroup.co.ke.

- 186.** What is stated about Ms. Wairimu in the e-mail?
- (A) She resolved a complaint from one of her clients.
  - (B) She responded to an employee questionnaire.
  - (C) She is a member of the management team.
  - (D) She is highly skilled in survey development.
- 187.** What will most likely happen on February 23?
- (A) The Ushindi Group's Web site will be updated.
  - (B) Mr. Bunyasi will review the advertising budget.
  - (C) Ms. Wairimu will attend a meeting in the afternoon.
  - (D) The management team will vote on a policy revision.
- 188.** What can be concluded about the satisfaction survey?
- (A) It was sent by mail.
  - (B) It was not distributed to clients according to the original timetable.
  - (C) It was revised after the management team's meeting.
  - (D) It was sent to clients around the world.
- 189.** What news is reported on the second Web page?
- (A) Service rates will soon increase.
  - (B) A marketing manager has been replaced.
  - (C) Surveys will be conducted on a monthly basis.
  - (D) An automated customer contact system will launch.
- 190.** What digital marketing service will The Ushindi Group change based on responses to its survey?
- (A) Service A
  - (B) Service B
  - (C) Service C
  - (D) Service D

Questions 191-195 refer to the following article and Web pages.

### Director Rubio Celebrated

MERRINGTON (July 20)—Although Pedro Rubio retired from directing ten years ago, his award-winning films still influence today's cinema.

Rubio's childhood home was near a movie house, where he fell in love with the art form. He saw several movies a week, sometimes watching the same movie multiple times.

His extensive familiarity with a range of genres is apparent in his work. Titles range from the romantic *Send Me Some Roses* to

the horror classic *That House*.

Rubio retired from filmmaking at age 65 after almost 40 years of directing, but he has kept busy. Most recently, he has been working as a guest lecturer at the nearby Weberton Film School.

Readers will be pleased to hear that our own Merrington Cinema will be showing Rubio's films throughout August. Whether you are a longtime fan or have never seen a Rubio film, you will surely enjoy this offering at Merrington Cinema.

<https://www.merringtoncinema.com>

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**Choose Your Own Double Feature**

In August, we will celebrate the acclaimed director Pedro Rubio's birthday by showing many of his movies. And you can purchase tickets to two movies for the price of one! Rubio made the films listed below at the beginning of his directing career. See the Schedule page for the complete list of films and their weekly viewing times.

*Put a Roof on It*, Comedy, 102 minutes  
Construction workers do their best to build a wealthy man's dream home while his brother tries to take over the project.

*Through a Diamond Rain*, Science Fiction, 124 minutes  
Two teams of researchers travel to Neptune and try to send their findings back to Earth.

*Weekends and Memories*, Drama, 115 minutes  
A group of old friends gather at a country house and discover that much has changed since they were last together. This film won the Gold Dreamer Award.

*The Strange Drive*, Western, 107 minutes  
Cowboys on a cattle drive encounter a series of interesting and unusual strangers.

<https://www.merringtoncinema.com/reviews>

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I recently read a great article about director Pedro Rubio. It contained a lot of information about his work and life, including some surprising information about what he has been doing since he retired from filmmaking. The article also mentioned that Merrington Cinema would be showing his films. So I went to the cinema's Web site and saw the two-for-one deal. I thought this would be an excellent way to spend a Saturday, so I went! I saw two wonderful movies. One of the films I saw was new to me: it was about scientists on a mission in space. I loved it!

For a movie fan like me, Merrington Cinema's promotion was perfect. I understand there will be a similar promotion for Meredith Bui's films in October. I'll be sure to take advantage of great offers like this again.

—Talia Pak

191. According to the article, how did Mr. Rubio become interested in the cinema?
- (A) His family worked in the movie business.
  - (B) He participated in a film club at school.
  - (C) He visited a movie theater frequently in his youth.
  - (D) He used to be a ticket seller in a movie theater.
192. According to the first Web page, why is Merrington Cinema offering a promotion?
- (A) It recently opened and wants to attract customers.
  - (B) It is celebrating a director's birthday.
  - (C) It has partnered with a movie studio to show certain movies.
  - (D) It wants to advertise its new upgraded premises.
193. According to the first Web page, what do the four listed movies have in common?
- (A) They are all less than 120 minutes long.
  - (B) They all focus on friendships.
  - (C) They are all early films of Mr. Rubio's.
  - (D) They have all received awards.
194. What did Ms. Pak find surprising about Mr. Rubio?
- (A) He is teaching at a local film school.
  - (B) He directed movies for nearly 40 years.
  - (C) He worked in many genres.
  - (D) He has opened his own movie theater.
195. What movie did Ms. Pak see recently for the first time?
- (A) *Put a Roof on It*
  - (B) *Through a Diamond Rain*
  - (C) *Weekends and Memories*
  - (D) *The Strange Drive*

TEST 9

GO ON TO THE NEXT PAGE

**Questions 196-200** refer to the following policy and e-mails.

### **Submission Policy**

*Undeniable* is an ad-supported literary journal of short fiction and nonfiction by emerging writers. We waive our \$5 fee for first-time submitters.

- Stories must be between 250 and 1,000 words (no poetry, please).
- Do not include illustrations. All illustrations are produced in-house.
- Attach your story in an e-mail to: submissions@undeniable.com. Please include a brief synopsis of your piece, and tell us how you discovered *Undeniable*.
- We pay a \$50 honorarium upon acceptance for publication.
- If we accept your story, we will send you a contract and a form to set up an electronic money transfer.

*E-mail*	
To:	submissions@undeniable.com
From:	len.sutherland@onixmail.com
Date:	March 15
Subject:	Cover letter and submission
Attachment:	 Ji's Journey
<p>Greetings!</p> <p>My submission, "Ji's Journey," centers on a young dress designer, Toby Ji, who overcomes obstacles to realize her dreams in the fashion industry.</p> <p>I was introduced to <i>Undeniable</i> last year by my writing instructor at the Artman Institute in Portland, Oregon, and have since become a subscriber. I particularly enjoy your Nonfiction Corner; one of my favorites was "Waygone Beach," which inspired me to write "Ji's Journey." I believe it would be an ideal fit for this section. Like "Waygone Beach," "Ji's Journey" is a true story of hope and perseverance.</p> <p>Thank you for your consideration and for creating a forum for new writers like me.</p> <p>Sincerely,</p> <p>Len Sutherland</p>	

To:	len.sutherland@onyxmail.com
From:	jerrybuckman@undeniable.com
Date:	July 2
Subject:	Your submission

Dear Mr. Sutherland,

Your story, "Ji's Journey," generated a great deal of positive feedback about the June issue. Congratulations! And your instincts were correct regarding your story's placement. All this has us hoping you will submit more stories to *Undeniable*. As an added incentive, we will be increasing our honorarium to \$100 beginning next month.

As a subscriber, you are likely familiar with Stacy Jordan's question-and-answer column featuring a different writer each month. Would you be willing to answer a few questions about your literary training, writing method, and how you find story ideas? If so, I will forward your e-mail address to Ms. Jordan, who will reach out to you in the near future.

Sincerely,

Jerry Buckman  
Associate Editor

- 196.** What does the policy indicate about *Undeniable* ?
- It does not accept poems.
  - It has no advertisements.
  - It requires writers to submit drawings.
  - It publishes the work of famous authors.
- 197.** According to the first e-mail, where did Mr. Sutherland discover *Undeniable* ?
- In a public library
  - In a school bookstore
  - In a writing class
  - In a clothing shop
- 198.** What can be concluded about "Waygone Beach"?
- It takes place in Portland, Oregon.
  - It was not accepted for publication.
  - It is Mr. Sutherland's first story.
  - It does not exceed 1,000 words.
- 199.** How much did Mr. Sutherland receive for his story in the June issue of *Undeniable* ?
- \$5
  - \$50
  - \$100
  - \$250
- 200.** What does the second e-mail suggest about Ms. Jordan?
- She plans to renew her subscription.
  - She writes a column for *Undeniable*.
  - She teaches writing classes.
  - She has an unusual writing method.

**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.**