

## Part 6:

**Directions:** Read the texts below. You will find a word or phrase missing in some of the sentences. Below each of the sentences, four answer choices are given. Select the most appropriate answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your Answer Sheet.

Questions 141-143 refer to the following notice.

### tranh chấp **DISPUTING A BILL**

If you have reason to believe that an item on your bill is wrong or if you need more information about any part of your bill, please contact us by writing to the Customer Service address shown on the front of this statement. We must hear from \_\_\_\_\_ within 90 days of the date on the statement. When

141. (A) us  
(B) him  
(C) you  
(D) it

writing to us about your bill, please include your name and account number and a complete description and explanation of the error you claim. You will not have to pay the amount in question while we are \_\_\_\_\_ your claim.

142. (A) investigating  
(B) interrogating  
(C) intrusting  
(D) invalidating

We need to receive your explanation in writing, however. If you have any questions about the procedure, please telephone the Customer Service office for \_\_\_\_\_ with making your claim.

143. (A) assists  
(B) assisted  
(C) assistants  
(D) assistance

Questions 144-146 refer to the following letter.

February 6, 20 –  
To Whom It May Concern:

This is to serve as a letter of reference for Ms. Alicia Maldonado, who worked for us from January until November of last year. During her time with us, Ms. Maldonado proved herself to be a reliable and responsible worker. We \_\_\_\_\_ always count on her to get the job done well

144. (A) can  
(B) could  
(C) could have  
(D) could never

and on time. She acquired many job skills while working with us and was capable of taking on more responsibilities. In fact, I planned to give her a \_\_\_\_\_ but, unfortunately for us, she decided to leave the

145. (A) demotion  
(B) promotion x  
(C) probation  
(D) detention

company for personal reasons. I understand that her husband's company transferred him to a position in another city. We miss Ms. Maldonado's contributions to our work and were very sorry to see \_\_\_\_\_ go.

146. (A) him  
(B) us  
(C) her  
(D) hers

I believe Ms. Maldonado would be a great asset to any company.  
Sincerely,  
Maria Taylor

**Questions 147-149 refer to the following memo.**

To: All personnel  
From: Simon Shumlin, Office Manager  
Re: Office Supply Requests

As of today, a new policy regarding the distribution of office supplies has been instituted. Unlimited entry to the supply closet is no longer allowed. Any staff member requiring supplies must make a request using the new Office Supply Request Form, available from my office. The form \_\_\_\_\_ completely and include the signature of the

147. (A) must be filled out

(B) must filling out

(C) must to fill out

(D) must fill out

department head. Supplies requested by 3:00 PM Friday will be distributed by my assistant the \_\_\_\_\_ Monday.

148. (A) previous

(B) following

(C) foregoing

(D) prior

We believe that this policy is the best way to ensure that everyone will have the supplies that they need available when they need them.

Thank you for your \_\_\_\_\_.

149. (A) consolation

(B) condemnation

(C) corporation

(D) cooperation

**Questions 150-152 refer to the following email.**

Many people are interested in making their homes and offices more environmentally friendly. However, they hesitate to put in alternative energy systems such as solar panels because of the high cost of installation. Alternative energy systems may actually be more \_\_\_\_\_ than is commonly believed. In looking for

150. (A) effective

(B) affordable

(C) polluting gây ô nhiễm

(D) popular

ways to reduce costs, it is important to start with a thorough energy analysis of your home or office. An energy expert can help you \_\_\_\_\_ how much power you actually need.

151. (A) assess

(B) assesses

(C) assessing

(D) will assess

Reducing your power needs may be as \_\_\_\_\_ as buying a

152. (A) simplicity

(B) simplify

(C) simply

(D) simple

few energy-efficient appliances. With reduced energy needs, you may be able to install a smaller alternative energy system, thus saving hundreds of dollars.