

Part 7:

Directions: In this part of the test, you will read a selection of texts. Each text is followed by several questions. Choose the correct answer to each question and mark the letter (A), (B), (C), or (D) on the Answer Sheet.

Questions 153-156 refer to the following news report.

<u>World News</u>	<p>Downtown businesses were closed for several hours yesterday due to a power outage that affected several blocks in the heart of the shopping district. Stores lining Mayfield Avenue and Brownstone Street, the city's main shopping streets, were dark for several hours. "This couldn't have happened at a worse time," said Bob Withers, owner of Bob's Place. "We're right in the middle of the holiday shopping season. We had large crowds of people down here yesterday doing their holiday shopping, buying gifts for their friends and toys for their children. I get a lot of the holiday shoppers in here for lunch and afternoon coffee. It really hurt my business to have to close yesterday, and I know my colleagues in the neighborhood have also been really hurt by the incident."</p> <p>Jane Wright, President of the Neighborhood Business Association and owner of The Corner Bookstore, agreed that yesterday's incident would have serious repercussions on area businesses. "We bring in the most profit during the holidays," she explained. "No one can afford to be closed for even one hour at this time of year." The power outage occurred just after noon and continued until around 5:00, the start of the evening rush hour. Most stores, however, remained closed overnight but were ready for business at the usual hour this morning.</p>
<u>Local News</u>	
<u>Weather Sports</u>	
<u>Sports</u>	
<u>What To Do</u>	
<u>Home</u>	

153. Why were business closed yesterday?

- (A) It was a holiday.
- ☒ (B) The electricity went out.
- (C) Crowds got out of control.
- (D) Streets were being repaired.

154. What kind of business is Bob's Place?

- ☒ (A) Restaurant
- (B) Gift shop
- (C) Toy store
- (D) Bookstore

155. The word "repercussions" in paragraph 2, line 3 is closet in meaning to

- (A) occasions
- (B) losses
- ☒ (C) result
- (D) recoveries

156. When did business reopen?

- ☒ (A) In the morning
- (B) After one hour
- (C) At 5:00
- (D) In the evening

Questions 157-160 refer to the following instructions.

Remove item from box and examine carefully, If there are any signs of damage visible replace the item in the box and return to the store, accompanied by a receipt, for a full refund, or contact manufacturer. See page 54 for contact information.

Place the item on a flat location away from areas where it might be exposed to water or steam, as dampness could affect efficient operation. Also locate it where it will not interfere with radio and television reception and away from cordless phones.

To set the timer, press the "timer" button. The display will show 00:00. Press the number keys to enter the correct time, and then press "start." When the set time is reached, the beeper will beep five

times. See page 13 for recommended cooking times for a variety of common foods.

To clean, use a soft damp cloth. Use warm, not hot, water and wipe the inside walls gently. Do not scrub. Avoid the use of detergents and abrasives, however, you may add a small amount of mild dish soap to the dampened cloth. To clean the glass plate turntable, remove it and wash it in the sink. It can also be washed in the dishwasher. The glass plate turntable is made of durable, tempered glass. If it should break, do not attempt to repair it yourself. Contact the manufacturer for a replacement. See page 54 for contact information.

157. What item are these instructions for?

- (A) Phone
- (B) Clock
- ☒ (C) Oven
- (D) Television

159. How should the item be cleaned?

- (A) By scrubbing hard
- ☒ (B) By wiping with a cloth
- (C) By washing with abrasives
- (D) By adding detergents

158. Where should the item be put?

- ☒ (A) On a flat surface
- (B) In a damp location
- (C) Next to a radio
- (D) Next a receiver

160. What should be done if the glass plate turntable breaks?

- (A) Return it to the store.
- (B) Follow the instruction on page 13.
- (C) Repair it carefully.
- ☒ (D) Ask the manufacturer to send a new one.

Questions 161-163 refer to the following brochure.

**Do you enjoy traveling to other countries?
Why not make it into a career?**

Graduates of the Hotchkiss Institute are offered jobs in all parts of the world, from Iceland to Argentina to Bali. At Hotchkiss, you will learn all aspects of operating a hotel, from customer service to employee management to budgeting and bookkeeping, and everything in between. Our two-year program also includes coursework in foreign languages and cross-cultural communication. When you graduate from Hotchkiss, you will be qualified to work in five-star hotels anywhere in the world. Our placement office will help you find the job you dream of. There's no need to spend three or four years preparing for your career, as some other programs require. There's no need for previous experience or a college degree. Hotchkiss accepts applicants from high school graduates. Don't wait! Contact us today and start on the road to the career of your dreams.

161. What kind of career does Hotchkiss train for?

- ☒ (A) Hotel manager
- (B) Language teacher
- (C) Tour guide
- (D) Bookkeeper

163. What is required of applicants to the program?

- (A) Previous travel abroad
- (B) Prior experience
- (C) College degree
- ☒ (D) High school diploma

162. How long does the training program last?

- (A) One year
- ☒ (B) Two years
- (C) Three years
- (D) Four years

Questions 164-165 refer to the following notice.

**Skyland Office Building
Notice to all tenants**

The building fire alarm system will undergo routine maintenance tomorrow, October 17. The alarm will sound more than once over the course of the day. This is a normal part of the maintenance work. In the case of a real emergency, each office will be notified by a member of the building maintenance staff. Work should be completed by the end of the day. We regret any inconvenience this may cause. Any questions should be addressed to the Chief of Maintenance in Room 7.

164. Why will the alarm sound?

- (A) There will be a fire.
- (B) There will be an emergency.
- (C) A new alarm system will be installed.
- ☒ (D) The alarm system will be repaired.

165. When will the alarm sound?

- (A) Once during the day
- ☒ (B) Several times during the day
- (C) At the end of the day
- (D) After tomorrow

Questions 166-168 refer to the following invoice.

Gypsy Insurance Company
45 Compton Boulevard
Grenville, IN

Policy type: Renter's

Policy No. 4028577583020

Customer:
Harlan and Myers Engineering
PO Box 56
Grenville, IN

Total Amount Due: \$450

Minimum Payment: \$40

Please pay by September 30.

If you choose to pay with the installment plan, please pay the designated minimum amount due plus the \$5 service charge. You must pay at least this amount by the due date or you will be charged a \$12 late fee. Checks returned by your bank are charged \$30.

Questions? Call:

555-0988	For billing and payment information
555-0987	To make a claim
555-0986	To report a change of address
555-0985	For policy changes

166. What is the least amount the customer owes now?

- (A) \$5
- (B) \$40
- ☒ (C) \$45
- (D) \$450

167. What happens if the customer pays after September 30?

- (A) The policy will be dropped.
- (B) The total amount due will have to be paid.
- (C) Two installments will be due.
- ☒ (D) Twelve more dollars will be charged.

168. Why would a customer call 555-0988?
- (A) To get a new policy
 - ☒ (B) To ask a question about the invoice
 - (C) To give a new address
 - (D) To find out how to report an accident

Questions 169-172 refer to the following memo.

To: All office staff
From: Myra Jansen, Office Manager
Re: Photocopier
Date: February 15, 20__

This is to notify office staff that the large photocopy machine at the end of the hall is out of service as of late this morning. Constant paper jams have made it impossible to use. These recurring breakdowns of the photocopier are due, at least in part, to misuse of the machine. For example, it has come to my attention that some users are placing pages that are stapled or paper-clipped together into the document feeder. This jams up the delicate internal machinery. The instruction manual for the photocopier is kept on the shelf with the extra paper. Please consult it if you are unsure about any steps involved in operating the machine. It thoroughly describes all the machine's features as well as giving step-by-step instructions for such routine procedures as changing the toner and adding more paper. If the machine becomes jammed or otherwise stops working while you are using it, please don't attempt to fix it yourself. Please inform me or my assistant, as we are trained in troubleshooting the machine.

I put a call into the photocopier company this afternoon, and they will send someone out to work on the machine tomorrow. In the meantime, if you have any critical photocopying needs, you can use the small machine in my office. Otherwise, I would request that you save all your photocopying jobs until after the large machine is repaired.

- | | |
|--|---|
| <p>169. What is the problem with the photocopier?</p> <ul style="list-style-type: none">(A) The toner needs changing.<input checked="" type="radio"/> (B) It has a paper jam.(C) The stapler doesn't work.(D) It needs paper added. <p>170. What should you do if you don't know how to operate the photocopier?</p> <ul style="list-style-type: none"><input checked="" type="radio"/> (A) Read the instruction manual.(B) Ask Myra Jansen for help.(C) Call the photocopier company.(D) Speak with the assistant office manager. | <p>171. When will the repairperson arrive?</p> <ul style="list-style-type: none">(A) This morning(B) This afternoon<input checked="" type="radio"/> (C) Tomorrow(D) Next week <p>172. The word "critical" in paragraph 2, line 2 is closest in meaning to</p> <ul style="list-style-type: none">(A) dangerous(B) current(C) judging<input checked="" type="radio"/> (D) important |
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Questions 173-174 refer to the following advertisement.

Urban Car Rental and Leasing Company

We offer the best rates and largest selection of cars in the city.

Rates start at just \$23 per day!"

All cars come equipped with a cutting-edge GPS navigational system and a top-quality radio and CD player, as well as a full tank of gas.

See chart below for sample rates.

Car Type	Daily	Weekly
Compact	\$28	\$185
Mid-size	\$35	\$225
Luxury	\$42	\$280

(Insurance is extra. See agent for details on available plans.)

Call Urban today! 555-7749

We accept all major credit cards.

* On 30-day paid-in-advance contracts for compact cars only.

173. How can a customer get the \$23 a day rate?

- (A) Lease a mid-size car.
- ☒ (B) Pay for 30 days at once.
- (C) Rent by the week.
- (D) Use a credit card.

174. What is not included in the price of each car?

- (A) Gasoline
- (B) Radio
- (C) GPS
- ☒ (D) Insurance

Questions 175-178 refer to the following information sheet.

**Visitor's Guide
Central Regional Airport**

Welcome to the Central Regional Airport. We strive hard to make your travels pleasant and comfortable.

Airline Information

All airline check-in counters are located on the main level. Ticket offices are also located there. Baggage pick-up is located on the ground level near the south exits. Baggage carts are available for your convenience. Flight arrival and departure times are posted near the escalators on each level.

Local Travel

The Visitor Information Desk is located on the second level and has information on local hotels and restaurants, maps, guided tours, and other tourist information. The agents there are also available to help you with hotel and rental car reservations. The taxi stand is located just outside the main entrance on the ground level. City buses and the subway also serve the airport. Maps and schedules are posted near the taxi stand.

Airport Services

A food court is located on the third level, serving a variety of foods available for eating there or to go. For more formal dining, the Sky View Restaurant is also located on that level and offers a full bar as well as lunch and dinner. Rest rooms are located on each level and are clearly marked. The Airport

Gift and Bookshop is located on the second level near the Visitor Information Desk. It sells tea, coffee, and soft drinks as well as gifts and books. Also for your pre-boarding convenience, a newsstand is located by the gates just past the security area.

175. Where can you eat a meal?

- (A) Ground level
- (B) Main level
- (C) Second level
- ☒ (D) Third level

176. What can you buy near the gates?

- (A) Drinks
- (B) Books
- ☒ (C) Newspapers
- (D) Gifts

177. How can you find information about local transportation?

- ☒ (A) Look near the main entrance.
- (B) Ask at the Information Desk.
- (C) Go to the second level.
- (D) Inquire at the check-in counter.

178. What is near the escalators?

- (A) Baggage carts
- ☒ (B) Flight information
- (C) Rest rooms
- (D) Taxis

Questions 179-180 refer to the following advertisement.

For Rent

1,000 square feet in small professional building. Located close to downtown. On second floor, above stores, tenant and customer parking available in rear. Suitable for lawyer, dentist, other professional. Available for April 1 move in. Open house Saturday, 2-4. Offered by: Franklin Realty, 123 Main St., Norwich 555-6775, Monday-Friday, 9-5

179. What is for rent?

- ☒ (A) Office
- (B) Store
- (C) Parking space
- (D) Apartment

180. What will happen on Saturday?

- (A) The new tenant will move in.
- ☒ (B) The space will be shown.
- (C) The realty office will be open.
- (D) The stores will close

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

Doing Business in the New Millennium
Conference Schedule
Wickford Hotel

Time	Event	Location
9:00	Opening Remarks	Main Hall
9:30-10:30	Workshops A, B, and C*	Rooms 101, 102, 103
10:45-11:45	Workshops D, E, and F*	Rooms 101, 102, 103
12:00-1:00	Lunch	Main Hall
1:15-2:15	Workshops G, H, and I*	Rooms 101, 102, 103

*See page 2 for workshop descriptions

To: Meredith Bergman
From: Josue Silva
Date: April 8
Subject: Conference

Meredith,

The conference is coming up next Tuesday. That's just a week from today, so we need to finalize some things. I've attached a draft of the schedule. Thank you for getting us the space at the hotel, since the City Conference Center just wouldn't have worked for a small conference like ours. But, would you find out if we can get one more room for the workshops? I'm adding two more workshops to the schedule because I talked to Bill Smith this morning and he agreed to do one on marketing in the morning and one on customer relations in the afternoon. Please call the hotel manager about that before 12:00 today, and then I'll make the changes to the schedule and get it printed up.

Janet Newman, the guest speaker, will be flying in the night before the conference. Her plane arrives at 7:00. Please pick her up at the airport and drive her to her hotel. It's the Runway View Suites, right near the airport. Before you do that, you should call the hotel restaurant and make sure the plans for the conference lunch are all set. Then on the morning of the conference, I'd like you to arrive an hour before everything begins and make sure everything is in order.

Thanks for all your hard work.
Josue

181. When will the conference take place?

- (A) April 8
- (B) April 9
- ☒ (C) April 15
- (D) April 18

184. What will Meredith do on Monday?

- (A) Call the hotel manager.
- (B) Get the schedule printed.
- ☒ (C) Pick up someone at the airport.
- (D) Talk to Bill Smith about workshop.

182. Where will the conference take place?

- ☒ (A) At a hotel
- (B) Near the airport
- (C) At a restaurant
- (D) At a conference center

185. What time will Meredith have to arrive for the conference?

- (A) 7:00
- ☒ (B) 8:00
- (C) 9:00
- (D) 12:00

183. How many workshop rooms will be needed?

- (A) One
- (B) Two
- (C) Three
- ☒ (D) Four

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

Are you looking to enter the exciting world of business?

Do you want to improve your business skills?

The Business Training Institute
can help you achieve your goals.

We offer classes in:

*Computer Software Training

- Word Processing
- Spreadsheets

• HTML
and more!
(20-hour courses offered evenings and weekends/\$500 per course)

*Accounting
*Advertising
*Product Development
(35-hour courses offered evenings only/\$800 per course)
Courses start the first Monday or Saturday of the month.
For more information or to register, visit us at:
www.bti.com
info@bti.com

To: info@bti.com
From: Mark Fortescue
Date: Thursday, August 21
Subject: Courses

Hi, I saw your ad in yesterday's newspaper, and I'm interested in registering for a course. I took some software courses from your program a couple of years ago, and I thought they were excellent. Now I am interested in taking your advertising course. I currently work as an assistant in the accounting department of a mid-size firm, but I am interested in moving into market research. The company completely supports me in this goal and our personnel office will cover 25 percent of the cost of any courses I take towards this, and I would be responsible for paying the other 75 percent. Unfortunately, I have to be out of town during the first week of next month, so I won't be able to start until the following month. Because of that, I'd like to know how many weeks your courses last. I'd like to be finished with the course by the end of December because I have some other obligations coming up in January. If the course will end before January, then please put my name on the list and let me know, and I will get the payment to you right away. Thank you very much for your help.

Mark Fortescue

186. When did Mr. Fortescue see the ad in the newspaper?

- (A) Monday
- (B) Tuesday ☒ Wednesday
- (C) Thursday
- (D) Saturday

189. How much will Mr. Fortescue pay for the course he wants to take?

- (A) \$75
- (B) \$500
- ☒ (C) \$600
- (D) \$800

187. What is Mr. Fortescue's current job?

- ☒ (A) Accounting assistant
- (B) Market researcher
- (C) Software trainer
- (D) Personnel officer

190. When does he want to start his course?

- (A) August
- ☒ (B) October
- (C) December
- (D) January

188. What course does Mr. Fortescue want to take?

- (A) Word Processing
- (B) Accounting
- ☒ (C) Advertising
- (D) Product Development

Questions 191-195 refer to the following employee's manual chapter and request form.

Widget, Inc.

Employee Manual

Chapter 8: Community Volunteer Program

As part of our Give Back to the Community Initiative, we encourage all Widget employees to work as volunteers in a community organization. To facilitate this goal, any employee can request up to five hours per month Volunteer Leave to volunteer in a local organization. In order to be approved for this leave, the employee must do the following:

1. Choose an approved community organization from the list below. Contact the volunteer coordinator at the organization and make an arrangement for your volunteer assignment and schedule. To be eligible for leave hours, volunteer work must take place during our normal business hours: 9-5, Monday-Friday, excluding holidays.
2. Get permission from your supervisor to be absent from your duties for volunteer work.
3. Fill out a Volunteer Leave Request Form.
4. Submit the form to the personnel director at least one month in advance of the volunteer work start date.

Approved Community Organizations:

Teen Drop-In Center
Community Gardens Group
Wynsdale Public Library
Wynsdale Nursing Home
Eastland Park Beautification Committee
Wynsdale Renewable Energy Commission

Please direct any questions about this program to the community outreach coordinator.

**Volunteer Leave Request Form
Widget, Inc.**

Date: June 5
Name: Maria Streltsov
Position: Design Assistant
Supervisor: Paolo Galasso

Community organization where you will volunteer:

Eastland Park Beautification Committee

Volunteer Coordinator contacted:

Will Shuman date contacted: May 28

Volunteer duties:

help with planting and maintaining gardens

Schedule:

every Tuesday, 3-5

I give this employee permission to be absent from his/her duties during the hours described above for the purposes of community volunteer work.

Signed: Paolo Galasso

Date: June 6

Approved: Yes ____ No ____

191. What days does Maria want to volunteer?

- (A) Mondays
- ☒ (B) Tuesdays
- (C) Fridays
- (D) Mondays and Fridays

192. What is the earliest date Maria can begin volunteer work?

- (A) May 28
- (B) June 3
- (C) June 5
- ☒ (D) July 5

193. What kind of volunteer work does Maria want to do?

- ☒ (A) Help with a garden
- (B) Clean up a park
- (C) Work at the library
- (D) Make some designs

194. Who should Maria submit this form to?

- (A) Paolo Galasso
- (B) Will Shuman
- ☒ (C) The personnel director
- (D) The community outreach coordinator

195. Why won't Maria's request be approved?

- ☒ (A) She asked for too many hours of leave per month.
- (B) She forgot to contact the volunteer coordinator.
- (C) She didn't choose an approved organization.
- (D) She didn't get her supervisor's permission.

Questions 196-200 refer to the following e-mail and brochure.

To: shenderson@execcater.com

From: lhong@nonesuch.com

Date: Thursday, February 1

Subject: Catering job

Dear Ms. Henderson,

I was referred to your company by my former classmate, Emily Pearson, who used your catering services for the training workshop her office put on last November. We are planning an all day meeting for our entire staff for Friday of next week, and I was wondering whether you would be available to cater it. We would like lunch and also would like to have snacks served in the middle of the afternoon. We expect around 25 people to end. Also, do you provide linens and silverware? We would need you to bring those and are willing to pay extra if necessary. We already have plenty of tables and chairs here so we won't need to rent any furniture from you. I was also wondering whether you include vegetarian options in your menus. Some of our staff members don't eat meat. Please let me know if you are available for this job. If you have a brochure, please send me a copy.

Thank you

Lulu Hong

Office Manager

Nonesuch, Inc.

Executive Caterers
Specializing in Business Events

We are available to cater all your business events: workshops, conference, retirement parties, and more!

Lunch Includes sandwich trays, salad trays, dessert trays, tea, coffee, juice

Snack Includes fruit trays, cake and cookie trays, tea, coffee, juice

Dinner A variety of menus is available. Call us for more information and prices.

Prices:

Lunch	10 people	\$50
	25 people	\$125
	50 people	\$225
	100 people	\$450

(Vegetarian options are available. Add \$1 per person)

Snacks	10 people	\$30
	25 people	\$75
	50 people	\$130
	100 people	\$250

Extras:

Linens and silverware are included in the prices of all lunches, dinners, and snacks.

Chairs and tables are available for rental. Call us for more information.

To see a complete description of our menus, visit us at www.execcater.com.

To place an order* or for more information, e-mail us at info@execcater.com or call 555-9522.

*Please place your order at least two weeks in advance of your event. Orders made with less notice are sometimes possible. Please call our office to discuss.

196. How did Ms. Hong find out about the Executive Caterers company?

- (A) She found the company's website on the Internet.
- (B) Se attended an event catered by this company.
- ☒ (C) A friend of hers told her about it.
- (D) Someone sent her a brochure.

199. How much will the catering for her event cost?

- (A) \$75
- (B) \$125
- (C) \$200
- ☒ (D) \$225

197. What kind of event does Ms. Hong need catering for/

- (A) Party
- ☒ (B) Meeting
- (C) Workshop
- (D) Conference

200. How should she place her order with the catering company?

- ☒ (A) Make a phone call
- (B) Send an e-mail
- (C) Visit the website
- (D) Fill out a form

198. What extras does she want the catering company to supply?

- (A) Linens only
- (B) Chairs only
- ☒ (C) Linens and silverware
- (D) Tables and chairs