

**NONG LAM UNIVERSITY
CENTER FOR FOREIGN STUDIES**

TEST OF ENGLISH

Listening

Part 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your Answer Sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

EXAMPLE:



Statement (C), “They’re standing near the table,” is the best description of the picture, so you should select answer (C) and mark it on your Answer Sheet.

1.



2.



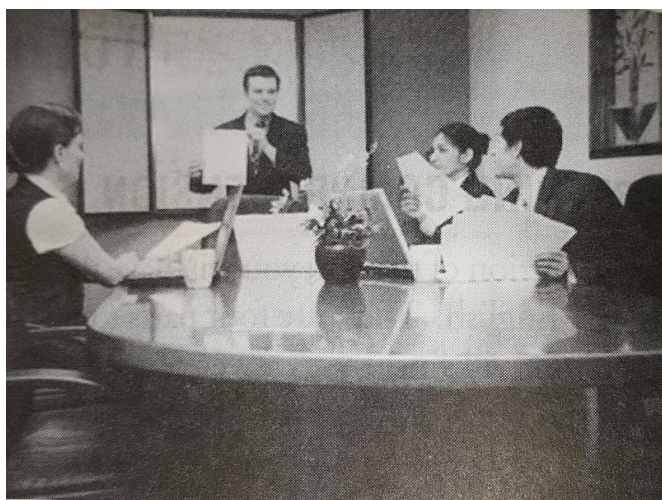
3.



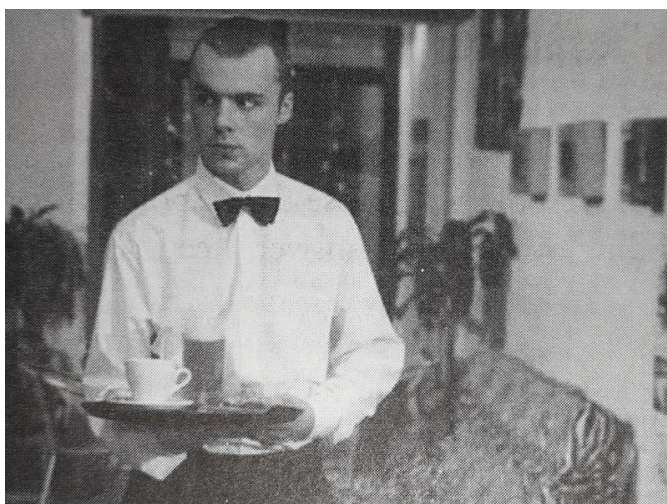
6.



4.



7.



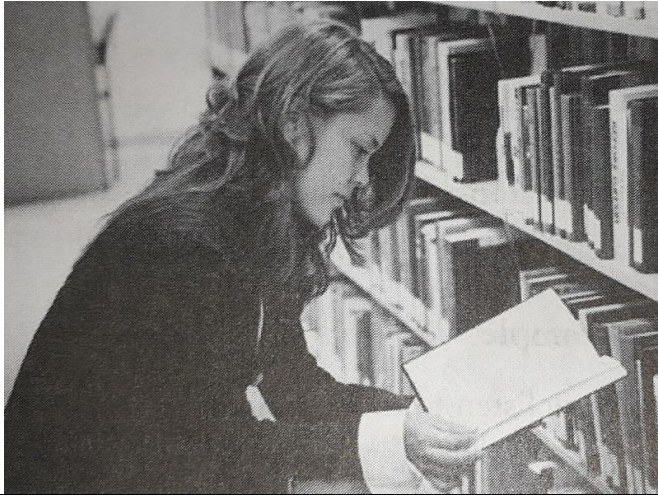
5.



8.



9.



10.



Part 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your Answer Sheet.

EXAMPLE:

You will hear: Where is the meeting room?
 You will also hear: (A) To meet the new Director.
 (B) It's the first room on the right.
 (C) Yes, at two o'clock.

The best response to the question "Where is the meeting room?" is choice (B), "It's the first room on the right," so (B) is the correct answer. You should mark answer (B) on your Answer Sheet.

11. Mark your answer on the Answer Sheet.
12. Mark your answer on the Answer Sheet.
13. Mark your answer on the Answer Sheet.
14. Mark your answer on the Answer Sheet.
15. Mark your answer on the Answer Sheet.
16. Mark your answer on the Answer Sheet.
17. Mark your answer on the Answer Sheet.
18. Mark your answer on the Answer Sheet.
19. Mark your answer on the Answer Sheet.
20. Mark your answer on the Answer Sheet.
21. Mark your answer on the Answer Sheet.
22. Mark your answer on the Answer Sheet.
23. Mark your answer on the Answer Sheet.
24. Mark your answer on the Answer Sheet.
25. Mark your answer on the Answer Sheet.

26. Mark your answer on the Answer Sheet.
27. Mark your answer on the Answer Sheet.
28. Mark your answer on the Answer Sheet.
29. Mark your answer on the Answer Sheet.
30. Mark your answer on the Answer Sheet.
31. Mark your answer on the Answer Sheet.
32. Mark your answer on the Answer Sheet.
33. Mark your answer on the Answer Sheet.
34. Mark your answer on the Answer Sheet.
35. Mark your answer on the Answer Sheet.
36. Mark your answer on the Answer Sheet.
37. Mark your answer on the Answer Sheet.
38. Mark your answer on the Answer Sheet.
39. Mark your answer on the Answer Sheet.
40. Mark your answer on the Answer Sheet.

Part 3

Directions: You will hear conversations with two speakers. Then you will answer three questions about each conversation. Listen and select the best response to each question. Mark the corresponding letter (A), (B), (C), or (D) on the Answer Sheet.

41. What does the woman want to do?
(A) See a TV show
(B) Go to the movies
(C) Take a walk
(D) Read a book
42. Why does the man say he can't do this?
(A) He has to catch the plane.
(B) He wants to go to bed early.
(C) He doesn't have tickets.
(D) He is working late.
43. What time will the man and woman meet?
(A) 4:00
(B) 8:00
(C) 9:00
(D) 10:00
-
44. Why does the man want to meet with the woman?
(A) To have lunch
(B) To work on a report
(C) To discuss his health
(D) To point out some problems
45. Where will they meet?
(A) At the man's office
(B) In a conference room
(C) At a restaurant
(D) Downtown
46. When will they meet?
(A) In the morning
(B) At noon
(C) In the afternoon
(D) At night
-
47. Where does this conversation take place?
(A) In a store
(B) In an office
(C) In an elevator
(D) In an apartment
48. Who is the woman visiting?
(A) A college friend
(B) A work colleague
(C) Her brother
(D) The man
49. What is the man's opinion of the building?
(A) He likes it.
(B) It's bad building.
(C) It's too close to the shops.
(D) He feels sad in it.
50. What does the man want to do?
(A) Reserve a meeting room
(B) Make a new schedule
(C) Serve a luncheon
(D) Order a book
51. What time will he finish?
(A) 8:00
(B) 10:00
(C) 11:00
(D) 1:00
52. What does the woman ask him to do?
(A) Set up for the luncheon
(B) Work that morning
(C) Find a new place
(D) Put the chairs back
-
53. What will be cleaned today?
(A) The conference room
(B) The hallways
(C) The office
(D) The front door
54. When will the front office be cleaned?
(A) Sunday
(B) Tuesday
(C) Wednesday
(D) Friday
(E)
55. What will the woman do next week?
(A) Give a workshop
(B) Go shopping
(C) Serve a lunch
(D) Make a schedule
-
56. Why is the woman going to Chicago?
(A) To see relatives
(B) To take a vacation
(C) To take care of business
(D) To visit friends
57. How long does the trip take by train?
(A) 2 hours
(B) 4 hours
(C) 9 hours
(D) 16 hours
58. Why does the woman prefer the train to the plane?
(A) She's afraid of planes.
(B) The train is more interesting.
(C) She has lots of time.
(D) The plane is expensive.

59. Why is the local post office closed?

- (A) It's Sunday.
- (B) The hour is late.
- (C) It's a holiday.
- (D) The weather is bad.

60. How far away is the main post office?

- (A) Two blocks
- (B) Four blocks
- (C) A little less than a mile
- (D) More than a mile

61. How will the man get to the post office?

- (A) Walking
- (B) Bus
- (C) Taxi
- (D) Driving

62. Who does the man eat lunch with?

- (A) Nobody
- (B) The woman
- (C) His assistant
- (D) His officemates

63. Where does the man eat lunch?

- (A) At a cafe
- (B) At his desk
- (C) In the park
- (D) In the cafeteria

64. How long is the lunch break?

- (A) 15 minutes
- (B) Half an hour
- (C) 45 minutes
- (D) An hour

65. How many nights will the woman stay at the hotel?

- (A) 1
- (B) 3
- (C) 4
- (D) 7

66. What does the woman want to do now?

- (A) Park her car
- (B) Have dinner
- (C) Go to the bank
- (D) Take a walk

67. What is the weather like?

- (A) Warm
- (B) Snowy
- (C) Rainy
- (D) Cool

68. Where does this conversation take place?

- (A) A travel agency
- (B) A train station
- (C) A hotel
- (D) A bank

69. What time is it now?

- (A) 9:00
- (B) 10:00
- (C) 10:15
- (D) 10:30

70. What does the woman need help with?

- (A) Her book
- (B) Her ticket
- (C) Her check
- (D) Her suitcase

Part 4

Directions: You will hear several talks, each with one speaker. Then you will answer three questions about the talk. Listen and select the best response to each question. Mark the corresponding letter (A), (B), (C), or (D) on the Answer Sheet.

- | | |
|--|--|
| 71. What time does the office open?
(A) 7:00 AM
(B) 9:00 AM
(C) 11:00 PM
(D) 2:00 PM | 77. What kind of job does this school train for?
(A) Law office assistant
(B) Computer researcher
(C) Customer service representative
(D) Career counselor |
| 72. How can a caller open an account?
(A) Visit during office hours
(B) Press 0
(C) Stay on the line
(D) Press 3 | 78. How many months does the course last?
(A) two
(B) four
(C) five
(D) six |
| 73. What can a caller do by pressing 2?
(A) Leave a message
(B) Ask a question about a bill
(C) Hear the message in Spanish
(D) Speak with a customer service representative | 79. How can someone get an application?
(A) Visit the office
(B) Call the school
(C) Go online
(D) Send a letter |
| ----- | ----- |
| 74. What is being repaired?
(A) A tunnel
(B) A highway
(C) A bridge
(D) A park | 80. Where would this announcement be heard?
(A) Train station
(B) Boat dock
(C) Airport
(D) Bus station |
| 75. When will the repairs be finished?
(A) May
(B) September
(C) November
(D) December | 81. Which gate should passengers go to?
(A) 4
(B) 6
(C) 7
(D) 11 |
| 76. When is the next traffic update?
(A) 7:00
(B) 9:00
(C) 9:20
(D) 10:00 | 82. Who will get on first?
(A) Passengers for Honolulu
(B) Passengers with children
(C) Passengers with luggage
(D) Passengers in rows 30-35 |

83. When was this announcement being made?

- (A) June
- (B) July
- (C) August
- (D) September

84. When will the festival begin?

- (A) July 15
- (B) July 16
- (C) July 18
- (D) July 20

85. What will happen on Thursday night?

- (A) There will be dancing.
- (B) Games will be free.
- (C) Food will be served.
- (D) A concert will be performed.

86. Why will airport workers go on strike?

- (A) They are working in freezing cold conditions.
- (B) They are having problems with passengers.
- (C) They won't get their salary increase.
- (D) They don't have a contract.

87. When will the strike begin?

- (A) Immediately
- (B) Tomorrow afternoon
- (C) Next week
- (D) In two months

88. Where will union leaders and airline officials meet?

- (A) In the mayor's office
- (B) At a hotel
- (C) In a boardroom
- (D) At the airport

89. How long is the trip to New York?

- (A) two hours
- (B) three hours
- (C) four hours
- (D) six hours

90. What is not allowed anywhere on the train?

- (A) Laptop computers
- (B) Loud sounds
- (C) Cell phones
- (D) Smoking

91. What will happen in 15 minutes?

- (A) Drinks will be sold.
- (B) Food service will end.
- (C) The weather will get cold
- (D) The rear car will be closed.

92. At which one of the following times will the musical be performed?

- (A) 2:00 PM Thursday
- (B) 2:00 PM Friday
- (C) 8:00 PM Saturday
- (D) 8:00 PM Sunday

93. What is the cost of a child's ticket to the 8:00 PM Friday show?

- (A) \$12
- (B) \$15
- (C) \$24
- (D) \$30

94. How can tickets be reserved?

- (A) Call back later
- (B) Visit the theater
- (C) Send an e-mail
- (D) Leave a message

95. What is the weather like now?

- (A) Sunny
- (B) Cloudy
- (C) Rainy
- (D) Dry

96. What will the low temperature be tonight?

- (A) 15
- (B) 50
- (C) 60
- (D) 80

97. What does the announcer recommend doing this week?

- (A) Work in the garden
- (B) Go to the beach
- (C) Read a book
- (D) Cook a good meal

98. Who is the guest speaker?

- (A) An actor
- (B) A filmmaker
- (C) A mountain climber
- (D) An equipment salesperson

99. How much does the book cost?

- (A) \$4
- (B) \$13
- (C) \$30
- (D) \$32

100. What will happen next month?

- (A) There will be a talk on diving.
- (B) A film will be shown.
- (C) There won't be a program.
- (D) Books will be discounted.

Reading

Part 5

Directions: In each question, you will find a word or phrase missing. Four answer choices are given below each sentence. You must choose the best answer to complete the sentence. Then mark your answer (A), (B), (C) or (D) on the Answer Sheet.

101. I will call you as soon as I _____.
(A) arrive
(B) arrives
(C) was arriving
(D) will arrive
102. We will have to _____ strictly to meet expenses this month.
(A) economy
(B) economize
(C) economist
(D) economical
103. You'll find the ink cartridges _____ the top shelf of the closet.
(A) in
(B) on
(C) up
(D) at
104. The missing document was _____ in an empty office.
(A) discover
(B) discovery
(C) discovered
(D) discovering
105. This report is urgent, so please turn it _____ before the end of the day.
(A) on
(B) up
(C) in
(D) over
106. If you need any help filling out the forms, _____ somebody at the front desk for assistance.
(A) to ask
(B) asking
(C) asks
(D) ask
107. We will need to think _____ in order to find a good solution to this problem.
(A) creatively
(B) creative
(C) created
(D) creator
108. This office is expensive, but it's _____ than our old office.
(A) space
(B) spacious
(C) more spacious
(D) the most spacious
109. Dr. Chin, _____ book I just showed you, works across the hall from me.
(A) who
(B) that
(C) whom
(D) whose
110. The new company headquarters is _____ Main Street.
(A) at
(B) on
(C) in
(D) to
111. I really enjoy the work that I do, _____ I have a hard time getting along with my colleagues.
(A) but
(B) and
(C) as
(D) or
112. We returned the table to the store because we _____ a small flaw on the surface.
(A) demanded
(B) deplored
(C) detected
(D) delayed

113. The old house on the corner is _____ down and needs some serious repair work.
(A) fell
(B) falls
(C) fallen
(D) falling
114. I will need these documents for the meeting tomorrow, so please have them on my desk _____ 8:00
(A) before
(B) between
(C) on
(D) in
115. The visitor we are expecting in a few days _____ help finding a good hotel.
(A) need
(B) needs
(C) have needed
(D) are going to need
116. The _____ of our manufacturing process has saved the company a lot of money.
(A) simplification
(B) simplify
(C) simply
(D) simple
117. Ms. Lee prepared the charts, _____ Ms. Kim presented them at the meeting.
(A) or
(B) during
(C) and
(D) of
118. Everybody employed by this office _____ a professional degree.
(A) has
(B) have
(C) to have
(D) is having
119. You can expect _____ your first paycheck before the end of your first month of employment.
(A) receive
(B) to receive
(C) receiving
(D) recipient
120. It is better for the economy to buy things that are produced _____ rather than bringing in products from far away.
(A) local
(B) localize
(C) locally
(D) location
121. If you _____ your reservations earlier, you would have gotten on the flight you wanted.
(A) made
(B) had made
(C) have made
(D) would have made
122. The manager let everyone _____ the office early to attend the convention.
(A) left
(B) to leave
(C) leaves
(D) leave
123. The number of people who ask questions at the end of the lecture _____ always quite astonishing.
(A) be
(B) are
(C) were
(D) is
124. You can sign the document now, _____ you can speak to an attorney first if you prefer.
(A) and
(B) but
(C) or
(D) nor
125. You'll find the letter _____ the papers on my desk.
(A) along
(B) among
(C) almost
(D) always
126. He might _____ a discount if he pays for his ticket before next week.
(A) get
(B) gets
(C) will get
(D) going to get

127. If you lived closer to the office, you _____ trouble getting to work on time.
(A) don't have
(B) didn't have
(C) won't have
(D) wouldn't have
128. After listening to this thorough _____, I had no problems understanding how to use the software.
(A) explains
(B) explained
(C) explanation
(D) explanatory
129. He had a good reputation and was _____ as a very fair boss.
(A) regarded
(B) registered
(C) regulated
(D) regretted
130. We will review your application _____ you have submitted all your paperwork.
(A) soon
(B) as soon
(C) as soon as
(D) soon than
131. She earns more money than her coworkers _____ she works a lot of overtime hours.
(A) although
(B) because
(C) despite
(D) nevertheless
132. Prices continue to _____, causing a great deal of financial difficulty.
(A) up
(B) high
(C) raise
(D) rise
133. The walls were painted this morning, so _____ them.
(A) touch
(B) don't touch
(C) touching
(D) not to touch
134. The list of registered guests _____ sitting on the manager's desk.
(A) have
(B) were
(C) are
(D) is
135. Mr. Sato _____ here for many years and is one of our most knowledgeable employees.
(A) is working
(B) used to work
(C) has been working
(D) will have worked
136. Ms. Hansen got the job _____ she has very little experience and no college degree.
(A) because
(B) even though
(C) moreover
(D) since
137. We can't work on a solution until we _____ the source of the problem.
(A) identification
(B) indemnify
(C) identity
(D) identify
138. We discussed _____ a temporary assistant to help out with the extra work.
(A) hire
(B) hired
(C) hiring
(D) to hire
139. Very few people showed _____ for the conference.
(A) up
(B) to
(C) off
(D) through
140. The _____ of this business is a result of a lot of hard work and some solid financial support.
(A) success
(B) successful
(C) succeed
(D) successfully

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.

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
(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
(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.

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 153-154 refer to the following advertisement.

Office Space Available 815 Enfield Street

This suite of office is conveniently located close to downtown and major bus lines. The 3,000-square-foot floor plan has lots of potential, with space for ten offices, two conference rooms and a large reception area. Large windows make it pleasant and sunny. Ample tenant and customer parking is in the rear of the building. Contract includes minor renovations to be made at the owner's expense prior to move-in; new tenant chooses paint and carpet colors. Call now for an appointment to see this incredible space. Melissa Soto Rental Agency, 637-2120.

153. What is true of the space for rent?

- (A) It is dark.
- (B) It will be painted.
- (C) It has a new carpet.
- (D) It doesn't include parking.

154. Who should potential tenants call to see the space?

- (A) The owner
- (B) The contractor
- (C) The rental agent
- (D) The current tenant

Questions 155-158 refer to the following advertisement.

We at the First Main Street Bank are expanding our services to help your business grow. For more than a century, we have been proudly providing the local business community with a full range of banking services, including small-business loans, special accounts, financial management services, and more. Now we are offering for the first time our free online business banking service, bringing you the convenience of paying telephone and utility bills, managing your payroll and accounts, real-time transactions, and more, all online. It's easy to set up and easy to use. Stop by any First Main Street branch to talk with the accounts manager about using online banking services to enhance your business banking experience. Call the main office at 438-0832 to find the location of a First Main Street Bank branch near you.

155. What is this advertisement announcing?

- (A) A new service
- (B) A new manager
- (C) A new branch
- (D) A new type of account

157. How long has the bank been in business?

- (A) Close to 10 years
- (B) A little more than 10 years
- (C) Almost 100 years
- (D) More than 100 years

156. How can customers find out more about it?

- (A) Call the main office
- (B) Go online
- (C) Read a brochure
- (D) Visit the bank

158. The word *enhance* in line 7 is closest meaning to

- (A) begin
- (B) improve
- (C) finance
- (D) simplify

Questions 159-162 refer to the following letter.

To the Editor :

I read with great interest the article in your paper yesterday about the growing traffic problems in our region and how the planned construction work on a new Millers River Bridge will exacerbate the problem over the coming months. Proponents of building a new bridge, which is scheduled to begin next month and be completed within two years, claim that it will greatly alleviate the traffic problem in that part of the city once it is completed. In my opinion, that solution will be temporary at best. Allow me to propose another idea. For the past four years, a group of city planners, transportation experts, and others have been hard at work on a plan for a light rail system to serve our region. Of course, construction of a region-wide light rail train system would require a far greater investment than construction of a bridge, but it would serve a far larger percentage of our population and the effects on our traffic problems would be more far-reaching and permanent.

As discussed in yesterday's article, the new, bigger Millers River Bridge will carry more traffic than the old one, serving one small part of the city. The bridge has been artistically designed and will add beauty to our city landscape. These are small returns, in my opinion, for the expense city taxpayers will incur for the bridge construction. Clearly, investment in a regional light rail system is a better idea for our future.

Sincerely,
David Spaulding

- | | |
|---|---|
| 159. Why did David Spaulding write this letter? | 161. When will the new bridge be completed? |
| (A) To complain about the traffic problem | (A) Next month |
| (B) To support a new light rail system | (B) In several months |
| (C) To explain bridge construction | (C) In two years |
| (D) To report on a city planners meeting | (D) In four years |
| 160. What did David Spaulding do yesterday? | 162. What is David Spaulding's opinion of the new bridge? |
| (A) Read the newspaper | (A) It's not a good solution. |
| (B) Visited the new bridge | (B) It won't look beautiful. |
| (C) Rode on a light rail train | (C) It will be too big. |
| (D) Met with transportation experts | (D) It won't cost too much. |

Questions 163-164 refer to the following notice.

Information for Building Visitors

All visitors must register at the Security Desk when entering the building. You will receive a visitor's badge. Keep it visible at all times while in the building. The security officer on duty will notify the office you are visiting, and an escort will be sent down to meet you. Please wait for your escort by the elevators. Badges are not required in the lobby and ground-floor cafeteria, which are open to the public.

The cafeteria and lobby area close at 6:30 PM, and the security officer goes off duty at 7:00 PM. All visitors must be out of the building before the security officer goes off duty. Exceptions to this rule must be arranged beforehand. For more information, speak with the security manager during normal office hours, 9:00 AM to 5:00 PM.

- | | |
|---|--|
| 163. What must visitors do while in the building? | 164. What time should visitors leave the building? |
| (A) Wear a visitor's badge | (A) After 9:00 AM |
| (B) Stay with the escort | (B) Before 5:00 PM |
| (C) Avoid the cafeteria | (C) At 6:30 PM |
| (D) Remain in the lobby | (D) Before 7:00 PM |

Questions 165-167 refer to the following article.

Shelley Hallowell of Fairfield has been hired as the general manager for the new Harlequin Hotel in Fairfield's West Park district. Ms. Hallowell will assume her new position a month before the hotel's scheduled opening next September.

Ms. Hallowell returned to Fairfield last year after a five-year stint in the Fiji Islands as a tour guide. She held a temporary position between January and May of this year as a consultant to the local tourism board. Before moving to Fiji, she worked locally as an office assistant while studying for her degree. She is a graduate of the Hotel and Hospitality School of Fairfield.

"Ms. Hallowell has a great deal to offer our business. We feel very fortunate to have a person of her caliber working with us," said George Larue, co-owner of the Harlequin Hotel.

165. When will Ms. Hallowell begin her new job?

- (A) January
- (B) May
- (C) August
- (D) September

167. What did Ms. Hallowell do in the Fiji Islands?

- (A) She was a student.
- (B) She vacationed.
- (C) She owned a hotel.
- (D) She led tours.

166. What was Ms. Hallowell's most recent job?

- (A) Hotel manager
- (B) Tourism consultant
- (C) School instructor
- (D) Office assistant

Questions 168-170 refer to the following notice.

Edgemont Residents

Scrap Metal and Electronics Collection

Saturday, October 10, 9 AM - 3 PM

Residents of the Town of Edgemont can bring their scrap metal and unwanted electronics and household appliances to the Town Recycling Center on the above date and time. This event is for town residents only. A Town of Edgemont recycling permit must be displayed on the lower right-hand side of your car's windshield to participate in this event. Permits are available at the Town Hall for \$20. The following items can be recycled for free:

- computers
- computer monitors
- printers
- fax machines
- VCR and DVD players

There will be a \$30 charge per item for the following items:

- air conditioners
- refrigerators
- freezers

Only the above-mentioned items can be recycled on this date. For information on recycling hazardous wastes such as paint, gasoline, solvents, etc., please contact the Town Hall.

168. What is required for participating in this recycling event?

- (A) A permit
- (B) \$30
- (C) A driver's license
- (D) A computer

169. Which of the following items will not be accepted for recycling at this event?

- (A) Old refrigerators
- (B) Computer printers
- (C) Paint in metal cans
- (D) Used fax machines

170. The word *displayed* in line 6 is closest in meaning to

- (A) shown
- (B) hidden
- (C) purchased
- (D) submitted

Questions 171-173 refer to the following advertisement.

Are You Looking for Work?

Advertise your skills in a free "job wanted" ad in the *City Times*

This month, a 10-line classified ad is free job seekers* in the Monday-Friday editions of the *City Times*.

Take advantage of this onetime offer now. Send an e-mail with your ad copy and phone number to jobads@citytimes.com. Ads must be received by Saturday for inclusion in the following week's editions.

*This offer is available to *City Times* subscribers only. All others will be charged the normal fees.

171. What is being advertised?

- (A) A job
- (B) Skills training
- (C) Advertising space
- (D) A newspaper subscription

173. When should the e-mail be sent?

- (A) Monday
- (B) Friday
- (C) By Saturday
- (D) Monday to Friday

172. What should be included in the e-mail?

- (A) A charge card number
- (B) A telephone number
- (C) A resume
- (D) Money

Questions 174-177 refer to the following article.

Many people are not aware that plane trips pose several health hazards. This is of particular concern for business travelers who fly frequently. The more often you travel, the greater the health risk becomes. One problem with planes is that the air in the cabin is constantly recirculated. This means that instead of breathing fresh air from the outside, you breathe the same air over and over again, along with all the other passengers. This exposes you to colds, flu, or any other contagious disease that another passenger may have brought on board. You can protect yourself by making sure you get plenty of Vitamin C in the days before your flight. While on the plane, drink a lot of water. The dryness of the cabin air enhances your susceptibility to disease. Maintaining a general state of good health by eating right, exercising regularly, and getting enough sleep is also important.

Long flights pose another sort of health problem. Being forced to sit for a long time in the same position is bad for your circulation. It is particularly dangerous for people who are at risk for blood clots and other circulatory problems. You can lessen the risk by getting up from your seat every hour or so and taking a walk down the aisle. Standing up and moving around even for just a few minutes will improve your circulation and help you feel more comfortable.

Your business obligations may not allow you to fly less frequently or take shorter flights. These recommendations will help you look out for your health while traveling.

174. Who is this article for?

- (A) Flight attendants
- (B) Businesspeople
- (C) Airline companies
- (D) Doctors

175. Which of the following problems with flying is discussed in the article?

- (A) Sickness
- (B) Bad food
- (C) Plane crashes
- (D) Uncomfortable seats

176. What is advised in the article?

- (A) Don't exercise
- (B) Stay seated
- (C) Don't fly frequently
- (D) Take vitamins

177. The word *obligations* in paragraph 3, line 1 is closest in meaning to

- (A) trips
- (B) duties
- (C) budgets
- (D) managers

Questions 178-180 refer to the following memo.

MEMO

To: All personnel
From: K. Takubo, Human Resources Manager
Date: March 3, 20--
Subject: Discount on bus passes

We are pleased to announce that, because of an agreement we have made with the City Office of Public Transportation, as of the next month discounted bus passes will be available to all company employees. The passes are good for two weeks of unlimited travel on any bus in the city bus system and can be purchased from us with 25% discount. This means that instead of paying the normal price of \$50, you will be charged just \$37.50 for a two-week pass. We hope this will encourage more of you to come to work by bus instead of driving.

If you are interested in purchasing a discounted bus passes on a regular basis, please complete a Bus Pass Request Form and submit it to your supervisor by March 24. You can pick up your first bus pass from our office on March 31. It will be valid from April 1 through April 15.

178. How much will company employees pay for a bus pass?

- (A) \$7.50
- (B) \$25
- (C) \$37.50
- (D) \$50

180. When can company employees start using the discounted bus passes?

- (A) March 24
- (B) March 31
- (C) April 1
- (D) April 15

179. How can a company employee request a discounted bus pass?

- (A) Ask the Office of Public Transportation
- (B) Call up the bus company
- (C) Send a memo to the Human Resources Office
- (D) Submit a form to her supervisor

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

NATIONAL RAILWAY SYSTEMS SCHEDULE: PIKEVILLE-WINSTON			
DEPART PIKEVILLE	ARRIVE WINSTON	DEPART WINSTON	ARRIVE PIKEVILLE
5:30 AM*	8:45 AM	6:45 AM*	10:00 AM
7:45 AM	11:00 AM	8:15 AM.	11:30 AM
9:30 AM	12:45 PM	10:15 AM	1:30 PM
2:30 PM*	5:45 PM	1:45 PM*	5:00 PM
4:14 PM	7:30 PM	3:30 PM	6:45 PM
*WEEKDAYS ONLY			
FARE INFORMATION			
WEEKDAYS: \$55 EACH WAY			
WEEKENDS: \$43 EACH WAY			

To: henry_rollins@pikesvillepaper.com
From: monica_kowalski@pikesvillepaper.com
Subject: train and hotel reservations

Henry,

Please arrange my train ticket and hotel room for the paper producer's conference in Winston next week. It begins on Wednesday with a luncheon, so I will need to arrive before noon. But please don't put me on one of those early, early trains. You know how I hate to get up too early. The conference is at the High Tower Hotel, but don't get me a room there. I'd prefer to stay at the Inn at Winston. Ask for a room with a view of the park. Book it for Wednesday and Thursday nights. I'll stay Friday night with my cousins, who live in town. Book my ticket home for Saturday. Any afternoon train will do.

Thanks.
Monica

181. What time will Monica probably leave Pikesville on Wednesday?

- (A) 5:30 AM
- (B) 7:45 AM
- (C) 9:30 AM
- (D) 11:00 AM

182. How long is the train trip between Pikesville and Winston?

- (A) 2 hours, 15 minutes
- (B) 2 hours, 45 minutes
- (C) 3 hours, 15 minutes
- (D) 3 hours, 45 minutes

183. Where does Monica want to stay on Wednesday night?

- (A) The High Tower Hotel
- (B) The Inn at Winston
- (C) Her cousins' house
- (D) At home

184. What time will she arrive home on Saturday?

- (A) 11:30 AM
- (B) 1:30 PM
- (C) 5:00 PM
- (D) 6:45 PM

185. How much will Monica's round-trip ticket cost?

- (A) \$43
- (B) \$55
- (C) \$98
- (D) \$110

Questions 186-190 refer to the following two letters.

Edward Peters
President
Whispering Pines Inn and Resort
P.O. Box 65
Upper River, New Brunswick
Canada

Dear. Peters,

I am writing in regard to my recent stay at Whispering Pines. I have spent my annual summer vacation there for the past four or five years and have always enjoyed it. The comfortable accommodations and delicious menu are a big attraction for me. This year, however, the resort seemed to be lacking in the area of customer service. I enjoyed my three daily meals that came with my room. However, when on the last day of my stay I decided to try out the inn's high tea, I had a disappointing experience. The food was delicious, but the waitress was sullen and rude. Also, this year I decided to take golf lessons instead of my usual tennis lessons. I am a complete beginner and the instructor had no patience with me. He yelled at my mistakes and made me feel very uncomfortable. Despite these issues, I am not thinking about vacationing elsewhere. I plan to return to Whispering Pines and may even try another golf lesson. However, Whispering Pines is a high-quality resort, and I thought you should know about these things.

Sincerely,
Mary Kim

**Whispering Pines Inn and Resort
P.O. Box65
Upper River, New Brunswick
Canada**

Mary Kim
1165 Putnam Avenue
Croton, NY

Dear Ms. Kim,

I was very sorry to hear about your recent unpleasant experience at the Whispering Pines Inn and Resort. As you know from your previous stays at Whispering Pines, we do everything possible to ensure the comfort of our guests and we are widely known for our excellent accommodations and five-star menu. I sincerely regret the problems you had with your meal and your instructor. I will be in contact with the manager of the inn to discuss these issues. In the meantime, please accept the enclosed coupon. It entitles you to the same special meal you enjoyed on your last day, and I am sure next time you will have a better experience. I am glad to hear that you plan on being our guest again. You may be interested to know that in addition to golf and tennis, next year we will be adding a system of hiking trails and an indoor pool. We look forward to seeing you again at Whispering Pines.

Sincerely,
Edward Peters
President

186. Why did Ms. Kim write the letter?
- (A) To complain about some employees
 - (B) To praise the accommodations
 - (C) To ask about the menu
 - (D) To make reservations

187. How often does Ms. Kim visit Whispering Pines?

- (A) Every week
- (B) Every month
- (C) Every year
- (D) Every four or five years

188. What will Mr. Peters do about Ms. Kim's letter?

- (A) Redo the menu
- (B) Add hiking trails
- (C) Fire an instructor
- (D) Speak to the manager

189. What can Ms. Kim get with the coupon Mr. Peters sent?

- (A) High tea
- (B) Three daily meals
- (C) A golf lesson
- (D) A room at the inn

190. What will Ms. Kim probably do on her next summer vacation?

- (A) Hike
- (B) Give up golf
- (C) Return to Whispering Pines
- (D) Go to another resort

Questions 191-195 refer to the following catalog page and order form.

Business Fashions

Fall catalog

p. 35

Men's Dress Shirts. Solid color. Item#387

These comfortable yet elegant shirts are made of 100% combed cotton.

Colors: White, cream, light blue, light green.

Size S M L XL. \$55

Men's Dress Shirts. Striped. Item #387A

Same as above, but with a thin stripe over a solid background color.

Colors: red on white, blue on white, green on cream, brown on cream.

Sizes S M L XL. \$65

Striped Ties. Item #765

These stylish ties with a jaunty stripe are made of imported silk.

Colors: burgundy red/navy blue, moss green/navy blue, moss green/golden yellow, black/bright red. \$30

Cashmere Sweaters. Item #521

You'll feel oh-so-comfortable in these sweaters made of 100% genuine cashmere with a chic V neck.

Colors: burgundy red, charcoal gray, midnight black.

\$150

Description	Color	Size	Item No.	Quantity	Price
men's dress shirt-striped	blue/ white	L	387A	2	\$110
silk tie	red/ blue		765	3	\$90
cashmere sweater	black	L	521	1	\$150
				sub total	\$350
				shipping	
				total	

Payment Method*: ☒ check ☐ credit card

Credit card number _____

Shipping Charges: for orders up to \$200-\$12.50
for orders up to \$400-\$20.00
for orders over \$400-no charge

Please allow six weeks for delivery.
*Cash and money orders not accepted.

Send Order to

Bill Simpson

P.O. Box 78

Ardmore, IL

191. Which item is available in only three colors?

- (A) Solid color shirts
- (B) Striped shirts
- (C) Ties
- (D) Sweaters

192. What mistake did Mr. Simpson make with his shirt order?

- (A) He didn't specify a size.
- (B) He ordered a color that isn't available.
- (C) He forgot the item number.
- (D) He wrote the wrong price.

193. How many ties did Mr. Simpson order?

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

194. How much should Mr. Simpson pay for shipping?

- (A) \$0
- (B) \$12.50
- (C) \$20
- (D) \$22.50

195. How will Mr. Simpson pay for his order?

- (A) Cash
- (B) Check
- (C) Credit card
- (D) Money order

Questions 196-200 refer to the following notice and form.

Nugent Inc.

Professional Development Reimbursement Policy

All Nugent employees are encouraged to take advantage of professional development opportunities that are relevant to their work. Nugent sponsors a number of professional development workshops each year, and there are also many opportunities available outside the company, including classes at the local community college, at the City Computer Training Center, and at other local institutions. Information on these and other professional development opportunities is available from the Human Resources Office.

Nugent employees are entitled to 100% reimbursement for money spent on professional development. Please note that the reimbursement is for tuition and fees only. Travel, food, and other personal expenses are the responsibility of the employee. To receive reimbursement, please obtain Form 1276 from Human Resources Office or download one from the Nugent, Inc. website. The form must be authorized by the employee's supervisor and submitted to the Human Resources Office within one month of the last day of the class or workshop attended.

Forms that are submitted late or incomplete will not result in reimbursement.

1276

Nugent, Inc.

Professional Development Reimbursement Form

Name: Muriel Hicks Department: Marketing

Title of Workshop: Intensive French Location: City Language Academy

Dates: August 6 - August 10

Describe how this training is relevant your work: We are getting more French-speaking clients from Quebec. Everyone in my department is being encouraged to learn the language.

Cost: I spent \$350 for the class plus \$20 registration fee. Also My bus fare totaled \$45.

Authorizing signature: Eleanor Lee

196. How can a Nugent employee find out about professional development opportunities?

- (A) From the Human Resources Office
- (B) From his or her supervisor
- (C) From the Nugent, Inc. website
- (D) From a training specialist

197. Where did Muriel Hicks take a class?

- (A) Nugent
- (B) A language school
- (C) The local community college
- (D) The City Computer Training Center

198. How much money will be reimbursed to Ms. Hicks?

- (A) \$45
- (B) \$350
- (C) \$370
- (D) \$415

199. Who is Eleanor Lee?

- (A) A workshop organizer
- (B) A human resources officer
- (C) A French instruction
- (D) Ms. Hick's supervisor

200. What is the last date Ms. Hicks can submit her reimbursement form?

- (A) August 6
- (B) August 10
- (C) September 6
- (D) September 10