

**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:**

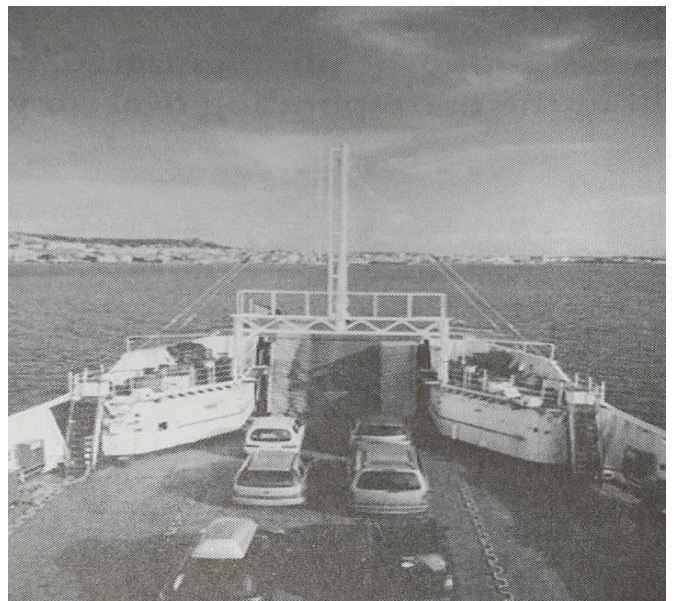


Statement (C), “They’re standing near the table,” is the best description of the picture, so you should select answer (C) and mark it on your Answer Sheet.

1. **D**



2. **C**





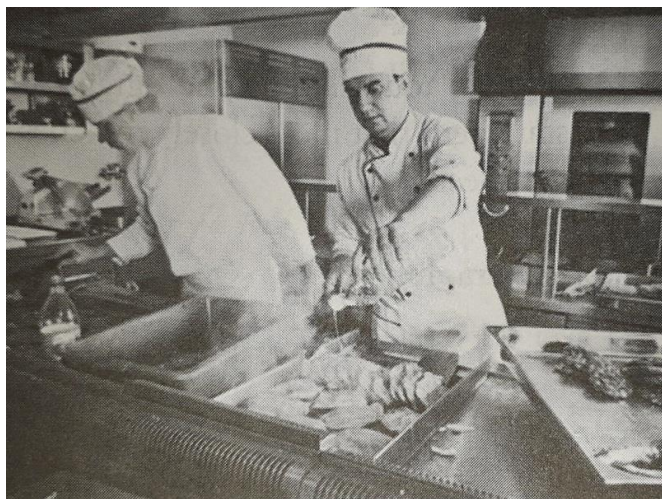
3. A



6. A



4. C



7. D



5. C

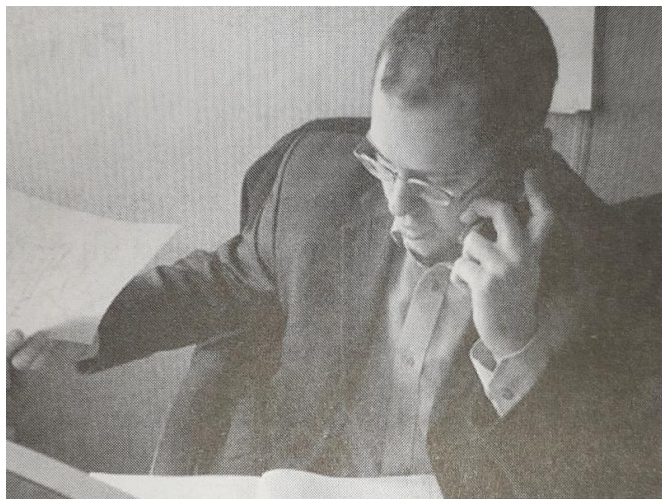


8. B





9. C



10. A



## 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.

B A C C A B A C B B C A A C B

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.

A A C A C B A C C B A A C A C

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. When was the phone call made?  
(A) Two minutes ago  
☒ (B) A few minutes ago  
(C) At 4:00  
(D) Before noon
42. Who called?  
☒ (A) The man's boss  
(B) The woman's assistant  
(C) The accountant  
(D) The budget director
43. Why did this person call?  
(A) To discuss the budget  
(B) To announce a salary raise  
☒ (C) To ask the man to go to work early  
(D) To go over the accounts
- 
44. Where does this conversation take place?  
(A) At a country club  
(B) At a restaurant  
(C) At a gym  
☒ (D) At a hotel
45. How much will the woman pay?  
(A) \$65  
(B) \$155  
☒ (C) \$165  
(D) \$220
46. What will the woman do now?  
(A) Read a book  
☒ (B) Look at the room  
(C) Play tennis  
(D) Eat something
- 
47. Where is Mr. Wing now?  
☒ (A) On vacation  
(B) At a meeting  
(C) On a business trip  
(D) At the train station
48. When will he return to the office?  
(A) Tomorrow  
(B) On Friday  
☒ (C) Next week  
(D) In three weeks
49. Who will help the woman with her project?  
(A) The man  
(B) Her boss  
(C) Mr. Wing  
☒ (D) Mr. Wing's assistant
50. What is the man's complaint?  
(A) He didn't see any art.  
☒ (B) The tickets were expensive.  
(C) The hotel is far away.  
(D) The museum is closed at night.
51. What time is it now?  
☒ (A) 3:00  
(B) 4:00  
(C) 9:00  
(D) 10:00
52. What will they do now?  
(A) Work  
(B) Go to the hotel  
(C) Park the car  
☒ (D) Eat something
- 
53. How is the weather today?  
(A) Cloudy  
(B) Rainy  
☒ (C) Sunny  
(D) Icy
54. What are the speakers doing?  
(A) Working  
☒ (B) Walking  
(C) Taking the train  
(D) Going to the store
55. When will the weather change?  
☒ (A) Tomorrow  
(B) In two days  
(C) On the weekend  
(D) In a week
- 
56. Why is the woman late?  
(A) She didn't have the bus fare.  
(B) She had to walk to the bus stop.  
(C) She missed the bus.  
☒ (D) The bus was delayed.
57. How does the man get to work?  
(A) Bus  
(B) Car  
☒ (C) Subway  
(D) Walking
58. How much is the bus fare?  
(A) \$1.50  
(B) \$2.00  
☒ (C) \$2.50  
(D) \$4.00

59. Where does the man want to go?

- ☒ (A) A restaurant
- (B) A grocery store
- (C) A post office
- (D) A bank

60. How many blocks away is it?

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

61. What time is it now?

- (A) 1:00
- ☒ (B) Just before 1:30
- (C) Just after 1:30
- (D) 2:00

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62. Why did the man leave his old job?

- (A) He didn't get enough vacation time.
- (B) It wasn't close to home.
- ☒ (C) The work was too slow.
- (D) The pay was too low.

63. How does he feel about his new job?

- ☒ (A) Happy
- (B) Unsure
- (C) Bad
- (D) Sad

64. How many weeks of vacation does he get?

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

65. Where are the speakers going?

- (A) A park
- (B) A garage
- (C) The office
- ☒ (D) The theater

66. What time does the man want to leave?

- (A) 10:00
- ☒ (B) 5:45
- (C) 6:15
- (D) 9:00

67. Where will they go later?

- (A) A restaurant
- (B) A party
- (C) A game
- ☒ (D) Home

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68. What does the man want to drink?

- (A) Coffee
- (B) Hot tea
- (C) Iced tea
- ☒ (D) Water

69. How does the man feel?

- ☒ (A) Thirsty
- (B) Tired
- (C) Hungry
- (D) Angry

70. What does the woman offer the man?

- (A) A book
- ☒ (B) Some cake
- (C) Some magazines
- (D) A ride

## 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 will the flight to Caracas leave?

- (A) 2:00
- (B) 3:00
- (C) 5:00
- ☒ (D) 7:00

72. What is offered to the passengers?

- ☒ (A) A free meal
- (B) A book
- (C) A suitcase
- (D) A refund check

73. How can passengers take advantage of the offer?

- (A) Board the plane
- ☒ (B) Talk to the gate agent
- (C) Wait in the lounge
- (D) Go to the baggage claim area

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74. What place is opening?

- (A) A garden
- (B) An office
- ☒ (C) A store
- (D) An apartment

75. When will the opening take place?

- (A) Sunday
- (B) Monday
- (C) Friday
- ☒ (D) Saturday

76. Where is this place?

- (A) Next to the train station
- (B) Downtown
- (C) Beside a park
- ☒ (D) Across from a mall

77. What is the weather like?

- (A) Rainy
- ☒ (B) Snowy
- (C) Sunny
- (D) Warm

78. How many cars were in the accident?

- (A) 2
- (B) 5
- ☒ (C) 7
- (D) 11

79. When will the weather change?

- (A) This morning
- (B) In the afternoon
- (C) In the evening
- ☒ (D) Tomorrow

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80. What are the tickets for?

- (A) A play
- ☒ (B) A circus
- (C) A movie
- (D) A TV show

81. How much do the tickets cost?

- ☒ (A) \$15
- (B) \$16
- (C) \$37
- (D) \$50

82. How can you get a free ticket?

- (A) Go to the theater
- ☒ (B) Send a postcard
- (C) Make a phone call
- (D) Visit a website

83. What was destroyed by a fire?

- (A) A tool shed
- (B) A park
- ☒ (C) A school
- (D) A bookstore

84. What time was the fire reported?

- (A) 4:00
- (B) 5:00
- (C) 7:00
- ☒ (D) 9:00

85. Who was hurt in the fire?

- (A) Ethel Rogers
- (B) A firefighter
- (C) Some children
- ☒ (D) No one

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86. When can passengers get on the train?

- ☒ (A) In 3 minutes
- (B) In 5 minutes
- (C) In 6 minutes
- (D) In 10 minutes

87. What must passengers have to get on the train?

- (A) An information form
- (B) A passport
- ☒ (C) A reservation
- (D) A first-class ticket

88. What are passengers not allowed to take on the train?

- (A) Photographs
- ☒ (B) Two or more carry-on bags
- (C) Coats and purses
- (D) Meat

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89. How long does the radio program last?

- (A) 15 minutes
- ☒ (B) 45 minutes
- (C) 1 hour
- (D) 2 hours

90. What will Dr. Silva talk about?

- ☒ (A) Office workers' health and fitness problems
- (B) The importance of business clothes that fit
- (C) How to give business talks
- (D) Writing books

91. What will Dr. Silva do after his talk?

- ☒ (A) Answer questions
- (B) Ask questions
- (C) Read the news
- (D) Go to the bank

92. What did the president do this afternoon?

- (A) Flew in a plane
- (B) Watched TV
- (C) Gave a speech
- ☒ (D) Had a meeting

93. Where will the president go tomorrow?

- (A) The capital city
- ☒ (B) Tokyo
- (C) Australia
- (D) Home

94. How long will his trip last?

- (A) 2 weeks
- ☒ (B) 3 weeks
- (C) 1 month
- (D) 4 months

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95. At which one of the following times is the bank open?

- (A) Monday at 8:30 AM
- ☒ (B) Tuesday at 9:30 AM
- (C) Friday at 5:30 PM
- (D) Saturday at 4:30 PM

96. How can a customer find out the balance of his savings account?

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

97. What happens when a customer presses 0?

- (A) She can open a new account.
- (B) She can apply for a loan.
- (C) She can get a credit card.
- ☒ (D) She can hear the message again.

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98. According to the speaker, what is the best place to look for a job?

- (A) Career counseling offices
- (B) Employment agencies
- ☒ (C) The Internet
- (D) Newspapers

99. What kinds of jobs can be found in this place?

- ☒ (A) Educational jobs only
- (B) Medical jobs only
- (C) Engineering jobs only
- (D) Any kind of job

100. According to the speaker, what is a job seeker's most important tool?

- (A) A resume
- (B) A degree
- (C) Interview skills
- ☒ (D) Work experience





# 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. When Ms. Song gets here, we \_\_\_\_\_ the meeting.  
(A) start  
☒ (B) will start  
(C) have started  
(D) are starting
102. Don't forget to sign the application form \_\_\_\_\_ you submit it.  
(A) while  
(B) after  
(C) as soon as  
☒ (D) before
103. The final report should be sent \_\_\_\_\_ the company's main office before the end of the month.  
(A) in  
☒ (B) to  
(C) on  
(D) for
104. All employees \_\_\_\_\_ to attend next Friday's staff meeting.  
(A) encourage  
(B) will encourage  
☒ (C) are encouraged  
(D) are encouraging
105. We \_\_\_\_\_ each staff member to do his or her part to get this project completed on time.  
☒ (A) expect  
(B) expel  
(C) expend  
(D) expedite
106. The association conference will take place \_\_\_\_\_ December.  
☒ (A) in  
(B) on  
(C) at  
(D) of
107. Mr. Lutz is \_\_\_\_\_ to take on such a big responsibility because he doesn't feel prepared for it at this time.  
(A) relieved  
☒ (B) reluctant  
(C) reliable  
(D) relocated
108. The current \_\_\_\_\_ of this office plans to leave before the end of the month.  
(A) occupancy  
(B) occupying  
(C) occupy  
☒ (D) occupant
109. We are looking for ways to reduce expenses \_\_\_\_\_ our financial situation is not good.  
(A) although  
(B) but  
☒ (C) because  
(D) or
110. The office closes \_\_\_\_\_ noon on Saturdays.  
☒ (A) at  
(B) on  
(C) in  
(D) to
111. The director says that she \_\_\_\_\_ to hire several new staff members next year.  
(A) plan  
☒ (B) plans  
(C) planning  
(D) planned
112. Mr. Chan \_\_\_\_\_ in charge of operations since the beginning of last year.  
(A) is  
(B) was  
☒ (C) has been  
(D) will be

113. Replacement cartridges for the printer can be found \_\_\_\_\_ the top shelf of the supply closet.  
☒ (A) on  
(B) in  
(C) at  
(D) between
114. Both lunch \_\_\_\_\_ dinner are served in the company cafeteria.  
(A) or  
(B) either  
(C) but  
☒ (D) and
115. Requests for extra time off must \_\_\_\_\_ by the employee's supervisor.  
(A) approve  
☒ (B) be approved  
(C) be approving  
(D) approval
116. The board of directors agreed \_\_\_\_\_ Ms. Silva's contract for another year.  
(A) renew  
☒ (B) to renew  
(C) renewing  
(D) will renew
117. It is important to dress \_\_\_\_\_ when going on a job interview.  
(A) profess  
(B) profession  
(C) professional  
☒ (D) professionally
118. Ms. Toth slipped and fell \_\_\_\_\_ she was walking on the icy sidewalk in front of the building.  
☒ (A) while  
(B) during  
(C) although  
(D) but
119. We prohibit \_\_\_\_\_ in any part of the building or grounds.  
(A) smoke  
(B) to smoke  
☒ (C) smoking  
(D) will smoke
120. All packages, bags, and bundles will be \_\_\_\_\_ by a security officer before leaving the building.  
(A) respected  
☒ (B) inspected  
(C) prospected  
(D) suspected
121. The new office is \_\_\_\_\_ 151 North Main Street.  
(A) on  
☒ (B) at  
(C) in  
(D) for
122. We are concerned \_\_\_\_\_ the high rate of absenteeism among our employees.  
(A) on  
(B) for  
☒ (C) about  
(D) of
123. The new building will be dedicated \_\_\_\_\_ June 30.  
☒ (A) on  
(B) in  
(C) at  
(D) to
124. The rent on this office is \_\_\_\_\_ than the rent we have been paying at our old place.  
(A) high  
☒ (B) higher  
(C) highly  
(D) highest
125. \_\_\_\_\_ we were careful with expenses, we still went over our budget this year.  
(A) If  
(B) Since  
(C) Because  
☒ (D) Even though
126. She delayed \_\_\_\_\_ the contract until she had a chance to speak with her attorney.  
(A) sign  
☒ (B) signing  
(C) to sign  
(D) signature

127. The woman \_\_\_\_\_ rents this office uses it only a few days a month.  
(A) who's  
(B) whose  
☒ (C) who  
(D) whom
128. If your passport is no longer \_\_\_\_\_, then you should use some other form of identification.  
☒ (A) valid  
(B) validate  
(C) validating  
(D) validation
129. He \_\_\_\_\_ about that issue for last month's report.  
(A) writes  
☒ (B) wrote  
(C) is writing  
(D) written
130. \_\_\_\_\_ your supervisor if you plan to be away from the office for any length of time during the day.  
☒ (A) Notify  
(B) Notifying  
(C) Should notify  
(D) Will notify
131. Mr. Carlo was very upset when he learned that he had been passed \_\_\_\_\_ for the promotion.  
(A) in  
(B) out  
☒ (C) over  
(D) through
132. We have spent too much money and will have to \_\_\_\_\_ for the rest of the year.  
(A) economy  
☒ (B) economize  
(C) economist  
(D) economically
133. Time is short and we will have to work very hard to \_\_\_\_\_ our goals by the end of the year.  
(A) perceive  
(B) receive  
(C) conceive  
☒ (D) achieve
134. You can choose to have your paycheck mailed to you, \_\_\_\_\_ you can have your salary deposited directly into your bank account.  
☒ (A) or  
(B) if  
(C) but  
(D) so
135. This building, \_\_\_\_\_ was built more than 100 years ago, is scheduled for demolition next month.  
(A) it  
(B) that  
(C) was  
☒ (D) which
136. If you \_\_\_\_\_ your application tomorrow, you will still be eligible for the job.  
(A) to submit  
(B) submitted  
☒ (C) submit  
(D) submits
137. We \_\_\_\_\_ in the elevator when the electricity went out, and we were stuck there for almost an hour.  
(A) rode  
☒ (B) were riding  
(C) ridden  
(D) had ridden
138. You must \_\_\_\_\_ every item on the form or your application will not be considered.  
☒ (A) complete  
(B) to complete  
(C) completing  
(D) will complete
139. We feel \_\_\_\_\_ about coming to an agreement on the issue soon.  
(A) hoping  
☒ (B) hopeful  
(C) hopefully  
(D) to hope
140. \_\_\_\_\_ in today's business world is difficult, and many new businesses fail.  
(A) Compete  
(B) To compete  
☒ (C) Competing  
(D) Have competed





## 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 memo.

### MEMO

To: All staff  
From: D. Rivera  
Re: Office Dress Code

It has come to our attention that a number of staff members have been coming to work in inappropriate \_\_\_\_\_. Please be reminded that this is a place of business and that staff members are expected to dress

141. (A) attire  
(B) transportation  
(C) schedules  
(D) attitudes

professionally. This means that casual clothing such as shorts, T-shirts, sandals, and sneakers should not \_\_\_\_\_

142. (A) wear  
(B) worn  
(C) be wearing  
(D) be worn

in the office. This is of particular importance when meeting with clients. Remember that each one of you represents the company and needs to keep in mind the impression that you give to clients and potential clients.

If you have any questions or concerns about this policy, please let \_\_\_\_\_ know.

143. (A) I  
(B) him  
(C) you  
(D) me

I will be happy to clarify any issues for you and listen to yours concerns.  
Thank you for your cooperation.

Questions 144-146 refer to the following article.

As we age, it becomes more and more important to get regular exercise. At the same time, our work lives may become more and more \_\_\_\_\_.

144. (A) vacant  
(B) relaxed  
(C) hectic  
(D) dull

How can a busy professional find time for exercise in an already overscheduled life? The answer is to exercise a little bit at time over the course of the day. It all adds up, and you may find that by the end of the day you have gotten thirty minutes of exercise or more just by finding small opportunities here and there. The possibilities are endless. For example, \_\_\_\_\_ you park your car farther away from

145. (A) so  
(B) if  
(C) because  
(D) although

your office than you normally do, you can get several minutes of walking time in, both on the way to and from the office. If you work in a tall building, skip the elevator and take the stairs, at least for part of the way. \_\_\_\_\_

146. (A) Climb  
(B) Climbs  
(C) Climbing  
(D) To climb

stairs provides good aerobic exercise. There are many more possibilities. How many can you think of?

Questions 147-149 refer to the following notice.

### JOB OPPORTUNITIES AT THE SHINDLIN COMPANY

Are you looking for a position that makes full use of your talents and at the same time allows you to grow in your profession? The Shindlin Company, a leading publisher of reference and educational books, provides a dynamic and creative workplace with a full package of benefits and opportunities for \_\_\_\_\_.

147. (A) advice  
(B) adversity  
(C) advertising  
(D) advancement

We are looking for talented professionals with a wide variety of skills. We are also looking for college students and recent college graduates to fill a number of internship positions. We welcome your \_\_\_\_\_. Please review the

148. (A) applicant  
(B) application  
(C) to apply  
(D) apply

list of job openings below, or submit your resume along with a letter of interest to hr@shindlinco.com. We will contact you when we \_\_\_\_\_ an opening that matches your skills and background.

149. (A) have  
(B) will have  
(C) had  
(D) have had

Questions 150-152 refer to the following email.

To: Mi Ja Kim  
From: Eun Hee Cho  
Subject: Help with workshop

Hello, Ms. Kim,

I am working on the logistics for next week's workshop, and I need some help with planning the lunch. I've looked over the budget, and it appears that we don't have a great deal of money to spend for this. I am having a hard time finding a good \_\_\_\_\_ service that doesn't charge too much.

150. (A) accounting  
(B) banking  
(C) catering  
(D) organizing

Can you suggest one that can serve a decent meal at a decent price? I also need your suggestions for a place to serve the lunch. Mr. Song suggested one of the conference rooms, but \_\_\_\_\_ all seem too small to me.

151. (A) them  
(B) they  
(C) he  
(D) it

Do you think we could use the cafeteria? I would really \_\_\_\_\_ your ideas and suggestions.

152. (A) appreciate  
(B) appreciative  
(C) appreciation  
(D) appreciated

Thank you very much.

Eun Hee Cho



## 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.

**Does Your business need more business?**

Advertise in the *Daily Herald's* Business Directory

Your ad will reach over 75,000 readers who need your services. Carpenters, plumbers, landscapers, bookkeepers, cleaners, and organizers are just some of the service providers who have found advertising in the *Daily Herald* newspaper to be a worthwhile investment.

Call 482-9872 to place your ad.  
Ads are just \$.50 per line per day.

153. Who would be interested in this ad?

- ☒ (A) Business owners
- (B) Investment advisers
- (C) Homeowners
- (D) Newspaper reporters

154. What would be the cost to run a 10-line ad for five days?

- (A) \$.50
- (B) \$2.50
- (C) \$5.00
- ☒ (D) \$25.00

Questions 155-157 refer to the following article.

The Business and Industry Association will host a meeting to discuss business policy with local government officials next week. This event, which takes place each November, gives business and political leaders the opportunity to discuss business and economic concerns that will have an impact over the coming year, and to set the agenda for the next year's business regulation policy. A summary of the discussion will be provided to all members of the Business and Industry Association as well as to political representatives, and will be reported in this newsletter as well.

The meeting will take place at the Tinmouth Hotel on November 15 from 9:00 A.M. until noon. After the meeting, a luncheon will be served to all participants. Afterward Dr. Myrtle Pleasance of the Business Research Institute will address the audience on the topic of Analyzing Client Behavior. All members of the Business and Industry Association are encouraged to attend and can register by calling 583-9261 or visiting [www.busind.org](http://www.busind.org).

155. How often does the meeting take place?

- (A) Once a week
- (B) Once a month
- ☒ (C) Once a year
- (D) Twice a year

156. Who will participate in the discussion?

- (A) Researchers
- ☒ (B) Business leaders
- (C) The governor
- (D) Hotel administrators

157. What will happen right after the luncheon?

- (A) The discussion will continue.
- ☒ (B) There will be a speaker.
- (C) Everyone will go home.
- (D) Members will call the Business and Industry Association.

Questions 158-161 refer to the following form.

<p style="text-align: center;"><b>Chester Corp. Credit Card</b> <b>Disputed Item Claim Form</b></p> <p>Please complete all items on this form and sign it before mailing. Do not include your credit card payment. This claim form must be sent in a separate envelope.</p> <p>Name     <u>Helga Larsen</u> Date     <u>March 25, 20--</u> Amount Disputed     <u>\$115</u> Merchant     <u>Online Office Supplies, Inc.</u></p> <p>I have examined my statement and am disputing a charge made to my account for the following reason:</p> <p>___ This purchase was not made by me or by any other person authorized to use my card. _X_ The amount shown on my statement is different from the amount I was charged at the time of purchase. Amount charged at time of purchase was <u>\$75</u>.       (Enclose a copy of the sales receipt.) ___ The item was to be shipped to me by mail. Expected delivery date _____.       (This claim cannot be made until 30 days after the expected delivery date.) ___ The merchandise I purchased was defective and returned by me to the merchant.</p> <p>Return date _____. (Enclose copy of return receipt or postal receipt.)</p> <p>Signature : <u>Helga Larsen</u></p>
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158. What is this form for?
- (A) To apply for a credit card
  - (B) To make a purchase
  - ☒ (C) To report a billing error
  - (D) To ask for a refund

159. What should Ms. Larsen enclose with the form?
- (A) Payment
  - ☒ (B) A sales receipt
  - (C) An extra envelope
  - (D) Defective merchandise

160. The word *examined* in line 7 is closest in meaning to
- (A) paid.
  - (B) sent in.
  - (C) copied.
  - ☒ (D) looked at.

161. According to Ms. Larsen, how much should she pay?
- (A) \$15
  - ☒ (B) \$75
  - (C) \$115
  - (D) \$175

Questions 162-163 refer to the following letter.

<p style="text-align: center;"><b>Ming &amp; Associates</b> 1800 Pacific Boulevard Sydney</p> <p>April 10, 20-- Harold Ungemach Box 86449 Sydney</p> <p>Dear Mr. Ungemach,</p> <p>Thank you for sending us your resume. Your qualifications are impressive. Unfortunately, we are rarely in the position of hiring full-time employees. We do, however, frequently have a need for consultants to work on temporary assignments. We are often looking for professionals with your background and skills to work on certain projects. If you would be interested in a temporary consulting position, please let me know. I will then keep your resume on file and notify you when a suitable assignment becomes available. Again, thank you for thinking of us. I will look forward to hearing from you.</p>
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Sincerely,  
Mara Knightly  
Human Resources Coordinator

162. Why did Mr. Ungemach write to the Ming & Associates company?

- (A) To order a product
- ☒ (B) To apply for a full-time job
- (C) To offer to help with a project
- (D) To develop his skills

163. What does Ms. Knightly ask Mr. Ungemach to do?

- (A) Send her his resume
- (B) Select a professional assignment
- (C) Notify her when he is available
- ☒ (D) Indicate his interest in a consulting position

Questions 164-167 refer to the following notice.

**Central Power Company**  
**Account #4885 9965 0066 43**  
**Notification of Discontinuation of Service**

Payment on your electric bill is now more than 30 days overdue. In compliance with National Regulation #50504, if we do not receive payment within 10 business days, we will discontinue your service. We must receive payment of \$85 due on your bill plus a \$15 late fee before August 31 to avoid interruption of service. Once disconnection has occurred, all outstanding charges must be paid in addition to a \$50 reconnection fee before we can resume your service. You may be eligible for a monthly installment plan. Please contact our Customer Service office to discuss financing options.

See the reverse side of this notice for a complete explanation  
of our rights and obligations under National Regulation #50504

164. What is the purpose of this notice?

- ☒ (A) To request an overdue payment
- (B) To explain charges on an electric bill
- (C) To clarify a national regulation
- (D) To offer a financial service

166. How can the customer find out about financing?

- (A) Read the other side of the notice
- ☒ (B) Call the Customer Service office
- (C) Study National Regulation #50504
- (D) Write to the power company

165. If the customer pays before August 31, how much will he owe?

- (A) \$15
- (B) \$85
- ☒ (C) \$100
- (D) \$150

167. The word *resume* in line 8 is closest in meaning to

- (A) add to.
- (B) improve.
- ☒ (C) restart.
- (D) cut off.

Questions 168-171 refer to the following article.

Local officials have finally reached an agreement with the Smithson Development Company regarding the construction of a new shopping mall in the Billings Bay neighborhood. A contract was signed last night, and construction is slated to begin in six months. The Smithson Development Company originally purchased the land for the mall four years ago from a horse farmer. The road to approval has been a long one. Plans for the mall have been protested by environmental groups and local residents. However, after modifying plans several times and including many environmentally friendly features as part of the construction, Smithson was finally able to win the approval of the city council.

The Billings Bay Mall will be the largest by far in our area. Space is planned for 250 retail shops as well as two large department stores, 20 restaurants, cafés, and snack shops, a 10-screen movie theater, an indoor play area, classroom space for the local community college, and a small walk-in health clinic. There will also be a 750-car underground parking garage, as well as space for at least twice as many cars in outdoor parking areas. Smithson estimates that construction will take no more than one year. Plans for a grand opening are already under way.



168. Who is not in favor of the new shopping mall?

- ☒ (A) Local residents
- (B) The city council
- (C) A horse farmer
- (D) Mr. Smithson

169. Which one of the following things will customers NOT be able to do at the mall?

- (A) Take a class
- ☒ (B) Buy a car
- (C) Watch a movie
- (D) See a doctor

170. How many cars will be able to park in the outdoor parking lot?

- (A) 250
- (B) 500
- (C) 750
- ☒ (D) 1,500

171. When will construction of the mall probably be completed?

- (A) 6 months from now
- (B) 1 year from now
- ☒ (C) 1 ½ years from now
- (D) 4 years from now

Questions 172-174 refer to the following ad.

**SALE! SALE!**

**SALE!**

Pinkerton's announces its biggest sale of the year.  
We have slashed prices on select items throughout the store.

- Printer ink cartridges-Buy one at \$30, get the second one at 50% off
- Photocopier paper-Buy one pack of 500 sheets, get the second one free
- Jumbo pack notebooks-25% each pack of 10
- Desk organizers-Assorted colors, 15% off
- Office desks and computer stands-35% off
- Super-Comfort brand desk chairs-Assorted colors, 50% off

Hurry on down to Pinkerton's.  
With deals like these, items will fly right off the shelves!

***Sale ends Saturday.***

172. What kind of business is Pinkerton's?

- ☒ (A) Office supply store
- (B) Printing company
- (C) Furniture store
- (D) Photocopy service

173. How much would a customer spend for two ink cartridges?

- (A) \$15
- (B) \$30
- ☒ (C) \$45
- (D) \$50

174. What item is 25% off?

- (A) Photocopier paper
- ☒ (B) Notebooks
- (C) Desks
- (D) Chairs

Questions 175-178 refer to the following letter.

**Eastman Energy Associates**

54 East Putnam Avenue  
Riverside

June 8, 20--

Priscilla Pavlis  
Pavlis and Company  
P.O. Box 16  
Riverside

Dear Ms. Pavlis,

Thank you for your letter of May 25. I am very happy to respond to your questions about our services. Eastman Energy Associates conducts energy audits of businesses with the aim of helping our customers heat and cool their buildings more efficiently. Typically, we begin by inspecting furnaces, air-conditioning units, and heating and cooling ducts for efficient operation and compatibility with your heating and cooling needs. We then conduct a thorough inspection of the building itself, both inside and outside, for places where air can enter and escape. We focus on outside doors and windows, outside walls and the roof.

Within a week of our visit, we send a complete written report with an evaluation of your building's strengths and weaknesses. We also include a list of suggested upgrades with their estimated costs as well as estimated savings in heating/cooling costs. We follow up with a phone call to ensure that you understand each detail and to address any concerns you may have. An audit of a building of your size would take about eight hours to complete. We would charge \$1,500 for the audit, including the written report and follow-up call. Any further consulting you may require beyond that would be charged at our hourly rate of \$175 an hour.

Please let me know if you have any further questions. You can reach me by phone at 492-0983. Call that same number if you would like to schedule an audit for your building. We are currently making appointments for next month. Thank you for contacting Eastman.

Sincerely,

Karla Heinz  
Energy Consultant

175. Why did Ms. Heinz write this letter?

- (A) To advertise her business
- (B) To follow up on a consultation
- ☒ (C) To reply to Ms. Pavlis's letter
- (D) To explain charges on a bill

176. What does Ms. Pavlis want to do?

- ☒ (A) Save money on heating and cooling
- (B) Construct a new building
- (C) Get new windows and doors
- (D) Repair her roof

177. How much will Ms. Pavlis pay if she gets the service as outlined in the letter?

- (A) \$175
- ☒ (B) \$1,500
- (C) \$1,575
- (D) \$1,675

178. The word *upgrades* in paragraph 2, line 2 is closest in meaning to

- (A) materials.
- (B) systems.
- (C) builders.
- ☒ (D) improvements.

Questions 179-180 refer to the following advertisement.

**HELP WANTED**

We are seeking an experience financial professional to manage the accounting office at a rapidly growing financial services company. Responsibilities of the position include coordinating the work of a six-person accounting department, managing business accounts, and reviewing client financial information. This position reports to the chief financial officer (CFO) Requirements: university degree in accounting, a minimum of three years' management experience, up-to-date knowledge of accounting software, strong organizational and interpersonal skills. Benefits include health and dental insurance, vacation and sick leave, and a retirement plan.

Interested candidates should send a resume and letter of interest to:

**Magus Finance, Inc.**

**Attn: Simona Santarelli, HR Coordinator**

**Box 4828**

**Marlboro**

**Or e-mail: s\_santarelli@magus.com**

**No phone calls, please.**

179. Who should apply for this job?

- (A) A dentist
- ☒ (B) An accountant
- (C) A software engineer
- (D) A health care manager

180. How can someone apply for this job?

- (A) Call the HR coordinator
- (B) Write a letter to the CFO
- ☒ (C) Send a resume to Ms. Santarelli
- (D) Visit the Magus Finance, Inc. office

Questions 181-185 refer to the following bill and letter.

**CRISP COMPANY**

New charges for: Byron & Farrar Law Offices, account #2095687  
From 03/01 to 03/31 20—

**Previous**

Balance from last bill: ..... \$125  
Payments received: ..... \$0  
Previous balance due: ..... \$125

**Current**

Local phone service: ..... \$50  
Long distance phone charges: ..... \$39  
Internet services: ..... \$35  
Tax: ..... \$8  
Current charges: ..... \$132

**Total due: Please pay this amount: \$257**

Payments received after March 25 are not applied to this statement. To dispute a charge, contact our customer service office in writing:

**Crisp Company  
Customer Service Office  
45 Mountain View Road  
Wilmington**

April 18, 20--

Crisp Company  
Customer Service Office  
45 Mountain View Road  
Wilmington

Dear Customer Service,

I am writing in regard to the recent bill from your company sent to us at Byron and Farrar Law Offices, account #2095687. In this bill we were charged for two months of service. This is incorrect since we owe only for this month's service. I personally paid last month's bill. According to my records, I wrote a check to your company for \$125 and mailed it on March 26. I have contacted my bank and have been informed that that check has been processed and your company has received the funds. They will be providing me with a copy of the check before the end of the week, which I will then forward to you. Tomorrow I will be sending you a check for the amount owed for this month's charges only. Please correct your records to show the payment already made on last month's bill. Thank you for your attention. I expect the next bill will show the correct charges.

Sincerely,  
Robert Krumholz  
Office Manager

181. What kind of services does Crisp Company offer?

- (A) Law
- (B) Delivery
- ☒ (C) Phone and Internet
- (D) Accounting

182. Why did Mr. Krumholz write the letter?

- ☒ (A) He disagrees with a charge.
- (B) He forgot his account number.
- (C) He needs a copy of a check.
- (D) He requires more services.

183. What mistake did Mr. Krumholz make?

- (A) He wrote the wrong amount on the check.
- (B) He didn't have enough money in the bank.
- (C) He added the figures incorrectly.
- ☒ (D) He sent in last month's payment late.

184. According to Mr. Krumholz, how much does he owe the company now?

- (A) \$50
- (B) \$125
- ☒ (C) \$132
- (D) \$257

185. What will Mr. Krumholz do tomorrow?

- (A) Contact his bank
- ☒ (B) Mail a check
- (C) Get a copy of a check
- (D) Write a letter to Crisp Company

Questions 186-190 refer to the following schedule and email.

WORKSHOP SCHEDULE - DRAFT			
Time	Location	Presentation	Presenter
9:30	Room B	Changing World Markets	L. Chang
11:00	Room C	Cross-Cultural Considerations in Marketing	J. H. Lee
12:15	Room C	Lunch	
1:30	Room D	Analyzing Demographics	I. A. Kim
3:00	Room A	Internet Marketing	D. Wang
4:00	Room A	Open Discussion	All

To: F. Bao  
From : J.S. Park  
Subject: Workshop logistics  
Date: Monday, June 10  
attach: Workshop schedule

Ms. Bao,

I have attached a draft of the scheduled for the upcoming workshop. I wish we had scheduled it for a week from today instead of for the day after tomorrow. There is still so much to do to get ready; however, we can't change the date now. I really appreciate your support in getting things ready.

Here are some things I need you to take care of. Tea and snacks should be served immediately after Mr. Chang's presentation. He plans to talk for just an hour, so there will be time for this before the next presentation begins. Also, the room that we have scheduled for lunch is one of the smaller rooms, and serving a meal there would be difficult. In addition, we have a workshop scheduled in the same place right before lunch, so there would be no time to set up. See if you can exchange places with the Demographics workshop. The room we have scheduled for that seems convenient and comfortable for eating.

Please make sure there are enough chairs in each room for everyone. So far, 45 people have registered for the workshop, but a few more registrations could come in today or tomorrow. You should have 15 extra chairs in each room just to be safe. There is one last scheduled change. Mr. Wang will have to leave right after lunch, so please give him Ms. Lee's time slot, and she can take Mr. Wang's afternoon time slot. Send me the revised schedule this afternoon. Thank you.

Jae Sun Park

186. When will the workshop take place?

- (A) June 10
- (B) June 11
- ☒ (C) June 12
- (D) June 17

187. What time will tea and snacks be served?

- (A) 9:30
- ☒ (B) 10:30
- (C) 11:00
- (D) 12:15

188. Where does Mr. Park want the lunch served?

- (A) Room A
- (B) Room B
- (C) Room C
- ☒ (D) Room D

189. How many chairs should there be in each room?

- (A) 15
- (B) 30
- (C) 45
- ☒ (D) 60

190. Who will present at 3:00?

- (A) L. Chang
- ☒ (B) J. H. Lee
- (C) I. A. Kim
- (D) D. Wang



**Questions 191-195 refer to the following employee manual page and form.**

**Annual Leave**

All employees of the Goodland Corporation are entitled to annual leave, or vacation days, according to their length of service at Goodland, as follows:

<i>Years Employed at Goodland</i>	<i>Number of Annual Leave Days</i>
0-2	10
3-5	15
6-10	20
11 or more	25

Annual leave days must be used up by the end of the calendar year or they will be forfeited. The actual dates when leave days may be taken are dependent on permission from the employee's supervisor. To apply to use annual leave days, the employee must complete form number 465, obtain the supervisor's permission and signature, and submit the form to the human resource director no later than 21 calendar days before the date when the requested leave will begin. Incomplete or late requests will not be reviewed and leave will not be granted.

Form No. 465

**The Howland Corporation**

**Annual Leave Request Form**

Name: Daniel Ortiz

Department: Research and Development

Number of annual leave days allowed: 15

Number of leave days requested: 5

Dates: July 21 – July 25      Name of Supervisor: Nestor Perez

Authorizing signature: \_\_\_\_\_

Please submit this form to Daisy Ortega, Room 14.

191. What is the maximum number of annual leave days a Howland employee can take?

- (A) 10
- (B) 15
- (C) 20
- ☒ (D) 25

192. How long has Daniel Ortiz probably worked at the Howland Corporation?

- (A) No more than 2 years
- ☒ (B) At least 3 years
- (C) At least 6 years
- (D) More than 11 years

193. What is the latest date Daniel Ortiz can submit this form?

- ☒ (A) July 1
- (B) July 15
- (C) July 21
- (D) July 26

194. Who has to sign the form?

- (A) Daniel Ortiz
- (B) Daisy Ortega
- ☒ (C) Nestor Perez
- (D) Mr. Howland

195. Who is Daisy Ortega?

- (A) President of the Howland Corporation
- (B) Head of the Research and Development Department
- ☒ (C) Human Resources Director
- (D) Daniel Ortiz's assistant

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

**FOR RENT**

Large, sunny office in convenient downtown location, near two bus routes, ample parking in rear. 900 sq. feet divided into two private offices and comfortable reception area, small kitchen, one bathroom. Modern 10-story building with two elevators. \$1,750/month. First month's rent and security deposit equal to one month's rent required to move in. To see, call City Office Rentals at 382-0838 between 8:30 and 4:30, Tues.-Sat.

To: Marilyn Sawyer  
From: Paul Lebowski  
Subject: Office rental  
Sent: Tuesday, October 3

Marilyn,  
Here's a link to an office rental ad I found online: [www.offices.com/10-01](http://www.offices.com/10-01). I think it's worth looking at even though the rent is a bit high. I know it is a good deal more than we are paying now, but look at the size. It's twice as big as our current office, and I'm sure we can use the space. And it has a kitchen and bathroom and a reception area just like we have now. Unfortunately it is nowhere near a subway station. That is a convenience I would miss having, but it does have parking, unlike our current office. I'm sure our clients would appreciate that. It would also be good to be in a building with an elevator. I'm really tired of using the stairs. I'd like to see the space as soon as possible. Could you call and make an appointment? Try and get one for tomorrow if you can, because after that I'll be away until next Monday, as you know. Thanks.  
Paul

196. How big is Marilyn and Paul's current office?

- ☒ (A) 450 square feet
- (B) 750 square feet
- (C) 900 square feet
- (D) 1,750 square feet

197. What is true of Marilyn and Paul's current office?

- (A) It costs more than the advertised office.
- ☒ (B) It is near the subway.
- (C) It is in a building with an elevator.
- (D) It is in a 10 - story building.

198. When does Paul want to see the office?

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

199. What does the advertised office have that the current office doesn't?

- (A) A kitchen
- (B) A bathroom
- ☒ (C) A parking area
- (D) A reception area

200. How much would Marilyn and Paul have to pay before moving into the advertised office?

- (A) \$ 900
- (B) \$ 1,750
- (C) \$ 1,800
- ☒ (D) \$ 3,500