

## READING

In this section of the test, you will have the chance to show how well you understand written English. There are three parts to this section, with special directions for each part.

**YOU WILL HAVE ONE HOUR AND FIFTEEN MINUTES  
TO COMPLETE PARTS 5, 6, AND 7 OF THE TEST.**

### Part 5: Incomplete Sentences

**Directions:** You will see a sentence with a missing word. Four possible answers follow the sentence. Choose the best answer to the question and fill in the corresponding oval on your answer sheet.

101. The document that you requested \_\_\_\_\_ on your desk.  
 (A) is -  
 (B) am  
 (C) are  
 (D) were
102. The adj <sup>N</sup> businessperson always dresses appropriately.  
 (A) success  
 (B) succeed  
 (C) successful -  
 (D) succession
103. You will find all the pencils you need \_\_\_\_\_ that drawer.  
 (A) through  
 (B) under -  
 (C) on  
 (D) in
104. Several important pieces of information were \_\_\_\_\_ from the report.  
 (A) omit  
 (B) omitted.  
 (C) omitting  
 (D) omission
105. If the weather is bad, we \_\_\_\_\_ the trip.  
 (A) will cancel -  
 (B) have canceled  
 (C) canceled  
 (D) are canceling
106. You can always count on <sup>tin vào</sup> Ms. Cho, as she is one of our most adj employees.  
 (A) depend  
 (B) depending -  
 (C) dependable  
 (D) dependence
107. Mr. Jones finally \_\_\_\_\_ a promotion, and he was very happy to get it.  
 (A) deceived  
 (B) conceived  
 (C) perceived  
 (D) received -
108. The office was in excellent condition when we moved in because the former N <sup>S</sup> was very tidy.  
 (A) occupy  
 (B) occupied  
 (C) occupant  
 (D) occupancy

109. No one can go home \_\_\_\_\_ the work is finished.  
 (A) if  
 (B) until  
 (C) since  
 (D) because
110. Just walk \_\_\_\_\_ that door and you will see the copy machine on the other side.  
 (A) under  
 (B) around  
 (C) between  
 (D) through
111. There were several qualified candidates for the job, but we could \_\_\_\_\_ only one.  
 (A) chose  
 (B) chosen  
 (C) choose  
 (D) choice
112. In order to be \_\_\_\_\_ to the building, you must show proper identification.  
 (A) admitted  
 (B) emitted  
 (C) remitted  
 (D) submitted
113. There's a phone on the table \_\_\_\_\_ my desk.  
 (A) inside  
 (B) outside  
 (C) beside  
 (D) reside
114. It is a bit scary riding this elevator because it \_\_\_\_\_ at such a rapid rate.  
 (A) decreases  
 (B) descends  
 (C) devalues  
 (D) diminishes
115. \_\_\_\_\_ your time card whenever you enter or leave the building.  
 (A) Punch  
 (B) Punches  
 (C) Punched  
 (D) Punching
116. When payday \_\_\_\_\_, all employees \_\_\_\_\_ will receive their checks in the mail.  
 (A) arrived  
 (B) arrives  
 (C) arriving  
 (D) will arrive
117. Ms. Wilson was \_\_\_\_\_ she always arrived late and never finished her work on time.  
 (A) unless  
 (B) though  
 (C) because  
 (D) however
118. Our boss is very organized and tidy and \_\_\_\_\_ that we keep the office neat.  
 (A) consists  
 (B) persists  
 (C) resists  
 (D) insists
119. \_\_\_\_\_ Mr. Lee works very hard and always meets his deadlines, he still hasn't been given a promotion.  
 (A) Since  
 (B) Even  
 (C) Despite  
 (D) Although
120. He \_\_\_\_\_ an employee of this company ever \_\_\_\_\_ he first started working.  
 (A) is  
 (B) was  
 (C) has been  
 (D) will be

121. The walls are in bad shape and will require \_\_\_\_\_ before we can begin painting them.

- (A) preparation N  
(B) preparatory adj  
(C) preparer N  
(D) prepare V

122. If we \_\_\_\_\_ all night, we might have finished the report on time.

- (A) worked  
(B) had worked -  
(C) have worked  
(D) would have worked

123. It is necessary to have at least one advanced degree in order to \_\_\_\_\_ in today's job market.

- (A) compete V  
(B) competent adj  
(C) competitive adj  
(D) competition N

appear/come

124. Because so few people showed \_\_\_\_\_ for the meeting, we decided to postpone it to a later date.

- (A) through  
(B) down  
(C) off -  
(D) up

125. The office is right \_\_\_\_\_ the street from the subway station.

- (A) next to  
(B) across  
(C) under  
(D) between

126. If you wish to speak with the director, you can/may/might should +Vo \_\_\_\_\_ an appointment first.

- (A) will make -  
(B) making  
(C) make  
(D) made

127. The \_\_\_\_\_ of our products is well known throughout the world.

- (A) quality -  
(B) quantity  
(C) quantify V  
(D) qualify V

128. All employees are expected to+V \_\_\_\_\_ at the office on time every day.

- (A) arrive  
(B) arrived  
(C) arriving  
(D) to arrive -

129. All expenses must be approved \_\_\_\_\_ the department head at the beginning of each month.

- (A) by  
(B) to  
(C) for -  
(D) from

130. The meeting will take place tomorrow from 10:00 \_\_\_\_\_ 11:00.

- (A) at  
(B) to from ....to  
(C) on between...and  
(D) in

131. We \_\_\_\_\_ finish this work soon because the deadline is approaching.

- (A) have have ST  
(B) had to have + PP  
(C) have to phải  
(D) will have

132. This \_\_\_\_\_ is very important, so think it over carefully.

- (A) decidedly adv this/that/these/those  
(B) decisive adj  
(C) decision  
(D) decide V

133. \_\_\_\_\_ off the lights before you leave the office.  
 (A) Turn  
 (B) Turned  
 (C) Turning  
 (D) Will turn
134. The new rug looks very nice \_\_\_\_\_ that table.  
 (A) bottom  
 (B) floor  
 (C) down  
 (D) under
135. The books that he recommended \_\_\_\_\_ not very interesting.  
 (A) was  
 (B) were  
 (C) is  
 (D) did
136. Mr. Kim is not a particularly interesting speaker, and several people fell asleep \_\_\_\_\_ his lecture.  
 (A) although +clause  
 (B) while  
 (C) because  
 (D) during
137. Our business is rapidly \_\_\_\_\_ and we are hiring many new people.  
 (A) expand  
 (B) expands  
 (C) expanding  
 (D) has expanded
138. The building \_\_\_\_\_ during the heavy thunderstorm last night.  
 (A) damage  
 (B) damaged  
 (C) was damaged  
 (D) was damaging
139. People who have no \_\_\_\_\_ are seldom disappointed.  
 (A) expectations  
 (B) expectancy  
 (C) expects  
 (D) expect
140. Please don't ask for personal information about our employees, as we keep that information \_\_\_\_\_.  
 (A) consequential tự mãn  
 (B) confidential bí mật  
 (C) conservative bảo thủ  
 (D) considerate thận trọng

**Part 6: Text Completion**

**Directions:** You will see four passages, each with three blanks. Under each blank are four answer options. Choose the word or phrase that best completes the statement.

Questions 141–143 refer to the following newspaper article.

The Evergreen Department Store has been hit hard by the current recession. Sales have been \_\_\_\_\_ at a rapid rate. "Fewer and fewer customers are

141. ☒ (A) decreasing  
(B) increasing  
(C) maintaining  
(D) advertising

coming into the store," says Violet Dupree, floor manager at Evergreen. Ms. Dupree explained that earnings during the past fiscal year were the worst the store had ever seen since it opened for business 25 years ago. She went on to say, "The worst part of it is that we have had to \_\_\_\_\_ a number

142. (A) train  
☒ (B) lay off *xa thải*  
(C) take on  
(D) interview

of fine employees." Job loss is becoming a more widespread problem as the recession deepens, and applications for unemployment \_\_\_\_\_ are on

143. (A) beneficiaries  
(B) benefactors  
(C) beneficial  
☒ (D) benefits

the rise. Evergreen is just one more in a long list of local businesses that have been falling victim to the current economic crisis.

Questions 144–146 refer to the following letter.

April 21, 20--

Martha Dinsmore  
Pet Supply Company  
3774 State Street  
Westminister, VA

Dear Ms. Dinsmore,

This is to serve as a letter of recommendation for Andrew Richardson, a former employee of my company, PT, Inc. Mr. Richardson \_\_\_\_\_ for my company

144. (A) works  
(B) worked ✓  
(C) has worked  
(D) had worked

for three years, from June of 20-- until he left to continue his university studies two years ago. Mr. Richardson was a great asset to my company. He always fulfilled his responsibilities in a careful and thorough manner. He was also extremely \_\_\_\_\_. We could always count on him to do what he promised

145. (A) punctual  
(B) prepared  
(C) reliable ✓  
(D) organized

to do. He was eager to pursue professional development opportunities and attended a number of training workshops while employed by PT. His upbeat personality was also a great addition to our workplace. I think everyone on the PT staff would agree that it was indeed a pleasure to work with \_\_\_\_\_.

146. (A) he  
(B) us  
(C) her  
(D) him ✓

I highly recommend Mr. Richardson for the position he has applied for at your company. If you have any questions, please don't hesitate to contact me.

Sincerely,

Patricia Thompson  
President

Questions 147–149 refer to the following notice.

**STORE POLICY REGARDING RETURNED MERCHANDISE**

Customer satisfaction is our top priority. If you are dissatisfied with your purchase for any reason, you may return it to the store for a full \_\_\_\_\_,

147. (A) refund      hoàn tiền  
(B) refusal      từ chối  
(C) referral      chuyển đến  
(D) restoration      phục hồi

no questions asked, providing the following conditions are met:

- The item is returned with its original packaging intact.
- The item is accompanied by the store receipt.
- The item is returned within 30 days of purchase.

Customers returning items after 30 days but within 90 days of purchase or without \_\_\_\_\_ original packaging will receive store credit. We are

148. (A) its  
(B) his  
(C) their  
(D) your

sorry but we cannot accept returns on items after 90 days of the purchase date or without a store receipt. Any questions about the return policy should \_\_\_\_\_ to the Management Office.

149. (A) direct  
(B) directs  
(C) directed  
(D) be directed

Questions 150–152 refer to the following advertisement.

Misty View Office Complex has several office spaces for rent. Misty View is adv located near several bus lines and is just a short,

150. (A) convenient  
(B) convenience  
(C) conveniently *thuận tiện*  
(D) conventionally

five-block walk from the subway station. Your clients who drive will never have to worry about finding a place to park. Misty View has \_\_\_\_\_

151. (A) scarce *khan hiếm*  
(B) ample *nhiều*  
(C) covered *phủ*  
(D) underground *dưới lòng đất*

visitor parking. Tenant parking is also available for an additional monthly fee. Rents start at \$2 per square foot, all utilities included. Six-month, one-year, and five-year leases are available. \_\_\_\_\_ this opportunity to locate

152. (A) Miss  
(B) Missing  
(C) Don't miss  
(D) Shouldn't miss

your business in the city's prime office building. Call our leasing office today to make an appointment to visit Misty View and find out why it has become the city's most desirable business location.



## Part 7: Reading Comprehension

**Directions:** You will see single and double reading passages followed by several questions. Each question has four answer choices. Choose the best answer to the question and fill in the corresponding oval on your answer sheet.

Questions 153–156 refer to the following article.

<sup>53</sup>  
**P**ark and Smith, a financial planning company based in Lakeview, has opened a branch office in downtown Salem in the building owned by the Salem Office Properties real estate company. Park and Smith is taking over office space formerly occupied by the law offices of James Robertson. The space had been vacant for a year and a half. <sup>54</sup>  
The new Park and Smith office was open for business as of yesterday. Greta Park, president of Park and Smith, says that her company chose the Salem location because of a rising demand for financial <sup>55</sup> planning services in the area. "Salem is a

growing community," she explained, "and the town's citizens are becoming more affluent. It is just the type of community where services such as ours are needed." Park and Smith closed its branch offices in Johnstown and Freeburg at the end of last year. These communities are close enough to Lakeview to be served by the main office there, Ms. Park explained, but having an office in Salem will facilitate expanding services to the entire eastern part of the state. The branch's opening comes just a few months after the opening of the PD Miller stock brokerage firm at the Salem Center office complex.

153. What kind of a business is Smith and Park?  
☒ (A) Financial planning  
 (B) Law office  
 (C) Real estate  
 (D) Stock brokerage
154. When did Park and Smith open its branch office in Salem?  
☒ (A) Yesterday  
 (B) A few months ago  
 (C) At the end of last year  
 (D) A year and a half ago
155. Why did Smith and Park open a branch office in Salem?  
 (A) They closed their other branch offices.  
 (B) It's close to the main office.  
☒ (C) There is a need for their services there.  
 (D) The rent is reasonable. *hợp lí*
156. The word *facilitate* in line 24 is closest in meaning to  
 (A) fund.  
☒ (B) assist.  
 (C) impede.  
 (D) upgrade.

Questions 157–159 refer to the following article.

Boris Lutz of Greenfield recently won the Good Citizen Prize for service to the local community. The prize is given annually at the Greenfield Bank to a bank employee who has demonstrated good citizenship by contributing to community projects in some way. The purpose is to promote community goodwill and acknowledge bank employees' contributions to the greater Greenfield community. Lutz, a teller at the Simsbury Village branch of the bank, received the honor from his bank coworkers. "Boris has always given generously of his time to community groups," explained his supervisor, Doris Wilson. "We thought it was about time his contributions were acknowledged. We at the bank are all so pleased that he is this year's winner." This is the second year the prize has been given. Last year the honor went to Maria Pendleton, assistant to the bank's president.

157. What did Boris Lutz get?

- (A) A bank account
- (B) A promotion
- (C) An assistant
- ☒ (D) An award

158. Who gave it to him?

- (A) His supervisor
- ☒ (B) His colleagues
- (C) The bank's president
- (D) A community leader

159. How do people at the bank feel about it?

- ☒ (A) Happy
- (B) Displeased
- (C) Honored
- (D) Angry

Questions 160–163 refer to the following letter.

To the Editor:

I read with great concern the report in your newspaper this morning about the plans of the Holbrook Manufacturing Company to build a factory in this city. The project has received strong support from the city council, based on their belief that Holbrook will bring a significant number of jobs to our area and boost the local economy. Apparently, they are blind to the reality. Holbrook is well known for its innovative manufacturing methods, which are largely automated. Because of this, very little manual labor is required. Holbrook's system generally requires highly skilled technicians, who would likely come here from other places to work at the factory. There will be few, if any, jobs for local citizens. What do we get in return for this? A large, unsightly building that will require the destruction of natural areas and throw pollution into our air and water. The city council must approve Holbrook's project before they begin construction of the factory. Holbrook's board of directors, eager to break ground on the project as early as next month, have urged the city council to move forward with their vote, and it will take place tomorrow night rather than two weeks from now, as originally planned. This gives even less time for council members to develop an informed opinion. I strongly urge them not to bow to the pressure of Holbrook and to vote against the proposed project.

Sincerely,

Henry Judson

160. Why did Henry Judson write this letter?

- (A) To protest a new factory -
- (B) To analyze the economy
- (C) To explain sources of pollution
- (D) To get elected to the city council

161. What kind of people generally work at Holbrook?

- (A) Manual laborers
- (B) Blind people
- (C) Trained specialists -
- (D) Economists

162. When will the city council vote on the Holbrook project?

- (A) This morning
- (B) Tomorrow night ✓
- (C) Two weeks from now
- (D) Early next month

163. The word unsightly in line 10 is closest in meaning to

- (A) attractive.
- (B) enormous.
- (C) costly.
- (D) ugly. -

Questions 164–165 refer to the following advertisement.

**Mary's Lunch, Inc.**

You work hard, and you deserve good food. Mary's Lunch, Inc. provides everything from snacks to four-course dinners for your conference, meeting, office party, or any other business occasion. We deliver to most downtown locations.

Menu choices can be viewed on our website: [www.maryslunch.com](http://www.maryslunch.com).

Our planning consultants can help you plan your next event and will explain our pricing system. Simply call 987-3722 or stop by our office during normal business hours.

164. What kind of business is advertised?

- (A) Kitchen supply
- (B) Grocery store
- ☒ (C) Catering
- (D) Restaurant

165. What is available on the website?

- (A) Office hours
- (B) Consultants
- ☒ (C) Menus
- (D) Prices

Questions 166–168 refer to the following advertisement.

166

**ATTENTION!**

Babcock is now hiring for positions in a variety of locations. We have fantastic opportunities available for writers, editors, and proofreaders. See below for a partial list of currently available positions.

167

Visit the Careers page on our website to find out more and to apply for any of these positions. To access a particular job posting, copy and paste the job number into the search field on the Careers page. Or, browse through the list of available positions. When you find a position for which you are qualified, complete the online job application. You may also attach your resume. Letters of recommendation are not required at this point. Please do not call the office. All job application information is included on the website.

Now hiring:

Proofreader. Job #4882

Requires two years' experience OR proof of relevant training.

Assistant Editor. Job #6874

No previous experience required. Must have a degree in English, journalism, or a related field.

Editorial Intern. Job #5822

No previous experience required. Current college student preferred.

Staff Writer. Job #5773

168

Requires minimum of three years' experience in a similar position.

166. What kind of business is Babcock probably engaged in?
- (A) Training
  - ☒ (B) Publishing
  - (C) Career counseling
  - (D) Internet services
167. How can someone apply for a job at Babcock?
- ☒ (A) Visit the website
  - (B) Call the office
  - (C) Mail a resume
  - (D) Write a letter
168. Which of the advertised jobs requires previous experience?
- (A) Proofreader
  - (B) Assistant Editor
  - (C) Editorial Intern
  - ☒ (D) Staff Writer

Questions 169–170 refer to the following invoice.

**WTF Office Renovators**  
P.O. Box 17  
Newforth, MA 01253

December 16, 20--  
Invoice #004

Client name:  
Williams and Drivers Law Offices  
34 Highland Ave., Suite 5  
Newforth, MA 01253

Painting, 2 rooms:	\$500
Carpentry repair work:	\$750
Total due:	\$1,250

Previous account balance: \$600  
Paid in full. Thank you!

The work described herein covers work completed during the month of November. Please pay the entire amount by the end of next month.

*Thank you for your business.*

169. How much is due?

- (A) \$500
- (B) \$750
- ☒ (C) \$1,250
- (D) \$1,850

170. When is it due?

- (A) November 30
- (B) December 16
- (C) December 31
- ☒ (D) January 31

Questions 171–174 refer to the following instructions.

### SAFETY INSTRUCTIONS

To avoid personal injury or property damage, follow these safety instructions when using this product:

- Keep product away from radiators and other heat sources and in a place where air can circulate freely around it. 171
- Do not make or receive calls while standing in or near water, such as a sink, bathtub, or swimming pool.
- Do not place furniture or other items on top of the power cord.
- Do not apply excess force when dialing. This could result in permanent damage to the buttons. 171
- 174 • Disconnect product from electrical outlet before cleaning. Do not use liquid cleaners and do not immerse product in water. Instead, wipe thoroughly and gently with a damp cloth.
- 173 • Avoid using product during an electrical storm.
- 172 • If repair work is required, contact the manufacturer at the phone number listed on the front cover of this manual.

171. What kind of product are these instructions for?

- (A) Power cord
- (B) Telephone
- (C) Bathtub
- (D) Radiator

172. What should the customer do if repairs are needed?

- (A) Call the manufacturer
- (B) Clean the product thoroughly
- (C) Return the product to the store
- (D) Look for instructions in the manual

173. When should the product not be used?

- (A) During a thunderstorm
- (B) Before unplugging it
- (C) When air is not circulating
- (D) After an electrical power loss

174. What do the instructions say about cleaning the product?

- (A) Use liquid soap.
- (B) Scrub it hard.
- (C) Unplug it first.
- (D) Dip it in water.



Questions 175–178 refer to the following article.

Andrew Peterson, president of the Mount Auburn Bank, announced yesterday afternoon that Jolene Simmons has been appointed as the bank's new director of human resources. Ms. Simmons has more than 20 years' experience in the banking industry. After completing her undergraduate degree, she worked for Halt and Levin, a local accounting firm. She left the firm after several years and started her banking career as a teller at the Windsor Bank. She eventually worked her way up to a position as branch manager at the Riverside branch of that institution. Two years ago, she left that job to pursue a master's degree in human resource management at State University, which she completed last month. "She comes to us highly recommended both by her previous employers and by her instructors at the university," says Mr. Peterson. Ms. Simmons will begin her new job at the beginning of next year.

176  
175  
177

175. What was Ms. Simmons's most recent job?  
 (A) Human resources assistant  
 (B) Accountant  
 (C) Branch manager  
 (D) University instructor
176. Where did Ms. Simmons work as a teller?  
 (A) Mount Auburn Bank  
 (B) Halt and Levin Bank  
 (C) Windsor Bank  
 (D) Riverside Bank
177. When did Ms. Simmons complete her university degree?  
 (A) Twenty years ago  
 (B) Two years ago  
 (C) A year ago  
 (D) A month ago
178. The word *previous* in line 8 is closest in meaning to  
 (A) former.  
 (B) preferred.  
 (C) future.  
 (D) professional.

Questions 179–180 refer to the following notice.

BECAUSE OF THE HOLIDAY, WEEKEND PARKING REGULATIONS WILL BE IN EFFECT THROUGHOUT THE CITY ALL DAY TOMORROW. THERE WILL BE NO CHARGE FOR PARKING IN METERED PARKING PLACES; HOWEVER, DOWNTOWN PUBLIC PARKING GARAGES WILL BE CLOSED. SUBWAYS AND BUSES WILL FOLLOW THE SUNDAY SCHEDULE, AND WEEKEND FARES AND SENIOR CITIZEN DISCOUNTS WILL BE IN EFFECT ALL DAY. CONSTRUCTION ON THE GREEN RIVER BRIDGE WILL BE SUSPENDED, BUT THE BRIDGE WILL REMAIN CLOSED.

179. What will be free tomorrow?  
 (A) Metered parking  
 (B) Garage parking  
 (C) Subway fares  
 (D) Bridge use
180. Why will this be free?  
 (A) It's the weekend.  
 (B) It's a holiday.  
 (C) There is construction.  
 (D) The bridge is closed.



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

**Business Association Conference**  
Friday, May 15 • San Francisco, CA  
Schedule of Presentations and Workshops

Time	Place	Event	Presenter
8:30–9:00	Auditorium	Opening Remarks	Raymond Larkins
9:15–10:15	Conference Rooms	Room A: Business Law	Myra Johnson
		Room B: Hiring Practices	Joe Rizzoli
10:30–11:30	Conference Rooms	Room A: The Future of Business	Sam Choi
		Room B: Effective Management	Mary Kim
11:30–12:30	Exhibit Hall	Exhibits	Various
12:30–1:45	Lunch	Dining Room	n/a
2:00–4:00	Conference Rooms	Room A: Contract Negotiation	Raymond Larkins
		Room B: Local business tour*	Ellen Peters

\*Tour participants will gather in Room B, then proceed together to the hotel parking lot, where the tour bus will be waiting.

To: Raymond Larkins  
From: Myra Johnson  
Subject: Meeting at conference

Hi, Raymond,

I will be flying to San Francisco to attend the Business Association Conference next Friday, and I understand you will be there, too. I was hoping we could have a chance to meet sometime during the day Friday for about 30 minutes. I think we should take the opportunity to go over the project in person. Let me know when would be a good time for you. I will be giving a workshop on business law, but other than that my schedule is flexible. Anytime before 6:00 would work for me. I can't stay later than that since I'm driving to Sacramento in the evening and don't want to arrive there too late. A colleague will be signing his book at a store there, and I want to attend. I'm looking forward to your presentation on contracts. I wouldn't miss that for anything. Perhaps we could have our meeting immediately afterward. Let me know what works best for you.

Myra

181. How will Myra get to San Francisco?

- (A) Bus
- (B) Plane
- (C) Train
- (D) Car

182. What does Myra want to discuss with Raymond?

- (A) A workshop
- (B) A contract
- (C) A project
- (D) A law

183. What time is Myra NOT available to meet with Raymond?

- (A) 9:15
- (B) 10:30
- (C) 11:30
- (D) 2:00

184. Where will Myra probably be at 2:30?

- (A) In the auditorium
- (B) In Room A
- (C) In Room B
- (D) In the hotel parking lot

185. What will Myra do on Friday night?

- (A) Meet with Raymond
- (B) Sign a contract
- (C) Give a workshop
- (D) Attend a book signing

Questions 186–190 refer to the following two letters.

July 30, 20--

David Mendez  
Director of Marketing  
The Grover Company  
1809 Lyme Road  
Newland, IL

Dear Mr. Mendez,

I have heard that there is an opening for a researcher in the Marketing Department, and my supervisor, Marla Petrowski, suggested that I contact you about applying for it. I have worked at Grover for three years now as an office assistant in the Accounting Department. I previously worked for a year at a small marketing firm called R-J Associates. That is the only marketing job experience I have, but I have a degree in marketing, which I completed last month. Now I would like to get a position in my field. Through my years working at Grover, I have become quite familiar with the way this company works, and I feel that I would have a great deal to offer Grover's Marketing Department.

I am enclosing my resume and could also provide you with letters of reference from my university professors. Thank you for your attention. I look forward to hearing from you.

Sincerely,

Sylvia Krim

August 8, 20--

Sylvia Krim  
Accounting Department  
The Grover Company  
1809 Lyme Road  
Newland, IL

Dear Ms. Krim,

Thank you for your letter expressing interest in applying for the position in the Marketing Department. I have spoken with Ms. Petrowski, who highly recommends you for the job. I have also shown your credentials to our head researcher, and we both agree that you would be a good asset to our department. Unfortunately, the position you are interested in is not an entry-level job. We generally require at least twice the amount of marketing job experience that you have, as a minimum, for that type of position. Although you appear to have a good reference from your former employer, we feel that you are not yet qualified for the job. However, I anticipate that we will have an opening for a marketing assistant, possibly as soon as September. I will let you know when that position becomes available in case you might be interested in applying for it. I hope you will. In the meantime, please accept my best wishes for your continued success.

Sincerely,

David Mendez  
Director of Marketing

186. What job is Ms. Krim interested in applying for?

- (A) Marketing assistant
- (B) Researcher
- (C) Office assistant
- (D) Accountant

187. When did Ms. Krim finish her degree in marketing?

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

188. Who recommends Ms. Krim for the job?

- (A) The director of marketing
- (B) A university professor
- (C) The head researcher
- (D) Her supervisor

189. How many years of experience are required for the job she wants?

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

190. What will Mr. Mendez do?

- (A) Hire Ms. Krim right away
- (B) Check Ms. Krim's credentials
- (C) Speak with Ms. Krim's former employer
- (D) Notify Ms. Krim when a position is available

Questions 191–195 refer to the following memo and e-mail.

## MEMO

To: All personnel  
From: Marvin McLean, Office Manager  
Re: Workplace safety workshop  
Date: November 17

On December 7, a workshop on workplace safety will be offered by Elvira Walters of the National Workplace Safety Commission. The workshop will take place in Conference Room 2 from 9:30 to 11:30. This workshop is required for all department heads and recommended for all staff members. Please let me know before November 22 if you plan to attend. Also, please let me know if you cannot attend at this time but are still interested. If there is enough interest, we will offer the workshop again at a later date. Finally, because the end of the year is fast approaching, let me take this opportunity to remind everyone that attendance at a minimum of three staff development workshops per year is required of all personnel. A schedule of upcoming workshops is posted outside my office.

To: marvin\_mclean@zipsys.com  
From: sandy\_bayliss@zipsys.com  
Subject: safety workshop

Hi, Marvin,

I would like to attend next month's workshop on workplace safety that was mentioned in the memo you sent out yesterday. Please put me on the list. After this workshop, I will have fulfilled my attendance requirement for this year. Also, I would like to apologize in advance because I will probably arrive about 15 minutes late. I have to be downtown early that morning for a breakfast meeting, but it shouldn't last much past 9:00, and then I can catch the subway to the office. I hope a slightly late arrival won't be a problem.

Thanks.

Sandy...

191. Who has to attend the workshop?

- (A) All staff members
- (B) The security officer
- ☒ (C) Department heads
- (D) The office manager

192. When did Sandy Bayliss write her e-mail message?

- (A) November 17
- ☒ (B) November 18
- (C) November 22
- (D) December 7

193. What time will Sandy Bayliss probably arrive at the workshop?

- (A) 9:00
- (B) 9:15
- (C) 9:30
- ☒ (D) 9:45

194. How many workshops has Sandy Bayliss already attended this year?

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

195. Where will Sandy's breakfast meeting take place?

- (A) At Marvin McLean's office
- (B) At her office
- ☒ (C) Downtown
- (D) In Conference Room 2

Questions 196–200 refer to the following warranty notice and letter.

### NOTICE OF WARRANTY

#### Paper Eater 2000 Deluxe Office Paper Shredder

Paper Eater, Inc. warrants to the original purchaser of this product that it is free from defects for one year from the date of purchase. We will repair any manufacturing defects, or if we deem repair to be impracticable, we will replace the entire product with a new one. Repair or replacement are guaranteed only when the product has not been mishandled and has been used according to our instructions. Products that have been dropped or thrown or to which any item other than paper, such as staples, paper clips, or pieces of plastic, have been introduced are not covered by the terms of this warranty. 200

When returning a product for repair, please enclose it in its original packaging and include a purchase receipt and the model number. Customers will be charged for any repairs outside the limits of this warranty. 199 200

April 1, 20--

Customer Service Department  
Paper Eater, Inc.  
17 Main Street  
Harlowe's Junction, OH

Dear Customer Service,

I was excited about my recent purchase of a Paper Eater 2000 Deluxe Office Paper Shredder.

197 Many sensitive financial reports come through my office, so a reliable and durable paper shredder is a necessity for me. I chose the Paper Eater 2000 Deluxe because I read many good reviews of it online and in consumer magazines. At first it lived up to its reputation, shredding large volumes of paper without a glitch. At one point, I even spilled a box of paper clips into it, 200 but that didn't appear to slow it down. Then last week it completely stopped, and I have not been able to get it going again. I have to say I am not pleased about this at all. I have owned this machine only since the beginning 198 of February. I would expect that a machine with such a good reputation would last a good deal longer. I am returning the machine herewith, wrapped up in a brand new box. 199 The receipt, including place and date of purchase and the machine's model number, are enclosed. Please send me my refund as soon as possible. Thank you.

Sincerely,

Arnold Ahern

196. When did the customer buy his paper shredder?  
(A) A week ago  
(B) A month ago  
(C) Two months ago  
(D) One year ago
197. What does the customer shred in his paper shredder?  
(A) Financial reports  
(B) Magazines  
(C) Receipts  
(D) Product instructions
198. How does the customer feel about the paper shredder now?  
(A) Excited  
(B) Displeased  
(C) Good  
(D) Sensitive
199. What did the customer neglect to include when returning the shredder?  
(A) The receipt  
(B) The model number  
(C) The refund form  
(D) The original packaging
200. How will the customer service department probably respond?  
(A) They will issue a refund.  
(B) They will replace the product.  
(C) They will charge for the repair.  
(D) They will sell the customer a new product.

