

## 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. Mr. Jones V investing in that company, but he finally decided against it.  
 (A) considered v  
 (B) considerate adj  
 (C) considerable adj  
 (D) considerably - adv
102. If we hadn't left the house so late, we \_\_\_\_\_ the plane.  
 (A) wouldn't have missed -  
 (B) wouldn't miss  
 (C) won't have missed  
 (D) won't miss
103. These reports must be turned \_\_\_\_\_ before the end of the week.  
 (A) off  
 (B) on  
 (C) up  
 (D) in -
104. Samantha worked very hard and put in a lot of overtime hours because she hoped for an \_\_\_\_\_ in her salary.  
 (A) incursion -  
 (B) inquiry  
 (C) increase -  
 (D) inquest
105. They brought extra chairs into the room \_\_\_\_\_ they expected a large number of people to attend the meeting.  
 (A) although  
 (B) since - bởi vì  
 (C) however  
 (D) nevertheless
106. We have been asked not to walk \_\_\_\_\_ the lobby today because it's being painted.  
 (A) beside  
 (B) between  
 (C) around  
 (D) through -
107. By the time we got to the train station, the train \_\_\_\_\_.  
 (A) had already left -  
 (B) had already been left  
 (C) has already left  
 (D) will have already left
108. Dr. Smith is a well-respected expert and has adj experience in her field.  
 (A) extend  
 (B) extends  
 (C) extensive -  
 (D) extension

109. \_\_\_\_\_ he graduated from the university, he got a job at a good company.  
 (A) Following  
 (B) Later  
 (C) After  
 (D) Next
110. If you don't want to get stuck in a traffic jam, you should avoid Ving during rush hour.  
 (A) drive  
 (B) driving  
 (C) to drive  
 (D) driven
111. Once you start using the new software, you will be able to do your work much more \_\_\_\_\_.  
 (A) ease  
 (B) easily  
 (C) easier  
 (D) easement
112. This report has to be completed \_\_\_\_\_ 5:00 today at the latest.  
 (A) until  
 (B) after  
 (C) to  
 (D) by
113. They ~~made~~ a very \_\_\_\_\_ offer, so we signed the contract.  
 (A) attract  
 (B) attracted  
 (C) attraction  
 (D) attractive.
114. Currently they \_\_\_\_\_ lower prices than any of their competitors.  
 (A) are offering  
 (B) to offer  
 (C) did offer  
 (D) offered
115. The government will \_\_\_\_\_ new price controls on the industry next year.  
 (A) impose  
 (B) compose  
 (C) repose  
 (D) suppose
116. They will interview each candidate before they \_\_\_\_\_ who to hire.  
 (A) decide  
 (B) are deciding  
 (C) will decide  
 (D) decided
117. These rooms \_\_\_\_\_ before the conference next week.  
 (A) paint  
 (B) will paint  
 (C) are going to paint  
 (D) will be painted
118. The new chairs that he bought for the office \_\_\_\_\_ not very comfortable.  
 (A) is  
 (B) are  
 (C) do  
 (D) was
119. Everyone is expected to arrive at the meeting \_\_\_\_\_.  
 (A) promptness  
 (B) promote  
 (C) promptly  
 (D) prompt
120. We will have to come to an agreement \_\_\_\_\_ the end of this month.  
 (A) during  
 (B) before  
 (C) when  
 (D) until

121. \_\_\_\_\_ we paid the painters a lot of money, they did a terrible job.  
 (A) Because  
 (B) Since  
 (C) Although +clause  
 (D) Despite +N/N phrase
122. After his contract \_\_\_\_\_, he will have to look for a new job.  
 (A) expires -  
 (B) expects  
 (C) exposes  
 (D) expands
123. I \_\_\_\_\_ eat at expensive restaurants because I don't have a lot of extra money.  
 (A) always  
 (B) often  
 (C) usually  
 (D) seldom -
124. The storm caused a lot of damage to the building and we had to buy new \_\_\_\_\_ for many of the windows.  
 (A) glass  
 (B) glasses -  
 (C) glassy  
 (D) glassine
125. If we \_\_\_\_\_ more time, we \_\_\_\_\_ able to do a more thorough job.  
 (A) would have  
 (B) will have  
 (C) have  
 (D) had
126. You should \_\_\_\_\_ with your boss before committing yourself to that project.  
 (A) will speak  
 (B) speak -  
 (C) speaking  
 (D) spoken
127. They expect \_\_\_\_\_ before noon tomorrow.  
 (A) arrive  
 (B) to arrive ■  
 (C) arriving  
 (D) will arrive
128. This store offers a <sup>adj</sup>wide \_\_\_\_\_ of office equipment.  
 (A) select  
 (B) selective  
 (C) selection - N  
 (D) selecting
129. \_\_\_\_\_ have changed the face of the modern workplace.  
 (A) Computers  
 (B) Computer  
 (C) The computer  
 (D) A computer
130. The train \_\_\_\_\_ Chicago leaves at 4:00 A.M.  
 (A) in  
 (B) at  
 (C) to  
 (D) by
131. This car is \_\_\_\_\_ cheap nor reliable.  
 (A) but  
 (B) both  
 (C) either  
 (D) neither
132. This photocopier is expensive, but it is \_\_\_\_\_ than the other one.  
 (A) most durable  
 (B) more durable  
 (C) durably  
 (D) durable

133. \_\_\_\_\_ this paper in the closet next to the box of envelopes.

- (A) Put
- (B) Putting
- (C) To put
- (D) Will put

134. We decided not to rent that office because it was not very adj/adv.

- (A) space
- (B) spaced
- (C) spacious
- (D) spaciousness

135. We realized that nobody had been \_\_\_\_\_ the checkbook.

- (A) balance
- (B) balances
- (C) balanced
- (D) balancing (chủ động)

136. Of all the people who applied for the position, Mr. Sato is the \_\_\_\_\_.

- (A) qualified
- (B) more qualified
- (C) most qualified
- (D) qualification

137. Prices are expected to V before the end of the year.

- (A) ~~up~~ pre
- (B) rise
- (C) raise +O
- (D) ~~growth~~ N

138. We hired an accountant to V the company's financial records.

- (A) audit
- (B) audition
- (C) auditory
- (D) auditorium

139. We will have the building \_\_\_\_\_ before we sign the lease.

- (A) inspect
- (B) inspected have someone to do ST
- (C) inspects
- (D) to inspect

140. Ms. Lee \_\_\_\_\_ with us since last November.

- (A) works
- (B) worked
- (C) is working
- (D) has been working

**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 passage.

**Your Paycheck**

Checks \_\_\_\_\_ on a biweekly basis by department heads. Arrangements can

141. (A) distribute  
(B) distributed  
(C) are distributed  
(D) are distributing

be made with the Accounting Department to have checks mailed to the employee's home address instead, if desired. Each employee should review the check stub carefully. \_\_\_\_\_ contains a breakdown of all deductions, including state

142. (A) It  
(B) He  
(C) She  
(D) They

and local taxes, retirement fund contributions, and insurance payments. Any inaccuracies should be reported to the Accounting Department as soon as possible. Every effort will be made to correct any errors in a timely manner. The Human Resources Department conducts monthly workshops that explain in detail how each paycheck deduction is calculated. Anyone interested in \_\_\_\_\_

143. (A) assisting  
(B) attending  
(C) accessing  
(D) approving

a workshop should contact the Human Resources Department.

Questions 144–146 refer to the following memo.

To: All office staff  
From: Rita Johnson  
Re: Employee Appreciation Banquet  
Date: June 15, 20--

It's time to start planning for the \_\_\_\_\_ Employee Appreciation

144. (A) daily  
(B) monthly  
(C) annual  
(D) biannual

Banquet. I know you all look forward to this every spring. As you know, the winner of the Employee of the Year Award is chosen by the staff. Please get your nominations to me before the end of this month. The winner will be announced on the night of the banquet.

I have received your comments and complaints and have been looking into a new \_\_\_\_\_ for this year's banquet. We are hoping to hold it at

145. (A) location  
(B) program  
(C) decoration  
(D) entertainment

the Hamilton Hotel. The rooms there are large, and the hotel is conveniently accessible by public transportation.

I have also paid attention to your comments about the food and will work with the hotel chef to develop a menu that provides a variety of choices. Please let me know if you have any further N regarding

146. (A) suggest  
(B) suggests  
(C) suggesting  
(D) suggestions

this year's banquet.

Questions 147–149 refer to the following letter.

Dear Customer,

Your Quimby Bank Certificate of Deposit (CD), number 005589403, will mature on January 12 with a value of \$5,095.86. If you \_\_\_\_\_ no action,

147. (A) take  
(B) taken  
(C) taking  
(D) will take

your CD will automatically renew for another six months and will earn the interest rate in effect on January 12. The following reinvestment options are also available to you.

1. An Authorization to Renew Form is \_\_\_\_\_ with this letter. If you

148. (A) enclose  
(B) encloses  
(C) enclosed  
(D) enclosure

wish to add funds to your CD, simply complete and return the form to us no later than five business days before the maturity date.

2. Quimby Bank Investment Advisers are available to discuss your financial situation with you. \_\_\_\_\_ can help you understand how a CD and

149. (A) It  
(B) He  
(C) She  
(D) They

other investment options can fit in with your overall financial plan. Call the Quimby Bank Customer Service Office to set up an appointment.

Thank you for banking with Quimby.

Sincerely,  
Ramona Higgins  
Vice President



Questions 150–152 refer to the following notice.

**City Bus Lines**  
**Notice of Fare Increases and Schedule Changes**

**Fare Increases**

As of May 31 there will be a 25% increase in all bus fares on the City Bus Lines. The normal fare will go up to \$2.50 during regular hours and \$3.50 during rush hour. Senior citizens possessing a valid City Bus Line Senior Citizen Identification Card will be \_\_\_\_\_ \$1.25 to ride the bus

150. (A) paid  
(B) charged  
(C) reimbursed  
(D) compensated

during regular hours and \$2.00 during rush hour.

**Schedule Changes**

The number 42 bus, which \_\_\_\_\_ leaves the train station every

151. (A) promptly  
(B) usually  
(C) currently  
(D) previously

half hour, will leave the train station every 45 minutes as of May 31.

The number 56 bus, serving the Greenville neighborhood, will no longer run as of May 31.

Any questions or concerns \_\_\_\_\_ these changes should be directed to

152. (A) refusing  
(B) regaining  
(C) referring  
(D) regarding =about

the City Bus Lines Office of Public Relations.



## 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.

**T**he Clear Sound Communications takeover of local telephone service, which was originally welcomed with great optimism, now seems to be heading down the road toward disaster.

Ever since Clear Sound bought out the FreeTel Company just under six months ago, it has experienced loss of income, loss of customers, and, perhaps worst of all, the loss of its reputation as a company that delivers on its promises.

When Clear Sound came into the area, it promised that all its telephone customers would have access to high-speed Internet service by the end of the year. Not only has the company failed to deliver on this prom-

ise, but customers who are receiving Clear Sound Internet service have expressed great dissatisfaction with it. "The connection goes out all the time. You just can't count on it when you need it," a Clear Sound customer complained at a town meeting last week. Customers have also claimed that repair service is slow and overpriced. Clear Sound, on the other hand, claims that such problems are minor and not widespread. "Every company experiences an adjustment period," explained Richard Whittier, Clear Sound public relations officer. "Before one more year has passed, you can be certain that all operations will be running smoothly and customers will be 100% satisfied," he said.

153. When did Clear Sound take over the FreeTel Company?

- (A) Last week
- ☒ (B) A little less than six months ago
- (C) A little more than six months ago
- (D) One year ago

154. What kind of company is Clear Sound?

- (A) Telephone only
- ☒ (B) Telephone and Internet
- (C) Delivery service
- (D) Transportation

155. How do Clear Sound customers currently feel about the company?

- (A) Pleased
- (B) Optimistic
- ☒ (C) Unhappy
- (D) Bored

156. The word *minor* in paragraph 2, line 12 is closest in meaning to

- ☒ (A) small.
- (B) common.
- (C) expected.
- (D) important.

Questions 157–158 refer to the following advertisement.

# SALE! SALE! SALE!

**Grover's Office Supply Store announces  
its annual winter sale!**

**All paper items are on sale, with discounts  
from 15% to 25% off our already low prices.**

**Sale ends Saturday.**

Join our Frequent Buyer's Club and save even more. Stop by the manager's desk for an application. Once we have your contact information in our computer files, you will receive notices of special sales and discounts available to Frequent Buyer's Club members only.

**Grover's Office Supply Store.**

*Supplying your office with all its paper needs.*

157. Which of the following items are on sale?

- ☒ (A) Envelopes
- (B) Desks
- (C) Filing cabinets
- (D) Computers

158. How can a customer become a member of the Frequent Buyer's Club?

- (A) Visit the store before Saturday
- ☒ (B) Speak with the manager
- (C) Send a request by mail
- (D) Contact the club president

Questions 159–161 refer to the following article.

The International Experience Project (IEP) provides young professionals with the opportunity to gain work experience abroad. IEP was founded by Margery Wilson four years ago. "When I graduated from college," she explained, "my dream was to work abroad for one or two years, learn another language, and experience living in another country. I knew I wanted to do this, but I didn't know how to find a job abroad. That was six years ago. At that time, there were no employment agencies that specialized in helping job seekers like myself. So I decided to start my own."

59

Since its beginnings, IEP has provided jobs for several thousand young professionals in countries all around the world. Knowing a foreign language helps, says Wilson, but it isn't a prerequisite for all jobs. In fact, many of the companies that provide employment for her clients also provide language training. IEP finds jobs for people in all fields, from economics to science to teaching. "All you need is a college degree, an interest in other countries, and an adventurous spirit," says Wilson.

159. What kind of business is IEP?

- ☒ (A) An employment agency
- (B) A travel agency
- (C) A language school
- (D) A teacher training school

160. How long ago was IEP started?

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

161. What is a requirement for using IEP's services?

- (A) Foreign language skills
- (B) Experience living abroad
- (C) A science background
- ☒ (D) A college degree

Questions 162–163 refer to the following notice.

**Norwich Office Towers  
Maintenance and Cleaning Department  
Notice of Painting and Repair Work**

The west bank elevators will be closed for routine maintenance and repair starting Monday, August 17. Tenants and visitors are asked to use the east bank elevators or the west or east stairs during this time. The west bank elevators will be back in operation on Monday, August 24, at which time the east bank elevators will be closed. All elevator maintenance and repair work should be completed by the end of the month. Stairs and hallways will be painted during the months of September and October. A complete painting schedule will be posted before September 1.

62

63

162. What will the elevators be closed for?

- (A) Painting
- ☒ (B) Repair
- (C) Cleaning
- (D) Rescheduling

163. How long will the work on all the elevators take?

- (A) One week
- ☒ (B) Two weeks
- (C) One month
- (D) Two months

Questions 164–166 refer to the following advertisement.

**For Sale**

*cửa hàng tiện lợi*

Fully equipped convenience store on North Main Street close to downtown. Annual sales of \$2,198,456. Sells snacks, groceries, newspapers, gasoline, etc. Ample customer parking behind. Spacious two-bedroom owner's apartment on second floor. Asking \$750,000. Includes building and grounds, all equipment, and \$85,000 in inventory. No brokers, please. Shown by appointment only. Call Maria at White Horse Realty—243-8674.

164. What is above the store?

- ☒ (A) A place to live
- (B) A snack bar
- (C) A place for equipment
- (D) An office

165. How much is the store being sold for?

- (A) \$85,000
- ☒ (B) \$750,000
- (C) \$835,000
- (D) \$2,198,456

166. The word *inventory* in line 4 is closest in meaning to

- (A) rents.
- (B) accounts.
- (C) furnishings.
- ☒ (D) merchandise.

Questions 167–168 refer to the following instructions.

1. Remove the back cover, using a small screwdriver to loosen the screw.
2. Remove batteries and replace with two new AAA batteries. Use the + and – signs to position them correctly. Dispose of used batteries properly.
3. Replace the cover and tighten the screw with the screwdriver.
4. Reset the time using the side buttons

The GMX 200 is guaranteed to keep time accurately for one full year from date of purchase. Should it malfunction in any way during this time period, your money will be refunded in full.

167. What are these instructions for?

- (A) Repairing a cover
- (B) Setting the date
- (C) Getting a refund
- ☒ (D) Changing the batteries

168. What is the GMX 200?

- (A) A calendar
- (B) A screwdriver
- ☒ (C) A clock
- (D) A garbage disposal

Questions 169–172 refer to the following article.

- 169 **G**reen Garden Café recently opened downtown and is offering a variety of handcrafted sandwiches, along with homemade soups and ice cream. All food served at the café is made from pure organic ingredients. Sandwiches are made with 100% whole-grain bread, which is baked in the café's kitchen.

Diners are lining up to try Green Garden's sandwiches for breakfast, lunch, and dinner. "One of our best sellers is our breakfast sandwich," explains café owner Melissa Whitehead. "It's not your typical bacon-and-cheese concoction. Instead, we combine eggs with fresh vegetables and serve it on fresh-baked bread. Customers can't seem to get enough of it."

- 171 You won't find the usual ham, turkey, or roast beef sandwich among the café's offered fare. In fact, all the food they serve is 100% vegetarian. Their sandwiches are filled with fresh vegetables, locally made cheese, or a combination of both. "Customers enjoy our soups and ice cream, but what they really come here for are the sandwiches," says Whitehead. "That's our most popular item."

Give the Green Garden Café a try next time you are downtown. You won't be disappointed. The café is open six days a week: Monday–Friday from 9 AM to 9 PM and Saturday from 11 AM to 4 PM. 172

169. What is true of the soups at Green Garden?  
 (A) They are made with organic ingredients.  
 (B) They are the most popular item.  
 (C) They come from a factory.  
 (D) They contain bacon.
170. The word *concoction* in paragraph 2, line 4 is closest in meaning to  
 (A) flavor.  
 (B) combination. **kết hợp**  
 (C) ingredient.  
 (D) meal.
171. Which of the following sandwiches can you get at the Green Garden Café?  
 (A) Cheese and bacon  
 (B) Ham and turkey  
 (C) Cheese and vegetable  
 (D) Roast beef
172. On which of the following days is the café closed?  
 (A) Monday  
 (B) Wednesday  
 (C) Friday  
 (D) Sunday



Questions 173–176 refer to the following article.

**A** job interview is your chance to make a good impression on a potential employer, and the way you dress is an important part of the impression you make. It is not an occasion to show how fashionably you can dress. Rather, it is the time to present yourself as a serious professional who conveys a sense of confidence. The colors you wear help to give this impression. Choose dark colors such as black, navy blue, or charcoal gray, and stay away from warm browns and greens. In addition to a dark color, the suit you wear should have a conservative, neatly tailored cut. 173 174

Don't forget to pay attention to details. Your accessories are an important part of your overall look. For men this means wearing ties with simple patterns and quiet colors. Also, men should not wear any type of jewelry, even of the highest quality gold or silver, except for a wristwatch or tie clip. Women should wear plain earrings. Matching necklaces or bracelets are permissible as long as they are not gaudy or loud. 175

Finally, make sure your feet are dressed as well as the rest of you. Avoid any kind of fancy footwear. Your footwear should look neat and fit you comfortably. You may think that no one will look at your feet, but if you wear super-high heels, garish buckles, or bright colors on your shoes, you are calling attention to them in a way you don't want. 176

173. Who is this article for?

- (A) Tailors
- ☒ (B) Job hunters
- (C) Fashion designers
- (D) Clothing retailers

174. Why are dark colors recommended?

- (A) They feel warmer.
- (B) They are fashionable.
- ☒ (C) They look professional.
- (D) They show off accessories.

175. What kind of accessories are recommended? phụ kiện

- (A) Plain and quiet nhã nhặn & đơn giản
- (B) Loud and gaudy
- (C) Gold and silver
- (D) Patterned and colorful

176. What kind of shoes should be worn?

- (A) Brightly colored
- ☒ (B) Comfortable
- (C) High heeled
- (D) Fancy



Questions 177–180 refer to the following information sheet.

## INFORMATION FOR VISITORS

### GETTING AROUND

- Two major bus routes, No. 34 and No. 56, pass in front of the building. Bus schedules and bus route maps are available at the front desk.
- The Market Mall subway station is five blocks away. Subway maps and information are available at the subway station.
- Taxis are available at the taxi stand near the main entrance.

### MEALS

- A full-service restaurant and a café are just off the main lobby. Daily breakfast at the café is included with the price of your room. 177
- Ask at the front desk for a listing of local restaurants.

### SHOPPING

- Market Mall, the city's premier shopping mall, is five blocks away. Whether you are looking for clothes, jewelry, books, gifts, linens, or office supplies, you are sure to find it at the Market Mall.
- The downtown shopping district, famous for its elegant fashion boutiques, is just three miles away. 179 The downtown district is served by the No. 34 bus line.
- A pharmacy and grocery store are just across the street. 180

### TOURISM

- The city boasts a number of fine museums, including the National History Museum and the Museum of Fine Arts. The Sun Tours Travel Company offers bus tours of historic locations around the city. Please ask at the front desk for more information.
- Hotel guests are entitled to a discount at the City Aquarium. Get your discount coupon at the front desk.

### EMERGENCIES

In case of emergency, dial 01 for the hotel manager. 177

177. Where would you find this information sheet?

- ☒ (A) In a hotel
- (B) In a tourist agency
- (C) In a shopping mall
- (D) In an office building

178. What is five blocks away?

- (A) A pharmacy
- (B) A café
- ☒ (C) A subway station
- (D) A taxi stand

179. What can you buy in the shopping district?

- (A) Books
- (B) Office supplies
- ☒ (C) Clothes
- (D) Linens

180. Where can you probably buy cough *thuốc ho* medicine?

- (A) In the shopping district
- ☒ (B) Across the street
- (C) In the lobby
- (D) At the Market Mall

Questions 181–185 refer to the following advertisement and letter.

**HELP WANTED**

Busy downtown law firm seeks certified paralegal to assist three attorneys. Duties include legal research, assisting with documents, providing legal information to clients, some word processing. Requires minimum of two years' paralegal experience and word processing and database skills. Knowledge of French or Spanish desirable. Send resume and names of three references before June 1 to Martha Lee; P.O. Box 7, Williamsburg, MA 01234. No phone calls, please. We will contact you to make an appointment for an interview.

May 8, 20-- 181

Martha Lee  
P.O. Box 7  
Williamsburg, MA 01234

Dear Ms. Lee,

I am writing in response to your ad in yesterday's paper for a certified paralegal. I have recently completed a paralegal training course and received my certificate last March. I am looking for a job in a small downtown firm. I am proficient with the commonly used word processing and database programs. I have a working knowledge of French and will be taking a Spanish course starting June 15. My job experience includes three years as an office assistant at an architectural firm. I have not worked for the past year, as I was busy with my paralegal training course.

I would really enjoy the opportunity to work at a firm such as yours. I am enclosing my resume and would be happy to provide you with letters of reference. I look forward to meeting with you soon.

Sincerely,

James Jones

181. When did the job ad appear in the newspaper?  
☒ (A) May 7  
(B) May 8  
(C) June 1  
(D) June 15
182. What is one of the duties of the advertised job?  
(A) Interviewing clients  
☒ (B) Working on legal documents  
(C) Answering phone calls  
(D) Making appointments
183. What job requirement does James Jones NOT meet?  
(A) Paralegal certificate  
(B) Knowledge of a foreign language  
(C) Computer software skills  
☒ (D) Paralegal work experience
184. Where did James Jones work before?  
(A) At a Spanish school  
(B) At a law office  
☒ (C) At an architectural firm  
(D) At a French company
185. What did James Jones include with his letter?  
(A) His paralegal course diploma  
(B) His resume  
(C) His French certificate  
☒ (D) His letters of reference

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

## Computer Training Center

### CLASS SCHEDULE

#### Word Processing Basics

Section 1: M, W 1–3

Section 2: T, Th 6–8 86

#### Advanced Word Processing

Section 1: W, F 9–12

#### Database Basics

Section 1: M, W 4–6

Section 2: Saturday, 9–1

#### Advanced Database

Section 1: M, W 1–3

### INFORMATION FOR STUDENTS

- You may choose either section 1 or section 2 of any course.
- All courses last three months.
- Course fees are \$300 for courses meeting four hours a week, and \$500 for courses meeting six hours a week. Materials fees are \$25 for word processing classes and \$45 for database classes.
- Register online by visiting our website, [www.computertrainingcenter.com](http://www.computertrainingcenter.com), or call us at 456-8874.

To: marvinpeabody@nzinc.com

From: samsilliman@nzinc.com

Subject: computer training

Marvin,

I am attaching the latest schedule from the Computer Training Center. As we have discussed in person, your computer skills are not quite up to par and you would benefit from taking one of these courses. We also discussed the fact that your first-year employee probationary status is still in effect and that you are required to take some training courses during this time. Please sign up for one of these courses as soon as possible. I would encourage you to choose a beginning word processing class, as your skills in that area are woefully lacking. You have a good knowledge of database software, though you could benefit from an advanced-level class if that is what interests you most. The choice, of course, is up to you, but I recommend word processing. In choosing your class schedule, please remember that you must be present at our weekly staff meetings (Wednesday afternoons at 2:00). As soon as you have decided on a course and schedule, please contact Elizabeth Mortimer in the Human Resources Department and she will take care of the registration process for you. We at NZ, Inc. will, of course, take care of all the fees. All you have to do is attend the classes. Please e-mail me as soon as you are registered for a course.

Sam Silliman

186. Which class will Marvin probably take?  
(A) Word Processing Basics, Section 1  
☒ (B) Word Processing Basics, Section 2  
(C) Database Basics, Section 2  
(D) Advanced Database, Section 1
187. How will Marvin register for the class?  
(A) By visiting the training center website  
(B) By calling the training center  
☒ (C) By talking with the human resources officer  
(D) By e-mailing Sam Silliman
188. How much will Marvin pay for his course?  
☒ (A) \$0  
(B) \$300  
(C) \$325  
(D) \$545
189. Who is Sam Silliman?  
(A) The Computer Training Center manager  
(B) Elizabeth Mortimer's employee  
(C) A computer instructor  
☒ (D) Marvin's supervisor
190. How long has Marvin been working at NZ, Inc.?  
(A) Exactly three months  
☒ (B) Less than one year  
(C) A little more than a year  
(D) For several years

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

A MESSAGE FOR: *Simon Oliver*

DATE: Monday, May 23 193

TIME: 2:30 192

FROM: *Amanda Lopez*

PHONE: 213-568-0937

☒ TELEPHONED    ☐ CAME TO SEE YOU    ☐ RETURNED YOUR CALL

191 MESSAGE: Regarding your appointment with Ms. Lopez this afternoon at the City View Café, because of an emergency, she won't be able to make it. She would like to reschedule and suggests tomorrow afternoon or any time the following day. If neither of these days works, Friday might be possible. Please let her know before 6:00 this evening. Also she reminds you that she needs to see a copy of your project report. 194

SIGNED: *Paulina Kraft*

To: soliver@metooinc.com  
 From: pkraft@metooinc.com  
 Subject: Message from Ms. Lopez  
 Date: May 23, 4:45

Mr. Oliver,

Did you get the phone message from Ms. Lopez I left on your desk? She called just five minutes after you left the office to meet her. I hope you didn't wait for her too long. I can call and reschedule with her if you'd like. I've checked your schedule and tomorrow doesn't look possible because of the conference, but you have plenty of free time the day after. I will make up a packet for you to take to her with the document she requested as well as the photos you took. Let me know about the reschedule.

Ms. Kraft



191. Why did Ms. Lopez call Mr. Oliver?  
(A) To invite him out for coffee  
(B) To ask for help in an emergency  
(C) To cancel their appointment  
(D) To tell him about a conference
192. What time did Mr. Oliver leave the office?  
(A) 2:25  
(B) 2:30  
(C) 4:45  
(D) 6:00
193. What day does Ms. Kraft suggest that Mr. Oliver meet with Ms. Lopez?  
(A) Monday  
(B) Tuesday  
(C) Wednesday  
(D) Friday
194. What will Mr. Oliver take to show to Ms. Lopez?  
(A) A report and some photos  
(B) A conference program  
(C) A schedule  
(D) A café menu
195. What is probably Ms. Kraft's job?  
(A) Photographer  
(B) Project director  
(C) Café owner  
(D) Office assistant

Questions 196–200 refer to the following fax and price sheet.

## FAX TRANSMISSION

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## FAX TRANSMISSION

Linton Systems, Inc.  
154 North Washington Street  
Bradford, NY

To: Cosmo Catering Company  
17 River Road  
Bradford, NY

FROM: Elaine Conway  
Office Manager

DATE: August 30

We are planning an all-day conference for October 15 and will need catering services for lunch. We expect around 40–45 people to attend. Some will be vegetarian, but we will also want some meat dishes available. We would need you to provide dishes and silverware, but we will use our own tables and chairs. Please fax menus, prices, and ordering information. Thank you.

### Cosmo Catering Company Menu and Price List

#### Lunch Buffets

##### Option 1

1 chicken entrée  
1 meat entrée  
salad  
2 desserts

##### Option 2

1 chicken entrée  
1 meat entrée  
1 vegetarian entrée  
salad  
3 desserts

##### Option 3

2 vegetarian entrees  
1 meat entree  
salad  
2 desserts

#### Prices

Up to 25 people— Option 1: \$250  
Option 2: \$350  
Option 3: \$200

Up to 50 people— Option 1: \$500  
Option 2: \$700  
Option 3: \$400

Up to 100 people— Option 1: \$1,000  
Option 2: \$1,400  
Option 3: \$800

\*Above prices include all dishes and silverware, tablecloths and napkins (white only), and setup and takedown.

\*Tables and chairs are available for \$2 per person.

Orders must be accompanied by a 25% deposit, local checks only. The remainder is due on the date of service. Credit cards and cash are not accepted.

#### Discounts

- All orders placed a month in advance will receive a 10% discount.
- Use your own dishes and silverware and receive a 15% discount.

196. What would be the cost of the Option 2 buffet for 100 people, with tables and chairs?  
(A) \$800  
(B) \$1,000  
(C) \$1,400  
(D) \$1,600 ✓
197. Which lunch buffets would meet Elaine Conway's needs?  
(A) Options 1 and 2  
(B) Options 2 and 3 ✓  
(C) Options 1, 2, and 3  
(D) Option 2 only ✓
198. What does Elaine Conway have to do to get a 10% discount?  
(A) Pay with cash  
(B) Rent tables and chairs  
(C) Use her own silverware  
(D) Order before September 15 ✓
199. What does she have to send with her order?  
(A) Her credit card number  
(B) Choice of tablecloth color  
(C) A check for the deposit ✓  
(D) A dessert order ✓
200. If she chooses Option 2, how much would she pay, without discounts? cả discount  
(A) \$350  
(B) \$700 ✓  
(C) \$790  
(D) \$1,400

