

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 invitation.

Trust Line cordially invites you to attend a morning seminar to learn how you can predict the trends that will assist your clients with the success of their investments.

To reserve a seat, fill out the attached card and mail it with your registration fee.

Don't miss this chance to learn about the resources that drive successful fiduciary service management firms. For further information, please call 676-9980.

153. Who would be likely to attend the seminar?
- (A) A private investor
 - (B) A manager in a not-for-profit organization
 - (C) A stockbroker
 - (D) A newspaper publisher
154. What will be discussed at the seminar?
- (A) Building client relationships
 - (B) Fiduciary service management firms
 - (C) How to foresee good investments
 - (D) How to get new clients
155. How can you join the seminar?
- (A) Present this letter
 - (B) Send a short form and payment
 - (C) Send your business card and request
 - (D) Call 676-9980

Questions 156-159 refer to the following magazine article.

NewTech Equipment Company announced that it expects to cut 4,000 jobs within the next six months in Brazil as part of its strategy to reorganize its money-losing business. NewTech has been struggling to make a profit after two years of losses worldwide.

The reduction in its labor force comes as a surprise to business analysts, who had been impressed with the performance of the company in recent months. Although its *revenues* have not matched those of its first two years of business, they had been increasing steadily since June.

New competition was blamed for this loss of revenue, but sources close to the company place the blame on the lack of direction from the chairman of the company, Pierre Reinartz. Mr. Reinartz has been with the company for only a year, and he will probably resign soon.

It is expected that Elizabeth Strube, the current V.P. of the company, will succeed him. Ms. Strube was responsible for opening the international offices, which have been more profitable than those in Brazil. NewTech employs about 25,000 people in Brazil, another 20,000 in Asia, and 10,000 in Europe. The International offices will not be affected by the staff reductions.

156. Why will NewTech cut jobs locally?
- (A) To be more profitable
 - (B) Because it is moving overseas
 - (C) Because labor costs have gone up
 - (D) Because Chairman Reinartz directed it
157. How long has NewTech been losing money?
- (A) Six months
 - (B) One year
 - (C) A year and a half
 - (D) Two years
158. The word *revenues* is closest in meaning to
- (A) sales
 - (B) earnings
 - (C) products
 - (D) expenses
159. What describes the international branches of NewTech?
- (A) They earn more money than the Brazilian office.
 - (B) They are less cost-effective.
 - (C) They are older than the Brazilian branch.
 - (D) They will be closed within six months.

Questions 160-162 refer to the following schedule.

BUS FARES		<u>Peak</u>	<u>Off Peak</u>
Effective March 1, 20- Peak hours, Weekdays 5:30-9:30 A.M. and 3:00-7:00 P.M.	Any one zone	1.00	.75
	Between zones 1 and 2	1.35	1.00
	zones 1 and 3	1.70	1.35
	zones 2 and 3	1.35	1.00

160. When do these bus fares take effect?

- (A) Immediately
- (B) On March 1
- (C) On February 28
- (D) Next week

162. What is the peak fare between zones 1 and 3?

- (A) \$.75
- (B) \$1.00
- (C) \$1.35
- (D) \$1.70

161. Which time is off-peak?

- (A) 7:00 A.M. Monday
- (B) 9:00 A.M. Wednesday
- (C) 8:00 P.M. Thursday
- (D) 5:00 P.M. Friday

Questions 163-165 refer to the following advertisement.

Leading TV-Advertising

company with broadcast interests worldwide seeks a Specialist in Audience Research. The Specialist will design studies to determine consumer preferences and write reports for use within the company. Candidates must have a college degree with courses in research. Must also have experience in advertising. Outstanding oral, written, and computer skills are necessary. Downtown location. Excellent benefits.

163. What does this job involve?

- (A) Making TV commercials
- (B) Discovering what consumers like
- (C) Advertising products
- (D) Testing products

165. What qualifications should the candidate have?

- (A) Education in research and experience in advertising
- (B) Experience in television audiences
- (C) Ability in accounting
- (D) A degree in broadcasting

164. Who will use the reports the Specialist writes?

- (A) The consumers
- (B) The television station
- (C) The manufacturers
- (D) The TV-advertising company

Questions 166-170 refer to the following report.

Peru is reforming its maritime transportation system. New regulations designed to reduce port costs and increase efficiency have already had encouraging results. Because of these reforms, Peru has established itself as the gateway for export to Pacific Rim markets like Japan, Korea, and China. These reforms have been in three areas: labor, regulations, and custom clearances.

High labor costs had sabotaged Peru's import and export businesses. Where 80% of all goods had previously been transported by ships, ports in recent years have been moving only half of their

capacity. Shipping companies took their business to Chilean ports where costs averaged one-sixth of those of Peru.

Reform in this area was needed quickly. Consequently, agreements with port workers now allow shippers and receivers to make their prices competitive with other ports in Latin America. The port workers benefit as well, since many have formed limited partnerships or cooperatives. Prior to the reforms, 60% of all exports had to be shipped on Peruvian flag-carriers. That regulation has been **abolished** and has opened the ports to ships from around the world. This increase in traffic has caused dock procedures to be streamlined. Accordingly, customs regulations have become more efficient and commercial processing can be accomplished more quickly.

166. Why were reforms necessary?

- A. The industry was outdated.
- B. Corruption was the norm.
- C. Labor regulations were being violated.
- D. The shipping industry was inefficient and costly.**

169. The word **abolished** is closest in meaning to

- (A) passed.
- (B) stopped.**
- (C) renewed.
- (D) continued.

167. What markets are the most important to Peru?

- (A) All Latin America
- (B) Asian**
- (C) European
- (D) Only children

170. According to the report, why were dock procedures streamlined?

- (A) To make them easier
- (B) To handle increased traffic**
- (C) To reduce labor costs
- (D) To satisfy the dock workers

168. Prior to the reform, at what percentage capacity did the ports operate?

- (A) 20%
- (B) 50%**
- (C) 60%
- (D) 80%

Questions 171-174 following fax.

Starling Brothers Investment Firm
145 East 45th Street
New York NY 10019

To: All airline investors
Fm: Alfonso O'Reilly
Broker

By Fax
Pages: 1 of 1

Stock Alert Stock Alert Stock Alert Stock Alert Stock Alert

Southern Regional Airlines earned \$9.8 million in the fourth quarter, compared with a loss of \$584.1 million the previous year. The profit was due to reduced costs and an increase in profitable routes. This year, the airline lost \$112.4 million in total, compared with a loss of \$1 billion last year.

If the present management does not change, we assume that the cost-reduction measures and their choice of routes will continue to have a positive effect on earnings. By eliminating even more routes across the Atlantic, the airline should be able to focus on the short-haul markets where it has built its strong base.

We suggest keeping Southern Regional stock at this time. If there is any change in this *forecast*, we will advise you.

171. What is purpose of this notice?
 (A) To warn investors of poor stock performance
 (B) To suggest a change in management
 (C) To explain recent success to investors
 (D) To encourage investors to hold on to their stock.
172. Why are airline profits up?
 (A) New marketing strategies
 (B) Lower cost and more profitable routes
 (C) Greater ticket sales
 (D) Changes in the competition
173. How much did the airline lose this year?
 (A) \$1 million
 (B) \$ 9.8 million
 (C) \$112.4 million
 (D) \$1 billion
174. The word *forecast* is closest in meaning to
 (A) report.
 (B) situation .
 (C) prediction.
 (D) investment.

Questions 175-176 refer to the following notice.

The Griffith Hotel
 Charleston, South Carolina
 803-349-7204

Reservation will be held until 4:00 p.m. unless guaranteed by advance deposit or credit card. Cancellations must be made 24 hours prior to scheduled arrival in order to avoid the first night's room charge.

175. Why would you guarantee your reservation by credit card?
 (A) So you can cancel your room
 (B) So you can arrive after 4:00
 (C) So you can arrive before 4:00
 (D) So you don't have to check in
176. What happens if you do not cancel 24 hours in advance?
 (A) You must pay for one night.
 (B) You get first choice of rooms.
 (C) You can schedule your arrival.
 (D) You can get an advance deposit.

Questions 177-180 refer to the following memo.

From: Mazola Sawarani
 Sent: Thursday, June 03, 20- 9:30 A.M.

To: All Employees
 Sub: Vacation 177

Supervisors must approve any and all vacation periods longer than one week. Approval is not automatic. If (1) your absence would create heavy workload for your team, or cause your team to miss deadlines; (2) you fail to give at least one week's advance notice; (3) there are problems with your job performance; or (4) you have had other frequent absences, your request could be denied. In that case, please contact the personnel Review Board.

177. What is this memo about?
 (A) Work shortage
 (B) Vacation time
 (C) Sick leave
 (D) Starting hours
178. Which of the following vacation periods requires a supervisor's approval?
 (A) One hour
 (B) One day
 (C) One week
 (D) One month

179. What might influence a supervisor's decision?

- (A) You are a new employee.
- (B) You are poorly paid.
- (C) You are a team leader.
- (D) You often miss work.

180. If approval is not given, the employee can

- (A) ask another supervisor
- (B) stay at work
- (C) take a different vacation
- (D) ask the Personnel Review Board.

Questions 181-185 refer to the following fax and notice.

FAX

To: Management
From: Unhappy customer
Date: Friday, February 4th
To Whom It May Concern:

I'm sending this complaint by fax because I haven't been able to reach anyone at your company by telephone. I am extremely disappointed with the service that Concord's call center provides. I called yesterday at 10:30 A.M. for help with my new dishwasher. I was immediately put on hold. I listened to some annoying music for 35 minutes before I finally hung up and called again. The same person, he said his name was Kazuki, told me that he was with another caller and that my call was important to him. If my call was important, someone would have been available to help me.

The worst part is, my call really was important. I had a major flood yesterday after I turned my new dishwasher on, and I couldn't figure out how to get the water to stop running. There is a lot of damage to my kitchen floor. I would appreciate a personal phone call explaining why nobody was available to answer my call. I will not be purchasing from your store in the future.
Suzuki Kana

NOTICE

Date : February 7, 20-
For: Call center employees
Re: Weekly meetings

185

As of March 1, call center employees will no longer be required to attend weekly Concord staff meetings. The minutes from each meeting will be posted in the staff room for all employees to view after the Thursday morning meetings.

184

There are two reasons for this change:

182

1) Our current arrangement of using one employee to cover all ten phones during the meeting hour is not working. We have had numerous complaints from customers saying that they wait up to half an hour to have a call answered on Thursday mornings.

183

2) We are losing up to \$300 in sales every Thursday morning because we don't have all the phones working. Call center representatives generate extra sales while handling help line calls. You are also losing money, because commission is lost when you have to take time out for meetings.

If you have any questions regarding these changes, please contact Itou Saki at manager3@concord.org.

181. Which of the following is NOT true about the caller?

- (A) She recently purchased an appliance from Concord.
- (B) She was calling for advice about how to clean up a flood.
- (C) She was upset with the length of time she waited on the phone.
- (D) She disliked the music that played while she was on hold.

182. How many people were working the phones when Suzuki called this company?

- (A) None
- (B) One
- (C) Nine
- (D) Ten

183. Why does the meeting policy change affect only call center employees?

- (A) They are the people handle all of the sales.
- (B) They are the workers who answer the help line.
- (C) They are the only ones who attend the meetings.
- (D) They are the people who requested the change.

184. How will call employees learn about what happened at the weekly meetings?

- (A) A memo will be delivered two days later.
- (B) There will be one call center representative taking notes.
- (C) A summary will be available in the staff room.
- (D) Itou Saki will send out an email with the details.

185. How did management handle this complaint?

- (A) By putting the customer on hold.
- (B) By phoning the call center employees.
- (C) By changing the company procedures.
- (D) By sending a notice to the customers.

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

www.busybusinessworkers.com

186

It's time to take a break, relax, and enjoy some time away from the office. This month we're offering three holiday packages especially for busy business workers like you. May is the best month for travel. While students are busy with their exams, you can enjoy beaches and resorts in peace. Book a vacation this month and receive 25% off the regular price. Packages do not include tax. Cancellation insurance is recommended.

187

Click on any packages for full details. Prices are per person. 188

Package A: twelve nights. fivestar hotel in Portugal. includes all meals. \$1,650

Package B: five nights. Caribbean Cruise. \$1,400

Package C: Angelino's Spa and Golf Getaway. from \$600.

Package D: Sorry. No longer available.

Don't wait until the end of the year. Take a break now. You deserve it.

To: manger@marketpro.org
From: francogerard@marketpro.org
Subject: Vacation

Hi Alain,

189

It looks like I'll be working all weekend to meet this deadline. Milan will help me on Saturday. He'll check my numbers, but I'll still need you to review everything before I submit it because he is so new at his job.

Anyway, the real reason I'm writing is that I'd like to take a vacation soon. I wanted to check the dates with you. I'm looking at the first week of May. I found an ad for 25% off a Caribbean cruise. My wife and I are having our first wedding anniversary so I'd like to surprise her. It will be nice for her to have someone do all of the cooking. Too bad there won't be anywhere to golf, though!

Please let me know if you think it will work out. I would be gone May 2nd through May 8th. I'd love to go for two weeks, but will need to use my other vacation week in the fall when my brother gets married.

Thanks.
Franco

186. Who is the intended audience of this ad?

- (A) Golfers
- (B) Students on a budget
- (C) Travelers on business
- (D) Tired business workers

187. According to the ad, when is the best time to travel?

- (A) At the beginning of the year
- (B) During student exams
- (C) While students are on break
- (D) At the end of the year

188. What is the total amount Franco will pay for the trip before taxes?

- (A) \$1,650
- (B) \$1,400
- (C) \$2,100
- (D) \$2,800

189. Who is Milan?

- (A) Franco's travel agent
- (B) Franco's brother
- (C) Franco's manager
- (D) Franco's new coworker

190. Why would Franco NOT choose package A?

- (A) He wants to use only one week of his vacation now.
- (B) His wife will want to make her own meals.
- (C) He wants to receive 25% off his trip.
- (D) His wife has specially requested a cruise.

Questions 191-195 refer to the following two e mail.

To: [Operator 7, Operator 9, Operator 11](#) 191
Sender: Park Gi
Subject: Recorded names and titles

I have recently discovered that a number of you have reprogrammed your telephones and changed the information on your answering machines. You have replaced the generic title, *systems operators*, with your own name, or worse for at least one of you, a nickname. Not only is this unprofessional, it is against the rules set out in your manual. The original recordings were set up with generic names and titles for a good reason. Your supervisor may ask you to change stations or departments at any time in order for you to learn a new position at the office. New interns will take your desk and duties that go along with it.

192

Please refer to page 14 of your manual, which starts, “As temporary employees, you do not have the right to reprogram the telephone on your desk or the settings on your computer.”

Thank you,
Park Gi

To: parkgi@financialguide.net
From: student7@financialguide.net
Subject: Answering machines

Dear Mr. Park,

I want to apologize for reprogramming the answering machine at desk 12. After being referred to as Operator 7 several times by repeat customers, I decided to change the recorded name to my own. I don’t believe the message I recorded was unprofessional in any way. I simply gave my name and my title, *student intern*.

I changed the recording because I got message from a customer who said, “It would be nice to know your name. It feels impersonal to say thank you to a number”.

Would you like me to change the message back to a generic one, or do you plan to do this yourself? I know how to do it, but I don’t want to break the rule again.

Finally, I didn’t realize that we would be moving to other stations, but I look forward to trying new positions. I am enjoying my internship so far.

All the best,
Chong Dae

191. Who was the first email written to?

- (A) All temporary employees
- (B) Three student trainees
- (C) Selected student interns
- (D) All systems operators

192. How does Park Gi suggest interns find out the rules about answering machines?

- (A) By reading their manuals
- (B) By asking their supervisors
- (C) By emailing Park Gi
- (D) By talking with other temporary employees

193. What did Chong Dae record on her answering machine?

- (A) Her nickname.
- (B) Her telephone number.
- (C) Her name and job title.
- (D) Her desk number.

195. What does Park forget to mention in his email?

- (A) Where the rule for interns was written
 - (B) If interns should change the recordings backs
 - (C) Whether or not interns are temporary employees
- Why the policy was made in the first place

194. What excuse does Chong use to defend her action?

- (A) Her own name is easy to pronounce.
- (B) She thought she would be offered full time work.
- (C) A customer commented on her telephone's recording.
- (D) She didn't read the training package manual.

Questions 196-200 refer to the following article and telephone message.

Popular Opera Company In Jeonju
March 7, 20-

The hit ballet *Starfish* had its last performance yesterday; however, the new Encore Theater immediately welcomed another group of the performers. The Valley Opera Group, composed of twenty-five members ranging in age from 11-65, is donating all of the profits from tonight's opening performance of **Floria** to the new theater. "We have been waiting for an adequate concert hall to open in Jeonju for more than five years. We are happy to be able to perform here", said director Hwang Chae-ku.

Hwang says the group often donates profits from performances to local charities. "We are in it for the love of music, not to make a profit. Any money we earn goes toward advertising and costumes." Though they sound like professionals, the singers from Valley Opera Group don't earn a salary. Despite this, it is one of the foremost opera companies in Korea. Florida will run through March 30. Tickets for the 60 minute show run from 25,000 won to 80,000. **Only single seat are available.** See the new theater's Web site: encoreart@korea.net for details.

198

Telephone Message

For : Lee Chang

From: Kim Arum

Date: March 7, 20-

Time: 8:30 A.M.

Call back: ☒ yes ☐ no

Message taken by: Park Sun

196

Arum called. The opera group you like will be performing at the new theater next week. If you want to take some clients to see a show, he can get you a group rate. Also, there is a new Italian

restaurants, Antonios, near the theater. He thinks your clients would really like it. You would need to make a reservation very soon, though. It is a very busy restaurant, and people wait up to two hours to eat there.

I thought I should mention that I ate at that restaurant last week and the service was terribly slow. It took two hours to order and eat our meal. The new theater is really nice, though. I saw the ballet, but I've heard that the opera is even better. Tickets seem expensive for such a short show, so it must be really good.

Sunny

196. What is **Floria**?

- (A) An opera company
- (B) A ballet
- (C) An opera title
- (D) A new concert hall

197. Which of the following is true about the Valley Opera Group?

- (A) Its members earn a good salary.
- (B) It has never played in Jeonju before.
- (C) It is only holding one show at the new hall.
- (D) Its singers are well respected in Korea.

198. What does Kim not realize?

- (A) The ballet is already finished.
- (B) The group seating is sold out.
- (C) The opera singers are only amateurs.
- (D) The opera closes tonight

199. According to Park, which is true about the new Italian restaurant?

- (A) A meal there takes twice as long as the opera.
- (B) It doesn't honor its reservations.
- (C) It's located just inside the new theater.
- (D) The menu is a bit too expensive.

200. What will Park likely to suggest if she talks to Lee?

- (A) Going to the ballet instead of the opera
- (B) Choosing a restaurant other than Antonio's
- (C) Calling ahead to book a table
- (D) Taking the clients to dinner before the show