

**NONG LAM UNIVERSITY
CENTER FOR FOREIGN STUDIES**

TEST OF ENGLISH

Listening

Part 1

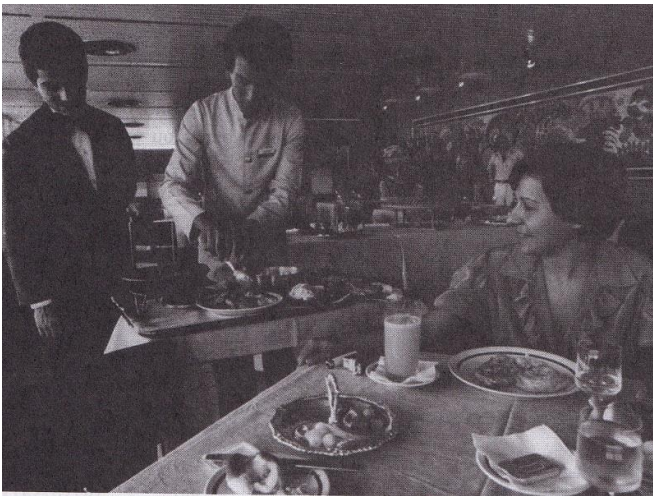
Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your Answer Sheet and mark your answer.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

EXAMPLE:

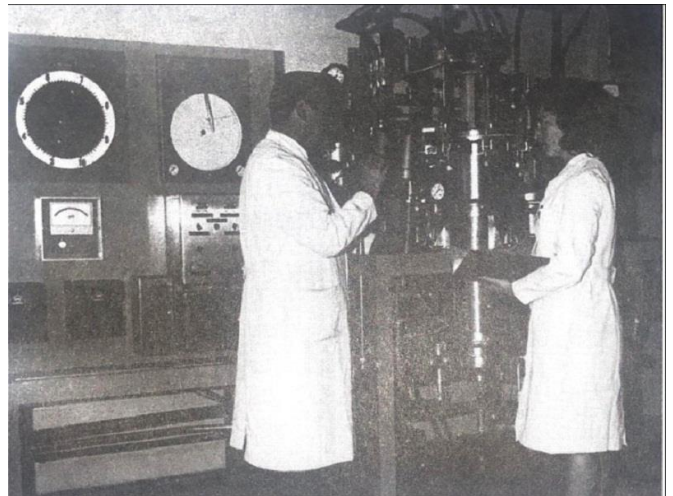


Statement (C), “They’re standing near the table,” is the best description of the picture, so you should select answer (C) and mark it on your Answer Sheet.

1.



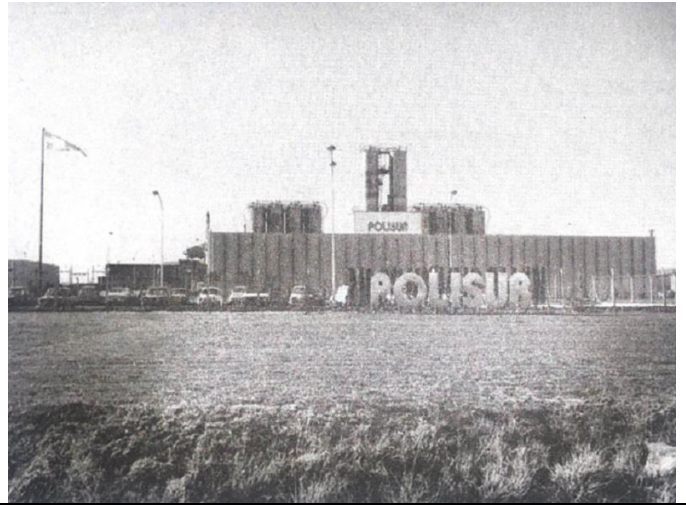
2.



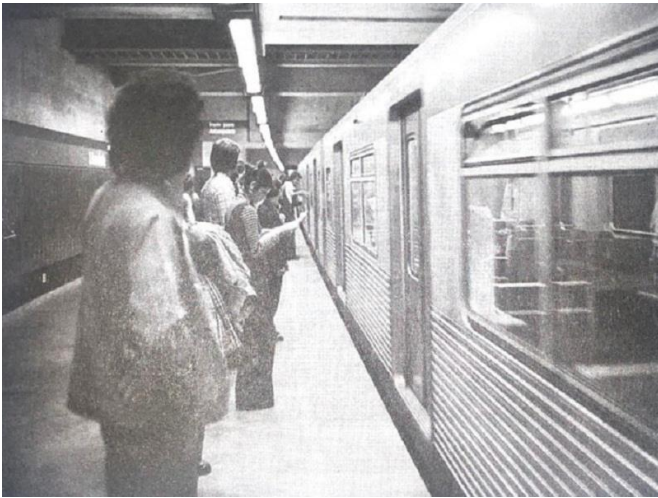
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6.



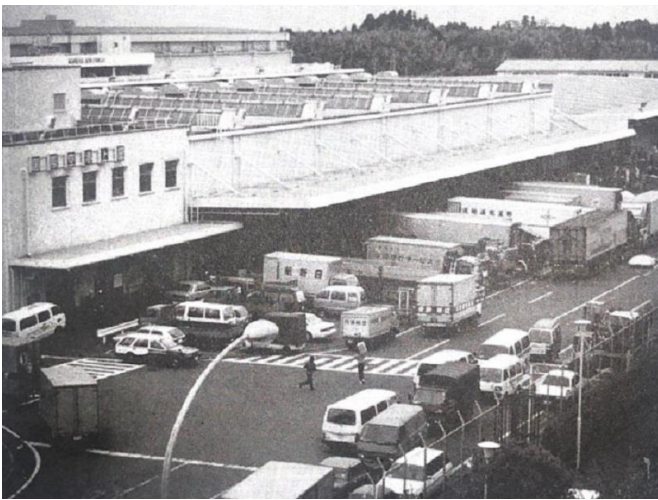
4.



7.



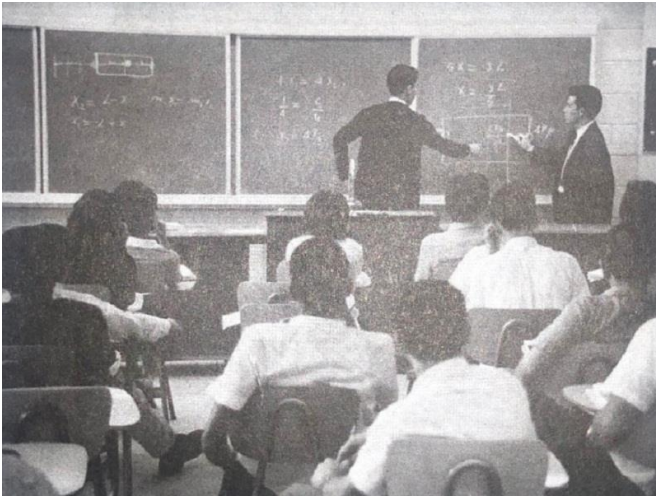
5.



8.



9.



10.



Part 2

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

EXAMPLE:

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

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

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

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

Part 3

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

41. What do the speakers want to do?

- (A) Play in the snow
- (B) Go to the theater
- (C) See an art show
- (D) Run in the park

42. Why can't they go after work ?

- (A) It will be dark.
- (B) There's nowhere to park.
- (C) They have to catch a plane.
- (D) They don't have warm clothes.

43. When will they go?

- (A) Saturday
- (B) Sunday
- (C) Monday
- (D) Tuesday

44. What is the appointment for?

- (A) A medical checkup
- (B) A sales meeting
- (C) A possible presentation
- (D) A job interview

45. What time is the appointment for?

- (A) 8:30
- (B) 9:00
- (C) 10:00
- (D) 10:30

46. Where will the appointment take place?

- (A) In the man's office
- (B) In the waiting room
- (C) In the meeting room
- (D) In the woman's office

47. Where does this conversation take place?

- (A) In a hotel
- (B) In a elevator
- (C) In a newsstand
- (D) In an office building

48. What is the woman's room number?

- (A) 15
- (B) 50
- (C) 215
- (D) 250

49. What will be delivered to the woman tomorrow?

- (A) A room key
- (B) A newspaper
- (C) A directory
- (D) A box of stationery

50. Why do they need Mr. Chung?

- (A) To address some letters
- (B) To speak at a meeting
- (C) To announce the date
- (D) To show a film

51. Why is Mr. Chung late?

- (A) He lost the address.
- (B) He's stuck in traffic.
- (C) His car broke down.
- (D) He's making a phone call.

52. When will the meeting start?

- (A) When Mr. Chung arrives
- (B) At the scheduled time
- (C) Ten minutes late
- (D) At ten past nine

53. What was painted?

- (A) The elevator
- (B) The office
- (C) The lobby
- (D) The door

54. What was wrong with it before?

- (A) It was out of style.
- (B) It was too white.
- (C) It was very light.
- (D) It was too dark.

55. When will the cafeteria be painted?

- (A) This afternoon
- (B) On Sunday
- (C) Next week
- (D) After next week

56. What's broken?

- (A) A chair
- (B) A television
- (C) A telephone
- (D) A computer

57. When did the man talk to the company about repairs?

- (A) Today
- (B) On Tuesday
- (C) Yesterday afternoon
- (D) Last week

58. How long will the repairs take?

- (A) One week
- (B) Two weeks
- (C) Three weeks
- (D) Ten weeks

59. Why does the man need a gas station?
(A) He's out of gas.
(B) He wants a drink.
(C) He is tired.
(D) He has a flat tire.



60. How far away is the gas station?
(A) Half a mile
(B) A mile
(C) A mile and a half
(D) Two miles

61. How will the man get to the gas station?
(A) He will walk.
(B) He will take a bus.
(C) He will drive his car.
(D) He will ride with the woman.

-
62. How long is the lunch break?
(A) Fifteen minutes
(B) Thirty minutes
(C) Forty-five minutes
(D) Sixty minutes



63. What does the woman do during her lunch break?
(A) She works.
(B) She exercises.
(C) She eats lunch.
(D) She takes a walk.

64. Where does the man eat lunch?
(A) At his desk
(B) In the park
(C) At the cafeteria
(D) In the exercise room

65. Where does the man want to go?
(A) The park
(B) The post office
(C) The history museum
(D) The capitol building



66. How far away is this place?
(A) Two blocks
(B) Three blocks
(C) Nine blocks
(D) Ten blocks

67. When is this place open?
(A) Tuesday
(B) Monday-Friday
(C) Wednesday-Monday
(D) Saturday and Sunday

-
68. How long is the flight?
(A) Two hours
(B) Two and a half hours
(C) Five hours
(D) Five and a half hours



69. What will happen next?
(A) The plane will land.
(B) A movie will be shown.
(C) The passengers will eat lunch.
(D) The flight attendants will serve drinks.

70. What does the woman ask for?
(A) Some magazines
(B) Some lunch
(C) A blanket
(D) A pillow

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 is wrong with the number that was dialed?

- (A) It is the wrong number.
- (B) It is not working.
- (C) It has an answering machine.
- (D) It has a busy signal.

72. Who will help you if you stay on the line?

- (A) A repair person
- (B) An operator
- (C) A customer service representative
- (D) A telephone executive

73. How much will you have to pay for help?

- (A) Five cents a minute
- (B) Seventeen cents a minute
- (C) Seventy cents a minute
- (D) Seventy-five cents a minute

74. What is wrong with the water supply?

- (A) There is no more water.
- (B) The water tastes bad.
- (C) The water is contaminated.
- (D) The water is rusted.

75. How can residents make the water safe?

- (A) Boil it
- (B) Freeze it
- (C) Put tablets in it
- (D) Let sediment settle before drinking

76. What can people do to get more information?

- (A) Visit an office
- (B) Read a brochure
- (C) Listen to the radio
- (D) Call a phone number

77. What kind of training does this school provide?

- (A) Computer training
- (B) Business management
- (C) Personnel training
- (D) Teacher training

78. How long will the training take?

- (A) Three months
- (B) Six months
- (C) Nine months
- (D) One year

79. When are the classes taught?

- (A) Daytime only
- (B) Evenings only
- (C) Daytime and evenings
- (D) Evenings and weekends

80. Where is this train going?

- (A) New York and Baltimore
- (B) New York and Wilmington
- (C) New York and Philadelphia
- (D) New York and Boston

81. Where should New York passengers board the train?

- (A) At the front
- (B) At the back
- (C) In the middle
- (D) Anywhere

82. When is the train leaving?

- (A) In seven minutes
- (B) In ten minutes
- (C) In twenty minutes
- (D) In twenty-seven minutes

83. When should you call back?

- (A) In the evenings
- (B) On Saturdays
- (C) During business hours
- (D) Early in the mornings

84. If you can't call back, how can you contact the company?

- (A) Via e-mail
- (B) Write them a letter
- (C) Send them a fax
- (D) Go to their office

85. What information should be included in a letter about a product?

- (A) The writer's address
- (B) The store's phone number
- (C) The date of purchase
- (D) The product serial number

92. What problem can the city expect?

- (A) An epidemic
- (B) Extremely hot weather
- (C) Flooding
- (D) Infestation of insects

93. How high are the temperatures expected to be?

- (A) In the seventies
- (B) In the eighties
- (C) In the nineties
- (D) In the hundreds

94. How can citizens protect themselves?

- (A) Wear dark clothing
- (B) Exercise frequently
- (C) Drink lots of water
- (D) Swim

86. How should you apply for these jobs?

- (A) Send a résumé
- (B) Go to the hotel
- (C) Write a letter
- (D) Make a phone call

95. What advice is given for busy executives?

- (A) Delegate tasks to others
- (B) Keep your secretary busy
- (C) Work overtime
- (D) Establish a quiet hour

87. What do the jobs offer, besides a good wage?

- (A) Benefits
- (B) Free food
- (C) Good hours
- (D) Possible promotions

96. How can you protect yourself from disturbing you?

- (A) Stay away from your office
- (B) Close your office door
- (C) Display a DO NOT DISTURB sign
- (D) Refuse to handle emergencies

88. Which of the following jobs is offered?

- (A) Hotel managers
- (B) Stores clerks
- (C) Trainers
- (D) Waiters

97. What should you do during this time?

- (A) Work on difficult tasks
- (B) Return phone calls
- (C) Complete projects that are overdue
- (D) Work closely with staff

89. Where can this recording be heard?

- (A) At a movie theater
- (B) In a parking area
- (C) At an amusement park ride
- (D) In an airport

98. How often does this ceremony take place?

- (A) Once every five years
- (B) Once every three years
- (C) Once a year
- (D) Three times a year

90. Why should you keep your ticket?

- (A) To gain entrance
- (B) To see if you win
- (C) To leave
- (D) To identify your possessions

99. How many people are receiving awards today?

- (A) Four
- (B) Five
- (C) Twenty
- (D) Twenty-five

91. How much money does this ticket holder have to pay?

- (A) \$ 2.00
- (B) \$8.50
- (C) \$8.54
- (D) \$12.00

100. What are listeners asked to do?

- (A) Pay their bills
- (B) Give money
- (C) Practice more
- (D) Teach music

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 the contracts _____ ready, have them sent to the purchaser.
(A) am
(B) is
(C) are
(D) be
102. The _____ of the new building will start next month.
(A) constructive
(B) construction
(C) construct
(D) constructed
103. The stapler is _____ the desk.
(A) on
(B) through
(C) into
(D) without
104. Mr. Selvas delivered the _____ bid to the client.
(A) seals
(B) seal
(C) sealing
(D) sealed
105. If your flight is delayed, _____ me from the airport.
(A) calling
(B) will call
(C) call
(D) called
106. The airport taxes are _____ in the ticket price.
(A) including
(B) include
(C) been included
(D) included
107. Ms. Najar wants to _____ the costs by tonight.
(A) final
(B) finalize
(C) finally
(D) finality
108. A computer is _____ than a typewriter.
(A) more efficient
(B) most efficient
(C) the most efficient
(D) the more efficient
109. Mr. Flynn is the person _____ orders office supplies.
(A) which
(B) whose
(C) who
(D) whom
110. The budget analysis is due _____ Friday.
(A) at
(B) from
(C) until
(D) on
111. New paint _____ pictures will make the office look better.
(A) but
(B) and
(C) as
(D) though
112. Everyone is _____ that Ms. Howard seldom leaves before 6:30.
(A) aware
(B) await
(C) awaken
(D) awe

113. The **itinerary** _____ with the cruise list.
(A) be filing
(B) is filed
(C) be filed
(D) is filing

114. Passengers can check in for the charter flight _____ 8:00 **and** 12:00 tomorrow.
(A) between
(B) with
(C) through
(D) from

115. The president **had** her travel agent _____ the reservations.
(A) made
(B) has made
(C) make
(D) makes

116. It is _____ to transfer a documentary by e-mail **than** by fax.
(A) fast
(B) fastest
(C) the faster
(D) faster

117. Mr. Dietze typed the speech, _____ Ms. Lang prepared the charts.
(A) or
(B) and
(C) where
(D) during

118. **The head/** of the porters _____ guests with their luggage.
(A) assist
(B) were assisting
(C) assists
(D) are assisting

119. **Ask** the accounts receivable clerk _____ the invoice.
(A) to send
(B) sending
(C) will send
(D) sends

120. An administrative assistant **keeps** an office **running** _____.
(A) smooth
(B) smoothness
(C) smoothed
(D) smoothly

121. Each passenger's **name** _____ with his or her cabin number.
(A) is list
(B) listing
(C) is listed
(D) is listing

122. The manager **got** his **staff** _____ last weekend.
(A) to work
(B) was working
(C) workable
(D) worked

123. **The variety/** of insurance benefits _____ very broad under this policy.
(A) are
(B) is
(C) being
(D) be

124. The directory lists each passenger's **name** _____ **address**.
(A) and
(B) the
(C) but
(D) nor

125. Please leave your luggage _____ the bus for loading.
(A) among
(B) between
(C) from
(D) beside

126. Mr. Cain will return your call _____ he arrives.
(A) soon
(B) as soon
(C) as soon as
(D) soon than

127. If the product **were** not safe, we ____ it.
(A) had sold
(B) don't sell
(C) will sell
(D) would not sell

128. The cruise **handbook** _____ all ship policies.
(A) explains
(B) is explaining
(C) explain
(D) explaining

129. _____ **costs make** profits smaller.
(A) Raise
(B) Risen
(C) Rising
(D) Raised

130. Mr. Larsen _____ for meetings.
(A) late is always
(B) is always late
(C) always late is
(D) is late always

131. _____ we had checked the figures, the supervisor found a mistake.
(A) Unless
(B) However
(C) Since
(D) Even though

132. Mr. Lazer wants to **make** _____.
(A) a meeting
(B) an hour
(C) an appointment
(D) a time

133. The financial **team** _____ that the offer was rejected.
(A) **was** disappointed
(B) were disappointed
(C) **was** disappointing
(D) were disappointing

134. **A record** of complaints _____ kept in the purser's office.
(A) are
(B) is
(C) were
(D) has

135. The only difference _____ the **two** flights is time of departure.
(A) with
(B) then
(C) between
(D) among

136. _____ **Ms.** Butrus was late, she did not miss the performance.
(A) During
(B) Because
(C) In spite of
(D) Although

137. Mr. Dekar **was responsible for** _____ the data.
(A) organization
(B) organizing
(C) organized
(D) organize

138. The **company** _____ spouses of employees in the invitation to the banquet.
(A) **are** included
(B) **have** included
(C) is including
(D) has including

139. Ms. Yu has **suggested** _____ more reservation clerks.
(A) hire
(B) hiring
(C) hired
(D) to hire

140. The meeting will be held _____ **Thursday**.
(A) of
(B) in
(C) for
(D) on

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 letter.

Green Office Renovators
17 Hukou Street
Teipei, Taiwan
106-03

Kao-Chin Su-mei, Vice President
NO. 377, Sung Chiang Road.
Taipei, Taiwan
103-09

Dear Kao-Chin Su-mei,

I understand you are thinking about renovating your office building. Thank you for considering Green Office Renovators. More important, thank you for _____ interest in caring for the earth. With your help we can help protect the world for the future.

141. (A) its
(B) their
(C) your
(D) my



Please read through the enclosed brochure. It provides information on all our environmentally friendly materials and products. You will notice that we take measures to reduce waste at all times, including recycling extra materials and avoiding products with excess packaging. We do not use any cleaning products or paints that _____ disposal as hazardous waste.

142. (A) require
(B) requires
(C) is requiring
(D) are requiring



If you have done any research you will notice that our fees are considerably lower than our competitors. However, we hope you will agree that spending more on the initial cost of the renovations is worth it for the future of both your company and the earth itself. Though energy-efficient appliances and lights are more expensive to install, they will instantly begin to save you money. In addition, statistics show that companies that demonstrate _____

143. (A) concern
(B) hapiness
(C) skills
(D) time



for the environment are more popular among consumers.

I look forward to discussing the renovation needs of your company.

Sincerely,

Cai Mi

Questions 144-146 refer to the following email.

To: clemetinebooks@learning.org
From: rep990@gaspower.net
Subject: Equal Payment Billing Plan

Dear Sheldon Murray,

It has come to my attention that your business is still paying its gas bills using for Monthly Plan. During the past year, your _____ bill was for \$400 in the month of January. However, your bills were as low as \$23 in the summer months.

144. (A) high
(B) higher
(C) highest
(D) most high



The majority of your annual fees occurred in the four months of winter. We believe that you are an excellent candidate for our Equal Billing Plan. Approximately 78% of our customers have switched to this option since it became available three years ago. Though the amount of money you spend in the year will be identical, **your higher bills will be**

throughout the year. This makes it easier to budget your finances. With the Equal Billing Plan, the amount you

145. (A) marked down
(B) built up
(C) spread out
(D) topped off



pay per month is based on an approximation. To do this we take an average from the bills in your previous year. After six months on the Equal Billing Plan **we will adjust this amount depending on whether or not you use more or less gas than we _____**. At the end of the year you will receive a debit or credit from us to balance the amount owed with the

146. (A) estimated
(B) permitted
(C) inquired
(D) ordered



amount used.

Questions 147-149 refer to the following article.

February 7th, 20_

ALGOA BAY TIMES

Airport Lounge Removes

Free Internet Service

By Kelly Christie

As of this Friday **passengers** at Port Elizabeth Airport will no longer _____ free Internet service in the business

147. (A) offer
(B) offered
(C) be offered
(D) be offering



travelers' lounges. Since January of last year, free Internet access has been available in the business lounges in Terminals B and C. To enter the lounges, travelers must have a VIP card, which costs about \$240 USD per year. Benefits of the business lounge **include free coffee, snacks, and newspapers, as well as** _____ printers

148. (A) visits to
(B) repair of
(C) access to
(D) purchase of



and fax machines. They also provide an escape from crowded terminal waiting rooms. Passengers with VIP cards will now have to purchase Internet access at \$5 per hour, with a two-hour minimum. Airport officials have been planning to remove the free service provider for several months, but have been presented with many petitions, mainly from business travelers who have already purchased their annual nonrefundable VIP passes. "The only reason I bought the pass was so that I could go online with my laptop at Port Elizabeth. I wouldn't bother using the lounges just for free refreshments and newspaper," said Alistair Willows, who makes _____ **trips** from Europe to South Africa for business.

149. (A) frequent
(B) frequency
(C) frequently
(D) frequencies



Questions 150-152 refer to the following email.

Attention Small Business Owners

Are you tired of paying too much for office supplies? It's time to stop throwing your money away on overpriced products. Meade's Paper Store offers top quality office products at _____ **prices**. We supply all your paper needs

150. (A) easy
(B) bargain
(C) retail
(D) top



and also stock writing utensils, computers and computer supplies, office furniture, and more! There's _____ **reason** to shop anywhere else. Meade's has it all. We have two convenient locations!

151. (A) no one
(B) none
(C) not
(D) no



Visit our main store downtown next to City Hall, or our new branch in the Valley Shopping Mall, _____ advantage of this week's special: all paper goods are 20% off now through Saturday.

152. (A) Take
(B) Taking
(C) To take
(D) Can take



When you visit, don't forget to ask about our frequent shopper program.

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 153-155 refer to the following paragraph and table.

The research division has four priorities: (1) improving the quality of our products through advancement in manufacturing technology; (2) lowering the costs by improving manufacturing processes; (3) exploring research possibilities to develop new product; and (4) doing all of this in an environmentally responsible manner.

Research Division Priorities	
What	How
1. Improving product quality	By using better technology
2. Lower cost	By improving the manufacturing process
3. Develop research	By increasing research
4. Be globally responsible	By being sensitive to the environment

153. What is the purpose of technology for the research division? -> phân loại nguyên cứu

- (A) It lowers costs.
- (B) It is used in research.
- (C) It follows consumer trends.
- (D) It increases product quality.



155. How does this division try to lower costs?

- (A) By conserving energy
- (B) By improving manufacturing processes
- (C) By working fewer hours
- (D) By limiting exploration



154. Which of the following is NOT a research priority?

- (A) Improving quality
- (B) Being environmentally responsible
- (C) Develop new products
- (D) Hiring good engineers



Questions 156-157 refer to the following advertisement.

WHY WAIT FOR A BETTER JOB?

Get a great job now!

National Air

is hiring full-time representatives for Sales & Reservations. Talk to our employees and discover why we're the best thing in the air.

Interviews on the spot!

Bring your résumé

OPEN HOUSE

National Air Headquarters
Southeast Regional Airport
Thursday, June 15 7:30 P.M.

156. What is purpose of this ad?

- (A) To meet new people
- (B) To sell tickets
- (C) To recruit potential employees
- (D) To show off the new headquarters



157. Where will the event be held?

- (A) At their headquarters
- (B) At the owner's house
- (C) On a plane
- (D) At the regional office



Questions 158-161 refer to the following fax.

FAX TRANSMISSION
TRANSMISSION

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FAX

InterGulf Export
P.O. Box 23145
Sharjah, UEA

To: F. Omoboriowo
Head of Marketing
P.O. Box 19133
Nairobi, Kenya

Fm: Ravi Niazi
Trade Consultant

Date: 18 October, 20-

Sub: Your marketing question of October 17,20-

We were very pleased to receive your fax of October 17. We have sent under separate cover information regarding our company and its services. This should arrive in your offices tomorrow. In the meantime, the following addresses your immediate question:

The company sells products through a worldwide marketing network. This network operates 36 sales offices in 21 countries. Approximately 75% of company sales are direct, and 25% are through other **channels**. Products are shipped to customers through company distribution centers, by the method of shipment preferred by the customer whenever possible. If you need any more information, please contact me.

158. What did the fax respond to?
- (A) A newspaper ad
 - (B) A personal visit
 - (C) A telephone inquiry
 - (D) A faxed question

159. The word **channels** is closest in meaning to
- (A) customers
 - (B) services
 - (C) sources
 - (D) ways

160. Which of the following is responsible for shipping purchased goods?
- (A) The customer
 - (B) The airlines
 - (C) Company distribution centers
 - (D) Company headquarters

161. What was probably the topic of Omoboriowo's question?
- (A) The size of the company
 - (B) How goods are distributed
 - (C) When the company was founded
 - (D) The company's marketing plan

Questions 162-163 refer to the following notice.

ATTENTION! RIDES

- ◆ Pay exact fare when boarding the bus. Drives cannot make change.
- ◆ Upon boarding the bus, move toward the rear of the bus. Stand in the passenger area, not in the doorways or beside the driver.
- ◆ Allow senior citizens and disabled riders to use the priority seating area at the front of the bus. **B** **handicapped**
- ◆ No music without earphones.
- ◆ Eating, drinking, and smoking are not allowed on the bus.

162. What does this passage discuss?
- (A) Rules for riding buses
 - (B) Safety concerns
 - (C) Bus routes and fares
 - (D) Problems of the bus service

163. Who is entitled to use the priority seating area?
- (A) Mothers and children
 - (B) Elderly and handicapped people
 - (C) Bus company employees
 - (D) Riders who pay extra

Questions 164-166 refer to the following chart.

Results of Study on Time Distribution of Tasks for Sales Managers	
Training new sales personnel	15%
Identifying possible clients	10%
Reviewing monthly sales records	25%
Taking care of customer problems	5%
Making sales assignments	22%
Interacting with technical staff	10%
Administrative duties	5%
Miscellaneous	8%

164. What task do sales managers spend the most time on?

- (A) Training salespeople
- (B) Performing administrative tasks
- (C) Reviewing sales records
- (D) Making sales assignments

165. How much of their time do sales managers spend with the technical staff?

- (A) 5%
- (B) 8%
- (C) 10%
- (D) 15%

166. What can be concluded from the study?

- (A) There are few customer problems.
- (B) Sales are a low priority.
- (C) Little time is spent on training.
- (D) No time is spent on finding new customers.

few = not many
a few = some

Questions 167-169 refer to the following advertisement.

Summer is a great time to return to school!
If you need better business skills, let us help.

Each summer Claybourne University School of Business Administration offers special courses for experienced managers who want to sharpen their existing business skills or learn new ones. You will study with your peers in a week-long intensive session that simulates the world of international commerce. You will learn new theories and study the way business is conducted around the world. Students in previous sessions have reported that what they learned was immediately applicable to their own work situations.

Only one person from a company is accepted into this special program. All applications require three letters of recommendation and proof of employment.

For more information, call the
Summer Education Center
School of Business Administration
Claybourne University
903-477-6768 Fax: 903-477-6777

167. Who attends this center?

- (A) Professional managers
- (B) College professors changing careers
- (C) Undergraduate students in business
- (D) Office staff

168. What is required for admission?

- (A) The name of your manager
- (B) A copy of your grades
- (C) Your job title and duties
- (D) Letters of recommendation

169. How long is the course?

- (A) All summer long
- (B) One week
- (C) Three evening a month
- (D) Two years

Questions 170-171 refer to the following announcement.

OUR STORE GUARANTEE

We have the lowest prices in town. For every item we sell, we'll beat any legitimate price from any other store. Plus, if you find a lower price within 30 days of your date of purchase, we'll refund the difference. This offer is good even on our own sale price. The item must be the same brand and style. You must present your original sales receipt. Our low price guarantee does not apply to limited quantity offers.

170. What does this statement guarantee?

- (A) The lowest price
- (B) The best service
- (C) The most convenient location
- (D) The most helpful salesclerks

171. If you buy an item at a lower price, what will the store do?

- (A) Give you a second item
- (A) Pay you the difference in price
- (B) Buy the item from you
- (C) Refund your money

Questions 172-175 refer to the following memo.

MEMO

To: All employees

From: K. Osafo
Director, Personnel

Date: November 23, 20-

Subject: Charitable Leave

The corporation is pleased to announce a new policy which will allow employees to take paid time off for volunteer activities. Employees may take up to eight hours of paid leave per month to volunteer for charity organizations. Employees are **eligible** for this program if they are full-time and have been employed here for at least one year. Charitable leave must be requested in advance; otherwise, employees will not be paid for that time. Charitable leave must also be approved by the employee's supervisor.

172. What does the new policy allow employees to do?

- (A) Take paid leave during pregnancy
- (B) Have more holidays
- (C) Get paid for volunteer work
- (D) Go home early

174. The word **eligible** is closest in meaning to

- (A) qualified
- (B) prevented
- (C) encouraged
- (D) Recommended

173. How much time may an employee take under this program?

- (A) One hour per week
- (B) Three hours per week
- (C) Six hours per week
- (D) Eight hours per month

175. What must an employee do to get paid for time off?

- (A) Get the permission of the charity
- (B) Leave work for one day
- (C) Fill out an absence form
- (D) Ask his or her supervisor in advance

Questions 176-180 refer to the following article.

Are You the New Target for Hackers?

Is your company a sitting duck for hackers? When did you last change your password? How complete are your security systems? Have you ever been broken into before?

According to IANS, the International Association for Network Security, there's a new breed of hacker out there. And, there's a new target.

In the past, hackers gained notoriety from breaking into big companies' networks. In fact, the bigger the company, the bigger the success. When hackers broke into Infelmax's notoriously secure system in 1999, they made headline news around the world.

The big "successes" came with a major drawback. These headline break-ins came with international teams of investigators and serious criminal charges. Several former hackers are now sitting behind bars or working overtime to pay off hefty fines in penalties and damages.

So, hackers of a new decade have turned to a new target: smaller companies. Smaller companies often spend less on their security systems. If they have never been broken into before, they may be lulled into a feeling of security. They are often lax about changing their password frequently enough. And that spells trouble.

Also, a breached system in a smaller company may attract little public attention. Investigations may be brief and superficial, as overloaded investigators pursue bigger problems.

But if you fall victim to hackers, it will definitely attract your own attention. These thieves can gain access to your files, destroying, copying, or altering them. They can create **havoc** with your data. And if they do, you'll surely wish you had changed your password once more often.

176. Which is a likely victim for the new breed of hackers?

- (A) Large companies
- (B) Small companies
- (C) International companies
- (D) Companies without security system

177. What might have been one motive for hackers of Infelmax's network?

- (A) Money
- (B) Power
- (C) Fame
- (D) Fun

178. What has happened to some big-name hackers?

- (A) They're in jail.
- (B) Nothing
- (C) They got better jobs.
- (D) They are paying off investigators.

179. What might help hackers to succeed?

- (A) They've never broken into a company before.
- (B) They feel secure.
- (C) Their targeted network is old.
- (D) Their targets rarely change their secret code.

180. The word **havoc** is closest in meaning to

- (A) order
- (B) copies
- (C) confusion
- (D) documents

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

MARKETING REPRESENTATIVE

New Zealand's fastest-growing women's clothing company seeks a marketing representative.

Position requires travel approximately one week per month, representing the company at conferences and media events.

Required qualifications

- ◆ a degree from a four-year college or university, preferably in marketing.
- ◆ at least one year of experience in sales, preferably clothing.
- ◆ excellent communication skills, including experience giving presentations.

Mail your resume and cover letter to:

Camilla Crowe
Recruiting Coordinator
NZ World
636 Simons Street
Auckland, New Zealand 6692

**Camilla Crowe
NZ World
636 Simons Street
Auckland, New Zealand 6692**

March 24, 20-
Akiko Sasaki
118 Hutchinson Road
Paeora, New Zealand 1230

Dear Ms. Sasaki:

Thank you for applying for the position of marketing representative. We appreciate your interest in NZ World.

Although your resume shows that you have good preparation for a career in marketing, unfortunately you don't meet all your required qualifications. You have the degree we are looking for, but not the experience. Your sales experience in an electronics store is a good background, but your time there is just half of what we ask for as a minimum. In addition, you have no experience in clothing sales.

However, your resume also shows some of your strengths. You have excellent grades and have been active in your campus's marketing club. Therefore, we would like to offer you a position as an intern.

This is a three-month, unpaid internship. Since you just graduated last month, I think this would be a great opportunity for you. It would give you some of the experience you will need to start your career. For example, your internship would give you some practice with public speaking, an important marketing skill that is lacking on your resume.

Contact me by April 1 if you are interested in accepting this position. I look forward to hearing from you.

Sincerely,
Camilla Crowe

181. Which of the following is NOT a duty of the advertised job?

- (A) Recruiting new staff
- (B) Giving presentations
- (C) Traveling every month
- (D) Attending conferences

184. How long did Akiko work in an electronics stores?

- (A) One week
- (B) Six months
- (C) One year
- (D) Two years

182. What field did Akiko get her degree in?

- (A) Electronics
- (B) Marketing
- (C) Communication
- (D) Clothing design

185. What did Camilla Crowe offer Akiko?

- (A) A job
- (B) An interview
- (C) An internship
- (D) A club membership

183. When did Akiko get her degree?

- (A) February
- (B) March
- (C) April
- (D) May

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

Classes offered at Central Technical Institute
CATEGORY: Office Skills

Accounting

- ACTG 101 Financial Accounting, Part One
- ACTG 102 Financial Accounting, Part Two*
- ACTG 670 Accounting for Small Businesses

Business

- BUST 100 Introduction to Business
- BUST 200 Principles of Business

Computers

- COMP 104 Introduction to Microsoft Word
- COMP 207 Microsoft Excel: Basics
- COMP 300 Computer in the Office**

Marketing

- MARK 500 Global Marketing Strategies
- MARK 600 Marketing on the Internet

Classes last from January 3 until March 15. Classes at the same level are offered on the same day: 100-Monday, 200-Tuesday, 300 and 400-Wednesday, 500 and higher-Thursday. All classes are offered from 6:00-8:00 in the evening.

The fee for each course is \$300. To register, go to: www.cti.org and click on the "Registration" link.

* Students must take ACGT 101 and earn a grade of 75 or better before taking ACGT 102.

** This course will be offered on Tuesday evenings.

While you were out...

To: Robert Guzman

Jessica Moore called.

Date: Thursday, December 21, 20-

Time: 4:10 P.M.

About: Problem with online registration form

She researched your problem. You want to take ACTG 102, BUSI 100, COMP 207, and COMP 300. You can't register for ACTG 102 because you earned a grade 10% below the minimum in Part One of the course. She registered you for BUSI 100 and for COMP 207, but not COMP 300 because there is a scheduling conflict. There is also a problem with your student visa. It expires fifteen days before classes end. She recommends that you make an appointment with her to discuss these topics.

186. What time does the ACTG 101 class start?

- (A) 1:00
- (B) 3:00
- (C) 6:00
- (D) 8:00

189. How much will Roberto have to pay for his classes this session?

- (A) \$300
- (B) \$600
- (C) \$900
- (D) \$1200

187. What day of the week are Marketing classes offered?

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

190. When does Roberto's visa expire?

- (A) January 3
- (B) January 15
- (C) March 1
- (D) March 15

188. What was Roberto's grade in ACTG 101?

- (A) Over 75
- (B) 75
- (C) Less than 75
- (D) Exactly 10

Questions 191-195 refer to the following advertisement and fax.

***This year, try something different
for your company's annual party.
Visit the Front Street Theater.***

An afternoon or evening at the Front Street Theater includes a delicious meal prepared by our Paris-trained chef, Jacques, and a show performed by some of the region's finest actors. A tour of this historic theater is also offer before the meal. Groups of 250 or more can reserve the entire theater for their group. This option is available on Sunday afternoons only. Groups of 300-350 receive a 10% discount. Groups over 350 receive a 15% discount.

Shows are selected based on the time of the year: January-April, tragedy; May-July, drama; August-October, musical; and November-December, comedy.

Reservations are available at the following times:

Monday-Thursday: Dinner and evening show
6-10p.m.

Friday-Saturday: Lunch and afternoon show
12-4 p.m.
Dinner and evening show
6-10 p.m.
Sunday: Only large groups renting the entire theater. Both lunch and dinner schedules are available. It is recommended to make large group reservations one month ahead of time.
Come to the Front Street Theater for food, entertainment, and fun. To make a reservation, email us or send a fax to 216-707-2268.

FAX COVER SHEET

Federal Bank
55510 east Boulevard
Cleveland, Ohio 44106-5498

To: Font Street Theater, Reservations
From: Constance Hkler, Events Coordinator
Date: October 25, 20-
Pages: 1
Ref: Holiday party

Message:

I saw your advertisement in this week's *Business Journal*. I am interested in renting your theater for Federal Bank's annual employee party.

We have set the date for our party as Sunday, December 20. Is the theater available then? We prefer the lunch and afternoon show. There will be 325 guests.

Please fax the menu, a description of the shows, and the price list to me. And let me know about the availability of dates in December.

Thank you.

191. What is included in a visit to the theater?



- (A) Meeting the chef
- (B) Talking with the actors
- (C) Touring the theater
- (D) Selecting shows

192. When is the theater open to individuals and small groups?



- (A) Monday through Thursday only
- (B) Friday and Saturday only
- (C) Monday through Saturday only
- (D) Sunday only

193. When will Ms. Heckler have to make a reservation for the Federal Bank party?



- (A) By October 25
- (B) By November 20
- (C) By November 30
- (D) By December 20

194. What type of discount will the Federal Bank get for this party?

- (A) 0%
- (B) 10%
- (C) 15%
- (D) 20%



195. What type of show will guests at the Federal Bank party see?

- (A) Tragedy
- (B) Drama
- (C) Musical
- (D) Comedy



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

From: Jun Oh, Benefits Manager
To: Marcus Mains
Sent: Tuesday, July 20, 20-
Re: Early Retirement

Early Retirement Program

1. Employees must meet these requirements:
(A) Age sixty-five with twenty years of employment at this company; or
(B) Any age with twenty-five years of employment at this company; or
(C) Age fifty-five to sixty-four with twenty years of employment at this company.
With this option there is a reduction in your retirement fund. It will be reduced by 2% for each year that you are under age sixty-five. For example, if you are sixty-three, it will be reduced by 4%.
2. Interested employees should apply by September 1, 20_ . Supervisors with twenty years or more of employment at this company have an extra two months to apply.
This gives the Benefits Office more time to work on the applications.
3. Attend a workshop. We will discuss how to invest your money. Call Suzette or Tuyen to register. Our first workshop is on August 10. All workshops will be held on Wednesdays and Fridays in Meeting Room F at 9:00A.M.
4. We encourage you to meet with your accountant. Retiring now will influence your taxes for next year. Call our tax specialist, Geoffrey, for assistance.
5. If you have any addition question, please contact Jun.
- 6.

DATE July 21, 20

A.M.
TIME 10: 30 P.M.

FOR Jun
RECEIVED BY Sumalee
CALER Marcus
PHONE NUMBER ext. 9245

MESSAGE He wants to retire early. He is a supervisor with twenty years of experience at this company. First, what happened to this morning's workshop? He went to Meeting Room F at 9:00. Nobody was there. Second, how much will his fund be reduced? He is sixty-two. Third, he wants to talk to someone about his taxes. Who is the expert?

CALL BACK REQUESTED? ☒ YES ☐ NO

DATE/TIME COMPLETED _____/_____/_____ : P.M. **A.M.**

196. Which employees can get full retirement benefits?

- (A) Age fifty with twenty years of employment
- (B) Age fifty-five with twenty-five years of employment
- (C) Age sixty with twenty years of employment
- (D) Age sixty-five with fifteen years of employment

199. If Marcus takes early retirement now, What will be the reduction in his retirement fund?

- (A) 2%
- (B) 4%
- (C) 6%
- (D) 8%

197. What mistake did Marcus make about the workshop?

- (A) He went on the wrong day of the week.
- (B) He went at the wrong time.
- (C) He went to the wrong place.
- (D) He went on the wrong date.

200. Who should Marcus talk to about his taxes?

- (A) Geoffrey
- (B) Suzette
- (C) Tuyen
- (D) Jun

198. What is the deadline for Marcus to apply for early retirement?

- (A) July 21
- (B) August 10
- (C) September 1
- (D) November 1