

## 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?

- (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

FAX TRANSMISSION

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. Drivers 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.
- ◆ 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.

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 form 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

182. What field did Akiko get her degree in?

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

183. When did Akiko get her degree?

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

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

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

185. What did Camilla Crowe offer Akiko?

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

**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](http://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

FOR

Jun

RECEIVED BY

Sumalee

CALER

Marcus

PHONE NUMBER

ext. 9245

**A.M.**

TIME 10: 30 P.M.

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

A.M.

DATE/TIME COMPLETED

\_\_\_\_/\_\_\_\_/\_\_\_\_ : P.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

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.

198. What is the deadline for Marcus to apply for early retirement?  
(A) July 21  
(B) August 10  
(C) September 1  
(D) November 1

199. If Marcus takes early retirement now, What will be the reduction in his retirement fund?  
(A) 2%  
(B) 4%  
(C) 6%  
(D) 8%

200. Who should Marcus talk to about his taxes?  
(A) Geoffrey  
(B) Suzette  
(C) Tuyen  
(D) Jun