

**NONG LAM UNIVERSITY
CENTER FOR FOREIGN STUDIES**

TEST OF ENGLISH

Listening

Part 1

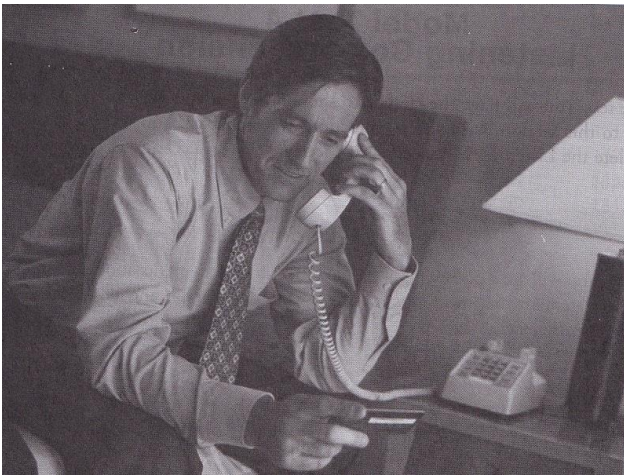
Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your Answer Sheet and mark your answer.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

EXAMPLE:

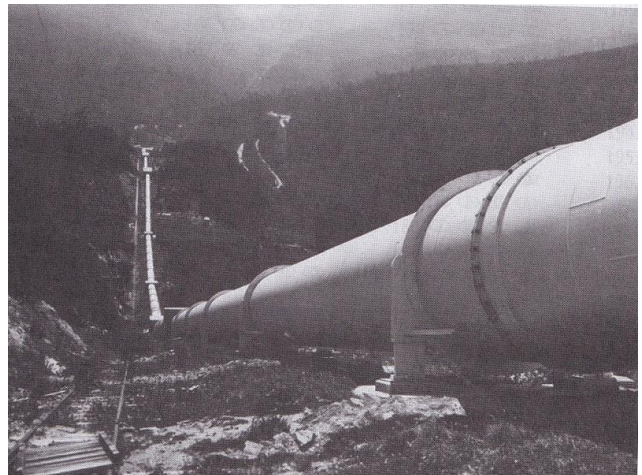


Statement (C), “They’re standing near the table,” is the best description of the picture, so you should select answer (C) and mark it on your Answer Sheet.

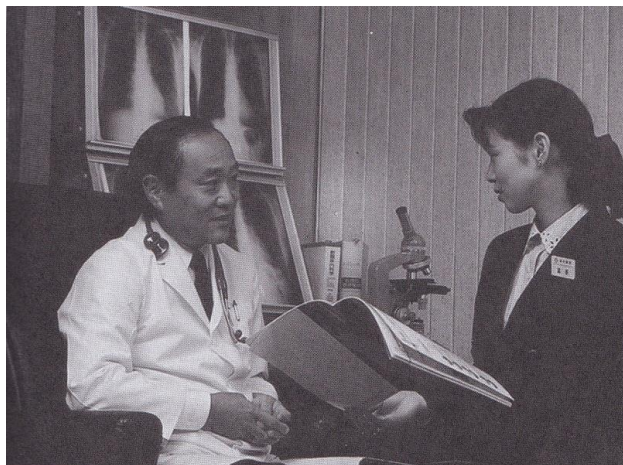
1.



2.



3.



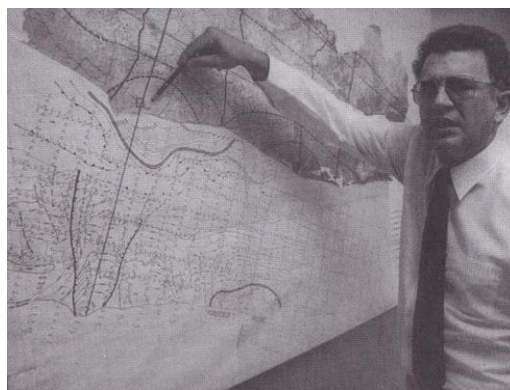
6.



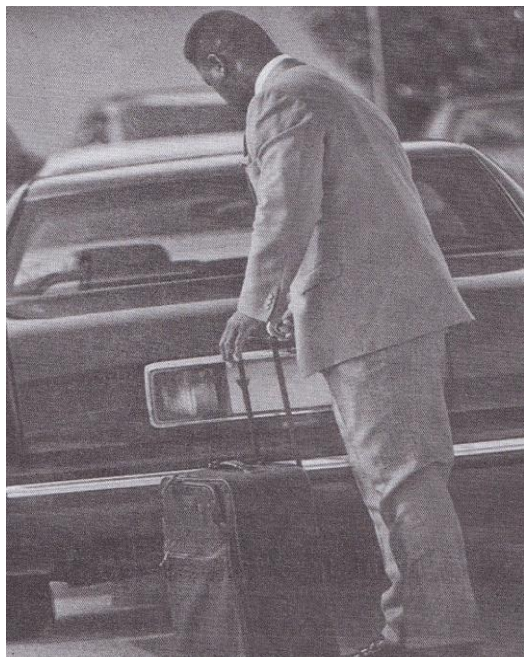
4.



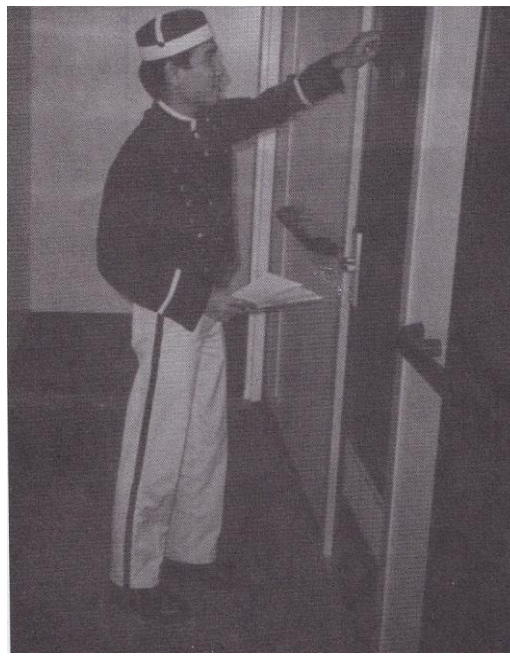
7.



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

26. Mark you answer on the Answer Sheet.
 27. Mark you answer on the Answer Sheet.
 28. Mark you answer on the Answer Sheet.
 29. Mark you answer on the Answer Sheet.
 30. Mark you answer on the Answer Sheet.
 31. Mark you answer on the Answer Sheet.
 32. Mark you answer on the Answer Sheet.
 33. Mark you answer on the Answer Sheet.
 34. Mark you answer on the Answer Sheet.
 35. Mark you answer on the Answer Sheet.
 36. Mark you answer on the Answer Sheet.
 37. Mark you answer on the Answer Sheet.
 38. Mark you answer on the Answer Sheet.
 39. Mark you answer on the Answer Sheet.
 40. Mark you 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 time did the man call the woman?

- (A) 2:00
- (B) 7:00.
- (C) 8:00
- (D) 10:00

42. Why didn't the woman hear the phone?

- (A) She was out.
- (B) She was singing.
- (C) She was sleeping.
- (D) She was watching TV.

43. Why did the man call the woman?

- (A) To ask her to go to a party
- (B) To ask her to see a movie
- (C) To ask her to go on a walk
- (D) To ask her to help him with work

44. What kind of room does the man want?

- (A) Small
- (B) Quiet
- (C) Large
- (D) Noisy

45. What room does the woman give him?

- (A) 355
- (B) 365
- (C) 517
- (D) 570

46. What will the man do now?

- (A) Put on his sweater
- (B) Swim in the pool
- (C) Have dinner
- (D) Take a rest

47. Why is Mr. Tam out of the office?

- (A) He's stuck in traffic.
- (B) He's working at the hospital.
- (C) He was in an accident.
- (D) He's working at home.

48. How long will he be away from work?

- (A) One night
- (B) One week
- (C) Three weeks
- (D) Four weeks

49. Who will do his work while he is away?

- (A) His wife
- (B) His boss
- (C) The woman
- (D) The man

50. What is the man's complaint?

- (A) The tour was too fast.
- (B) They didn't see any paintings.
- (C) His back hurt.
- (D) He didn't like the paintings.

51. What does the woman suggest to the man?

- (A) Take another tour
- (B) Hurry up
- (C) Return to the museum alone
- (D) Get a painting of his own

52. When will the speakers leave the city?

- (A) This afternoon
- (B) Tomorrow afternoon
- (C) Next week
- (D) Next weekend

53. How are the speakers traveling?

- (A) By car
- (B) By plane
- (C) By train
- (D) By walking

54. What is the weather like?

- (A) Cloudy
- (B) Sunny
- (C) Rainy
- (D) Snowy

55. When will the speakers arrive at their destination?

- (A) 2:00
- (B) 5:00
- (C) 6:00
- (D) 9:00

56. Why does the man take the train?

- (A) Driving is too expensive.
- (B) He sometimes needs his car.
- (C) The train is faster than driving.
- (D) He doesn't like to park in the city.

57. Where does the woman keep her car all day?

- (A) At the park
- (B) In a garage
- (C) On the street
- (D) At the train station

58. How much does she pay to keep her car there every day?

- (A) \$3.00
- (B) \$4.00
- (C) \$7.00
- (D) \$11.00

59. Why is the man disappointed?
(A) The post office is closed.
(B) The post office isn't close.
(C) The post office is hard to find.
(D) The post office is underground.



60. How does the woman recommend getting to the post office?
(A) By car
(B) By bus
(C) By foot
(D) By taxi

61. How long does it take to get to the post office?
(A) Two minutes
(B) Five minutes
(C) Nine minutes
(D) Ten minutes

-
62. Who is the woman talking to?
(A) Her manager
(B) Her assistant
(C) A travel agent
(D) A new employee



63. How often do employees at this company get paid?
(A) Once a week
(B) Twice a week
(C) Once a month
(D) Twice a month

64. What is NOT a benefit of the job?
(A) Individual health insurance
(B) Family health insurance
(C) Life insurance
(D) Vacation time

65. Where are the speakers going?
(A) Home
(B) To the store
(C) To the airport
(D) To the train station



66. What time does the man want to leave?
(A) At noon
(B) At 2:00
(C) At 3:00
(D) At 10:00

67. Why does he want to leave at this time?
(A) He likes to arrive early.
(B) He doesn't like to hurry.
(C) He's afraid traffic will be bad.
(D) He wants to try a new way of getting there.

-
68. What will the woman drink?
(A) Lemonade
(B) Coffee
(C) Water
(D) Tea

69. Why doesn't she want pie?
(A) She isn't hungry.
(B) The pie is too hot.
(C) She doesn't like pie.
(D) She hasn't had lunch yet.



70. What will the man do?
(A) Have some pie
(B) Bake some buns
(C) Buy some bacon
(D) Make some toast

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. Who should get on the plane during priority boarding?

- (A) People with connecting flights
- (B) Large groups
- (C) Elderly people
- (D) Airline personnel



72. If someone needs help, who should they ask?

- (A) The security office
- (B) A flight attendant
- (C) The pilot
- (D) The ticket agent

73. What are other passengers asked to do?

- (A) Stand near the door
- (B) Assist the flight attendants
- (C) Make their phone calls now
- (D) Listen for their row number

74. What kind of books does this store carry?

- (A) Novels
- (B) Children's books
- (C) Professional books
- (D) Textbooks



75. If the store doesn't have the book in stock, what will it do?

- (A) Refer you to another store
- (B) Look it up in the master list
- (C) Give you a different book at a discount
- (D) Order it

76. What else does this store sell?

- (A) Newspapers
- (B) Carry-alls
- (C) Journals
- (D) CDs

77. When can we expect it to get cloudy?

- (A) In the morning
- (B) In the afternoon
- (C) In the evening
- (D) At night

78. How long will the rain last?

- (A) All weekend
- (B) All day
- (C) All afternoon
- (D) All morning



79. What will the weather be like on Monday?

- (A) Hot
- (B) Cold
- (C) Rainy
- (D) Sunny

80. How long do most colds last?

- (A) 1 day
- (B) 1-2 days
- (C) 3 days
- (D) 3-5 days

81. How can you speed recovery?

- (A) Stay warm
- (B) Drink fluids
- (C) take medication
- (D) Avoid caffeine



82. According to the talk, what is true about colds?

- (A) They are common.
- (B) They are easy to cure.
- (C) They require a lot of tests.
- (D) They rarely affect healthy people.

83. Who should hear this advertisement?

- (A) Homemakers
- (B) Business people
- (C) Mail clerks
- (D) Receptionists

84. What does this company provide?

- (A) Conference planning
- (B) Furniture rentals
- (C) Food for business occasions
- (D) Maid service

85. What is the largest group size the company can handle?

- (A) 200
- (B) 400
- (C) 500
- (D) 800

86. Where is this train going?

- (A) Into the city
- (B) To the hospital
- (C) To the business district
- (D) To the shopping mall

87. Which subway line goes to the airport?

- (A) The gray line
- (B) The green line
- (C) The red line
- (D) The blue line

88. How often do airport trains leave?

- (A) Every two minutes
- (B) Every five minutes
- (C) Every fifteen minutes
- (D) Every sixteen minutes

89. Why are these closings taking places?

- (A) It's Sunday
- (B) There is no transportation.
- (C) It's federal holiday.
- (D) The weather is bad.

90. What service is the transportation system eliminating for the day?

- (A) Rush hour service
- (B) Weekend service
- (C) Service into the city
- (D) Service to recreation areas

91. Where is parking free today?

- (A) In public garages
- (B) In private garages
- (C) On downtown streets
- (D) At the bus stations

92. Who participated in this survey?

- (A) Hotel owners
- (B) Secretaries
- (C) Housekeepers
- (D) Business travelers

93. Where would travelers prefer to have hotels located?

- (A) In the business district
- (B) Close to parks and museums
- (C) Near shopping and entertainment
- (D) Beside the airport

94. What additional service should the hotels provide at night?

- (A) Access to exercise and recreation rooms
- (B) Movies in the rooms
- (C) Light snacks in the lobby
- (D) Transportation services

95. What does this service do?

- (A) Provide visitors with maps
- (B) Tell you which buses and subways to take
- (C) Sell you tickets for transportation
- (D) Tell you what you should see

96. What information is necessary to get help?

- (A) Your ticket number
- (B) Your budget
- (C) How you would like to get there
- (D) The day and time of travel

97. What should you have ready by the phone?

- (A) An address book
- (B) A list of tourist attractions
- (C) A pencil and some paper
- (D) A guidebook

98. What is the first step in packing?

- (A) Wash your socks
- (B) Fold your sweaters
- (C) Choose your clothes
- (D) Measure your medicine

99. What should go into the suitcase first?

- (A) Underwear
- (B) Heavy items
- (C) Smaller items
- (D) Jeans and slacks













100. What should you use to help airport security?

- (A) Travel guides
- (B) Light items
- (C) Plastic bags
- (D) Slip-on shoes















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. If the delivery is late, we _____ the shipping charges. 
(A) paid
(B) will pay
(C) have paid
(D) are paying
102. We cannot process the order _____ we get a copy of the purchase order. 
(A) because
(B) that
(C) until
(D) when
103. The visitors will be arriving _____ the office in twenty minutes. 
(A) at
(B) with
(C) into
(D) for
104. Please use the _____ envelope for your reply. 
(A) is enclosed
(B) enclose
(C) enclosing
(D) enclosed
105. Mr. Mura depends on his assistant for _____. 
(A) advise
(B) adverse
(C) advice
(D) adversity
106. The package should arrive _____ Tuesday. 
(A) in
(B) on
(C) over
(D) at
107. The newspaper expects circulation _____ next year. 
(A) to ascend
(B) to increase
(C) to escalate
(D) to raise
108. Using a checklist is an _____ way to make plans. 
(A) effective
(B) effect
(C) effectiveness
(D) effectively
109. The food has been ordered, _____ it has not arrived. 
(A) or
(B) since
(C) because
(D) but
110. The bus will leave promptly _____ 8:30. 
(A) until
(B) to
(C) at
(D) for
111. The head of operations _____ to the management convention. 
(A) going
(B) are going
(C) go
(D) is going
112. A customer service representative _____ at our catalogue number. 
(A) always is available
(B) is always available
(C) is available always
(D) being always available

113. The telephone directory is _____ the telephone.
(A) among
(B) to
(C) under
(D) between
114. Our company stands for quality _____ design.
(A) or
(B) and
(C) but
(D) neither
115. The supervisor had Ms. Balla _____ her job responsibilities.
(A) to write
(B) wrote
(C) written
(D) write
116. Mr. Camelio promises _____ the error right away.
(A) will correct
(B) correcting
(C) to correct
(D) corrects
117. _____ it was late, Ms. Glaser stayed to finish her work.
(A) Although
(B) During
(C) Since
(D) While
118. The _____ about our recycling plans will reassure consumers.
(A) public
(B) publish
(C) publishing
(D) publicity
119. The travel agent persuaded us _____ an evening flight.
(A) to take
(B) taking
(C) took
(D) taken
120. This model has seldom been brought in for _____.
(A) despair
(B) compares
(C) impairs
(D) repairs
121. Can you meet with us _____ 11:00?
(A) on
(B) for
(C) at
(D) in
122. The manager suggested _____ a research team.
(A) organized
(B) organizing
(C) organizes
(D) to organize
123. Mr. Benito received the notice _____ January 5.
(A) on
(B) in
(C) at
(D) to
124. This list of contributors is more _____ that one.
(A) current
(B) currently
(C) current than
(D) current as
125. The fax was not received _____ the fax number was wrong.
(A) until
(B) because
(C) although
(D) once
126. The ship's captain requests that all passengers _____ emergency procedures.
(A) reviewing
(B) reviews
(C) review
(D) to review

127. The person _____ **lost** a briefcase may claim it in the lobby.
(A) whose
(B) which 
(C) whom
(D) who
128. This memo is _____ the previous one.
(A) as confusing
(B) confusing as 
(C) as confusing as
(D) as confused as
129. Ms. Friel _____ about her promotion **before it was** announced.
(A) knew
(B) known 
(C) is knowing
(D) has known
130. Please _____ me any time **if** I can help you.
(A) are calling
(B) call 
(C) calls
(D) will call
131. The ship's restaurant is located _____ the **sun deck**.
(A) on 
(B) under
(C) in
(D) over
132. **What** _____ will the delay have **on** the contract?
(A) effect
(B) effective 
(C) effectively
(D) effectiveness
133. Mr. Dimitri has a _____ for the Palace **Hotel**. 
(A) rumination
(B) reservation
(C) trepidation
(D) motivation
134. Our latest advertising package **includes** videos _____ brochures.
(A) but 
(B) or
(C) and
(D) either
135. The **merger**, _____ will be announced today, should be extremely profitable.
(A) when 
(B) whose
(C) it
(D) which
136. The **receptionist** _____ a message **if** you **do not** answer your phone.
(A) takes
(B) took 
(C) take
(D) taken
137. The secretary _____ a letter **when** the computer **crashed**. 
(A) composed
(B) is composing
(C) was composing
(D) composes
138. **Tomorrow** we _____ the letter by overnight mail.
(A) will send 
(B) sent
(C) had sent
(D) is sending
139. **My cousin** was very _____ when he got the job.
(A) surprise 
(B) surprised
(C) surprising
(D) surprises
140. The computer operators work at night _____ on weekends. 
(A) nor
(B) but
(C) neither
(D) and

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.

Modern Tech Inc.
St. No2, Sector H 1/6, Hunter Complex
Islamabad, Pakistan

April 13th, 20-

Vaqas Mahmood
21, Sharah-e-Iran, Clifton
Karachi, Pakistan

Dear Vaqas Mahmood,

Thank you for purchasing the Teleconnect Multipurpose Pager. We received your mail-in rebate card this week.

Unfortunately we cannot send you the 1800 PKR in cash back because **the rebate offer** had already _____ when you mailed it.

141. (A) operated



(B) exited

(C) expired

(D) transferred

As stated at the bottom of your bill, rebate cards must be mailed out within three days of purchase in order for the rebate to be processed. The photocopy that you included of your bill indicates that you made your purchase on March 1st 20-. However, your envelope containing the rebate form was postmarked in early April. Unfortunately, we cannot honor rebate cards that are more than two weeks late.

Please realize that your business is still important to us. In place of the rebate, we **would like** _____ you a page of coupons that can be used toward other Modern Tech Inc. products.

142. (A) to offer

(B) offering



(C) offered

(D) introduced

You will find great _____ for some of our **new products**, including our new speakerphone with improved sound quality.

143. (A) stores

(B) discounts



(C) packages

(D) instructions

Thank you for choosing Modern Tech Inc. for all of your technology needs.

Sincerely,

Tarik Khan
President

Questions 144-146 refer to the following email.

To: benlivingston@accountantsgroup.ca
Copy: Kyle; Cheryl; Leslie
From: ryannedison@accountantsgroup.ca
Subject: Golf Tournament

Hi everyone,

I'm just doing some planning for the _____ clients' golf tournament **in May**. I know it's more than two months away,

- 144.** (A) daily
(B) weekly
(C) monthly
(D) annual



but I wanted to get started planning early this year. There are a few things I could use to your help with.

- 1) Please mention the date of the tournament to all of your clients and provide them with the link on our Web site. Encourage them to participate.
- 2) We need about 200 door prizes to **hand** _____ **at the banquet**. If you know of any local businesses that may be

- 145.** (A) in
(B) out
(C) over
(D) down



willing to donate items such as free hotel accommodations or meals, please contact them as soon as possible.

- 3) We need volunteers to take tickets, drive golf carts, and help with refreshments, perhaps even be on hand to play if necessary. Please ask your staff members if they are willing to help out.

Last year was a great success. We _____ more than **\$7,000** for **charity** during the tournament. This year we are

- 146.** (A) spent
(B) saved
(C) raised
(D) invested



aiming at \$10,000. Please let me know if you have any ideas about the tournament.

Thanks.
Ryan

Questions 147-149 refer to the following article.

Indoor Air Pollution

New studies on air quality inside office buildings show that the indoor air quality is _____ to human health **than** the polluted

- 147.** (A) hazardous
(B) more hazardous
(C) most hazardous
(D) the most hazardous



air outside. Each year, the air in our cities exceeds safe levels during at least 60 days of the summer. According to the Committee on the Environment, **the air quality** in approximately 30% of buildings _____ unsafe.

- 148.** (A) is
(B) are
(C) seem
(D) are becoming



Medical conditions including asthma, cancer, and depression, may be connected to poor indoor air quality. Cleaning products, furniture, air conditioners, and gas heating systems all contribute to poor indoor air quality. The most common reason for Sick Building Syndrome, a medical condition that has been blamed on poor indoor air quality, is the _____

- 149.** (A) premeditated
(B) premature
(C) premium
(D) prevented



opening of businesses. When a building opens too early, paint fumes and cleaning products don't have enough time to disperse. These fumes can remain in the air for a long time. They can affect customers or clients, and particularly building staff.

Questions 150-152 refer to the following memo.

To: Bill O'Hara
From: Edie Saunders
Subject: Workshop

Bill,

I am trying to finalize plans for next Friday's workshop. Please **let me** _____ how many people you expect to attend so that

- 150.** (A) know
(B) knows
(C) to know
(D) knowing



I can know how much food to order. Also, how long do you expect the workshop to last? In addition to lunch, should I order afternoon coffee and snacks _____? If a workshop goes all day, people usually expect some sort of mid-afternoon

- 151.** (A) moreover
(B) instead
(C) furthermore
(D) as well



refreshment. I also need to know expected numbers so I can decide which conference room to reserve. Conference Room 2 **is** more _____ than Conference Room 1, but it might not be big enough. Please get back to me as soon as possible because I

- 152.** (A) pleasant
(B) **pleasanter**
(C) pleasantly
(D) pleasantest



need to take care of this soon.

Thanks.
Edie


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

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
- 

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
- 

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.

173. How much did the airline lose this year?

- (A) \$1 million
- (B) \$ 9.8 million
- (C) \$112.4 million
- (D) \$1 billion

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

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

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

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.

There are two reasons for this change:

- 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.
- 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

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.

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

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,

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

189. Who is Milan?

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

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

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.

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

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

To: Operator 7, Operator 9, Operator 11
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.

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.

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

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