

Questions 176-180 refer to the following Web page and e-mail.

<http://www.mountainandforest.ca/custserv/shippinginfo>

Clothing Gear **Customer Service** About Us

Mountain and Forest Company

The Leader in Quality Camping and Hiking Gear

Please note that most regular electronic or phone orders can be processed and made ready for shipping almost immediately. Custom and personalized orders may take up to five days for processing before they are shipped.

Please direct any questions or concerns to our customer service department at service@mountainandforest.ca. We will respond within 24 hours.

Our shipping rates:

Order cost with tax	Overnight shipping (1 day)	Express shipping (3 days)	Standard (6-8 days)
Under \$25	\$8	\$5	\$3
\$25 to \$100	\$13	\$7	\$5
Over \$100	\$18	\$15	FREE

To:

From:

Date:

Subject:

I recently placed an order for \$135 for hiking boots and a thermal jacket intended for a camping trip this weekend. According to the confirmation I received at the time of my purchase, my order should have arrived yesterday. Since I paid an additional fee for three-day shipping, I was expecting that my order would arrive in a timely fashion. As it has not, I am requesting a refund of the shipping cost. Additionally, if my order has not been delivered by tomorrow, please cancel my order as I will have to purchase similar items at a local shop.

Sincerely,

Jin-Hee Shin

176. In the Web page, what is indicated about Mountain and Forest's shipping?
- (A) Standard shipping is free for orders under \$25.
 - (B) Some shipped orders may take up to eight days to arrive.
 - (C) The shipping cost depends on the total weight of an order.
 - (D) Custom orders are not eligible for standard delivery.
177. In the Web page, the word "direct" in paragraph 2, line 1, is closest in meaning to
- (A) address
 - (B) supervise
 - (C) prescribe
 - (D) handle
178. What is the purpose of the e-mail?
- (A) To suggest a new service policy
 - (B) To inquire about an order packing error
 - (C) To request a personalized item
 - (D) To report a delivery problem
179. How much did Ms. Shin pay for shipping?
- (A) \$5
 - (B) \$8
 - (C) \$15
 - (D) \$18
180. According to the e-mail, why might Ms. Shin decide to visit a local shop?
- (A) She expects to purchase her items for a lower price.
 - (B) She wants to support businesses in her town.
 - (C) She needs to have her items before a certain date.
 - (D) She hopes to find a greater selection of sportswear.

Questions 181-185 refer to the following schedule and e-mail.

Society for Trade and Industry (STI) “The Role of Distance Education in Professional Training” City University of Abu Dhabi, 11–13 October DRAFT: Schedule for Wednesday, 11 October	
7:30 A.M.–9:00 A.M.	Conference Registration
9:00 A.M.–9:10 A.M.	Welcome and Opening Remarks: Yasmin Al Gaood, Conference Chair
9:15 A.M.–10:00 A.M.	Opening Keynote Address: Ayumi Murakami, STI President
10:05 A.M.–10:50 A.M.	Title of presentation unknown: representative to be selected, Yaoundé College of Agriculture, Cameroon
10:55 A.M.–11:40 A.M.	Innovative Online Resources: Chia Po Cheng, Taipei Business Management Institute, Taiwan
11:45 A.M.–1:20 P.M.	Lunch (Turquoise Center, central campus)
1:30 P.M.–2:15 P.M.	Distance Education in the Film Industry: representative from Scotland to be selected
2:20 P.M.–3:05 P.M.	Improving Course Content Quality: Andrei Duchenko, Moscow Journalism Academy, Russia
3:10 P.M.–4:00 P.M.	Learner Support Systems: Marcel Peralta, School of Pediatric Dentistry, Asunción, Paraguay

From:	Ayumi Murakami <amurakami@sti.org>
To:	Yasmin Al Gaood <yasmin.algaood@cuad.ac.ae>
Subject:	Re: Draft conference schedule for Wednesday
Date:	25 August

Hello, Yasmin,

As per your request, I have filled the slots that were listed as still available on the tentative conference schedule for Wednesday. Dr. Alban Buchanan in Scotland says that he is eager to talk about distance education as it is practiced within the film academies in his country. Also, my contact in Yaoundé wrote to let me know that Ms. Marie-Thérèse Tchangou will be the school's representative.

Mr. Andrei Duchenko has informed me that he is withdrawing from the conference. His replacement from the same school, Ms. Melina Vakhitova, will submit the title of her presentation shortly.

I also wanted to add that I will be arriving in Abu Dhabi at 6:00 A.M. on Wednesday. That should give me plenty of time to set up for my presentation.

Regards,

Ayumi

- 181.** What is indicated about Ms. Murakami?
- (A) She will speak on the first day of the conference.
 - (B) She was recently elected STI president.
 - (C) She will be available to answer questions.
 - (D) She is scheduled to present in the afternoon.
- 182.** When will a specialist in business management be speaking?
- (A) At 10:05 A.M.
 - (B) At 10:55 A.M.
 - (C) At 2:20 P.M.
 - (D) At 3:10 P.M.
- 183.** In the e-mail, in paragraph 1, line 1, the word "slots" is closest in meaning to
- (A) reservations
 - (B) machines
 - (C) openings
 - (D) buildings
- 184.** What presentation will have to be canceled?
- (A) Innovative Online Resources
 - (B) Distance Education in the Film Industry
 - (C) Improving Course Content Quality
 - (D) Learner Support Systems
- 185.** According to the e-mail, what information is Ms. Murakami expecting to receive?
- (A) The title of a presentation
 - (B) The name of a replacement speaker
 - (C) The conference schedule for Thursday
 - (D) The contact information for
Mr. Buchanan

Questions 186-190 refer to the following e-mail, list, and article.

From:	mstoch@hesidionclinic.com
To:	lstawinski@nostilde.com
Date:	March 20
Subject:	Hesidion Clinic's Health Awareness Day

Dear Ms. Stawinski,

In appreciation of your loyalty as a long-time patient of Hesidion Clinic, we are pleased to invite you to our clinic's Health Awareness Day to be held at the clinic on Saturday, April 10. We would be delighted to see you attend, as we will offer a number of activities designed to promote health awareness in our community. If you sign up for this special event by responding to this e-mail by March 31, you will receive a code to present at the clinic for a surprise benefit.

Martin Stoch, Communications Director, Hesidion Clinic

Hesidion Clinic Health Awareness Day, April 10 Tasks and Responsibilities

- **Communications:** Martin Stoch
- **Advertising:** Adilene Walker
- **Presentations:** Jillian Opala (Nutrition),
Lance Verhoeven (Fitness)
- **Kids' Health Game:** Susan Hayashi
- **Health Checkups/Talks:** Anne Spillane,
Rami Al-Araj, Kurt Yin, Thierry Daumas

Health Day at Hesidion Clinic

by Shai Herzog on April 14

Hesidion Clinic hosted a successful Health Awareness Day this past Saturday. The event was held as a way to thank the community for supporting the clinic over the past 15 years. It was well attended by both Hesidion Clinic patients and members of the general public.

Attendees participated in a variety of presentations and everyone received free water bottles, notepads, and other items from event sponsors. Participants who provided a special code were offered a complimentary physical checkup from the team of clinic physicians.

During the event, a sizable line formed at Dr. Thierry Daumas' table. "I came out today to learn about skin care and advances in eye-care technology. But Dr. Daumas' talk about how to prevent cavities and improve

oral health provided me with the most helpful information," said attendee Liana Stawinski.

By far the most popular event was nutritionist Jillian Opala's presentation on healthy eating habits. More than 100 people, many of them retirees, flocked to hear the latest on super foods. The event took nearly twice as long as expected, as Ms. Opala answered a steady stream of participant questions.

Children were delighted to take part in a health contest involving questions about general health and hygiene. The winners received toys and certificates from the game host. The day was such a success that Hesidion Clinic director, Lance Verhoeven, is already considering making it an annual event.

- 186.** What is Ms. Stawinski encouraged to do?
- (A) Complete a survey
 - (B) Go to an event
 - (C) Organize some activities
 - (D) Meet with Mr. Stoch
- 187.** How did some attendees get a free health checkup?
- (A) By arriving when the clinic opened
 - (B) By attending Dr. Daumas' talk
 - (C) By responding to an e-mail from Mr. Stoch
 - (D) By winning a competition
- 188.** What does Dr. Daumas most likely specialize in?
- (A) Skin
 - (B) Ears
 - (C) Eyes
 - (D) Teeth
- 189.** What is indicated about the presentation on food?
- (A) It was filmed.
 - (B) It was postponed.
 - (C) It attracted a lot of attention.
 - (D) It was given by a retired clinic employee.
- 190.** Who most likely distributed certificates?
- (A) Mr. Stoch
 - (B) Ms. Hayashi
 - (C) Ms. Spillane
 - (D) Mr. Verhoeven

Questions 191-195 refer to the following brochure, review, and e-mail.

STUDY BUSINESS IN SINGAPORE

The Singapore Business School (SBS) is located in the heart of Singapore's financial district. We offer a range of high-quality courses aimed at preparing students for graduate school. Between classroom sessions you can explore the city and cultivate business connections. We offer content-based classes, such as finance, economics, and international marketing, as well as classes on preparing graduate school applications, including developing CVs and writing personal statements.



We have helped thousands of students gain entry into graduate programmes around the world. We boast a number of high-profile part-time instructors who are experts in their fields, including Diara Rhodes, chief financial officer of Auto Drive Korea, and Farah Wan, vice president of the Kuala Lumpur Union Lenders. For more information about our impressive faculty and course offerings, or to enroll online, visit our Web site at www.sbs.edu.sg.

<http://www.sbs.edu.sg/reviews>

Home

Classes

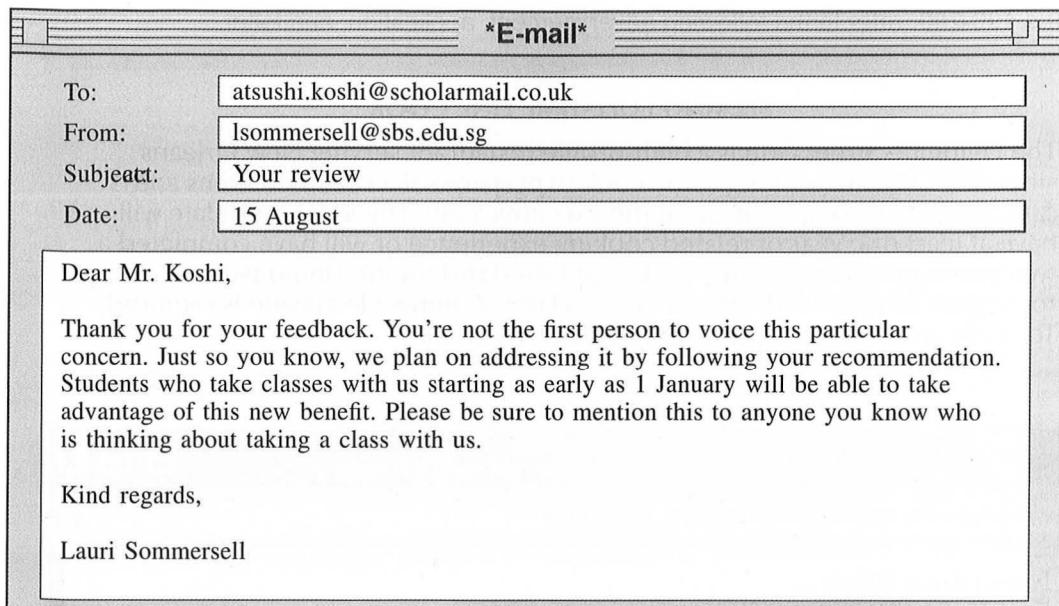
Reviews

Contact Us

What Our Students Are Saying

3 June by Atsushi Koshi

I took a finance course at SBS. The school I am now attending in the United Kingdom had a prerequisite that I had not fulfilled while earning my Bachelor's degree, so the eight-week course was convenient. However, I couldn't afford the high rent in the area, so I had to commute, and the traffic in that area is terrible. I wish SBS offered a dormitory for students at the school. The quality of instruction was superb. My lecturer was Diara Rhodes. Though she tended to rush through lectures, discussing a wide range of topics in a small amount of time, I did learn a lot from the reading and from her descriptions of real-world experiences. The way she solved business problems was a source of inspiration during my graduate school interview, and it is also helping me in my current classes.



191. Who is the brochure intended for?
- (A) Business professionals
 - (B) Potential graduate students
 - (C) Instructors seeking employment
 - (D) Aspiring writers
192. What is indicated about SBS?
- (A) It is located in a busy area.
 - (B) It offers financial assistance.
 - (C) It provides internship opportunities.
 - (D) It has employment-assistance services.
193. What does Mr. Koshi mention about his lecturer?
- (A) She required a lot of reading.
 - (B) She covered topics quickly.
 - (C) She provided few examples.
 - (D) She encouraged in-class participation.
194. Where does Mr. Koshi's instructor work when she is not teaching?
- (A) At SBS
 - (B) At a bank in Singapore's financial district
 - (C) At Auto Drive Korea
 - (D) At Kuala Lumpur Union Lenders
195. How will SBS be addressing Mr. Koshi's complaint?
- (A) By hiring more faculty
 - (B) By reducing the length of classes
 - (C) By adding more transportation options
 - (D) By building student housing on campus

Questions 196-200 refer to the following advertisement, application, and letter.

SEEKING FULL-TIME LINE COOK

The Delphine Street Grill is a high-profile restaurant serving New Orleans since 1924. We are seeking a line cook to prepare select sautéed items and sauces under the supervision of the executive chef. The ideal candidate will have at least one year of related cooking experience or will have completed a two-year apprenticeship in a well-established restaurant. Demonstrated ability to prepare innovative dishes as well as classic Cajun-style cuisine is required. To apply, go to www.delphonestreetgrill.com/careers.

www.delphonestreetgrill.com/careers/line_cook/apply

Name: Anton Hoang	E-mail: antonh94@textmail.com
Phone: 504.555.0177	
Related education: Associates degree in culinary arts, Boudreau Community College	
Current employer/title: River Ferry Café, Line Cook	Time employed: Six months
Previous employer/title: Hotel Lenoir, Apprentice	Time employed: Two years
Previous employer/title: Picard Seafood, Intern	Time employed: Three months
Résumé: <input checked="" type="checkbox"/> Attached	
Reference list: <input checked="" type="checkbox"/> Attached	
Cover letter:	
<p>I am very interested in the position of line cook at the Delphine Street Grill. For the past six months, I have been the line cook for a café serving traditional Cajun meals. Since the café has only recently been opened, I am responsible for preparing nearly all menu items. I completed my apprenticeship at the famous Hotel Lenoir, working side-by-side with Celebrity Chef Eugénie Mirone. In addition, as Ted Overbeck (my mentor and instructor at Boudreau Community College) can confirm, I am able to develop creative new recipes. In fact, while at the college, I was awarded the Excellence in Innovation Prize for a Vietnamese-style sandwich recipe I crafted, which is now on the menu at the college's cafeteria.</p>	
SUBMIT APPLICATION	

BOUDREAU COMMUNITY COLLEGE
School of Culinary Arts

Marie Beaumont
Delphine Street Grill
3248 Delphine Street
New Orleans, LA 70117

Dear Ms. Beaumont:

I am writing in regard to Anton Hoang's application for employment. Since Mr. Overbeck is on leave this semester, he asked me to respond in his place. Mr. Hoang, who graduated in the top five of his class, demonstrated exceptional culinary skill and a strong desire to learn. He received a glowing review from Sabine Riou, the renowned chef who supervised his three-month internship. I am confident Mr. Hoang will be a valuable asset to your establishment.

Sincerely,

Liz Flores

Liz Flores
Associate Director of Culinary Arts

- 196.** What is indicated about the line cook position?
(A) It is a two-year contract.
(B) It requires working the late-night shift.
(C) It includes supervising the apprentices.
(D) It involves preparing a limited variety of dishes.
- 197.** What is true about Mr. Hoang?
(A) He is applying to work at several restaurants.
(B) He meets the requirements of the position.
(C) He has appeared on television with Ms. Mirone.
(D) He taught at a culinary school in Vietnam.
- 198.** Who is Mr. Overbeck?
(A) An executive chef
(B) An associate director
(C) A culinary teacher
(D) A restaurant owner
- 199.** What is suggested about Boudreau Community College?
(A) It gives out culinary awards.
(B) It offers free cooking workshops.
(C) It needs a new chef for its cafeteria.
(D) It invites celebrity chefs as guest speakers.
- 200.** Where does Ms. Riou most likely work?
(A) At the River Ferry Café
(B) At Hotel Lenoir
(C) At Picard Seafood
(D) At the Delphine Street Grill

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.