

READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. Departmental restructuring will be discussed at the ----- monthly meeting.

- (A) next
- (B) always
- (C) soon
- (D) like

102. To keep ----- park beautiful, please place your nonrecyclables in the available trash cans.

- (A) our
- (B) we
- (C) us
- (D) ours

103. Mr. Hardin ----- additional images of the office building he is interested in leasing.

- (A) informed
- (B) asked
- (C) advised
- (D) requested

104. A team of agricultural experts will be brought ----- to try to improve crop harvests.

- (A) because
- (B) either
- (C) between
- (D) together

105. The board of Galaxipharm ----- Mr. Kwon's successor at yesterday's meeting.

- (A) named
- (B) granted
- (C) founded
- (D) proved

106. If your parking permit is damaged, bring it to the entrance station for a -----.

- (A) replacement
- (B) replacing
- (C) replace
- (D) replaces

107. Mr. Ahmad decided to reserve a private room for the awards dinner ----- the restaurant was noisy.

- (A) rather than
- (B) in case
- (C) such as
- (D) unless

108. Ms. Jones has provided a ----- estimate of the costs of expanding distribution statewide.

- (A) conserve
- (B) conserves
- (C) conservative
- (D) conservatively

109. Each quarter, Acaba Exports sets ----- sales goals for its staff.

- (A) compact
- (B) wealthy
- (C) faithful
- (D) realistic

110. Ms. Garcia was delighted to receive ----- that her company soon will be featured in the *In Town Times* magazine.

- (A) notify
- (B) notification
- (C) notifying
- (D) notifies

111. Children under five years of age are eligible ----- free vision tests.

- (A) over
- (B) down
- (C) for
- (D) out

112. Drivers on the Partan Expressway are reminded to drive ----- throughout July because of the ongoing construction work.

- (A) caution
- (B) cautiously
- (C) cautious
- (D) cautiousness

113. The committee will resume its weekly meetings ----- Ms. Cheon returns from Scotland on September 17.

- (A) that
- (B) once
- (C) as well
- (D) then

114. The ----- initiative aims to provide public transportation for commuters living in the outer suburbs.

- (A) proposed
- (B) proposing
- (C) proposal
- (D) propose

115. Yesterday's storm ----- interrupted the services of the Duddula, Inc., satellite communications system.

- (A) annually
- (B) anytime
- (C) whenever
- (D) temporarily

116. Even though Cabrera Pictures and Marcella Images make very different films, ----- are successful movie studios.

- (A) several
- (B) everybody
- (C) some
- (D) both

117. ----- of tasks can make a manager's job easier and help other employees learn new skills.

- (A) Reputation
- (B) Foundation
- (C) Delegation
- (D) Permission

118. Proceeds from the sale of Delcrest Corporation were equally ----- among the founder's three daughters.

- (A) divisions
- (B) dividing
- (C) divide
- (D) divided

119. ----- higher than average ticket prices, every performance of Aiden North's new play is sold out for the next six months.

- (A) Throughout
- (B) Except for
- (C) Despite
- (D) Prior to

120. Ricardo Sosa, the executive chef at Restaurant Ninai, responds to guests' suggestions -----.

- (A) respect
- (B) respects
- (C) respectfully
- (D) respected

121. Mr. Koster is negotiating the ----- of the new contract with Arban, Inc.
- scope
 - turn
 - grip
 - drive
122. The equipment-use guidelines ----- on our internal corporate Web site.
- may find
 - can be found
 - have found
 - have to find
123. Professor Han created spreadsheets to calculate the farm's irrigation needs -----.
- dominantly
 - precisely
 - relatively
 - widely
124. For hiring purposes, five years of professional experience is ----- to having achieved certification.
- reasonable
 - appropriate
 - equivalent
 - significant
125. South Regent Aviation is adopting measures to reduce fuel expenses by ----- cargo loads.
- light
 - lighten
 - lightly
 - lightening
126. ----- the most challenging aspect of accepting a new position is negotiating a salary that is both fair and satisfying.
- Perhaps
 - Outside
 - Every
 - While
127. Complaints about its new line of kitchen appliances led Loxevo, Inc., to adopt higher ----- for assessing quality.
- standards
 - features
 - risks
 - institutions
128. The chief engineer noted that constructing another bridge would be more ----- than repairing the existing structure.
- economy
 - economics
 - economically
 - economical
129. Jansen Bus Company drivers are expected to complete regular trainings ----- maintaining their state licenses.
- in addition to
 - according to
 - inside
 - within
130. Ms. DeSoto ----- all employees to come to last week's budget meeting even though only officers were obligated to attend.
- to have urged
 - had urged
 - will have urged
 - was urged

PART 6

Directions: Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131-134 refer to the following notice.

Lakeview Railway Onboard Bicycle Policy

Would you like to use your bicycle to explore the Lakeview Corridor Scenic Area? Our trains have the ----- you need to safely transport your bike. When booking your ticket, just remember that 131. reservations ----- for both you and your bicycle. Reserve your bicycle spot 132. There are a limited number of storage racks on each train. You are responsible for stowing your bike securely. 133. 134. Lakeview Railway does not take responsibility for bicycles lost or damaged aboard our trains.

131. (A) stock
 (B) equipment
 (C) property
 (D) revenue
132. (A) require
 (B) requiring
 (C) are required
 (D) were required
133. (A) early
 (B) again
 (C) more
 (D) instead
134. (A) Folding bicycles have become more common.
 (B) Additional service fees may apply.
 (C) You can obtain route maps at most stations.
 (D) You must also supply your own bike lock.

Questions 135-138 refer to the following letter.

Corelli's Bakery
15 Middlemass Street
Youngstown, Ohio 44515

Dear Valued Customer:

For the last three years we have charged the same wholesale prices for our baked goods, including cakes, pies, cookies, and brownies. We regret that sharply rising prices for our raw ingredients, such as sugar and fruit, have forced us to raise our prices by 5 percent **135.** August 1. We have made every attempt to avoid this price increase. **136.** we refuse to compromise on the quality of our products. Using the best ingredients available will allow us to provide the delicious desserts your restaurant guests have come to expect. **137.** We appreciate your **138.** and look forward to continuing to serve you.

Sincerely,

Tony Corelli, Owner

135. (A) actual
(B) future
(C) practical
(D) effective

136. (A) Similarly
(B) Therefore
(C) However
(D) Accordingly

137. (A) We believe you will see that our products are still a great value.
(B) Our efforts to stay profitable have not been successful.
(C) We hope our competitors will raise their prices too.
(D) Our products are healthier than traditional baked goods.

138. (A) supportive
(B) support
(C) supporter
(D) supports

Questions 139-142 refer to the following e-mail.

To: Noora Abadi
From: Alexis Palmer
Subject: Informational interview
Date: 4 February

Dear Ms. Abadi:

Thank you for taking the time to meet with me yesterday about careers in the aerospace industry. Your **139.** were helpful and have inspired me to seek additional work experience in the field before I apply to graduate school.

I will consult the Web sites you recommended for job opportunities. As you also suggested, I will **140.** a membership in the Eastern Aeronautics Professional Association. **141.** I appreciate the information you shared about the organization's conference at the end of the month.

Thank you again for your **142.** assistance.

Sincerely,

Alexis Palmer

139. (A) insights
(B) surveys
(C) improvements
(D) revisions

140. (A) resolve
(B) predict
(C) consider
(D) advertise

141. (A) I look forward to networking with other professionals in the field.
(B) My membership will expire at the end of the year.
(C) I will be giving a presentation at the conference.
(D) I would like to apply for the position soon.

142. (A) generosity
(B) generous
(C) generously
(D) generousness

Questions 143-146 refer to the following letter.

15 October
GPO Box 985
CANBERRA ACT 6512

Dear Ms. Wilson,

On behalf of the Australia Wildlife Park Association, thank you for your donation of 40 AUD to our national park. **143.** Individual contributions have helped it stay open to visitors for more than 50 years. Our goal is to keep the park system running effectively for future **144.** to enjoy.

Enclosed please find a copy of our brochure, which lists various programmes **145.** to benefit both park visitors and our wildlife habitats. Please consider **146.** one of these programmes in the future. The money would be used wisely and would be deeply appreciated.

Sincerely,

Akosua Masika, Membership Chair

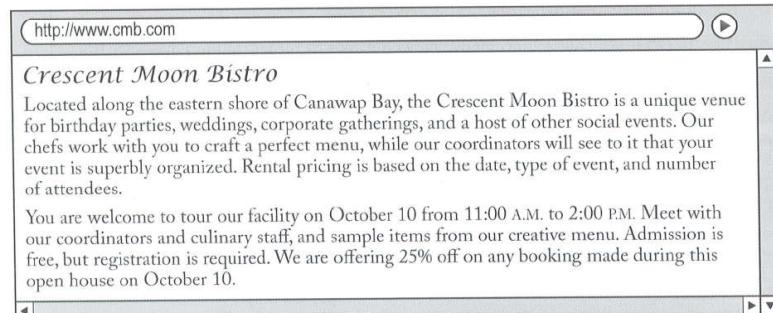
- 143.** (A) The association grants scholarships for those studying zoology.
 (B) Supporters like you help preserve the park for public use.
 (C) We hope you enjoyed your visit to the park today.
 (D) Interested parties can volunteer to clean wildlife habitats.
- 144.** (A) generations
 (B) lifestyles
 (C) committees
 (D) planners

- 145.** (A) designer
 (B) designs
 (C) designing
 (D) designed
- 146.** (A) researching
 (B) organizing
 (C) leading
 (D) funding

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following Web page.



The screenshot shows a web browser window with the URL <http://www.cmb.com> in the address bar. The main content area displays the following text:

Crescent Moon Bistro

Located along the eastern shore of Canawap Bay, the Crescent Moon Bistro is a unique venue for birthday parties, weddings, corporate gatherings, and a host of other social events. Our chefs work with you to craft a perfect menu, while our coordinators will see to it that your event is superbly organized. Rental pricing is based on the date, type of event, and number of attendees.

You are welcome to tour our facility on October 10 from 11:00 A.M. to 2:00 P.M. Meet with our coordinators and culinary staff, and sample items from our creative menu. Admission is free, but registration is required. We are offering 25% off on any booking made during this open house on October 10.

- 147.** What is being advertised?
- (A) A vacation rental
 (B) A new hotel
 (C) An event space
 (D) A summer camp
- 148.** What will be offered on October 10 ?
- (A) A discounted reservation rate
 (B) A special concert
 (C) A famous recipe book
 (D) A class by a famous chef

Questions 149-150 refer to the following memo.

To: Processing Plant Managers
From: Sunlight Sugar Executive Board
Date: June 15
Subject: News

We are pleased to announce that, following our strongest quarter in over three years, we were ranked as the number-two sugar distributor in the region in the June 1 edition of *Sugar Industry Times*. We are extremely grateful to all our employees, who helped make this possible through their hard work and dedication.

To celebrate this achievement, we would like to recognize employees with a bonus to be added to their July 15 paycheck. Plant managers at each location should inform staff at the next plant meeting on July 1. Thank you for helping us achieve our goals.

149. What is indicated about Sunlight Sugar?

- (A) It is changing the payday schedule.
- (B) It publishes the *Sugar Industry Times*.
- (C) It was established more than three years ago.
- (D) It was previously the number-one distributor of sugar.

150. When will plant managers announce an employee bonus?

- (A) On June 1
- (B) On June 15
- (C) On July 1
- (D) On July 15

Questions 151-152 refer to the following online chat discussion.



Ella Santos [10:02 A.M.]

Good morning. I purchased two tickets to Friday night's performance. However, my business trip was rescheduled, and I won't be in London on Friday. Can I get a refund for this purchase?

Mai Tong, Customer Service [10:04 A.M.]

Thank you for contacting us. Unfortunately, the Mosella Palladium's policies do not allow refunds. We offer exchanges for tickets of equal or lesser value. You can view our entire season, which has a variety of music, dance, and theatre, at www.mosellapalladium.co.uk.

Ella Santos [10:07 A.M.]

I reviewed the season schedule before contacting you. Can you switch the tickets now, or must I call your phone number? I've already made a selection.

Mai Tong, Customer Service [10:08 A.M.]

I can help with that. What would you like to see instead?

Ella Santos [10:10 A.M.]

I'd like two tickets to the Gaperstein Orchestra on 22 October.

151. What most likely is the Mosella Palladium?

- (A) A sports stadium
- (B) A performance venue
- (C) A dance company
- (D) A theatrical group

152. At 10:08 A.M., what does Ms. Tong mean when she writes, "I can help with that"?

- (A) She will send a brochure.
- (B) She will arrange a phone call.
- (C) She can process a refund.
- (D) She can exchange some tickets.

Questions 153-154 refer to the following e-mail.

E-mail

To:	Ted Lee <ted.lee@comconnecting.com>
From:	Agnaldo Paes <apaes@manosinc.com>
Date:	May 3
Subject:	Interview

Dear Mr. Lee,

Thank you for your interest in the master electrician position here at Manos Contracting, Inc. Your résumé is very impressive, and I would like to schedule an in-person interview sometime next week. Does next Tuesday afternoon work for you? I am usually in the office until 6 p.m. If Tuesday is not convenient, perhaps Wednesday morning would be acceptable? Any time after 9 a.m. works for me. My office is on the second floor of our main building, which is located at the end of Elkton Street. Since this is only our first meeting in the interview process, I do not expect it to last longer than one hour. I look forward to hearing from you soon.

Sincerely,

Agnaldo Paes
Assistant Director of Human Resources
Manos Contracting, Inc.

Questions 155-157 refer to the following Web page.

The screenshot shows a web browser window with the URL <http://www.mazullospizza.com>. The page title is "Mazullo's Deep-Dish Pizza". It features a navigation bar with links for Home, About, Our Ingredients, and Order Online. Below the navigation, there is a section titled "Mazullo's Deep-Dish Pizza" with the sub-headline "Get a taste of the best pizza in Chicago!". It describes the restaurant's history and the quality of their pizzas. A bulleted list details their offerings: "All pizzas are made fresh to order and include your choice of three toppings. Every pizza is served with a large beverage and our famous garlic rolls.", "A variety of salads and pastas make optional side dishes.", and "All vegetable toppings are local, organic, and farm-to-table.". At the bottom, there is a section for directions and contact information with four location markers: Bridgeport, Lincoln Park, Edgewater, and Avondale.

153. What is probably true about Mr. Lee?
- He is moving to a new town.
 - He is an experienced electrician.
 - He has recently received professional certification.
 - He will be offered a job at the interview.

154. When is Mr. Paes most likely NOT available for an interview?
- Tuesday at 3:15 P.M.
 - Tuesday at 6:30 P.M.
 - Wednesday at 9:30 A.M.
 - Wednesday at 11:30 A.M.

155. What is true about Mazullo's Bridgeport shop?
- It has recently expanded.
 - It is under new management.
 - It does not offer delivery.
 - It was the first location to open.
156. What is indicated about Mazullo's pizzas?
- They are reasonably priced.
 - They are imported from Chicago.
 - Their sauce is made from a family recipe.
 - Their vegetable toppings come from Mazullo-owned farms.
157. What is NOT included with a deep-dish pizza order?
- Garlic rolls
 - Pasta
 - Toppings
 - A beverage

Questions 158-160 refer to the following letter.



Callum Stevenson
42 Leicester Road
Girvaton, P24 9QS

3 January

Dear Mr. Stevenson,

— [1] —. We are happy to have you as part of the Kendinburgh Transit team. Prior to your receiving training on the vehicle you will be assigned to, we must first ensure that your medical documentation is up-to-date. — [2] —.

The main priority of public transport is the safety of passengers and other motorists. Your ability to safely operate a bus in city traffic and changing weather conditions depends in part on your good health. For this purpose, you will need to undergo a pre-employment physical checkup. To make an appointment, please call (0500) 555 0140. — [3] —. Your examination will be performed by a physician selected by Kendinburgh Transit, and you will not be charged for it. — [4] —. Please present the physician's report to your supervisor on your first day.

We look forward to working with you.

Kristine Yerkes
Kendinburgh Transit

158. Who most likely is Mr. Stevenson?

- (A) A driver
- (B) A mechanic
- (C) A medical assistant
- (D) A city official

159. What is Mr. Stevenson asked to do by phone?

- (A) Extend his medical leave
- (B) Schedule an examination
- (C) Contact his supervisor
- (D) Inquire about weather conditions

160. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"To that end, we need you to complete one more task before beginning employment with us next month."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 161-163 refer to the following article.

A Changing of the Guard at Rolidge Motors

by Nathan Kekana

DURBAN—Rolidge Motors has announced that Cara Walters will be the next CEO of the Durban-based company. Ms. Walters succeeds Thomas Hsing, who has served in the role for fifteen years and is retiring. Most recently, Ms. Walters was executive vice president for Cermak & Holden Ltd., which she helped to grow into one of the largest electronics firms in South Africa.

This marks Ms. Walters' return to Rolidge Motors, where she began her career after graduating from university. She completed the Rolidge Leadership Programme and stayed for seven years before moving on to Cermak & Holden.

"Ms. Walters has both the leadership experience and inside knowledge of Rolidge Motors to make her tenure here successful," remarked Mr. Hsing. "We are excited to have Ms. Walters join us," added Matilde Bekwa, Rolidge Motors' chairman of the board. "Her work at Cermak & Holden has been remarkable, and we look forward to benefiting from her visionary leadership."

161. What does the article mainly discuss?

- (A) The benefits of a leadership training program
- (B) A successful electronics company
- (C) The appointment of a new CEO
- (D) A company opening in Durban

162. What is indicated about Ms. Walters?

- (A) She worked in several departments at Cermak & Holden.
- (B) She was hired by Rolidge Motors after finishing university.
- (C) She was a professor before starting her own company.
- (D) She specializes in saving struggling companies.

163. Which of Ms. Walters' qualifications is mentioned by both Mr. Hsing and Ms. Bekwa?

- (A) Her popularity among colleagues
- (B) Her innovations at Cermak & Holden
- (C) Her academic credentials
- (D) Her reputation as a business leader

Questions 164-167 refer to the following e-mail.

E-mail	
To:	skim@jigyeapartments.com
From:	larue@waterservices.org
Subject:	Water Shut-off
Date:	7 January
<p>Dear Mr. Kim,</p> <p>Because of a maintenance project, the water to Jigye Apartments will be turned off for several hours next Wednesday, 12 January. The interruption will begin at 11:00 A.M. Water service will be restored by 5:00 P.M. Please inform all of your building's tenants in advance about the interruption, as well as these general guidelines:</p> <ol style="list-style-type: none"> 1. After the water is turned back on, air in the pipes may cause sudden bursts of water. You can fix this problem by running water slowly at first. 2. For any other issues that occur after water service is returned, call our Customer Service desk at the number listed on our Web site for your specific area. 3. Maintenance workers do their best to work quickly and finish as scheduled. <p>This service interruption is necessary to improve the quality of your water service in the future. We apologize for any inconvenience and thank you for your patience.</p> <p>Best regards,</p> <p>Pierrick de la Rue</p>	

164. According to the e-mail, when can residents expect to use water again?

- (A) At 7:00 A.M.
- (B) At 11:00 A.M.
- (C) At 3:00 P.M.
- (D) At 5:00 P.M.

165. Who most likely is Mr. Kim?

- (A) A plumber
- (B) A building manager
- (C) A construction worker
- (D) A customer-service agent

166. What potential issue does Mr. de la Rue mention?

- (A) There could be an additional maintenance charge.
- (B) There could be a leak in the main water line.
- (C) There might be problems with the water flow.
- (D) There might be a follow-up check in a week.

167. What is indicated about the residents of Jigye Apartments?

- (A) They should call a specific number with any concerns.
- (B) They should try to decrease their water usage.
- (C) They have complained to the Customer Service desk.
- (D) They have scheduled a tenant meeting on January 12.

Questions 168-171 refer to the following memo.

To: South Street Bank staff
From: William Rees-Yates, Chief Executive Officer
Date: May 12

I am pleased to announce that our bank is expanding. Thanks to our creative marketing and award-winning customer service, the demand for our services has been growing. — [1] —. We will therefore be opening a branch in Leesburg this year.

Although the new branch will not be in operation until July 1, it is already virtually ready to open. — [2] —. There remain, however, a couple of job openings to be filled that can be viewed at www.southstreetbank.com/jobs. If any of our current staff are interested in transferring to the Leesburg branch, we encourage you to review the vacancies soon and apply at the Web site listed above. Please contact Human Resources with any questions. — [3] —.

Meanwhile, our business continues to thrive and grow in other ways. — [4] —. We have recently been nominated for the Business of the Year award by the Chamber of Commerce. This is a significant achievement, due in no small part to the dedicated work of our outstanding team. On behalf of our management team, thank you very much and congratulations.

168. What is the memo mainly about?

- (A) A merger with another company
- (B) The hiring of several new staff
- (C) A temporary closing for renovations
- (D) The opening of a new branch

169. What are staff invited to do?

- (A) Join a local business group
- (B) Attend a celebratory gathering
- (C) Review information on a Web site
- (D) Submit ideas for better customer service

170. What is one achievement Mr. Rees-Yates mentions?

- (A) An award nomination
- (B) A positive review in a local publication
- (C) An invitation to a popular event
- (D) An unexpected increase in investment

171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"Most Leesburg staff have already been recruited."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 172–175 refer to the following online chat discussion.

 Monday, 8 May	
Gabriel Li (9:10 A.M.)	Good morning, everyone. I want to remind you that Larkin Landscaping will be here at Derryco tomorrow morning to remove the trees from the front parking area. My workers will block off the area before the contractor arrives, so you and your staff should plan to find parking elsewhere or use public transit.
Ava Abberton (9:11 A.M.)	I have a client, Jan McGonagle, who will be driving in from Belfast to meet with me at 10:00 A.M. What should I tell her? Can she contact the facilities department?
Martin Beattie (9:12 A.M.)	There's heavy rain in the forecast. Are you sure the tree work will go forward?
Gabriel Li (9:13 A.M.)	Yes, give Ms. McGonagle my mobile phone number and have her call me when she arrives. I will direct her around the back. The spots there will be reserved for visitors only.
Gabriel Li (9:14 A.M.)	And yes, Larkin assured me the crew comes out rain or shine.
Daniel Deegan (9:15 A.M.)	Remember, too, that we can approve team members to work from home tomorrow. Just make sure that all conference calls are listed on the master schedule on the intranet.
Gabriel Li (9:16 A.M.)	Right. Thank you, all.

172. Who most likely is Mr. Li?

- (A) A landscaping crew member
- (B) A delivery coordinator
- (C) A warehouse worker
- (D) A facilities supervisor

173. Why will Ms. McGonagle contact Mr. Li?

- (A) To schedule a visit with him
- (B) To obtain parking assistance
- (C) To get a list of directions to the office
- (D) To advise him of transit delays

174. What is likely to happen on May 9?

- (A) Some Derryco employees will work at home.
- (B) Derryco will be closed for business.
- (C) Ms. McGonagle will stay in a local hotel.
- (D) Mr. Deegan will cancel a conference call.

175. At 9:14 A.M., what does Mr. Li mean when he writes, "the crew comes out rain or shine"?

- (A) The weather forecast is probably wrong.
- (B) The outdoor work will proceed as scheduled.
- (C) Larkin Landscaping employs an outstanding group of workers.
- (D) Derryco employees should prepare for bad weather.

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

The screenshot shows a web browser window with the URL <http://www.sunriseaerospace.co.au/companynews>. The page title is "Sunrise Aerospace". Below the title are navigation links: HOME, COMPANY NEWS (which is highlighted in blue), CONTACT, and REVIEWS. The main content area contains the following text:

We are pleased to announce that our latest design, the Suppliss Seat, will be introduced on Honshu Express's Tokyo–Osaka service route, which is scheduled to debut soon. Since last February, our design team has worked closely with Honshu Express to produce a comfortable seat that meets the most stringent safety standards. Like all our products, it is made of lightweight yet durable materials, resulting in significant fuel-cost savings over time. The prototype for the Suppliss Seat has received high marks from designers and was nominated for a Henry Design Award in January.

The screenshot shows an e-mail message with the following header fields:

- To:** Joseph Tama <jtama@sunriseaerospace.co.au>
- From:** Yoshi Yamamoto <yyamamoto@honshuexpress.co.jp>
- Subject:** Information
- Date:** 18 March

The message body contains the following text:

Hello, Joseph,

I hope that you are well. Many thanks for your quick turnaround since we tested the product with a small group of consumers last month. The features your team added to the initial design are perfect, particularly the optional footrests. We were also impressed with the overall style and noticed how well the seats fit in with the contemporary look of our air carrier interiors.

By the way, the Tokyo–Osaka service route will go operational at the end of April. I'll send you the details next week so that you can post them on your Web site.

Thanks again,
Yoshi

176. What is the purpose of the Web page?

- (A) To invite feedback about a service
- (B) To announce a business merger
- (C) To publicize a successful product
- (D) To nominate a product for an award

177. What type of industry does the design team support?

- (A) Airline
- (B) Technology
- (C) Education
- (D) City transit systems

178. What characteristic of the Suppliss Seat is NOT mentioned?

- (A) It is lightweight.
- (B) It supports the feet.
- (C) It features a contemporary style.
- (D) It has a reclining position.

179. What does the e-mail indicate about the consumer tests?

- (A) They have not yet been completed.
- (B) They resulted in design changes.
- (C) They took place on a specific route.
- (D) They did not meet all safety standards.

180. When will the Suppliss Seat come into regular use?

- (A) In January
- (B) In February
- (C) In March
- (D) In April

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

Leasing Opportunities

La Gardina Mall offers a unique shopping experience in a beautiful setting of landscaped gardens, courtyards, and fountains. The mall features retail shops that range from well-known chain stores to one-of-a-kind boutiques, as well as a large variety of restaurants and cafés.

With 300,000 square meters of pedestrian-only retail space, La Gardina Mall attracts more than four million visitors per year. It is a shopping and dining destination for local Bay Shore residents and tourists alike.

If you would like more information about leasing retail or restaurant space at La Gardina, please contact Cecilia Goncalves, our Leasing Administrator, at cgoncalves@lagardina.com. While most of our space is occupied by long-term lessees, a limited number of seasonal contracts (four months minimum) are available.

E-mail

To:	Cecilia Goncalves < cgoncalves@lagardina.com >
From:	Marco Sabatini < msabatini@sabatinileather.com >
Date:	25 March
Subject:	Retail space
Attachment:	<input type="checkbox"/> List of products

Dear Ms. Goncalves:

As owner of Sabatini Leather Goods, I would like to express interest in a short-term leasing opportunity at La Gardina Mall.

Sabatini Leather Goods is a small company that manufactures and sells souvenir handbags and wallets. Our high-quality leather products are imprinted with the name of the tourist destination where they are sold. I have attached some images of our best-selling items from our most recent temporary shop in Glastonbury, where we had our best sales performance in the company's history. We have sold our products in 24 different locations so far, all with great success.

We have been looking for a place in Bay Shore for a while, and La Gardina Mall seems to be a good fit. We would like a space of about 150 square meters for a three-month period over the summer tourism season. Could you please call me at 555-0125 so that we can discuss this matter further?

Respectfully,

Marco Sabatini

- 181.** What is suggested about La Gardina Mall?
- (A) It is located in Bay Shore.
 - (B) It is open only in the summer.
 - (C) It recently added many new shops.
 - (D) It features mainly fashion boutiques.
- 182.** In the advertisement, the word "occupied" in paragraph 3, line 3, is closest in meaning to
- (A) filled
 - (B) captured
 - (C) kept busy
 - (D) made steady
- 183.** What is the main purpose of the e-mail?
- (A) To promote a new botanical garden
 - (B) To profile a popular company
 - (C) To inquire about a potential business deal
 - (D) To ask about job opportunities at a mall
- 184.** What is indicated about Sabatini Leather Goods products?
- (A) They are sold online.
 - (B) They are often discounted.
 - (C) They are marketed to tourists.
 - (D) They are manufactured in Glastonbury.
- 185.** What will Mr. Sabatini and Ms. Goncalves most likely have to negotiate?
- (A) The location of a store
 - (B) The length of a contract
 - (C) The size of a retail space
 - (D) The cost of a monthly lease

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

TYCHE FINE CARPETS—Pleiades Collection Product Availability (updated daily)					
Name	Size (cm)	Shipping Weight	Quantity Available (today)	Quantity Available (in 30 days)	Quantity Available (in 60 days)
Artemis	190 x 280	13 kg	30	60	0
Hera	190 x 280	14 kg	16	20	0
Janus	160 x 230	11 kg	0	0	20
Iris	120 x 170	9 kg	10	15	15

To:	Frieda Zuckerman
From:	Miles Sorrell
Date:	February 5
Subject:	Logistical arrangements
Attachment:	Photos

Dear Ms. Zuckerman:

I regret to inform you that Tyche Fine Carpets, the supplier we selected for the carpets in The Pavel Hotel's lobby and lounge areas, will not have our chosen pattern available until after the hotel's anticipated opening date of March 1. Attached are photographs of several alternative selections that I believe will work well with the décor. They are all made of the same material as the previous selection, and the prices are comparable. With the grand opening less than a month away, I need a decision from you as soon as possible. Even with this last-minute change, I am certain that The Pavel Hotel will provide the ambience we have set out to create.

Thank you,

Miles Sorrell

Pavel Hotel Open

by Lavonne Coe

(Centerville—March 2) Former city court judge Mildred Simpson joined owner Patrice Snell yesterday to celebrate the opening of The Pavel Hotel in downtown Centerville, between the library and the visitors center. Once the city's courthouse and Ms. Simpson's workplace, the existing structure had been vacant for the past nine years. Now the space boasts 34 elegant rooms, an inviting lounge with a fireplace, and a gorgeous lobby. An on-site café is expected to open next month. The interior, designed by Miles Sorrell, retains the old features of the building, such as expansive windows and high ceilings, while creating a warm and inviting space.

186. What does the chart indicate about all the carpets in the Pleiades Collection?
- (A) They will be available in 60 days.
 - (B) They are currently in stock.
 - (C) They have different weights.
 - (D) They are the same size.
187. What carpet did Mr. Sorrell originally order?
- (A) Artemis
 - (B) Hera
 - (C) Janus
 - (D) Iris
188. What does Mr. Sorrell ask Ms. Zuckerman to do?
- (A) Delay the hotel's opening
 - (B) Select a substitute item
 - (C) Order some different furniture
 - (D) Send photographs of the lobby
189. According to the article, what occupied the building prior to The Pavel Hotel?
- (A) A library
 - (B) A visitors center
 - (C) A courthouse
 - (D) A café
190. What is indicated about The Pavel Hotel?
- (A) It opened on schedule.
 - (B) It was under construction for nine years.
 - (C) It is becoming a tourist destination.
 - (D) It is managed by Ms. Simpson.

Questions 191–195 refer to the following memo, schedule, and e-mail.

From: Optieris Office of Parking and Transportation
To: All Optieris staff
Date: December 20
Subject: Upcoming enhancements to our shuttle bus system

In direct response to your helpful feedback, we would like to announce a number of improvements to the shuttle system that connects the Optieris campus with the Morbrook and Nesse train stations. The following changes will go into effect on January 2:

- (1) A third bus will be added to our fleet to increase service frequency as well as capacity in case one bus is ever down for maintenance. Buses will now run every 15 minutes instead of 30 minutes.
- (2) A second campus stop will be added. Besides the current stop at the main administration building on the east side of the Optieris campus, there will be a second stop to better accommodate all our staff.
- (3) A service will be added in the evening. It will depart the Optieris campus 30 minutes later than the current last service of the day.

Thanks again for your input. For the sake of our environment, we are proud to facilitate your use of public transportation by making our shuttle bus service more convenient than ever.

Shuttle Bus Schedule—Weekday Mornings (Updated January 2)			
Morbrook Station	→ Nesse Station	→ East Campus	→ West Campus
7:15	7:21	7:39	7:42
7:30	7:36	7:54	7:57
7:45	7:51	8:09	8:12
8:00	8:06	8:24	8:27
8:15	8:21	8:39	8:42
8:30	8:36	8:54	8:57

E-mail*

From: Sofia Edgren <sofiaedgren@lekmail.com>
To: Sharani Khamis <s.khamis@optieris.com>
Subject: Applicant interview at Optieris
Date: January 25

Dear Ms. Khamis,

Thanks for inviting me to an interview with Mr. Rochon next week on the Optieris campus. I am certainly excited to be a finalist for this position in quality control. I also appreciate your sending me the company shuttle bus schedule. I will take a train arriving at Nesse Station at 7:55 A.M. and then your shuttle bus upon arrival, which should get me to your West Campus at a reasonable time.

Sincerely,
Sofia Edgren

191. What reason is given for updating the shuttle bus system?
- (A) Optieris employees provided feedback.
 - (B) The current bus fleet is getting old.
 - (C) More staff are coming to work by train.
 - (D) Optieris has built new facilities on its campus.
192. What will be one change to the bus system from January 2?
- (A) Buses will create less air pollution.
 - (B) Buses will be more frequent.
 - (C) Each bus will follow a different route.
 - (D) The first morning bus will run earlier.
193. What bus stop will be added to the route?
- (A) Morbrook Station
 - (B) Nesse Station
 - (C) East Campus
 - (D) West Campus
194. Why will Ms. Edgren visit the Optieris campus?
- (A) To finalize a contract between her company and Optieris
 - (B) To run a quality-control check
 - (C) To attend a training session
 - (D) To pursue an employment opportunity
195. What time does Ms. Edgren expect to get off her bus at Optieris?
- (A) At 7:57 A.M.
 - (B) At 8:12 A.M.
 - (C) At 8:27 A.M.
 - (D) At 8:42 A.M.

Questions 196–200 refer to the following invoice, review, and e-mail.

			
Order Number: 92584 Customer Name: Jesse Beeby Preferred Store: Northwest store			
Item Number	Item Name	Quantity	Price
BN-101	Coastland Gray	2 gallons	\$50.00
BN-102	Linwall Gray	1 gallon	\$25.00
BN-116	Darby Olive	1 gallon	\$25.00
BN-118	Brightwyn Green	2 gallons	\$50.00
BN-126	Foxdell Green	1 gallon	\$25.00
Total \$175.00			
Pick Up in Store: Bright Now Home—Northwest store 348 Main Street (720) 555-0112 customerservice@brightnowhome.com			
Additional locations: Northeast store: 986 14th Street Southwest store: 1455 Smith Road Southeast flagship store: 152 32nd Avenue			

http://www.uopine.com/business/bright-now-home

September 18

I used Bright Now Home's new in-store customer pickup for the first time this week. The service was a big time-saver because my order was ready for me when I got to the store. Since I had already paid online, I didn't have to wait in the regular line in the store. Unfortunately, I didn't double-check my order before I left the store. When I arrived at the house I was working on, I realized I had received only one of the two gallons of BN-101 paint I had ordered. I called the store immediately, and the manager arranged for me to pick up the missing gallon of paint at the location closest to where I was working. Also, he gave me my money back for both gallons. I will definitely use this service again!

Jesse Beeby

To:	Jesse Beeby <jbeeby@jbeebyinc.com>
From:	Hattie Jones <hattie.jones@brightnowhome.com>
Date:	September 19
Subject:	Online Order

Mr. Beeby,

We are glad to have served your business recently. We saw the comments you posted about us on uopine.com, and we are grateful to you. It was nice to hear that our flagship location was so convenient to your work site and that you were able to pick up your missing paint there.

We stand behind our products and services and look forward to seeing you again soon. After all, the rainy season is almost here, so now is a great time to come in and get the tools you need for those upcoming roof jobs!

Hattie Jones
 Customer Service Manager
 Bright Now Home

196. What most likely is Mr. Beeby's job?
- Salesclerk
 - Housepainter
 - Delivery driver
 - Real estate agent
197. What item did Mr. Beeby need more of?
- Coastland Gray
 - Linwall Gray
 - Brightwyn Green
 - Foxdell Green
198. Where did Mr. Beeby pick up the item missing from his order?
- At the northwest store
 - At the northeast store
 - At the southwest store
 - At the southeast store
199. What is indicated about Bright Now Home?
- It has design experts in stores.
 - It provides same-day delivery service.
 - It sells supplies for building maintenance.
 - It offers coupons on its Web site.
200. What is one purpose of Ms. Jones's e-mail?
- To introduce a new service
 - To thank a customer
 - To announce a seasonal sale
 - To explain a policy change

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.

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기출 TEST

02

READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. The new interns have been very mindful of ----- parking regulations.

- (A) theirs
- (B) ours
- (C) our
- (D) they

102. To help the arts center improve its programming, please indicate which aspect of the workshop was most -----.

- (A) informative
- (B) primary
- (C) enthusiastic
- (D) financial

103. Mr. Gupta explained the ----- of the upgraded customer database to the sales team.

- (A) beneficial
- (B) benefits
- (C) benefited
- (D) benefiting

104. Buses leaving the city terminal were delayed due to icy conditions ----- the roads.

- (A) on
- (B) out
- (C) from
- (D) until

105. If you have recently ----- a digital camera and want to learn how to use it, this course is for you.

- (A) purchased
- (B) purchase
- (C) purchasing
- (D) to purchase

106. The upcoming ----- of Tantino Airport will ease congestion and modernize guest accommodations.

- (A) performance
- (B) supplement
- (C) deadline
- (D) renovation

107. The study showed that customers aged 35 to 44 paid with a Sonoka credit card ----- than customers in any other age-group.

- (A) frequently
- (B) frequent
- (C) more frequently
- (D) frequency

108. You need to ----- a business plan before your loan application can be processed.

- (A) donate
- (B) request
- (C) confess
- (D) submit

109. The hotel's ----- shuttle bus will take guests to Hong Kong's major landmarks.

- (A) compliments
- (B) complimentary
- (C) compliment
- (D) complimenting

110. ----- months of work to sell the Apton Building, the realtor finally succeeded last week.

- (A) Besides
- (B) After
- (C) Still
- (D) For

111. We will review all four custodial-service bids and choose ----- that suits our needs.

- (A) some
- (B) one
- (C) others
- (D) either

112. The client asked for ----- to the images in the advertising text.

- (A) standards
- (B) drawings
- (C) revisions
- (D) duplications

113. Please be advised ----- we have had to cancel your order because of a difficulty with our shipping agent.

- (A) that
- (B) of
- (C) whether
- (D) between

114. Tin Creek Corporation ----- that its paper towels are the most absorbent on the market.

- (A) obtains
- (B) competes
- (C) inquires
- (D) claims

115. KCLN Associates will enter into a business ----- with the contractor as soon as some of the terms are renegotiated.

- (A) agreed
- (B) agreement
- (C) agreeable
- (D) agreeing

116. ----- registering for online banking is not required, we strongly recommend it to all of our customers.

- (A) Although
- (B) Instead
- (C) Regardless
- (D) Despite

117. Viewers can easily ----- to the main character in the popular television series *Autumn Mystery*.

- (A) related
- (B) relatable
- (C) relating
- (D) relate

118. Fairlawn Medical Clinic offers a full ----- of services as part of its community wellness programs.

- (A) center
- (B) surplus
- (C) range
- (D) type

119. The rear entrance to RC Bank will be closed for repairs and not ----- next Monday.

- (A) accessible
- (B) accessing
- (C) access
- (D) accesses

120. Mr. Carson wants to see Carson audio products -----, even in remote regions of the world.

- (A) decidedly
- (B) furthermore
- (C) rather
- (D) everywhere

GO ON TO THE NEXT PAGE 

121. We can buy office ----- such as desks and printers from any of our company's approved vendors.

- (A) equip
- (B) equipping
- (C) equipment
- (D) equipped

122. When taking a book order, agents must record the customer's name and the ----- price of each item.

- (A) assembled
- (B) listed
- (C) addressed
- (D) earned

123. The building will be furnished ----- the supervisors do their inspection.

- (A) with
- (B) these
- (C) once
- (D) just

124. In a strong display of confidence, the firm's board of directors ----- approved the merger.

- (A) superficially
- (B) regularly
- (C) magnificently
- (D) unanimously

125. When recently -----, residents of Mill Creek Park said that street disrepair is the issue that concerns them most.

- (A) poll
- (B) polls
- (C) pollster
- (D) polled

126. Ms. Rivera agreed to work on the holiday ----- Mr. Grant could attend the conference.

- (A) considering
- (B) so that
- (C) as if
- (D) wherever

127. The clerk collects packages from each department twice a day and takes them to the mail room -----.

- (A) throughout
- (B) all along
- (C) too much
- (D) downstairs

128. Please inform Ms. Erwin of any complaints ----- those already discussed in today's meeting.

- (A) beyond
- (B) between
- (C) during
- (D) against

129. The Tonsin Writers League is a reputable organization with highly ----- members.

- (A) accomplishes
- (B) accomplishment
- (C) accomplished
- (D) accomplish

130. As Mr. Nakata's assistant, Ms. Bain is in charge of ----- him on the latest financial news.

- (A) discussing
- (B) briefing
- (C) resuming
- (D) narrating

PART 6

Directions: Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131-134 refer to the following e-mail.

To: Bai Chang <bchang@lexrg.com>
From: customerservice@sprtech.com
Date: September 28
Subject: Order 255646

Dear Ms. Chang:

Thank you for your purchase on September 27. Your package has shipped and is due to arrive on October 1. ----- 131. Simply visit www.sprtech.com/shipping/status, enter your order number, and press "Search."

When you receive your package, we ----- you to take a short survey at www.sprtech.com/survey. 132. It is through customer feedback that we are ----- to monitor our level of service. Upon 133. of the survey, you will receive a 10% discount toward your next order. 134.

Sprtech.com Customer Service

131. (A) You will receive a full refund.
(B) A replacement is on back order.
(C) Tracking your order is easy.
(D) We will answer your question soon.

133. (A) able
(B) skillful
(C) suitable
(D) equal

132. (A) invited
(B) invite
(C) were inviting
(D) have invited

134. (A) publication
(B) production
(C) introduction
(D) completion

Questions 135-138 refer to the following information.

Conference Room 120 can be booked for meetings and conference calls. First, make a reservation request online at www.gzpoffice.com/confroom. When your request _____, the system automatically checks for availability. Your request will be accepted if no other event is scheduled at that time. The system will then immediately send you an e-mail message to _____ your reservation. However, if another meeting is scheduled that conflicts with yours, you will be notified that the request has been declined. _____ It is therefore _____ that you schedule your event well ahead of time. This way, if a given time slot is already reserved, you will be able to reschedule your meeting.

135. (A) is received
 (B) receiving
 (C) to receive
 (D) received

136. (A) move
 (B) cancel
 (C) change
 (D) confirm

137. (A) Thank you for accepting our invitation to the event.
 (B) Please prepare discussion points before the meeting.
 (C) Note that reservations are on a first-come, first-served basis.
 (D) The time of the next meeting will be announced in due course.

138. (A) fortunate
 (B) advisable
 (C) previous
 (D) flexible

Questions 139-142 refer to the following e-mail.

From: Karel Authier <k.authier@codetouchmag.com>
 To: Honorato Quinones <quinones@voyacon.com.es>
 Date: Tuesday, July 18 11:04 A.M.
 Subject: Voyacon Feature

Dear Mr. Quinones:

I am delighted to inform you that Voyacon has been selected as one of this year's *Code Touch Magazine*'s Top 25 Emerging Technology Firms. We will be _____ your company in our September issue. This is considered a great honor by our readers, as our list includes only _____ that advance the industry in significant ways.

As Voyacon's founder, could you e-mail us a digital photograph of yourself to use in the article? _____ We would need to receive it _____ August 5. Otherwise, we will use a public-domain photo. _____

Thanks for your help, and congratulations.

Sincerely,

Karel Authier
 Editor-in-Chief

139. (A) profile
 (B) profiling
 (C) profiles
 (D) profiled

140. (A) publications
 (B) machines
 (C) techniques
 (D) enterprises

141. (A) Hundreds of companies were initially considered.
 (B) We will forward several copies as soon as possible.
 (C) This is the fifth year we will be publishing this list.
 (D) It should be a high-resolution, full-color image.

142. (A) by
 (B) at
 (C) within
 (D) among

Questions 143-146 refer to the following memo.

To: All Employees
From: Carmen Phelps, Central City Museum Director
Re: Special Exhibitions Curator
Date: November 15

To All Staff,

Please note that an advertisement will be placed in this Wednesday's newspaper regarding a new position at the Central City Museum. After the _____ of *Bloom Outside the Box*, our recent **143.** exhibition showcasing the artwork of local sculptor Leanne Bloom, the museum board has decided to allocate a new position dedicated to creating new quarterly exhibitions. The position title is Special Exhibitions Curator. The successful applicant _____ work on January 2. **144.**
_____. Proven knowledge of local and regional artists is preferred. _____ museum staff are **145.** encouraged to apply. Please contact Liliana Wells at extension 449 with questions.

Thank you.

Carmen

143. (A) popularity
(B) winner
(C) goal
(D) awareness

144. (A) started
(B) will start
(C) has started
(D) was starting

145. (A) Board nominations close at the end of the day on Friday.
(B) Critic Tony Watanabe gave the exhibition a five-star review.
(C) The position requires extensive experience.
(D) We look forward to hosting this event.

146. (A) Expressed
(B) Observed
(C) Depended
(D) Qualified

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following e-mail.

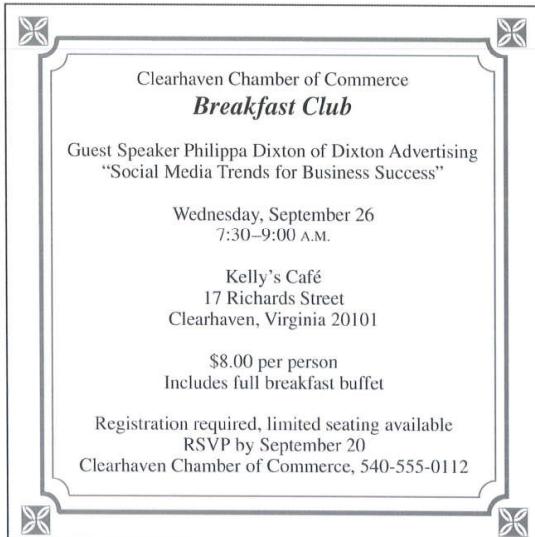
To:	<Customer List>
From:	info@rapidrailways.com
Date:	February 1
Subject:	News

Rapid Railways would like to reward its loyal customers with a special discount on travel during the month of April. Purchase an adult round-trip ticket over \$60 and receive 50 percent off a second adult fare for a companion. Use code RAIL when booking online.

This promotion is not valid for Rapid Railways Express trains. Customers cannot exchange previously purchased tickets to obtain the offer. Tickets must be purchased by March 1.

147. What is the purpose of the e-mail?
(A) To publicize an updated service
(B) To attract first-time customers
(C) To increase the sale of April tickets
(D) To promote Rapid Railways Express
148. What is true about the special discount?
(A) It includes children.
(B) It requires that tickets be purchased over the phone.
(C) It applies only to tickets already purchased.
(D) It is offered to two people traveling together.

Questions 149–150 refer to the following invitation.



149. What topic will be discussed at the event?

- (A) Social media
- (B) Successful investments
- (C) Setting up a small business
- (D) Coping with staff turnover

150. What is indicated about the event?

- (A) It is held once a month.
- (B) It takes place on a weekend.
- (C) Registration is not necessary.
- (D) Space is limited.

Questions 151–152 refer to the following notice.

Harrod Automotive Manufacturing

Andrew Dunn, Director
Laura Bradley, Site Manager

Welcome to Harrod Automotive Manufacturing! We are serious about maintaining a safe workplace environment. We ask that the following rules be strictly observed while you are touring the assembly floor. Anyone found in violation of these rules will be asked to leave the premises. For concerns about compliance, please contact the site manager.

ALWAYS:

- Stay with your tour guide.
- Wear safety glasses and helmet.
- Respond to alarm signals and obey evacuation instructions.
- Request permission from your guide before taking photographs.

NEVER:

- Leave your group.
- Enter areas marked "Danger" or "Staff Only."
- Touch equipment.

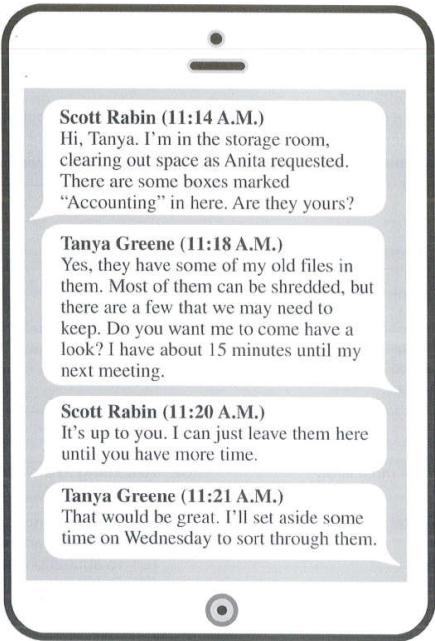
151. For whom is the notice most likely intended?

- (A) Maintenance workers
- (B) Security guards
- (C) Safety inspectors
- (D) Factory visitors

152. According to the notice, why should someone contact Ms. Bradley?

- (A) To praise an employee
- (B) To inquire about a policy
- (C) To submit photographs
- (D) To obtain a schedule

Questions 153–154 refer to the following text-message chain.



153. Why did Mr. Rabin send a message to Ms. Greene?
 (A) To ask if she needs more storage space
 (B) To find out if some files belong to her
 (C) To get her help moving some boxes
 (D) To ask where some files should be put

154. At 11:20 A.M., what does Mr. Rabin mean when he writes, "It's up to you"?
 (A) He will sort some documents when Ms. Greene wants him to.
 (B) He can arrange for a time to unlock the storage room.
 (C) Ms. Greene can decide when she prefers to look at some files.
 (D) Ms. Greene can choose the type of boxes she wants to use.

Questions 155–157 refer to the following article.

NAIROBI (2 November)—Agosti, the popular Italian shoe retailer, will launch its first outlet store in East Africa this week when Agosti Nairobi opens. Customers will find all the bright colours and unique designs for which Agosti is known. — [1] —.

Agosti Nairobi will feature a unique hands-on approach to fashion, with touch-screen display stations positioned throughout the store. — [2] —. These stations will allow shoppers to browse through product information, read customer reviews, and identify best-selling styles.

155. What aspect of the Agosti Nairobi store does the article highlight?
 (A) Its spacious interior
 (B) Its knowledgeable sales team
 (C) Its wide selection of brands
 (D) Its interactive displays
156. What is true about Agosti shoes?
 (A) They are available in new designs.
 (B) They are very expensive.
 (C) They are made in hard-to-find sizes.
 (D) They are mostly handmade.
157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
 "In fact, the company is currently scouting locations for a new design facility in the region."
 (A) [1]
 (B) [2]
 (C) [3]
 (D) [4]

Questions 158-160 refer to the following form.

<http://www.pinecrestofficepark.com/requestform>

Pinecrest Office Park Request Form	
Judy Blanch, Office Manager 215.555.0118, extension 2	
Date of Request: April 2	Type of Problem:
Tenant: Lerner and Randall, LLC	Structural <input checked="" type="checkbox"/>
Office: Suite B, Third floor	Electrical <input type="checkbox"/>
Tenant Contact Name: Amy Randall	Plumbing <input type="checkbox"/>
Brief Description of Work Needed: The ceiling over the window has developed a water leak, and the wall is beginning to discolor.	
Additional Instructions: Before coming over, please call my office at 215.555.0127. My partner, Zach Lerner, and I would like to be present when the building staff is there. There is very expensive office equipment directly under that part of the ceiling. We will need to move it before any repairs are made.	
To Be Filled Out by Pinecrest Management:	
Date Received: April 3	Approved: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Assigned to: In-Su Kim	Approved by: Judy Blanch
Notes: Please investigate this problem early tomorrow morning after you call Ms. Randall. If roofing repairs are needed, e-mail John Roper (Roper Roofers – john@roperroofers.com), and set up an appointment for an estimate.	

158. What is the purpose of the form?

- (A) To apply for a job
- (B) To request a lease
- (C) To report a problem
- (D) To change an address

159. Who will first contact Ms. Randall about her April 2 request?

- (A) Mr. Kim
- (B) Mr. Lerner
- (C) Mr. Roper
- (D) Ms. Blanch

160. Why does Ms. Randall mention some office equipment?

- (A) It is for sale.
- (B) It needs to be moved.
- (C) It has been damaged.
- (D) It needs to be replaced.

Questions 161-163 refer to the following press release.

FOR IMMEDIATE RELEASE
Media contact: Andrea Óladóttir / +613 555 0124

Babson Vehicles Ltd. Enthusiastically Implements Deluxident's Newest Product

OTTAWA (10 June)—Babson Vehicles Ltd., a leading Canadian manufacturer, has just adopted a new fingerprint entry system aimed at improving company security. Created by Icelandic firm Deluxident, the system enables employees to enter campus buildings simply by scanning their fingerprints.

According to Babson's CEO Daniel Deems, Deluxident's fingerprint-scanning system is a significant improvement over other security products the company has tried in the past.

"Deluxident's fingerprint scanner has been a tremendous asset. In the past, we always accessed our buildings by using photographic and electronic identification badges," said Deems. "Producing and replacing lost badges, however, was expensive. In addition, they posed a significant security threat. Employees sometimes forgot their badges, adding to traffic through our security office. All in all, the badges were costly and risky."

For the past decade, Deluxident has been offering high-tech workplace solutions with its innovative digital products. Headquartered in Reykjavík, Deluxident delivers items worldwide and offers 24-hour technical assistance by telephone. For further details about the new fingerprint-scanning entry system, visit www.deluxident.is.

161. What is implied about Mr. Deems?

- (A) He oversees multiple buildings.
- (B) He makes frequent trips abroad.
- (C) He is a successful inventor.
- (D) He often misplaces his identification badge.

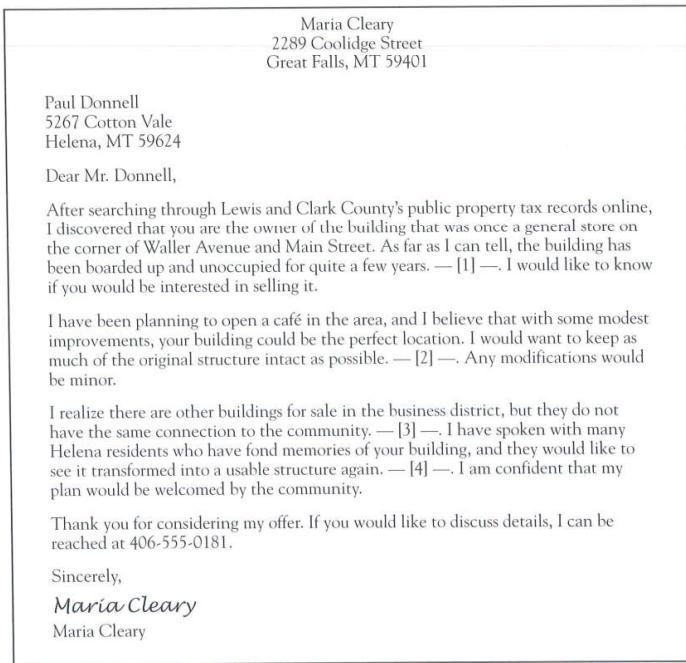
162. Why does Mr. Deems prefer Deluxident's new product over previous products?

- (A) It facilitates campus entry for visitors.
- (B) It lowers expenses in the long term.
- (C) It requires photo identification.
- (D) It allows employees to quickly locate each other.

163. What is true about Deluxident?

- (A) It ships its products internationally.
- (B) It is based in Canada.
- (C) It provides on-site consulting services.
- (D) It plans to merge with Babson Vehicles Ltd.

Questions 164-167 refer to the following letter.



164. What is indicated about Lewis and Clark County?

- (A) It is well-known for its restaurants.
- (B) It enforces strict building regulations.
- (C) It provides property information over the Internet.
- (D) It is seeking feedback on a development project.

165. What is suggested about the general store building?

- (A) It is currently open to the public.
- (B) It has changed ownership many times.
- (C) It is undergoing extensive renovations.
- (D) It has been vacant for several years.

166. Why most likely is Ms. Cleary interested in Mr. Donnell's property?

- (A) It is popular with local residents.
- (B) It is located in the city center.
- (C) It is being sold for a low price.
- (D) It features a spacious floor plan.

167. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"I think the exposed brick siding, for example, is essential to the building's charm."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 168-171 refer to the following information.

Bulletin boards at Quenton Advertising

The physical bulletin boards in our facilities are overseen by the administrative assistant in the Human Resources Department. The bulletin boards are in locked glass cabinets, and the administrative assistant is responsible for the cabinet keys and for ensuring that all postings are kept current.

- **The bulletin board by the elevator** is used to convey general information to all employees, such as important company news or reminders.
- **The bulletin board outside the conference rooms** is used solely for information relating to upcoming meetings and events scheduled for those rooms.
- **The staff lounge bulletin board** may be used for announcements not sponsored by Quenton Advertising that may be of general interest to coworkers, such as personal items for sale, local festivals, and other community events. To post these notices, staff must first submit a request to Human Resources and include contact information as well as a photocopy of the posting. These announcements cannot be posted more than two weeks before the event date.

All bulletin boards will be checked regularly to ensure compliance with their intended purposes.

168. What is the purpose of the information?

- (A) To describe a job opening
- (B) To explain a company policy
- (C) To provide building information to visitors
- (D) To help clients navigate a Web site

169. Where is important company news most likely posted?

- (A) Near the elevator
- (B) In the staff lounge
- (C) Inside the conference rooms
- (D) In the Human Resources Department

170. According to the information, why should employees contact Human Resources?

- (A) To pick up their office keys
- (B) To have their notices approved
- (C) To register for company events
- (D) To submit photocopy requests

171. Why are bulletin boards checked regularly?

- (A) To confirm that the cabinets are kept locked
- (B) To confirm that personal items have been sold
- (C) To ensure that postings are appropriate at each location
- (D) To ensure that postings are interesting to all employees

Questions 172-175 refer to the following online chat discussion.

Live Chat	
Satoru Hashimoto (10:42 A.M.)	I just logged in to my guest loyalty program account and noticed that the nights I stayed at the Grand Jurong Hotel last month haven't been credited. Are my loyalty points being processed?
Franca Russo (10:44 A.M.)	Thank you for contacting the Customer Care Centre. I'm looking at your account and see that the loyalty points are not there at the moment. Points are good for one year after the check-out date. I am adding Mr. Han Sai Wong from the Grand Jurong to this chat to confirm your stay at the hotel. What were the dates of your stay so that he can look up the reservation?
Han Sai Wong (10:46 A.M.)	Already got it. I can confirm Mr. Hashimoto stayed four nights with a check-in date of March 7.
Satoru Hashimoto (10:47 A.M.)	March 7 through March 11.
Franca Russo (10:50 A.M.)	Mr. Hashimoto, I have added the points to your account. With your new points, you are eligible to either upgrade your room for the stay you reserved next month, or you may apply the points toward one free night on a future booking. May I assist you in upgrading your current reservation or in completing a booking for a future stay?
Satoru Hashimoto (10:51 A.M.)	Not at this time. Thank you for your help!

172. Why did Mr. Hashimoto contact Customer Care?

- (A) To provide feedback on a recent stay
- (B) To book a room using his loyalty points
- (C) To change an existing reservation
- (D) To inquire about missing loyalty points

173. At 10:46 A.M., what does Mr. Wong mean when he writes, "Already got it"?

- (A) He has found some information.
- (B) He is pointing out a mistake made by Ms. Russo.
- (C) He is going to call Mr. Hashimoto.
- (D) He will complete Mr. Hashimoto's reservation.

174. What does Ms. Russo offer to do for Mr. Hashimoto?

- (A) Award him extra points
- (B) Issue a refund
- (C) Provide an upgrade on a future stay
- (D) Transfer his account to a different points program

175. What is NOT indicated about the loyalty points program?

- (A) Points earned on a stay remain valid for a year.
- (B) Points can be used to upgrade a reservation.
- (C) Points are credited after a guest leaves the hotel.
- (D) Points can be doubled under certain conditions.

Questions 176–180 refer to the following e-mail and employee handbook.

To:	Munahid Awad
From:	Abby Fordyce
Subject:	Information
Date:	2 February
Attachment:	Handbook

Dear Mr. Awad,

Good morning. I hope your first day at Epmedin Medical Supplies is going well.

Please find details about our employment policies and practices attached. By the way, you have already been assigned your own personal parking space, but you will need to contact the transportation operations department to obtain a parking permit for display purposes.

As we discussed last week, we need to make travel arrangements for you to visit our other facilities. Your first trip will be to our headquarters next week, followed by visits to the rest of our facilities at the end of the month. Wendy Leighton will assist with your reservations and can be reached at wleighton@epmedin.co.uk.

Please let me know if there is anything else you need.

Sincerely,

Abby

Epmedin Medical Supplies
Employee Handbook

Dress Code

Workplace dress codes vary by location. Headquarters in London and the Glasgow office require staff to wear formal business attire, while business casual attire is approved for staff at our Dublin and Belfast manufacturing plants. Formal business attire is defined as a business suit, including a jacket, dress pants or a dress skirt, and a tie (for men). Business casual attire is trousers or khakis, a dress shirt or blouse, or a dress or skirt.

Transportation

Parking at the London office is reserved for delivery and security vehicles. Monthly bus and train passes can be purchased through Human Resources at half the regular fare.

Because of limited on-site parking at our Glasgow and Dublin production facilities, staff can park for free at designated parking garages. Employees need a permit, which can be obtained through the transportation operations department. Permits must be renewed annually online.

Employees at the Belfast facility must obtain a permit for a designated parking space from the transportation operations department.

176. What is a purpose of the e-mail?

- (A) To issue an invitation to a celebration
- (B) To give notice of a policy change
- (C) To forward a company document
- (D) To approve a vacation request

177. In the e-mail, the word “going” in paragraph 1, line 1, is closest in meaning to

- (A) departing
- (B) proceeding
- (C) selling
- (D) visiting

178. What is indicated about Mr. Awad?

- (A) He revised the employee handbook.
- (B) He has met Ms. Leighton.
- (C) He takes public transportation to work.
- (D) He will be traveling in February.

179. Where does Mr. Awad most likely work?

- (A) In London
- (B) In Glasgow
- (C) In Dublin
- (D) In Belfast

180. According to the handbook, what do all Epmedin office locations have in common?

- (A) Parking garages are not available.
- (B) Parking permits are not required.
- (C) Employees need to comply with specific dress codes.
- (D) Factory workers follow very strict safety regulations.

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

E-mail

To:	Management Team
From:	Fiona Watson
Date:	March 19
Subject:	Spring meeting
Attachment:	Final Agenda

Dear Colleagues,

This is a reminder that Contiera Corporation's spring management meeting is scheduled for 9 A.M. tomorrow. The final agenda is attached. Please note that I have added an item to the original meeting agenda. Mai Tran, our publications supervisor, wants to update everyone on this season's product line. She should not take more than twenty minutes.

To prepare for the meeting, please review our most recent marketing plan so that we all have a clear idea of our goals for the quarter. It would also help if each of you brought copies of your latest budget report and projected cost estimates for next quarter.

I look forward to seeing you tomorrow.

Fiona Watson

Spring Management Meeting—Final Agenda		
Topic	Description	Leader
Community events	– Learn about local outreach opportunities	Paul Ranier, president of the Arborville Business Association
Budget review	– Discuss department budgets	Fiona Watson
Online advertising	– Review cost of Web ads – Analyze areas for growth	Marcia Dover
Web site updates	– Present recent changes to ski-apparel page – Demonstrate new content management software	Barry Callahan
Print publications	– Review final changes to spring sportswear catalog	Mai Tran

181. In the e-mail, what does Ms. Watson imply about the meeting?
- Some clients will be attending it.
 - A recently hired supervisor will be leading it.
 - It will take more time than originally planned.
 - Its location has been changed.
182. What item on the agenda is new?
- Community events
 - Online advertising
 - Web site updates
 - Print publications
183. What does Ms. Watson ask people to bring to the meeting?
- Updated financial documents
 - A list of new hires
 - A copy of the agenda
 - Revised vendor contracts
184. What does the agenda indicate about Mr. Ranier?
- He teaches a course in online advertising.
 - He will be joining the meeting by telephone.
 - He used to work with Ms. Watson.
 - He represents a local organization.
185. What does Contiera Corporation most likely sell?
- Books and magazines
 - Gardening supplies
 - Athletic clothing
 - Computer software

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

Film Festival Returns to Wales

SWANSEA (24 May)—The Penglais Film Festival returns to town with a full slate of exciting new films. The festival has gained international recognition for the talent it has attracted over the years. It also boasts of having launched the careers of a growing number of celebrity filmmakers.

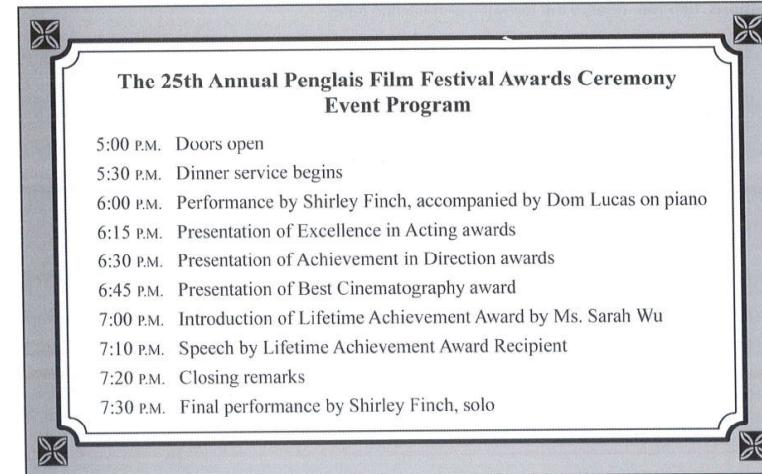
The week-long festival will run from 9 to 15 August and will feature animated, documentary, and feature films. The festival

is open to the public, with the exception of the closing event on 15 August, which is by invitation only. Tickets for all public events must be purchased in advance and are expected to sell out quickly.

Ticket sales will begin at 10 a.m. on 3 June. Please note that tickets for individual film showings must be purchased separately.

A full schedule of screenings is now available on the festival's Web site at www.penglaisfest.co.uk.

E-mail	
To:	Desmond Griffith < d_griffith@docsnow.co.uk >
From:	Ioan Driscoll < ioan.driscoll@penglaisfest.co.uk >
Subject:	Re: Penglais Award Ceremony
Date:	28 May
<p>Dear Mr. Griffith,</p> <p>I am excited and honoured to hear that you will be able to accept your prize in person at this year's Penglais Award Ceremony. The ceremony will take place at the Wynford Blue Hotel at 5 P.M. on Friday, 15 August. You will be introduced by the festival's president, Ms. Sarah Wu, and you will have the opportunity to give a speech. We kindly request that you limit this speech to no more than 10 minutes.</p> <p>Please provide me with the e-mail addresses of up to five guests you would like to invite to the ceremony. I will be sure to send them each a link to download their ticket electronically within ten days of the event.</p> <p>Congratulations,</p> <p>Ioan Driscoll</p>	



- 186.** What is indicated about the Penglais Film Festival?
- It is new to Wales.
 - Many past participants have become famous.
 - It focuses on classic films from the past.
 - Tickets to feature films have sold out.
- 187.** Why is Mr. Driscoll pleased?
- He will receive an award.
 - His film will be shown at the festival.
 - Mr. Griffith will attend an event.
 - Mr. Griffith has invited him to speak.
- 188.** What is suggested about tickets for the awards ceremony?
- They cannot be purchased.
 - They cannot be accessed online.
 - They will become available on May 3.
 - They are included with the purchase of individual film tickets.
- 189.** Who most likely is Shirley Finch?
- An event host
 - An entertainer
 - An award presenter
 - A festival director
- 190.** What award will Mr. Griffith most likely receive?
- Excellence in Acting
 - Best Cinematography
 - Lifetime Achievement
 - Achievement in Direction

Questions 191-195 refer to the following e-mails and letter.

To:	a.raman@bgi.co.in
From:	s.kapoor@mail.co.in
Date:	15 April
Subject:	Thank-you note

Dear Mr. Raman,

Thanks for encouraging me to apply for the position at Neela Advertising and for writing such a glowing referral on my behalf.

Mr. Nirmal, Neela's chief recruiting officer, expressed his admiration for the television commercials I produced for Delhi Works, but he explained that his company in fact needs someone who can also create Web content and applications. I was therefore not offered the position.

Kindly let me know if you happen to hear of any other positions that might be a good fit for me. Thank you in advance.

Best regards,

Shreya

17 May

Shreya Kapoor
21 Hammam Street
Mumbai

Dear Ms. Kapoor,

I am pleased that you will be joining Mumbai Canning Ltd. on 1 June. I was impressed with the knowledge you displayed at the time you interviewed at our offices. Your specific experience at Delhi Works, Inc., will be of tremendous value here.

I am enclosing some documents that you should complete, sign, and bring with you when you report to Human Resources at 9:30 A.M. on your first day. You will receive a brief administrative orientation at that time. Your assigned mentor, Ms. Meera Sethi, will meet you there at 10:30 to escort you to your department, where she will review your training plan and the projects the team is currently working on. At noon she will be taking you to our cafeteria for lunch in the company of some of your colleagues. I hope to join you there as well.

Welcome to Mumbai Canning Ltd.!

Sincerely,

Zara Mehta
Zara Mehta
Mumbai Canning Ltd.

To:	a.raman@bgi.co.in
From:	s.kapoor@mail.co.in
Date:	20 May
Subject:	Good news

Dear Mr. Raman,

Thank you for your last referral. The director offered me the position during our interview, and I will be starting on 1 June. I will be happy to provide you with details about my duties once I get settled.

Best,

Shreya

191. Why was Ms. Kapoor turned down for a position at Neela Advertising?
- She failed to provide adequate referrals.
 - She did not meet the criteria for the job.
 - She missed the application deadline.
 - She was not available for a follow-up interview.
192. What is suggested about Ms. Kapoor?
- She left her job at Delhi Works, Inc.. several years ago.
 - She used to work with Mr. Nirmal at Delhi Works, Inc.
 - She will produce television commercials for Mumbai Canning Ltd.
 - She has recently switched careers.
193. Who most likely is Ms. Sethi?
- A cafeteria manager
 - A payroll accountant
 - A marketing team member
 - A budget director
194. According to the letter, where will Ms. Mehta be at noon on June 1?
- In a design meeting
 - On a business trip
 - At a job interview
 - At a dining facility
195. How was Ms. Kapoor offered her new job?
- In person
 - In a letter
 - By e-mail
 - Over the telephone

Questions 196-200 refer to the following e-mails and memo.

To:	Kyung-Jin Sohn
From:	Darius Jackson
Date:	November 8
Subject:	Solutions to a problem

Dear Ms. Sohn,

As you know, competition for use of the printers has been causing a great deal of delay for members of the legal department. Everyone has had to wait to print documents at some point. Some of us have had to start coming to work earlier, and others are staying late. This is having a negative impact on our productivity and morale.

We could improve the situation for the remainder of the year by posting a sign-up sheet next to the printers. To be fair, each employee should sign up for only two fifteen-minute blocks per day. We could also reserve the lunch hour for unscheduled printing. And we should consider discontinuing the use of color printers until the situation is under control—color printing is up to five times as expensive as black-and-white printing. Let me know what you think.

Regards,

Darius Jackson
Legal Administrator, Reeder and Kelter, Inc.

MEMO

To: All Reeder and Kelter, Inc., Staff
From: Kyung-Jin Sohn, Support Manager
Date: November 24
Subject: Printer use

We have purchased two new printers, a multicolor UX212 and a black-and-white UY120 Truzynx. Unfortunately, they will not be arriving until December 18. In the meantime, please continue to schedule your printer-use times using the online link I e-mailed you on November 10. Using this document, you may reserve up to two fifteen-minute printing periods per day. Please do not schedule consecutive sessions, and remember that we have set aside time both in the morning and in the afternoon for emergency printing. Also, please use the color printers only when absolutely necessary. We have been purchasing more color ink than usual because staff members are using the color printers for scanning and printing when the black-and-white printers are in use.

To:	kjsohn@reederandkelter.com
From:	lsullivan@truzynx.com
Date:	December 22
Subject:	Truzynx purchase

Dear Ms. Sohn,

Thank you for your recent purchase of two Truzynx printers for your company. Your purchase includes two years of free maintenance for each machine. Your first regularly scheduled servicing date will be one month from delivery. We also offer discounted prices on our extended maintenance plans within 60 days of equipment purchase. Please let me know if you are interested in these plans for your new printers.

Are you looking to improve your efficiency? We also have Truzplan. With this affordable remote-printing service, we can securely print your scanned documents and bring them to your office when you need them. Please let me know if you would like more information.

Sincerely,

Leilani Sullivan
Sales Representative

196. According to the first e-mail, how have some employees coped with a problem?
- By reducing operational costs
 - By working outside their regular hours
 - By hiring temporary staff
 - By outsourcing a maintenance service
197. Which of Mr. Jackson's suggestions did Ms. Sohn implement?
- Allowing employees two fifteen-minute printing periods per day
 - Allotting a one-hour period at midday for emergency printing
 - Posting a sign-up sheet next to the printers
 - Discontinuing the use of color printers
198. According to the memo, what is the problem with the color printers?
- They have not been ordered.
 - They regularly break down.
 - They fail to scan documents.
 - They are being overused.
199. What is true about the new printers purchased by Reeder and Kelter, Inc.?
- They were delivered on November 24.
 - They include a three-year maintenance plan.
 - They will be serviced on January 18.
 - They came with free remote printing during the first month.
200. What does Truzplan offer?
- Delivery of printed documents
 - Equipment insurance
 - Suggestions for accessories
 - Training in the use of equipment

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.