

LISTENING TEST

In the listening test, you will be asked to demonstrate how well you understand spoken English. The entire listening test will last approximately 45 minutes. There are four parts, and directions are given for each part.

PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture by marking the correct answer option: A, B, C, or D on the answer sheet. The statements will not be printed in your test book and will be spoken only one time.

Example:



- (A) There is only one rescue vehicle in the picture.
- (B) One of the buildings in the picture is on fire.
- (C) A large crowd is watching the rescue efforts.
- (D) There are two people trapped in the car.

Statement (A), "There is only one rescue vehicle in the picture," is the best description of the picture, so you should mark answer (A).

Question (1)



Question (2)



Question (3)



Question (4)



Question (5)



Question (6)



Question (7)



Question (8)



Question (9)



Question (10)



PART 2

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

Example:

You will hear: Where did you last see Ms. Montgomery?

You will also hear:

- (A) Yes, I can see it on the flat screen.
- (B) It was about three weeks ago.
- (C) At the First Street coffee shop.

The best response to the question “Where did you last see Ms. Montgomery?” is choice (C), “At the First Street coffee shop,” so (C) is the correct answer. You should mark answer (C).

PART 3

Directions: You will hear several conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark answer (A), (B), (C), or (D) on the answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

(41) What are the speakers discussing?

- (A) An employment decision
- (B) Managing styles
- (C) Salary increases
- (D) Work titles

(43) What does the woman think of the man?

- (A) She has confidence in him.
- (B) He is too inexperienced.
- (C) He should not apply.
- (D) She thinks he is irresponsible.

(45) What does the man ask the woman for?

- (A) A loan
- (B) A favor
- (C) A referral
- (D) A recommendation

(47) Why is the woman calling the man?

- (A) To thank him for his order
- (B) To request payment
- (C) To report a delay
- (D) To apologize for a mistake

(49) What does the woman offer to do?

- (A) Expedite shipping of the welding machine
- (B) Give the man a complimentary welder
- (C) Let the man have a discount
- (D) Refund the man's money

(51) Why can't the man ride the 12:15 express?

- (A) It is having mechanical difficulty.
- (B) It is running a half hour late.
- (C) The express does not go to Appin.
- (D) All the tickets for it have been sold.

(42) What does the man say about applying for manager?

- (A) He wants more responsibility.
- (B) He doesn't have enough experience.
- (C) He has not yet decided.
- (D) He will not apply for the job.

(44) What are the speakers talking about?

- (A) Mexico
- (B) A restaurant
- (C) A bar
- (D) A supermarket

(46) What does the woman think of the enchiladas?

- (A) They are overpriced.
- (B) They taste very good.
- (C) She didn't like them.
- (D) They were OK.

(48) What problem does the man have?

- (A) A lost order
- (B) A faulty welding machine
- (C) Lack of funding
- (D) A broken charger

(50) What does the man want to do?

- (A) Buy train tickets
- (B) Take a bus to Appin
- (C) Wait for the local
- (D) Book a hotel room

(52) What is NOT true of the local?

- (A) It is slower than the express.
- (B) It costs more than the express.
- (C) It will leave at 12:30.
- (D) It is going to Appin.

(53) What is the relationship between the speakers?

- (A) Buyer-seller
- (B) Waiter-customer
- (C) Landlord-tenant
- (D) Manager-employee

(55) What should the woman do if something breaks?

- (A) Phone a repairman
- (B) Call the man
- (C) Fix it herself
- (D) Leave a message

(57) Why does the man tell Nancy to buy more ink?

- (A) The current supply is running low.
- (B) Ink prices are currently cheap.
- (C) They are planning for a big project.
- (D) Their current ink is low quality.

(59) What are the speakers trying to do?

- (A) Conduct a meeting
- (B) Arrange a vacation
- (C) Schedule an appointment
- (D) Coordinate an interview

(61) What will the man do next?

- (A) Call his secretary
- (B) Check his schedule
- (C) Fly to Hawaii
- (D) Book a room

(63) Why does the woman call the man?

- (A) To ask about a price
- (B) To place a special order
- (C) To check availability
- (D) To find out his address

(65) Who most likely are the speakers?

- (A) Colleagues
- (B) Spouses
- (C) Neighbors
- (D) Classmates

(54) What does the man say about rent?

- (A) It is due on the 10th of each month.
- (B) He does not accept checks.
- (C) The woman must wire it to him.
- (D) There will be an extra fee if it is late.

(56) What position does the man most likely hold?

- (A) Manager
- (B) Receptionist
- (C) Physician
- (D) Salesman

(58) What does Nancy promise to do?

- (A) Order more copy paper
- (B) Go to the supermarket
- (C) Speed up her work
- (D) Complete a report

(60) What is the man doing the week of the 16th?

- (A) Going on a business trip
- (B) Taking a vacation
- (C) Meeting with the woman
- (D) Flying to New York

(62) Where does the man work?

- (A) In a supermarket
- (B) In library
- (C) In a DVD shop
- (D) In a bookstore

(64) What will the woman probably do next?

- (A) Order a book
- (B) Make another phone call
- (C) Send the man an e-mail
- (D) Go to the library

(66) What mistake did the woman make?

- (A) She misread the address.
- (B) She took a wrong turn.
- (C) She is on the wrong street.
- (D) She forgot a phone number.

(67) What can be inferred about David?

- (A) He is impatient.
- (B) He is Patti's manager.
- (C) He has a good sense of humor.
- (D) He does not know Patti well.

(68) What problem does Sandra have?

- (A) She lost a game.
- (B) She is very tired.
- (C) She missed her presentation.
- (D) She injured her hand.

(69) What does Sandra ask the man to do?

- (A) Cover for Lena
- (B) Buy her dinner
- (C) Help her with filing
- (D) Prepare her presentation

(70) What does the man offer?

- (A) To ask for help
- (B) To finish filing
- (C) To buy Lena a drink
- (D) To give Lena a present

PART 4

Directions: You will hear several talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark answer (A), (B), (C), or (D). The conversations will not be printed in your test book and will be spoken only one time.

(71) What is the main purpose of the report?

- (A) To clarify a myth
- (B) To encourage employers
- (C) To chide interviewers
- (D) To give advice

(72) Why does the speaker say it's important for job seekers to look good?

- (A) Good-looking people always get the job.
- (B) People make quick judgments.
- (C) When you look good, you feel good.
- (D) Appearances are not important.

(73) What is NOT a "don't" mentioned by the speaker?

- (A) Asking about salary
- (B) Complaining about previous employers
- (C) Arriving ten minutes early
- (D) Avoiding difficult questions

(74) Who is the announcement for?

- (A) Basketball players
- (B) Company workers
- (C) University students
- (D) The general public

(75) How can listeners get their passes?

- (A) By contacting Martha
- (B) By notifying their managers
- (C) By going to Gerry's Gym
- (D) By signing a contract

(76) What does Gerry's Gym include?

- (A) Tennis courts
- (B) Racquetball courts
- (C) Jacuzzis
- (D) Swimming pool

(77) Who is the message for?

- (A) Sven Senstrom
- (B) Audrey Woolridge
- (C) Doctor Folk
- (D) Gearhart Horstman

(78) What did Sven Senstrom bid to do?

- (A) Supply sweets for Audrey Woolridge
- (B) Reach agreement with Gearhart Horstman
- (C) Provide services for a janitor
- (D) Clean Dr. Folk's office suites

(79) What does Dr. Folk think of Sven's work?

- (A) It is unprofessional.
- (B) It is substandard.
- (C) It is high quality.
- (D) It is sensational.

(80) What is the talk mainly about?

- (A) The population of Seattle
- (B) A profile of Seattle
- (C) Business in Seattle
- (D) Seattle's weather

(81) What does the speaker say about Mount Rainier?

- (A) It is located to the west of the city.
- (B) It is more than 14,000 feet high.
- (C) It is expected to erupt soon.
- (D) It is the largest mountain in America.

(82) What is true of Seattle's weather?

- (A) Summers are very hot.
- (B) It rains in the spring.
- (C) Winters have lots of snow.
- (D) The temperatures are not extreme.

- (83)** Who most likely is the speaker?
(A) A state governor
(B) The US president
(C) A business CEO
(D) A news reporter
- (84)** Why does the speaker mention police?
(A) In reference to crime statistics
(B) To dispute economists' predictions
(C) As an example of resource sharing
(D) To illustrate a tight budget
- (85)** What has the speaker proposed?
(A) Subsidizing nursing students
(B) Paying college tuition for everyone
(C) Paying students for certain degrees
(D) Offering incentives to the legislature
- (86)** Who is the intended audience?
(A) Scientists
(B) Tourists
(C) Executives
(D) Children
- (87)** According to the speaker, what is included in the information packet?
(A) A science center map
(B) Discount coupons
(C) A cafeteria menu
(D) A movie schedule
- (88)** What is true of Spacearium shows?
(A) They are held hourly.
(B) They are led by an amateur.
(C) They are in the Imax Theater.
(D) They cost extra money.
- (89)** What is Ms. Peterson's current position?
(A) Company president
(B) Consultant
(C) News announcer
(D) Employment counselor
- (90)** When will Ms. Peterson leave her current job?
(A) Today
(B) Tomorrow
(C) Next Tuesday
(D) Next year
- (91)** What activity has already started?
(A) The search for experienced consultants
(B) The merging of two companies
(C) The search for a new company head
(D) The remodeling of the Stover Company building
- (92)** Why is the speaker calling Audrey Brown?
(A) To make an appointment
(B) To get an assessment
(C) To schedule a job interview
(D) To inquire about her services
- (93)** What does the speaker say about his son?
(A) He needs help with reading.
(B) He is very good in math.
(C) He is in the fourth grade.
(D) He has been very sick.
- (94)** What does the speaker NOT ask about?
(A) Rates
(B) Teaching methods
(C) References
(D) Availability
- (95)** What is the main purpose of the announcement?
(A) To apologize for a sell out
(B) To promote a web site
(C) To update ticket status
(D) To inform about show times
- (96)** What can be inferred about the Crossroads Cinema?
(A) It is not very popular.
(B) It has more than one theater.
(C) It is difficult to get to.
(D) Its ticket prices are very low.

(97) What should listeners do if they want to buy a single ticket?

- (A) Check the web site
- (B) Pay extra money
- (C) Go to the front of the line
- (D) Raise their hands

(99) Why does the speaker mention China?

- (A) To promote buying cell phones
- (B) To exemplify the death of movies
- (C) To make a point about stories
- (D) To illustrate the impact of DVDs

(98) What is the speaker mainly discussing?

- (A) The death of DVDs
- (B) The growth of cell phones
- (C) The future of movies
- (D) The impact of television

(100) What does the speaker say about the movie industry?

- (A) It is old-fashioned.
- (B) It must adapt to changes.
- (C) It is an endangered species.
- (D) It will continue to grow.

This is the end of the listening test. Please continue with the Reading Test.

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.

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 answer (A), (B), (C), or (D).

(101) Please contact Maria Alvarez for _____ in cashing traveler's checks.

- (A) questions
- (B) persistence
- (C) assistance
- (D) trouble

(102) Secretarial interviews will be _____ at 8:30 a.m. on Oct. 3rd.

- (A) stationed
- (B) given
- (C) played
- (D) taken

(103) After ITC LTD. bought Banana Computers, its brand _____ increased threefold.

- (A) recognition
- (B) recognized
- (C) recognize
- (D) recognizable

(104) Next June, Avery Animation will unveil a _____ new video game based on the movie "Warlords."

- (A) fascinate
- (B) fascinating
- (C) fascinated
- (D) fascinates

(105) We promise to send _____ proposed contract to them by Wednesday morning.

- (A) they're
- (B) theirs
- (C) their
- (D) theirselves

(106) Satisfaction is _____ or your money back when you order color prints from Technichrome Inc.

- (A) happened
- (B) guaranteed
- (C) predicted
- (D) requested

(107) Since being promoted last summer, Brenda in marketing has been _____ boasting about her new boat.

- (A) finally
- (B) consecutively
- (C) normally
- (D) constantly

(108) An appetizer at Royal Steakhouse costs as much _____ a full meal at McDougal's.

- (A) as
- (B) than
- (C) for
- (D) then

(109) Because Chicago is in the Midwestern United States, it can experience a wide _____ of weather in any 24-hour period.

- (A) type
- (B) varieties
- (C) distinctness
- (D) range

(110) The Uncommon Townhouses are _____ located to provide for all your living needs.

- (A) center
- (B) central
- (C) centrally
- (D) centered

(111) _____ English had been his first language, Mr. Li might not have misunderstood the sales representative from the Australian corporation.

- (A) Unless
- (B) If
- (C) As
- (D) Even

(112) Highman & Sons' profits _____ to increase 15 percent in the next fiscal quarter.

- (A) are predicted
- (B) will predict
- (C) is predicted
- (D) are predicting

(113) The _____ e-mail from corporate headquarters said that personal phone calls will no longer be allowed at the office.

- (A) latest
- (B) most early
- (C) consistent
- (D) modernest

(114) The R & D Department will _____ try to have the beta product on the market by the end of next month.

- (A) certain
- (B) certifiably
- (C) certainly
- (D) certainty

(115) Due to _____ high degree of liability, the company must exercise caution in assessing client's insurance claims.

- (A) their
- (B) it's
- (C) theirs
- (D) its

(116) People who buy alcohol are _____ to have proper identification

- (A) require
- (B) requiring
- (C) required
- (D) requires

(117) Markowitz Inc. blames its _____ in quarterly sales on a steady rise in retail gas prices.

- (A) increase
- (B) decline
- (C) trade
- (D) production

(118) Felipe Mendoza, a senior manager, suggested a unique fundraiser that has caught the attention of one of the organization's wealthiest _____.

- (A) donors
- (B) donor
- (C) donating
- (D) donated

(119) Atco Aviation has _____ shut down production of its newest model L-101 planes in the wake of disappointing advance orders.

- (A) fluently
- (B) vicariously
- (C) accidentally
- (D) permanently

(120) Please note that this rider is optional in nature and does not supersede or _____ the original contract.

- (A) alters
- (B) alter
- (C) altering
- (D) altered

(121) All computer programmers are required to be back ____ their desks by five minutes after one.

- (A) on
- (B) for
- (C) at
- (D) under

(122) Upon entering, proceed to the sign-in table and present your _____ form to one of the conference administrators.

- (A) registering
- (B) registration
- (C) register
- (D) to register

(123) Despite the attorneys' prolonged negotiations, the terms of the proposed marketing agreement were not satisfactory to _____ party.

- (A) either
- (B) neither
- (C) both
- (D) also

(124) The counselor noted that potential police officers must be ____ in regard to working hours and conditions.

- (A) flexible
- (B) flexibility
- (C) flexibly
- (D) flexibleness

(125) Please _____ your children in the amusement park.

- (A) monitoring
- (B) monitered
- (C) monitors
- (D) monitor

(126) Flying first class would have ____ twice as much as flying economy class.

- (A) cost
- (B) spent
- (C) paid
- (D) lasted

(127) Trumpet Inc. launched an innovative advertising _____ last week targeting middle-class, bilingual mothers with multiple school-age children.

- (A) design
- (B) rating
- (C) seminar
- (D) campaign

- (128)** As the sales seminar ran longer than we expected, we had only a _____ period of time to brief the potential clients.
- (A) some
 - (B) few
 - (C) short
 - (D) much
- (129)** The chairman of the Macrosoft Board of Directors shall retain the power to resolve _____ tie decisions.
- (A) every
 - (B) all
 - (C) much
 - (D) each
- (130)** In business, like sports, every employee has an important _____ to play in our success.
- (A) game
 - (B) role
 - (C) work
 - (D) section
- (131)** When you invest in an IRA, your money grows tax-free _____ compound interest.
- (A) through
 - (B) of
 - (C) over
 - (D) at
- (132)** Calico Couriers Ltd. is proud to offer _____ fringe benefits to its long-term employees.
- (A) much
 - (B) very
 - (C) numerous
 - (D) little
- (133)** Tell Mr. Reynolds that Mrs. Nelson will receive _____ payment after she has faxed us a signed contract.
- (A) his
 - (B) their
 - (C) its
 - (D) her
- (134)** Cathy's Coffee has cheap prices, _____ the quality of its drinks is surprisingly high.
- (A) but
 - (B) and
 - (C) because
 - (D) between
- (135)** Our _____ flight to Phoenix has been delayed for an hour, because the plane is having mechanical difficulties.
- (A) scheduled
 - (B) targeted
 - (C) surprise
 - (D) unusual

(136) I'm sorry, but Dr. Klinger and Dr. Moore will not _____ new patients at this time.

- (A) to accept
- (B) have accepted
- (C) be accepting
- (D) accepts

(137) Please choose _____ the following alternatives: green, blue, white, or purple.

- (A) between
- (B) among
- (C) along
- (D) either of

(138) The _____ for today calls for morning clouds, burning off into sunshine and a high of 70 by this afternoon.

- (A) reporter
- (B) condition
- (C) predilection
- (D) forecast

(139) Paradise Airlines promises that its frequent-flier discount will remain in effect until the purchaser has recorded 3,000 miles, _____ that date may be.

- (A) whenever
- (B) whichever
- (C) when
- (D) what

(140) The economist's prediction in the weekly news magazine was _____ about a quick recovery.

- (A) cynically
- (B) cynic
- (C) cynicism
- (D) cynical

PART 6

Directions: Read the texts that follow. A word or phrase is missing in some of the sentences. Four answer choices are given below each of the sentences. Select the best answer to complete the text by marking (A), (B), (C), or (D).

Question (141)

You will read four passages of text. In each reading passage there will be three blanks to fill in. You will read four possible choices for each blank. You should read the entire passage to make sure you choose the correct choice in context.

E-mail

To: Little School parents
From: John Otterson
Subject: Flu vaccinations
Little School parents:

Dr. Baker has decided to set up free visits to her clinic for children and families of Little School (and the staff as well) _____ host a clinic at the school. She will begin getting shipments of the vaccine in batches. The first batch will arrive Tuesday, November 3rd.

- (A) instead of
- (B) rather than
- (C) in addition to
- (D) because of

Question (142)

For family members who are under 3, pregnant or have underlying health / respiratory conditions you _____ to get a shot. Please e-mail me (John), I will be setting up a list of those individuals so that I can notify you as soon as a batch of vaccination shots become available.

- (A) must
- (B) should
- (C) will need
- (D) cannot

Question (143)

For everyone else, I will e-mail information as soon as vaccines _____ available. There is no need to e-mail me at this time, as I want to focus on the groups deemed most at risk by public health officials.

- (A) became
- (B) become
- (C) becoming
- (D) will come

Question (144)

Letter

Leah Zimmerman
Vacation Magazine
22555 Paradise Blvd.
Orlando, FLA 77666

Donald Graham
13303 9th Ave. W.
Beaverton OR 98106

Dear Donald,

Enclosed are two (2) copies of our standard agreement with regard to the text for the article, Destination: Bangkok, Thailand, in the Vacation World magazine issue # 4, 2011. I would appreciate it if you could _____ and return one copy as soon as possible. The other copy is for your records. Please mail the contract to my attention at Vacation Magazine, 22555 Paradise Blvd., Orlando, FLA, 77666.

- (A) sign
- (B) autograph
- (C) write
- (D) inscribe

Question (145)

Please incorporate a Fast Facts box (see the enclosed examples), and keep the _____ around 1,400 words, inclusive of the text in the Fast Facts.

- (A) facts
- (B) vacation
- (C) contract
- (D) story

Question (146)

If you have any questions, please do not hesitate to e-mail me _____ leah.zimmerman@vacationworld.com, or call me directly at (305) 295-3170.

- (A) on
- (B) at
- (C) in
- (D) over

Question (147)

Memo

MEMORANDUM

TO: All employees

FROM: Craig Wertz, CEO

DATE: Dec. 8th, 2012

SUBJECT: Christmas party

Hi all,

Our _____ company Christmas party will be held at 6 p.m. Saturday, Dec. 18th, in the grand ballroom of the Ritz Hotel on Main Street. All employees and their immediate family members are invited to attend. There will be a six-course dinner, followed by music, dancing, and special activities for the children.

- (A) quarterly
- (B) only
- (C) annual
- (D) ongoing

Question (148)

As usual, we will _____ donations for the Children's Home at the party. Please bring a toy, game, or clothes for Christmas presents for needy children. We will also take donations of cash or check.

- (A) be collecting
- (B) have collected
- (C) collects
- (D) to collect

Question (149)

I hope to see all of you at the party, and that you will give _____ to support the Children's Home. If you can come, please RSVP to your manager by Dec. 11th. Be sure to include the number of family members attending, and to indicate how many children you'll be bringing, and how old they are.

Look forward to seeing you there,

Craig

- (A) sparingly
- (B) cautiously
- (C) generously
- (D) occasionally

Question (150)

E-mail

From: Dawn Fiorini
To: Carter Berquist
Subject: Health insurance

Hello Carter,
I am responding to _____ request for information on health coverage plans. One option is through LifeWise. This plan covers six doctor visits a year, without meeting deductibles. There is 100-percent coverage for preventive screenings, and a discount on prescriptions. Monthly premiums for your family are \$ 479.

- (A) his
- (B) their
- (C) our
- (D) your

Question (151)

Another _____ is through Regent Red Shield, a comprehensive plan that charges a \$20 co-pay for unlimited doctor visits. Prescriptions are a \$10 co-pay, and the plan provides preventive care up to \$400 annually. Monthly premiums would be \$738.

- (A) decision
- (B) dilemma
- (C) choice
- (D) contrast

Question (152)

Both plans will allow doctor visits and preventive care before your deductible comes into effect. A dental plan is also available. The monthly premium for that is \$17.75. I will be happy to meet and go _____ the options and the benefits, or mail a packet out to you.

- (A) past
- (B) along
- (C) by
- (D) over

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark (A), (B), (C), or (D).

Questions 153-154 refer to the following advertisement.

Want to speak Chinese?
Try Language Line

Language Line is your connection to an exciting new world ... the world of foreign language!
Now you can learn the language you've always wanted to over the Internet, from the comfort of your own home!

Our expert teachers will give you an online video lesson at the day and time you choose. There's no textbook, no homework, and no tests to pass.

We offer:

- Half-hour and hour lessons ranging from one to seven days per week
- Expert teachers who will have you speaking fluently in just seven weeks
- Affordable prices
- A free trial lesson
- A full money-back guarantee if you're not completely satisfied

Half-hour lessons start at \$25, and full-hour lessons start at \$45.

Take a free trial lesson today! What have you got to lose? We guarantee fluency within seven weeks, or your money back!

Call 1-888-555-9900 to arrange for your first, FREE half-hour trial lesson. Or register online at www.language-line.com

(153) When is fluency guaranteed?

- (A) After one lesson
- (B) Within two weeks
- (C) In one month
- (D) Within seven weeks

(154) What happens if customers are not satisfied?

- (A) They receive a discount.
- (B) Their money will be refunded.
- (C) They will get a free lesson.
- (D) They can call the police.

Questions 155-157 refer to the following memo.

Memorandum

To: Store managers

From: Corporate headquarters

Re: Bonus pay

The Cost Less board of directors has voted to implement a new method of calculating annual year-end bonuses, beginning at the start of the next fiscal year. Since its inception, Cost Less has rewarded managers of stores that improved their sales revenue and limited the amount of employee overtime.

These conditions will still apply, but the board has decided to factor in a third condition: the amount of loss prevented by store security. As you know, in the past year shoplifting and employee embezzlement cost our company more than \$3 million. To help reverse this trend, we would like managers to be more diligent in hiring and supervising security personnel, and to be more alert in watching for possible theft.

To help encourage this philosophy, the board has voted to pay a 10-percent bonus to managers whose stores hold inventory loss to less than 2 percent of total revenues for the year. The board has also directed that each Cost Less store be given extra financial resources to help train and motivate employees to be alert for shoplifting and other types of in-store theft. Remind your employees that when merchandise is stolen or money embezzled, it hurts everyone in the company.

Additional details will be forthcoming in the next two months.

Thank you for your attention to this matter.

(155) What is the main purpose of this memo?

- (A) To announce a change
- (B) To prevent shoplifting
- (C) To raise money
- (D) To declare bonuses

(156) What is a factor in determining year-end bonuses?

- (A) The company's stock price
- (B) The number of employees
- (C) Total sales revenue
- (D) Number of security officers

(157) How can managers earn a 10-percent bonus?

- (A) By improving store sales
- (B) By limiting loss of inventory
- (C) By encouraging employee overtime
- (D) By installing special video cameras

Questions 158-161 refer to the following note.

Dear Jake,

I just wanted to write you a note to tell you how much I've appreciated everything you've done for me. You were willing to take a chance on me when others wouldn't, due to my inexperience. Not only that, but you stuck by me as I learned and made mistakes.

I'm happy that you've found a new position with greater responsibilities. You deserve it. But I'm sad to see you go. You were more than a boss to me; you were a mentor and a friend. I will always value your advice, and will remember the lessons you have taught me. I remember the first time I missed deadline, and help up the whole paper. I was scared you would fire me. Instead you were supportive and understanding.

I hope we can stay in touch, professionally and personally. I have the highest respect for your talent and leadership skills. You have the ambition and acumen to be wildly successful. I hope you and Denise will find personal satisfaction in Albany as well. I hear it's a nice city. If there's ever anything I can do for you, please don't hesitate to ask.

All my best,

Tanya

(158) What can be inferred about Tanya?

- (A) She is not happy in her job.
- (B) She does not know Jake well.
- (C) She is a receptionist.
- (D) She was hired by Jake.

(159) Why does Tanya mention missing a deadline?

- (A) To remind Jake of his mistake
- (B) To highlight her competence
- (C) To commemorate Jake's response
- (D) To elaborate on an opinion

(160) What does Tanya say about Jake?

- (A) He is a competent teacher.
- (B) He is a talented leader.
- (C) He is an egotistical editor.
- (D) He is a supportive husband.

(161) What is Jake going to do?

- (A) Take a vacation
- (B) Retire
- (C) Get married
- (D) Change jobs

Questions 162-163 refer to the following card.

Don't miss an issue! Order *Computer Cloud Magazine* today!

Fill out and return this card today to keep abreast of all things computer.

☐ 3 months for \$25 ☐ 6 months for \$40

☐ 12 months for \$75 -- *best value!* (Only about \$1.40 per issue)

Name _____

Address _____ Apt. _____

City _____ State _____ Zip _____

Choose one: ☐ payment enclosed ☐ bill me later

Computer Cloud Magazine is published weekly. Please allow 4-6 weeks for delivery of first issue. The savings are based on a 12-month cover price of \$104.00. For subscription questions, please call 1-800-463-8800 or visit our website at www.computercloud.com/sub

Would you like to receive FREE offers and promotions from our partner companies via e-mail?

☐ YES, my e-mail is _____ ☐ No, thank you

(162) What will happen to subscribers who give their e-mail addresses?

- (A) They will be billed later.
- (B) They will get two free issues.
- (C) They will receive free promotional offers.
- (D) They will get the best discounts.

(163) What information is NOT included on this card?

- (A) The company's mailing address
- (B) The amount of time before delivery begins
- (C) The company's telephone number
- (D) The cost of a one-year subscription

Questions 164-166 refer to the following advertisement.

AUSTRALIAN PULP AND PAPER WEEK

The 10th annual pulp and paper week is taking place next month from March 5-10th at the Sydney Seas Inn. This is an excellent networking opportunity for executives in the pulp and paper industry. Participants from around the world are invited to join in the fair and learn more about the direction of Oceania's pulp mills and the future of the paper industry as a whole. This year a special session on recycling will be held in addition to the regular paper and packaging sessions. The Pulp and Paper Brunch is always the most popular event of the fair. This year, keynote speakers at Friday's luncheon (1:00 P.M.) include Martha Evans, chairperson from the National P&P Committee; and John Lopez, former President of the Sydney Paper Factory. Online registration available now. Click here. For information about accommodations at the Sydney Seas Inn or other local hotels, call 1-800-345-9900. Members of the community are invited to come out to free events including the family picnic (Saturday afternoon) and the children's paper festival (Sunday-all day). For a complete schedule of events visit www.auspaperweek.org. We have room for a few more sponsors for this year's event. Please contact Amy Witherspoon, (awitherspoon@paperweek.com) for more details.

(164) What is being advertised?

- (A) A charity brunch
- (B) A new newspaper
- (C) A yearly fair
- (D) A stationary store

(165) Which is NOT provided in the ad?

- (A) The website address for the Sydney Seas Inn
- (B) The names and titles of the main speakers
- (C) A partial schedule of this year's events
- (D) A contact number for alternate accommodations

(166) Who is most likely to participate in this event?

- (A) Adventure-seeking teens
- (B) Young children from Sydney
- (C) Owners of pulp and paper mills
- (D) Environmentalists from Oceania

Questions 167-168 refer to the following book review.

Early today I completed *Empires of the Middle East: A History of Babylonia from the Bronze Age to the Present* by Thurman Boyles. This is going to be a very brief review, but suffice it to say the book was erudite, insightful and an excellent revision of the tropes and stereo-types pervasive in Middle Eastern studies to this day. In the last several years I have become intimately familiar with literally thousands of sources, both primary and secondary on the region. If you have a decent foundation on the relevant literature of the period--400 BC to roughly the late 18th century AD--and are interested in the area I cannot recommend this book enough. However, if you don't, this is not a good introductory work. It is dense. The arguments can sometimes seem abstruse and arcane. And the narrative is so wide in scope that one should really have taken an introductory course in the region just to keep up. There still is no standard one volume history of what is commonly called, "The Middle East." This is unfortunate. Boyles' book helps fill that role for specialists, but one is still, sadly lacking for the rest of us. -- Paul Robert Kingston.

(167) What does Paul Robert Kingston suggest about the book?

- (A) It is a good introduction to the topic.
- (B) It is an easy book to read.
- (C) It is a well-written work.
- (D) It is a concise history of the Middle East.

(168) For whom is the book recommended?

- (A) University students
- (B) General audiences
- (C) People who love mysteries
- (D) Those with a keen interest

Questions 169-172 refer to the following letter.

Dear City Credit Union member, Your Credit Union has had a very busy year so far in 2010. We have experienced solid new member growth and continue to actively lend to our members. Helping members become homeowners, providing low rate credit cards, lending funds for new or used vehicles, and making home equity loans continue to be areas of focus for City Credit Union. While these efforts will continue, we also realize that many of our members have experienced tough economic times, and may be struggling to meet their current financial obligations. In recent weeks, we have received many letters and phone calls from members telling us about their financial situations and unique challenges. Due to the current economic climate, we have heard from members across a wide array of industries and professions; teachers, construction workers, and automotive sales to name a few, who have either lost their jobs, think they may lose their jobs, or had their household income significantly decreased. If you have not been impacted, chances are that you have a family member, friend or neighbor who has experienced financial difficulties as a result of the economy. If you are having difficulties in making any of your loan payments, whether it's your mortgage, auto, boat or RV, credit card or equity loan, we want to assure you that we are here to help you with our Member Assistance Team. This team was assembled exclusively to help members through stressful financial situations. We can help you by offering realistic solutions and may also be able to offer advice for working with other financial institutions—even if CCU is not your primary mortgage holder. If you're experiencing difficulty in meeting your financial obligations, or worried about your future ability to do so, we encourage you to contact us as soon as possible and we will do our best to help you through these challenging times.

*City Credit Union Member Assistance Team 216-555-8957 or 800-555-2823 extension 5987
memberassistanceteam@ccu.org*

Remember, we have your best interests in mind. If we can assist you, please contact us today.

Sincerely,

Joel Blumenthal

Executive Vice President

(169) What is stated in the letter about City Credit Union?

- (A) It has been losing money.
- (B) It is lending money to its members.
- (C) Business has been slow this year.
- (D) Membership has increased by 50 percent.

(170) Why have members been writing to City Credit Union recently?

- (A) They are applying for jobs.
- (B) They are defaulting on loans.
- (C) They are having financial trouble.
- (D) They are expressing thanks.

(171) What does the Member Assistance Team help with?

- (A) Loan payments
- (B) Stocks and bonds
- (C) Financial reports
- (D) Bankruptcy

(172) What does the writer encourage readers to do?

- (A) Apply for a loan
- (B) Contact CCU soon
- (C) Save more money
- (D) Join the team

Questions 173-175 refer to the following minutes of a meeting.

Community Care Meeting

Nov. 2nd, 2010, 7 p.m.

1. Hopeshare presentation Two representatives from Hopeshare, Leslie Graves and Rebecca Steinman, gave a presentation about their organization. Like us, they give financial aid to low-income people and help them budget their money. But they also provide a food bank, shelter, transitional housing, transportation program, adult education, and an employment program. Their annual operating budget is about \$10 million. Leslie said that Hopeshare wants to form a stronger partnership with Community Care, and explore ways we can share resources and avoid overlapping services. She recommended that we meet together at least twice a year.
 2. Treasurer's report Treasurer Jacob Hall passed out current budget figures showing our up-to-date income and expenses. He said that we have \$851.52 total liabilities & capital. Our total revenues for Oct. were \$1,690.97.
 3. Promotional plans Robin Sayers proposed that we produce a DVD promoting our services, which could be shown to churches and other potential donors. Gina Mauer said that it would also be good to make a brochure that could be handed to clients and distributed throughout the community. We agreed that everyone should pitch in to help write, take photos, and help with graphics and design. We set a deadline of Dec. 4th to have preliminary plans in place. Mary Burley agreed to be in charge of the project and to keep everyone on track.
 4. Problems and concerns Community Care director Bill Lyons discussed the need to improve coordination between team members. He said he is working on upgrading our website so everyone can have instant access to information about clients we help and resources available to them.
 5. Next meeting We agreed to meet again at 7 p.m. Dec. 4th at Bill's house, 1134 Midvale Ave. N.
- The meeting was adjourned at 9 p.m.

(173) What does Community Care do?

- (A) It provides emergency shelter
- (B) It produces promotional materials
- (C) It helps low-income people
- (D) It designs company websites

(174) Why does Robin Sayers mention making a DVD?

- (A) To give a present to Hopeshare
- (B) To promote Community Care
- (C) To sell and raise money
- (D) To show to Community Care clients

(175) According to the minutes, what is Bill Lyons working on?

- (A) Improving the Community Care website
- (B) Planning a fund-raising dinner
- (C) Writing and editing a promotional brochure
- (D) Forming a partnership with Hopeshare

Questions 176-180 refer to the following page from a brochure.

The Advantage Edge

Advantage Tutoring creates independent readers, spellers, writers and thinkers by giving them the multi-sensory tools necessary to "learn how to learn."

Our one-on-one, hourly sessions stimulate three skills vital for language processing:

Phonemic awareness - the ability to identify and order sounds within words. Symptoms of weak phonemic awareness include errors in reading ("steam" for stream), spelling ("gril" for girl) and pronunciation ("death" for deaf, "pacific" for specific).

Concept imagery - the ability to see the "big picture" when reading and listening. Persons with weak concept imagery have difficulty with reading comprehension, critical thinking and following directions.

Symbol imagery - the ability to visualize letters within words. Weaknesses here can result in trouble with spelling, word recognition, contextual fluency and mathematics.

OUR PROGRAMS

Lindamood Interactive Phoneme Sequencing (LiPS). This sequential, multi-sensory program teaches students to identify separate sound segments within words. There is particular emphasis on the vowel segments and mouth movements to help with reading and spelling.

Visualizing and Verbalizing This unique method teaches students to broaden the visual imagery of their language. By incorporating these visualization strategies, the student expands the richness and detail of oral and written language, as well as the ability to comprehend what they've read.

"Seeing Stars" Symbol Imagery This program teaches students to form visual images of individual phonemes (t-o) through multisyllable words (t-o-m-o-r-r-o-w), enhancing development of spelling, reading and sight word vocabulary.

"On Cloud Nine" Mathematics This hands-on program hones competency in addition, subtraction, multiplication and division. Students touch, feel, write and visualize concepts as they move from concrete to abstract math realities.

For more information, contact us at www.advantagetutoring.com

(176) What is the brochure advertising?

- (A) A primary school
- (B) A doctor's office
- (C) A summer camp
- (D) A tutoring service

(177) How long do sessions last?

- (A) Half an hour
- (B) 45 minutes
- (C) One hour
- (D) One-and-a-half hours

(178) According to the brochure, which skill is associated with pronunciation?

- (A) Symbol imagery
- (B) Phonemic awareness
- (C) Concept imagery
- (D) Phonological reasoning

(179) Which program improves comprehension?

- (A) Visualizing and Verbalizing
- (B) Seeing Stars
- (C) LiPS
- (D) On Cloud Nine

(180) What information is NOT included in the brochure?

- (A) A list of programs
- (B) Program prices
- (C) The aims of teaching
- (D) An e-mail address

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

Biz Weekly

July 15th, 2011

Diabetics Need Exercise

By Pat Warbrouck

For Chris Carter, exercising is as simple as a lunchtime walk. Carter, a software developer, knows it's vital to find ways to do so during work days that require sitting for long stretches of time. His life literally depends on it. "Exercise is like the one trump card I have," Carter said. "I realize that I have a lot of control over my condition."

His condition, Type 1 diabetes, robs his body of the ability to produce insulin -- a hormone needed to convert glucose (blood sugar), starches and other food into the necessary energy for daily life. This puts him at risk for a host of serious complications that includes heart disease, blindness, and nerve and kidney damage. Though Type 1 diabetes cannot be prevented, it can be controlled through a regimen of monitoring, diet and exercise. Carter keeps careful track of his glucose level, takes daily insulin shots, and keeps juice and energy bars close at hand.

Most importantly, he said, he takes care to get enough exercise. Carter will stroll outside during lunch breaks, or hike up and down the stairs of the company parking garage.

It's a good example of the types of activity busy diabetics should be doing, said Dr. Arnold Asher, director of the Diabetes Health Center at Michigan Health and Science University (MHSU).

Physical activity helps control blood sugar in three ways, according to Dr. Asher.

First, it burns glucose, ensuring energy is delivered to the body and that glucose does not build up in the blood. Second, it increases bodily sensitivity to insulin. As fitness increases, the body needs less insulin to move glucose into cells.

Finally, exercise helps reduce weight. For overweight patients, losing about 7 percent of body fat will lower blood sugar.

* * * *

Sound off

Editor: Thank you for running the article on Chris Carter in last week's issue. As a diabetic myself, it renewed my determination to make sure I get up from my desk and exercise a few minutes every day.

I also hope your story will open the eyes of supervisors, and remind them of the importance of exercise -- not only for employees who have diabetes, but also everyone else in their office. When you're sitting at a computer all day, it's sometimes hard to tear yourself away from the screen and move around.

I would love to see more companies encouraging employee exercise by giving them free gym classes, taking group stretching or walking breaks, and subsidizing those who walk or bike to work.

Robert Fuda

Ann Arbor, Michigan

(181) What is true of Type 1 diabetes?

- (A) It inhibits insulin production.
- (B) It can be prevented.
- (C) It is usually fatal.
- (D) It affects mostly fat people.

(182) In the article, the word "**regimen**" in paragraph 6, line 2, is closest in meaning to

- (A) condition
- (B) mixture
- (C) sample
- (D) routine

(183) Who is Robert Fuda?

- (A) A prominent doctor
- (B) A newspaper editor
- (C) A private citizen
- (D) A university professor

(184) In the letter, the phrase "open the eyes" in paragraph 2, line 1, is closest in meaning to

- (A) Improve vision
- (B) Increase awareness
- (C) Expand resources
- (D) Impart information

(185) According to the article, exercise helps control blood sugar in every way EXCEPT

- (A) Reducing weight
- (B) Lowering cholesterol
- (C) Burning glucose
- (D) Decreasing insulin

Questions 186-190 refer to the following invoice and email reply.

Invoice #774

Date: Nov. 6, 2010

From: CompuPros
515 Kennedy St.
Concord, PA

To: Adams Inc.
883 Revere Ave.
Concord, PA

Service	No.	Rate/Hr	Hours	Comments	Total
Install personal computers	20	\$40	3	waive install fee	\$120
repair hard drive	2	\$80	4	two main frames	\$320
Set up wireless routers	2	\$40	2		\$80
Create new computer port	1	\$40	1.5	New connect on 2nd flr.	\$60
Test new installations	N/A	\$40	1	Network is fine	\$40
Sub-total:	25		11.5		\$620
Installation fee:					\$300

* * * *

To: jpowers@adamsinc.com

From: jsmcgraw@compupros.com

Subject: Invoice no. 774

Dear Ms. Powers,

I trust by now that you have received the invoice we sent (# 774) for the services we provided earlier this month for Adams Inc. If you have not received it yet, you will shortly.

I'd like to call your attention to a mistake in the invoice. Per our contract, we had agreed to waive our usual installation fee because you placed a bulk order. However, I note that in the totals at the bottom, we have billed you for a \$300 install fee.

Rest assured we're not trying to pull a fast one on you. We're training a new person in accounting, and she neglected to delete that line item from the bottom of our standardized invoice forms.

So please disregard invoice # 774. We will send an accurate one to you today, without the installation fee charge. Sorry for the inconvenience, and we look forward to working with you again in the future.

If you have any questions, don't hesitate to call or e-mail.

Best,

Jason McGraw

President, CompuPros

(186) Why is the invoice being sent?

- (A) To order services
- (B) To confirm delivery
- (C) To request money
- (D) To forge an agreement

(187) What can be inferred about CompuPros?

- (A) It provides computer services.
- (B) It manufactures computer parts.
- (C) It sells computer supplies.
- (D) It is a large corporation.

(188) In the invoice, the word "waive" on line 1 is closest in meaning to

- (A) Charge
- (B) Forgo
- (C) Reduce
- (D) Deduct

(189) In the e-mail, the phrase "pull a fast one" is closest in meaning to

- (A) Increase the speed
- (B) Follow the law
- (C) Make an error
- (D) Play a trick

(190) According to the e-mail, what will Jason McGraw do next?

- (A) Fire an employee
- (B) Ask a question
- (C) Send an new invoice
- (D) Disregard a fee

Questions 191-195 refer to the following invitation and e-mail reply.

You're invited

Please join us for an open house to meet our daughter Cathleen's first-born, Keegan Schlichtmeier and welcome him into the world.

Where: Diane and Ken's house -- 23847 47th Pl. W., Bear Creek, WA, 98007.

When: 2 p.m. to 4 p.m. Saturday, Dec. 5th.

What: Hors d'oeuvres and drinks will be provided. All you need to bring is yourselves, but if you want to bring a gift, Cathleen has a registry of needs at babies.com and TotToys.

RSVP: Call us at home -- 555-7362 -- or e-mail: dadkinson52@hotmail.com.

We hope to see you!

** * * **

To: dadkinson52@hotmail.com

From: dragon001@zmail.com

Hi Di,

I got your invitation today to the open house for Cathleen and Keegan. I'm so sorry that I have to miss it!

Brad and I are going skiing in Utah that weekend. We've been planning the trip for months, and it's too late to change even though we wish we could. I'm dying to meet little Keegan! We'll be back on the ninth, and I'd like to get together ASAP after that. Would that be OK?

You must be so proud, grandma! Wow, I never thought I'd be calling you that so soon. I'm glad that Cath had a smooth delivery, and that Keegan is healthy. Thanks for sending his picture. He's a cute little guy. Anyway, we'll check the gift registries you mentioned, and I'll look forward to seeing Cath and Keegan shortly. Hope the open house goes well. I know it takes a lot to plan and host one.

I'll e-mail Cathleen separately and say sorry and hi. Please give my love to Ken.

See you soon,

Robin

(191) What event is the open house celebrating?

- (A) A marriage
- (B) A graduation
- (C) An engagement
- (D) A birth

(192) In the invitation, the letters "RSVP" are closest in meaning to

- (A) Obey
- (B) Respond
- (C) Come
- (D) Affirm

(193) In the invitation, the term "Hors devours" is closest in meaning to

- (A) Snacks
- (B) Gifts
- (C) Dinner
- (D) Photographs

(194) Why can't Robin attend the open house?



- (A) She has to work.
- (B) Her husband is sick.
- (C) She will be on vacation.
- (D) Her car needs repair.

(195) What can be inferred about Robin?

- (A) She is a relative of Keegan's.
- (B) She is impulsive.
- (C) She is inconsiderate.
- (D) She is good friends with Diane.








Questions 196-200 refer to the following schedule and notice.

Ferry schedule
Anacortes-Friday Harbor
Leaving Anacortes

Depart	Est. Arrive	Vessel	ADA
AM			
6:10 ¹	7:30	Hyak	
7:45 ²	9:30	Chelan	
9:35	10:40	Hyak	
PM			
2:40	3:45	Hyak	
4:30	5:35	Chelan	
6:00	7:40	Hyak	
7:25 ³	9:15	Chelan	

Priority loading for Friday Harbor vehicles. Lopez Island vehicles with trailers may not be loaded. 2 Priority for Sidney, B.C. Vehicles ticketed and in line not later than 7:15 a.m. No vehicles destined for Orcas Island will be loaded; foot passengers permitted. 3 Priority loading, Saturday only, for Friday Harbor vehicles ticketed and in line not later than 7:00 p.m.

Leaving Friday Harbor

Depart	Est. Arrive	Vessel	ADA
AM			
6:00	7:20	Chelan	
8:05	9:10	Hyak	
11:15	12:20 pm	Hyak	
PM			
1:40 ¹	2:45	Chelan	
4:15 ²	5:35	Hyak	
6:00	7:05	Chelan	
8:00	9:20	Hyak	

All passengers boarding in Friday Harbor and their belongings are subject to U.S. Customs and Immigration inspections. 2 Limited or no vehicles carried to or from Lopez Islands on Sunday depending on assigned vessel; foot passengers permitted.

* * * *

NOTICE

Effective Jan. 1st, there will be a new Washington State ferry schedule for the Anacortes-Friday Harbor route.

Those planning a trip on that date or afterward should note the following changes:

All ferries will depart and arrive 30 minutes later than the current schedule. The vehicle Chelan will be out of service for routine maintenance in January and February. Since its replacement, the Totem, is larger, vehicles destined for Orcas Island WILL be loaded on the second morning run. Extra runs will be added during summer peak season, with days and times to be determined.

The new schedule will be posted by Dec. 15th at the Anacortes and Friday Harbor ferry docks, and online at www.waferries.com.

If you have any questions in the meantime, please call our 24-hour information line at 800-556-9999.

(196) What is the main purpose of the notice?

- (A) To notify of ferry maintenance.
- (B) To announce a scheduling change.
- (C) To promote the information line.
- (D) To reveal new ferry routes.

(197) According to the schedule, when should vehicles leaving Anacortes at 7:45 be in line?

- (A) By 6:30 p.m.
- (B) By 7 p.m.
- (C) By 7 a.m.
- (D) By 7:15 a.m.

(198) What is NOT true?

- (A) The Totem will temporarily replace the Chelan.
- (B) The ferry schedule will be altered by half an hour.
- (C) A new schedule will be available by Dec. 25th.
- (D) There will be additional summer ferry runs.

(199) In the schedule, what do the letters ADA indicate?

- (A) The vehicle is handicapped-accessible.
- (B) People in wheelchairs will board first.
- (C) Disabled passengers receive a discount.
- (D) Handicapped passengers must ride in vehicles.

(200) What is implied about the 1:40 p.m. departure from Friday Harbor?

- (A) There will be limited vehicle traffic allowed.
- (B) Passengers must be in line by 12:30 p.m.
- (C) The Chelan will cross an international border.
- (D) The Chelan will arrive later than 2:45 p.m.