

**161.** What is a customer required to do when making a call for technical support?

- (A) Have credit card ready for payment
- (B) Follow the determination and resolution procedures that IGEM specifies
- (C) Make an appointment to have the computer fixed
- (D) Read all of the printed documentation that comes with the computer

**162.** What information will the caller be asked to provide when seeking telephone technical support?

- (A) The original buyer of the computer
- (B) Description of the problem
- (C) The place where the computer was purchased
- (D) Price of the item

**163.** How can a customer solve a problem without IGEM's assistance?

- (A) By reviewing online help
- (B) By asking for assistance from someone else who has the same equipment
- (C) By calling the store where the computer was purchased
- (D) By taking the computer apart to see what's wrong

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FAQs

Q: Does ICM supply phone services?

Yes, we are available for technical support. You need only buy the solution to the problem and our support facilities are supported by relay with our user willing to speak with us. Still, we can offer you a free trial period of 10 days. After this, you will have to pay.

Digitized by srujanika@gmail.com

For more information about the study, please contact Dr. Michael J. Kupferschmidt at (415) 502-2555 or via email at [kupferschmidt@ucsf.edu](mailto:kupferschmidt@ucsf.edu).

1990-01-01 00:00:00 1990-01-01 00:00:00

10. The following table shows the number of hours worked by each employee in a company.

10. The following table shows the number of hours worked by each employee.

10. The following table shows the number of hours worked by 1000 employees in a company.

Die temporären und vorübergehenden Veränderungen der Nutzung und Nutzungswertigkeit werden durch die Wirtschaftssubjekte selbst erfasst und berücksichtigt. DA-systematik ist daher anwendbar.

#### Q: What information would need to give when contacting technical service?

If you have been prompted with Q&A, you may be asked to present your information to your doctor prior to telemedicine. So as to get help fast and conveniently, please give the following information beforehand when you make a call:

## **Computer Model Number and Its Serial Number**

## Specification of the problem

#### **Exact measures of any error**

Software and hardware solutions for dimensioning

For more information about the software and its features, visit [www.chem3dpro.com](#).

157. What does Matthew Pentacoff want?

- (A) Malcolm's replacement
- (B) Recognition for Malcolm's contribution
- (C) Malcolm's promotion
- (D) More time to work with Malcolm

158. When did Malcolm Thomas join the CRP?

- (A) In July 2014
- (B) In January 2013
- (C) In March 2014
- (D) In October 2012

159. How did Malcolm affect the members of CRP?

- (A) He changed their personalities.
- (B) He inspired them to complete the project well.
- (C) He helped them in economically bad times.
- (D) He made them more proud of themselves.

160. What is going to happen in the near future?

- (A) James Marquis will transfer to another office.
- (B) Matthew Pentacoff will retire from his position.
- (C) Malcolm Thomas will return to Mr. Marquis' part of the organization.
- (D) Many economists will be out of jobs.

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**Questions 157-160 refer to the following memo.**

Date: August 19, 2014

From: Matthew Pentacoff

To: James Marquis, Administrator of Investigating Programs

Subject: Praising – Malcolm Thomas – Convey Requiring Project

The point of this memo is to authoritatively praise Malcolm Thomas for his excellent assistance to the Convey Requiring Project (CRP).

As you realized, Malcolm has been putting his efforts on special duties with the CRP group for the past five months. He will shortly be going back to your division, and I would like to be sure that he gets deserved acknowledgment for his considerable assistance to CRP.

As a young economist, Malcolm was crucial to the project's well-timed and prosperous completion. It was Malcolm who spent long hours, several nights and weekends with his tiny group of investigators. The quality of Malcolm's work in documents was also outstanding.

As a group member, Malcolm was terrific. His optimistic passion for the assignment was infectious, and he appeared to motivate the whole group. He was very popular with all group constituents, and as a result, he happened to be the "informal" deputy assignment manager.

In conclusion, I would like to say that I haven't seen anyone more proficient and industrious as Malcolm Thomas although I have worked with many young economists for several years. I suppose that the group as a whole should be acquainted with his incomparable involvement in an important project.

Please contact me if you have questions or commentary.

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Matthew Pentacoff  
Director of Econometric Research

cc: Malcolm Thomas  
Personnel file – M. Thomas

## Revealing Everything of the Bluff House

7 bedrooms

4 baths

5-car garage

Affords wide views of the North Calf Bay and Atlantic Ocean

This house was built in the 1790s by Chris Ratledge, and his descendants have owned it ever since. It is placed close to the edge of a rock face on half acre with a beautiful scene of South Rio Bay. The retired foreign-service officer, Ethan Damitz, and his sister, Courtney Damitz, an artist and an owner of a gallery, put it on the market. Local dealers say the residence needs considerable modernizing, including a temperature system and new piping. A brilliant position on the side-line of a cliff. Current construction policies would disallow erecting it on the lot today. Selling price: \$2.25 million. Opening price: \$1.9 million.

155. What condition is the house in?

- (A) It requires much work.
- (B) It needs no more repairs.
- (C) It has been recently updated.
- (D) It needs painting.

156. What would happen if someone tried to build the same house today?

- (A) It would be too costly.
- (B) It would be deemed unsafe.
- (C) It could not be as large.
- (D) It would not be allowed.

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Questions 153-154 refer to the following information:  
The following provisions and conditions of MWC entrance ticket are printed in a section of text such as magazine and newspaper. You will be asked to read it followed by several questions. Select the best answer from the four choices (A), (B), (C) or (D) of your answer sheet.

Questions 153-154 refer to the following information.

### PROVISIONS & CONDITIONS OF MWC ENTRANCE TICKET

- \* Marine World California Pvt. Ltd. (MWC) has no responsibility whatever to anyone in respect of unintentional events or wounds suffered. MWC is not liable for injuries or loss of belongings or commodities originated while on the place except when the staff of MWC cause the problem, nor will compensations be offered for inconveniences or disobedience of contract due to the collapse of facilities and deficiencies outside the charge of Marine World California Pvt. Ltd.
- \* Bringing foods or drinks and smoking are banned within the Aquarium.
- \* Taking pictures is banned in the spots with "Do Not Take Pictures" signs.
- \* This ticket is applicable to just one entry.

153. What is MWC responsible for?

- (A) Loss caused by the staff of MWC
- (B) Injuries by accident on the place
- (C) Damage by accident on the place
- (D) Compensation for disobedience of contract

154. What are customers allowed to do in the Aquarium?

- (A) Use a previous admission ticket
- (B) Drink beverages
- (C) Eat snacks
- (D) Take pictures in some areas

Questions 150-152 refer to the following e-mail.

To: Michael Carey <carey104@dream-design.com>  
 From: Nicholas Jung <nicholas505@dream-design.com>  
 Date: April 28  
 Subject: Friday morning's conference call

Customers in our region are sending an interesting \_\_\_\_\_ concerning the design of the

- 150.** (A) thinking  
 (B) view  
 (C) idea  
 (D) insight

Dream Castle apartment. The suggestion is that there should be a storage area next to the table in the kitchen. Corrections have accordingly been drawn on individual sheets. Please review the attachment for the new design.

the design with the storage area is being required by more and more customers,

- 151.** (A) Still  
 (B) Nevertheless  
 (C) Because  
 (D) Unless

it seems we may cautiously be able to add it to the promotional brochure as the standard version of the apartment.

Are other divisions getting similar requests? If you have others, I propose that the idea of adding the design to the promotional brochure \_\_\_\_\_ during the conference call Friday

- 152.** (A) is discussed  
 (B) be discussed  
 (C) discusses  
 (D) will be discussed

morning.

Give me your opinion.

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Questions 147-149 refer to the following memorandum.

## MEMORANDUM

From: John Pattinson, Operations Manager  
To: All Employees  
Subject: Change to how to use long-distance calls

As of next month, there will be an important change to how we make long-distance telephone calls. This \_\_\_\_\_ provide extra security for our telephone systems.

147. (A) helped  
(B) had helped  
(C) have been helping  
(D) should help

\_\_\_\_\_ authorization number will go from four digits to five digits. A "7" will be added to

148. (A) My  
(B) His  
(C) Your  
(D) Their

the head of the original number. For instance, if your original number is 0428, it will change to 70428.

Please be assured that if you have automatic telephones or fax machines, they will have to be reprogrammed. \_\_\_\_\_, it is not necessary to enter authorization number when

149. (A) Also  
(B) Additional  
(C) As well  
(D) Beside

making local calls.

## New Promotion

Speed.com has released a "Buy One Get One Free" promotion offer for Internet access. In a limited time, order one full-service Internet access account and receive a

144. (A) At  
(B) Over  
(C) To  
(D) For

second account package at no cost. Each account comes with full World Wide Web access and a private e-mail account. You must buy a regular full-access account to qualify for this offer. Local calling \_\_\_\_\_ are not included.

145. (A) fares  
(B) charges  
(C) wages  
(D) profits

Contact our Customer Service department to sign up. This offer is valid for new Speed.com's customers only and \_\_\_\_\_ on August 31.

146. (A) expire  
(B) expires  
(C) expired  
(D) will have expired

Service Hotline: (053) 752-8282  
Fax: (053) 754-8282  
E-mail: customer-service@Speed.com

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**PART 4**

Directions: Read the following letter.

Questions 141-143 refer to the following letter.

September 3  
Lemon Tree Logics  
Columbus, Ohio 48372  
(315) 753-4579

Dear Ms. Hughes:

I have just received your letter dated August 24 about the damaged shipment you received through Lemon Tree Logics and regret the inconvenience that it has caused you.

From your account of the problem, I am quite sure that your request for the \$240 reimbursement for the damage to the 2 boxes of Valian Cristal stemware

141. (A) to be approved  
(B) was approved  
(C) has been approved  
(D) will be approved

I must remind you to keep the damaged items in the same condition in \_\_\_\_\_ you received

142. (A) where  
(B) which  
(C) what  
(D) that

them until one of our representatives can inspect them.

If all is in order, you can expect the full reimbursement within 2 weeks after our representative's inspection. I hope this unfortunate accident will not \_\_\_\_\_ you from having

143. (A) allow  
(B) prefer  
(C) keep  
(D) enable

merchandise shipped by Lemon Tree Logics in the future.

Sincerely,  
David F. Morgan  
Customer Relations

177. What is the main purpose of this letter?

- (A) To remind a customer about an insurance service
- (B) To introduce a new banking system
- (C) To attract new bank customers
- (D) To reply to a customer's questions about insurance

178. How can a customer apply for insurance?

- (A) By visiting the nearest bank branch and register
- (B) By calling a representative toll-free at 1-700-332-5452
- (C) By registering as a member on the website of the bank
- (D) By completing the enclosed form and mail it in the envelope provided

179. How much should a five-member family pay for additional insurance?

- (A) It's free.
- (B) \$1.00 per month
- (C) \$1.60 per month
- (D) \$7.50 per month

180. How can people pay the insurance payment?

- (A) It will be automatically deducted from their checking account.
- (B) They should visit the bank and pay in person.
- (C) They should pay the premium online through the Internet banking system.
- (D) They should take advantage of Giro System.

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**Questions 177-180 refer to the following letter.**

Dear Kenneth Duncan,

A short time ago, we sent you a letter regarding a special advantage. Only by being a respected client in H. Trust Bank, you can get up to \$100,000 for accidental death insurance at no charge to you. For our favored clients, we are lengthening the time limit to make an application for this insurance.

We want to make sure to you that significant amounts of elective, extra protection – up to \$300,000 – are obtainable from Clement Guard Life Insurance, at a very practical price. For instance, a person can receive \$10,000 of extra insurance by paying only \$1.00 monthly, and insurance for a whole family – in whatever size – is offered at monthly payments of \$1.60.

The plan is assured for all H. Trust Bank individual checking-account clients of age 19 and over – no health checks or questions are necessary. To apply, just write out the enclosed Application Form and send it back in the envelope given. If you prefer to take benefit of additional insurance, your payments will be automatically taken away from your checking account of H. Trust Bank. No fee is required for your Application Form.

If you have any inquiries about this insurance, please make a call to Customers' Service Center at 1-700-332-5452 (toll-free) between 8:00 in the morning and 6:00 in the afternoon on weekdays.

Sincerely,

**Adam Torres**  
**Insurance Professional**

**P.S. Kindly ignore this notice if you have already answered to this offer.**

172. Whom is this advertisement for?

- (A) Occupation seekers
- (B) Interior designers
- (C) Architectural engineers
- (D) Photo editors

173. What does the Board think about the open position?

- (A) It's undemanding.
- (B) It's easy to fill.
- (C) It pays well.
- (D) It's popular with job seekers.

174. How will information about applicants be handled?

- (A) Cheerfully
- (B) With open access
- (C) With confidence
- (D) With a respect for privacy

175. How can applicants apply for the job?

- (A) By calling the Director of Human Resources division
- (B) By e-mailing a short outline of abilities and knowledge to the company
- (C) By submitting a résumé and required documents in person
- (D) By taking advantage of an online application tool

176. Which is suggested for applicants?

- (A) Resigning from their current job
- (B) Waiting for a call from TwinkleStar.Com
- (C) Calling the company
- (D) Preparing for a test of web design skills

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**Questions 172-176 refer to the following advertisement.**

## **Dream Job: Web Designer for TwinkleStar.Com**

The duty of web designer at TwinkleStar.Com is a demanding one. The web designer is in charge of all parts of TwinkleStar.Com. The task is to build up the website as a world's superlative resource of homepage producers all over the place. The applicants for this job must be familiar with working for long while, mostly, alone.

In all aspects, the current applicant has to do a superior work to our prior web designer's. Luckily, the Directorate considers those empty positions easy to fill in. Applicants must recognize that the position obliges you to have a passionate and positive attitude although you are facing unavoidable challenges.

If you believe you are worthy of being our web designer, e-mail a short summary of your abilities and knowledge to [Jobseeking@TwinkleStar.Com](mailto:Jobseeking@TwinkleStar.Com). All submitted applications will become the assets of the Directorate and are not to be returned. Your private information will be treated as firmly undisclosed.

**Note:** Please do not relinquish your current job to wait for a call scheduling an interview. We apologize that the Directorate is incapable of replying to every applicant. When the suitable person volunteers for this job, the Directorate will contact him or her. Please do not call us. We will call you. You can return to this website to check the updates on the employment of a web designer.

170. What would be the best title for this notice?

- (A) Job offer
- (B) Strategy proposal
- (C) Personnel changes
- (D) The company merger

171. What is mentioned about Robin Welch?

- (A) He is admired for his contribution to the company.
- (B) He is working for VNT Fund Group at the moment.
- (C) He will start working for this company from December 21, 2014.
- (D) He is one of the most qualified accountants at VNT Fund Group.

R

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**Questions 170-171 refer to the following notice.**

## **Notice**

**December 13, 2014**

The company states that Zachary Morlen will quit working as Finance Manager of this company on December 21, 2014 to get another job. The directors show gratitude to him for his great involvement in the company during the past five years and hope him well in his next job.

We are contented to publicize that Robin Welch will fill the position as a new Finance Manager on December 22, 2014. Robin Welch is a competent accountant and he graduated from the Business Department in Brown University. For 16 years, he has worked in resource banking and is now with the VNT Fund Group in Manhattan.

**Isabel Queller  
Personnel Affairs Manager**

### Quermont National Park Hiking Guidance

Name of Trail	Length	Degree of Difficulty	Highlights
Sadrene Whalez Park	1/3 mile	Easy flat walks	Beautiful stream Natural flowers in May & June
Geotron Mohali Glen	1.8-mile loop	Some easy hills	Through flourishing forest with scenes of the gorge
Applewood Cove	3.2-mile loop	Difficult mounting	Camping, swimming and fishing accessible Only approach to water shore
Mt. White	4 miles	Difficult mounting of 1,300 ft. height	Highest summit in this park Marvelous views For people in great physical condition
West Brim	10 miles	Long, temperate	Exceptional sights of the lake Restrooms accessible beside the trail Bring appropriate amount of food supplies

167. Which trail permits hikers to camp?

- (A) Sadrene Whalez Park
- (B) Geotron Mohali Glen
- (C) Applewood Cove
- (D) West Brim

168. Which trail requires hikers to take something to eat?

- (A) Sadrene Whalez Park
- (B) Applewood Cove
- (C) Mt. White
- (D) West Brim

169. How is the Mt. White trail described?

- (A) As the most strenuous hike
- (B) As the most beautiful walk
- (C) As the longest walk
- (D) As the best hike for campers

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**Questions 164-166 refer to the following notice.**

We are contented to inform you of a special chance to acquire excellent pianos at considerable savings. Pianos provided to the Music Department of Leonard College by Thomann Corporation, plus other famous brands, will be offered at an exceptional preview sale.

Pianos vary from grand pianos for concert to small grands, spinets, uprights, quality digital keyboards, and consoles. All of them have been carefully preserved.

The sale will be opened from 10 A.M. to 4 P.M. on Saturday, May 29, in Leonard College at the Music Department. Paying and delivery planning will be performed on the place.

Two ways to observe the instruments:

1. Starting Monday, May 24 at 11 A.M., call to arrange a personal meeting. This preview show provides you with the priority and guarantees the best choice and cost. These preview arrangements are highly suggested.
2. Go to the sale for the common public on Saturday, May 29, from 10 A.M. to 4 P.M. in the Leonard College at Music Department.

We at the Music Department wish you will take benefit of this chance to own an excellent piano at a practical charge.

**164. What is significant about the pianos?**

- (A) They are brand new.
- (B) They are damaged.
- (C) They are used.
- (D) They are imported.

**166. Who is holding the event?**

- (A) An educational institution
- (B) A piano maker
- (C) A piano repair shop
- (D) A famous pianist

**165. What may people do on May 24?**

- (A) Bid on a piano
- (B) Register for piano lessons
- (C) Look at the merchandise
- (D) Attend a piano recital