




NEW

YBM 전국 수강생 수 1위 호초강추
강찬오, 강원기 지음

파트 7

실전문제집



자세한 해설집 + 독학용 복습 노트 + 패러프레이징 암기장 무료 제공 

TEST 01

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55 min

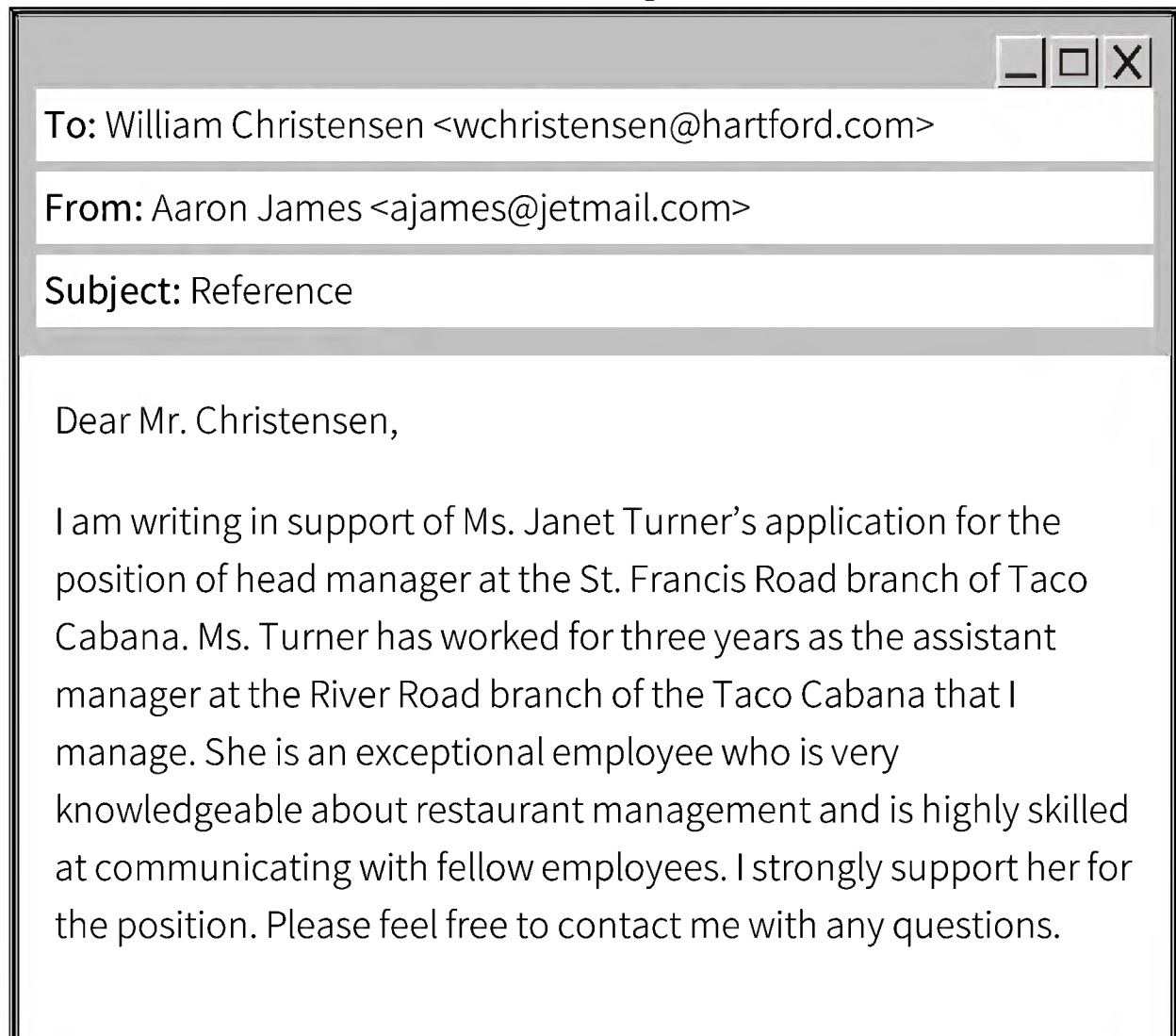
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PART 7

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.



The image shows a screenshot of an email client window. The window has a title bar with minimize, maximize, and close buttons. The email header is displayed in a light gray box with the following information:

To: William Christensen <wchristensen@hartford.com>
From: Aaron James <ajames@jetmail.com>
Subject: Reference

The body of the email is displayed in a white box with a gray border. It contains the following text:

Dear Mr. Christensen,

I am writing in support of Ms. Janet Turner's application for the position of head manager at the St. Francis Road branch of Taco Cabana. Ms. Turner has worked for three years as the assistant manager at the River Road branch of the Taco Cabana that I manage. She is an exceptional employee who is very knowledgeable about restaurant management and is highly skilled at communicating with fellow employees. I strongly support her for the position. Please feel free to contact me with any questions.

Sincerely,

Aaron James

Head Manager

Taco Cabana (Store #234)

147. Why was this e-mail sent?

- (A) To apply for a job opening
- (B) To accept a job offer
- (C) To recommend a job seeker
- (D) To request a reference

148. What is NOT indicated about Ms. Turner?

- (A) She has supervisory experience.
- (B) She currently works for Mr. James.
- (C) She was hired last year.
- (D) She knows a lot about running an eatery.

Questions 149-150 refer to the following notice.

KERMAN “BIG MAX” BICYCLE SAFETY RECALL

This product is being recalled because of a problem with its adjustable seat mechanism. A number of owners have reported the mechanism becomes loose while the bicycle is in use, resulting in the seat rotating or sliding. The recall is limited to bicycles produced at Kerman’s Tenjin

plant between March 3 and June 2 and which were sold in the North American market.

Owners of potentially affected bicycles should stop using the bikes immediately. They should contact Kerman at 1-888-476-9032.

149. What is indicated about Big Max bicycles made in Tenjin?

- (A) They may have a faulty part.
- (B) They were mistakenly sent overseas.
- (C) They are missing an information plate.
- (D) They were sold without a seat.

150. What are some Big Max owners advised to do?

- (A) Return their bikes to stores
- (B) Purchase a replacement part
- (C) Call the manufacturer
- (D) Continue riding their bikes

Questions 151-153 refer to the following article.

Purchasers of certain models of cameras manufactured by JCR, Inc. are being alerted to a potential battery issue. Consumer complaints indicate that the batteries of certain models are unable to hold a charge after only being used a few times. According to JCR, the batteries are designed to be recharged a minimum of fifty times before beginning to lose capacity.

The affected models are those in the J100 and J200 product lines.

Customers who purchased any of these models may exchange the camera's original battery at any retailer carrying JCR products or by mailing it back to JCR. Details on the exchange process can be found on the company's Web site. There is no cost to camera owners.

Since news of the problem surfaced, sales of JCR cameras have slumped. The company blames the problem on a supplier.

"Customer satisfaction is our first priority," said President Tom Jenkins. "We will do everything to remedy this unfortunate situation, including a redesign of the parts, if needed."

151. What is the article mainly about?

- (A) A redesign of a popular camera
- (B) A limited-time special offer
- (C) A discontinued product line
- (D) A flawed component of a product

152. What is indicated about the rechargeable batteries?

- (A) They are not working as intended.
- (B) They were recently redesigned.
- (C) They will be replaced for a fee.
- (D) They can be purchased online.

153. What did Mr. Jenkins emphasize about his company?

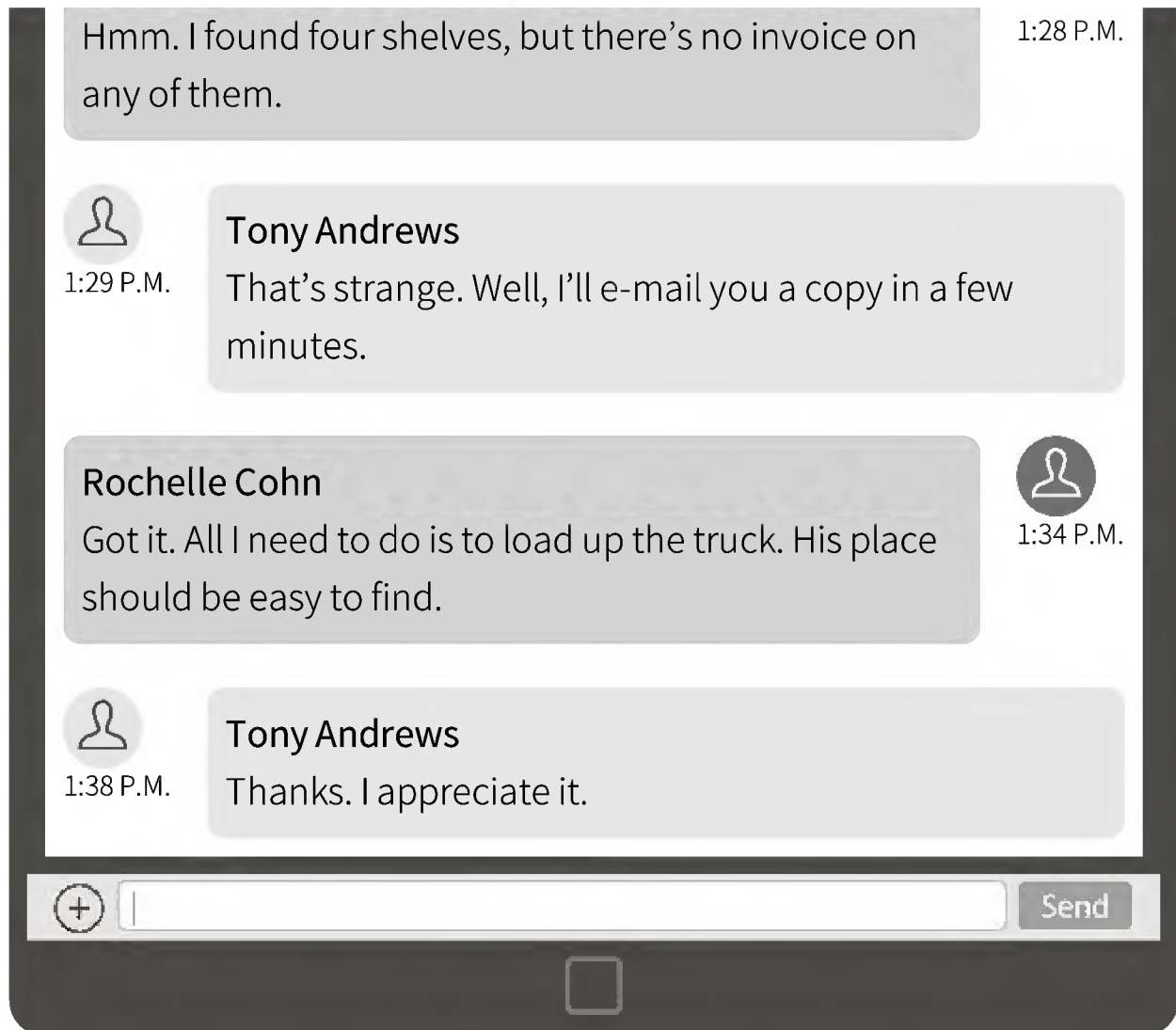
- (A) It strives to make a perfect product.
- (B) It makes the best cameras on the market.
- (C) It wants customers to be happy with its products.

(D) It will avoid hiring outside suppliers.

Questions 154-155 refer to the following text message chain.

The image shows a text message conversation between Tony Andrews and Rochelle Cohn. The messages are as follows:

- 1:12 P.M.** Tony Andrews: Rochelle, it's snowing pretty hard here, so I'm going to stay another night. Could you take care of something for me?
- 1:16 P.M.** Rochelle Cohn: What do you need?
- 1:18 P.M.** Tony Andrews: Mr. Owens placed an order for custom-made walnut bookshelves. I finished them last week. Can you deliver them before the end of the day?
- 1:20 P.M.** Rochelle Cohn: Sure. You can count on me.
- 1:21 P.M.** Tony Andrews: His address is on the invoice that I taped to one of the shelves.
- 1:22 P.M.** Rochelle Cohn: (Message partially visible)



154. Who most likely is Mr. Andrews?




- (A) A furniture maker
- (B) A truck driver
- (C) An office manager
- (D) A traveling salesman

155. At 1:34 P.M., what does Ms. Cohn most likely mean when she writes, "Got it"?

- (A) She needs to continue searching.

- (B) She received the delivery address.
- (C) She found the missing invoice.
- (D) She understands her duties.

Questions 156-158 refer to the following e-mail.

To: rtomasson@getmail.net

From: gwells@aceappliance.com

Subject: Inspection

Date: March 27

Dear Ms. Tomasson,

I want to let you know that our technician completed his inspection of your Zama 2000 washing machine. He determined that the machine's motor has died. While we could attempt to repair it, we generally find it is less expensive just to install a brand-new motor. — [1] —

During the inspection, the technician also noticed that several of the machine's internal parts were seriously worn and at risk of failure. We could also replace those. Again, you would be responsible for 20% of the cost. — [2] —

Another option is for you simply to purchase a new washing machine. Personally, this is what I would recommend doing. Your

current machine is already 15 years old. The average service life for this specific model is nine years. — [3] — If you would like recommendations for potential replacements, I would be happy to discuss them with you.

We patiently await your decision. — [4] —

Sincerely,

George Wells

Ace Appliance Service

156. Why did Mr. Wells write to Ms. Tommason?

- (A) To suggest a product to a client
- (B) To report a problem with an employee
- (C) To explain a situation with an appliance
- (D) To offer an apology for a mechanical failure

157. What is indicated about Ms. Tommason’s washing machine?

- (A) It requires two replacement parts.
- (B) It lasted longer than most Zama 2000s.
- (C) It can be replaced with an identical model.
- (D) It was first introduced 15 years ago.

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

“Your service contract will cover 80% of the costs.”

- (A) [1]

(B) [2]

(C) [3]

(D) [4]

Questions 159-160 refer to the following announcement.

NEW DROP-OFF/PICKUP POLICY

Effective: Monday, March 1

Due to concerns over the increased traffic on Washington Boulevard that has resulted from construction on Highway 45, Shining Star Preschool requests that all children be dropped off and picked up at the rear entrance of our building. Staff will be present every morning from 7:00 until 8:00 to meet children at the rear entrance. In addition, staff will escort children to the rear entrance twice a day at noon and 2:30 P.M. so that parents can pick up their children. Parents arriving after 8:00 A.M. or making a pickup after 2:30 P.M. can still access the building via the main entrance on Washington Boulevard; however, for the sake of your children's safety, we recommend that you park in our rear lot and walk around the front of the building. Please feel free to call me with any questions or concerns at 555-8273.

Sincerely,

Marsha Vernon

Director, Shining Star Preschool

159. For whom is the announcement mainly intended?

- (A) Parents
- (B) Construction workers
- (C) Preschool staff
- (D) Students

160. What is NOT stated about the new policy?

- (A) It directs regular pickups to the rear entrance.
- (B) It will begin on March 1.
- (C) It prohibits the use of the parking lot.
- (D) It is in response to a safety risk.

Questions 161-163 refer to the following advertisement.

Your Car Is a Reflection of Who You Are!

Give it the care it deserves: Contact Car Care Specialists

We provide a full-service auto wash. We will wash your vehicle at your home or place of business seven days a week. We work hard to make sure your vehicle looks its best.

Here are just a few of our services.

- Full-service exterior wash and hand waxing
- Engine compartment wash
- Interior leather and carpet deep-cleaning and stain treatment
- Minor surface repairs (i.e. paint touchup and scratches)
- Windshield crack repair

Our automated scheduling and payment system make working

with us hassle-free. Simply go to www.ccs.com to set up an appointment today.

* A travel fee will be charged for vehicles located outside the following ZIP codes: 88930, 88932, 88941, 88946, and 88948. Current pricing and fee details are posted on our Web site.

161. What is indicated about Car Care Specialists?

- (A) It is open for business daily.
- (B) It recently changed its prices.
- (C) It has five separate locations.
- (D) It charges extra to go to clients' homes.

162. What is NOT a service offered by Car Care Specialists?

- (A) Washing the outside of a car
- (B) Cleaning a car's carpet
- (C) Checking a vehicle's oil
- (D) Repairing damaged paint

163. According to the advertisement, how can readers schedule a service?

- (A) By calling the main number
- (B) By visiting a location
- (C) By e-mailing a staff member
- (D) By visiting a Web site

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

From: Timothy Whitacre

To: John Severin

Subject: Meeting with Alcade

Date: February 8

John,

I just got off the phone with Alcade Promotions. The company has agreed to organize a series of events to promote our newest line of beauty products. Jessica Blackmore, the senior account manager, will plan and coordinate the events. We need to meet with her as soon as possible to start the process. Are you free this Friday at 12:30? I was thinking we could meet for lunch at Winston's.

We need to prepare some preliminary marketing materials before the meeting. Have Tanya Ivers assemble some of the better product photos we took last month. We should also have a summary of the marketing ideas we generated at our last meeting to present to Ms. Blackmore. Maybe Allison Hogan can work with you to prepare that. Finally, get in touch with Richard Pena. He should be able to provide us with some product samples. I understand that the designs for the jars, tubes, and bottles are not ready yet. However, that should not delay us in getting the actual samples to Ms. Blackmore. We can send her the designs later.

Best,

Timothy Whitacre
Marketing Director
Paragon Cosmetics

164. What is one reason Mr. Whitacre contacted Mr. Severin?

- (A) To propose a project
- (B) To reschedule a meeting
- (C) To report on a meeting
- (D) To make an appointment

165. What is indicated about the product samples?

- (A) They will not be available.
- (B) They need to be tested.
- (C) They were sent to Mr. Whitacre.
- (D) Their containers are unfinished.

166. Who most likely is NOT an employee of Paragon Cosmetics?

- (A) Jessica Blackmore
- (B) Allison Hogan
- (C) Richard Pena
- (D) Tanya Ivers

167. What does Mr. Whitacre ask Mr. Severin to do?

- (A) Obtain the new designs
- (B) Send samples to Ms. Blackmore
- (C) Generate new marketing ideas

(D) Get ready for a meeting

Questions 168-171 refer to the following announcement.

Bartlett Office Building News

August Issue

Announcements

Recycling: Bartlett management has enacted a new recycling policy that requires all tenants and their employees to recycle. It is the individual duty of each office to sort trash into recyclables and non-recyclables. — [1] — Bins will be provided as follows: blue bins are for plastic, gray bins are for paper, green bins are for aluminum, and black bins are for regular trash. Detailed illustrated charts will be posted throughout the building to help explain the recycling sorting process.

Security: The safety and security of our tenants is our number-one priority at the Bartlett Office Building. The loss of a set of keys to the building's main entrance last month has raised some concerns. — [2] — Since the missing keys were not found, we replaced the locks on all exterior doors. The new locks require the use of swipe cards. Those tenants who have not picked yours up yet, please do so right away. We also ask that you return your old keys to the security office.

Parking Permit: In order to further address security concerns pertaining to our premises, Bartlett management will be issuing parking permits to each office. — [3] — Each person is required to place a permit on the dashboard of his or her car. Cars parked in the

building parking lot without a permit will be towed. If you suspect your car has been towed, please call 555-2421.

Bake Sale: Jolly Jingles on the 2nd floor will be hosting its annual Holiday Bake Sale this December to raise money for a children's charity. — [4] — If you're interested in donating or providing baked goods, contact Jolly on the 2nd floor.

168. What is NOT indicated about the recycling program?

- (A) It requires different bins for different types of waste.
- (B) It is optional for tenants in the Bartlett Office Building.
- (C) It is the first of its kind at the Bartlett Office Building.
- (D) It will use graphics to explain how to recycle.

169. What is suggested about the building's tenants?

- (A) They must pay for replacement keys.
- (B) Some need to show their ID cards.
- (C) They like to volunteer with charities.
- (D) Some continue to hold useless keys.

170. Why are parking permits being distributed to tenants?

- (A) To respond to worries about safety
- (B) To keep track of ticketed vehicles
- (C) To address overcrowding in parking lots
- (D) To raise money for a local charity

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

“Please provide the total number of employees present in your

office.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

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



Paulson, Amber

2:15 P.M.

Sal from Marconi’s just called. He isn’t going to be able to do our upcoming awards dinner on March 31.



Georgas, Angie

2:16 P.M.

Why not?



Paulson, Amber

2:18 P.M.

He signed a contract for an unusually large wedding that weekend and doesn’t have enough additional staff for our event.



Taylor, Ray

2:22 P.M.

Couldn’t he still prepare the food? Then we could have some of our own employees take care of serving, cleanup, and such.



Georgas, Angie

2:24 P.M.

That could get really complicated. Someone would have to coordinate, and we are all involved in the ceremony. I think the best course of action is to find another restaurant to do the catering.



Taylor, Ray

2:30 P.M.

It'll be hard to replace Marconi's.



Georgas, Angie

2:34 P.M.

I know. It has catered every event for us for the past ten years or so and always does a great job.



Paulson, Amber

2:38 P.M.

Fortunately, Sal gave me the name of an independent catering company that is operated by one of his chefs. I think we should contact that firm and find out what it can offer us.



Taylor, Ray

2:42 P.M.

It's worth a try. What's the name?



Paulson, Amber

2:45 P.M.

Top Notch Catering. The number is 555-4044.



Taylor, Ray

2:48 P.M.

I will get in touch with it and request a menu before we leave for the day.



Send

172. What most likely is Marconi's?

- (A) A restaurant
- (B) A grocery store
- (C) A culinary school
- (D) A banquet hall

173. Why is Marconi's unable to provide the service?

- (A) It had to change its menu.
- (B) It lacks enough employees.
- (C) It is closed on a certain date.
- (D) It does not take reservations.

174. At 2:34 P.M., what does Ms. Georgas most likely mean when she writes, "I know"?

- (A) It will be impossible to continue with the event.
- (B) There is not enough time left to make a change.
- (C) It will not be easy to find an equal to Marconi's.
- (D) They have no choice but to replace Marconi's.

175. What will Mr. Taylor do later today?

- (A) Speak with a potential caterer
- (B) Suggest dinner options

- (C) Place an order for dinner
- (D) Make a change to a menu

Questions 176-180 refer to the following e-mails.

_ □ X

From: Robert Taylor <roberttaylor@dynamo.com>

To: James Manfred <jmanfred@legacyproducts.com>

Subject: New Assignment

Date: Tuesday, May 2

James,

How are things with you? I was hoping to write sooner, but my boss has had me working overtime to finalize a big proposal for the past six weeks. The good news is that it was a success. Our firm will be providing food services for the Bayard Corporation. It has contracts across the country managing sports stadiums, concert arenas, and special events. I will be traveling quite a bit in the coming months to help to set up our operations at various Bayard-managed sites. For starters, I have been assigned to a team working with Bayard at its Chicago headquarters. I will be there for a few days — possibly as soon as early next month. If you have time, maybe we can meet up for lunch at Sam’s Pizza.

Do you happen to have Maria Carter’s e-mail? I want to get in touch with her. When the three of us used to work together at the Pinter

Corporation, she mentioned having connections at Bayard's Kansas City office.

Best,

Robert


From: James Manfred <jmanfred@sscservices.com>

To: Robert Taylor <roberttaylor@dynamo.com>

Subject: RE: New Assignment

Date: Tuesday, May 2

Robert,

That is fantastic news. When you took the job with Dynamo Food Services, I knew it would be beneficial to your career. I am sure it is also great to be closer to your parents. Once you know the dates of your visit, let me know. I would love to meet up when you are here. I will be in Boston on business in early June. Then, Patricia, the kids, and I are taking a vacation to Colorado in mid-August.

Maria's e-mail is maria.carter@canma.com. I'm sure she would love to hear from you. The last time I heard, she had been promoted to vice president of operations. Good for her!

Cheers,

James

176. What is one purpose of the first e-mail?

- (A) To make travel arrangements
- (B) To request contact information
- (C) To propose a collaboration
- (D) To submit a proposal

177. In the first e-mail, the phrase “get in touch with” in paragraph 2, line 1 is closest in meaning to

- (A) hire
- (B) meet
- (C) inform
- (D) contact

178. Who is Maria Carter?

- (A) Mr. Manfred’s boss
- (B) An employee at Bayard
- (C) A former colleague of Mr. Taylor’s
- (D) An executive at the Pinter Corporation

179. In the second e-mail, what is indicated about Mr. Manfred?

- (A) He might not be able to meet Mr. Taylor.
- (B) He often meets with Ms. Carter.
- (C) He works for Dynamo Food Services.
- (D) He sent an e-mail to Ms. Carter.

180. Where does Mr. Manfred most likely live?

- (A) In Boston
- (B) In Chicago
- (C) In Colorado
- (D) In Kansas City

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

Home Chef

Ship to: Paul Lowman
890 Soma Road
San Angelo, TX 20033

low999@netmail.net
(216) 555-4579

Shipped on: November 13 Estimated arrival: November 17
Order number: 8294043
Ordered on: November 12

SKU #	Description	Color	Quantity	Cost
62007	24" baking pan	black	1	\$32.00
62904	Large serving spoon	silver	3	\$12.00
63945	18" metal serving tray	silver	1	\$18.00
67845	Cloth napkins	brown/orange	15	\$16.00
Shipping type: Standard (3-5 days)			Subtotal	\$78.00
			Discount	(\$0.00)

Payment: credit card/# xxx-xxx-7494 Coupon code: n/a	Shipping	\$4.40
	Tax	\$3.90
	Total	\$86.30

Thank you for shopping with Home Chef, the nation's largest online kitchen supply retailer. If you are unsatisfied with any item in your order, please return the item within 30 days of the shipping date for a full refund.

Please direct any questions or concerns to our Customer Service Department at info@homechef.com.

From: Paul Lowman <low999@netmail.net>

To: Customer Service<info@homechef.com>

Subject: Order Number 8294043

Date: Tuesday, November 18

To whom it may concern,

When I arrived home from work this afternoon, I was pleased to find that my order from your company had already been delivered to my home. It was just in time to prepare for the holiday! The tray will look lovely on my table. The pan is large enough to fit the turkey I will prepare.

The only problem is that you sent me five napkins instead of fifteen. I placed the order so that each of my guests and I would have one. This is my first time hosting a Thanksgiving dinner, and my coworkers are attending. I want to make sure everything is perfect. Please send me the missing items as soon as possible!

Sincerely,

Paul Lowman

181. What is indicated about Mr. Lowman's order?

- (A) He used a coupon.
- (B) He lives in an apartment.
- (C) He placed it via a Web site.
- (D) He paid by check.

182. When did Home Chef send the order to Mr. Lowman?

- (A) On November 12
- (B) On November 13
- (C) On November 17
- (D) On November 18

183. What is suggested about Mr. Lowman?

- (A) He was at work when the order arrived.
- (B) He regularly hosts dinner parties.
- (C) He is a vegetarian.
- (D) He is a kitchen supply retailer.

184. Which item was missing from Mr. Lowman's order?

- (A) 62007
- (B) 62904
- (C) 63945
- (D) 67845

185. How many guests is Mr. Lowman planning to have?

- (A) 4
- (B) 8
- (C) 14
- (D) 15

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

MEMO

From: Jan Albertson

To: All Public Relations Department Staff

RE: Rebranding

Date: Tuesday, July 8

As you may have heard, the proposal to rebrand the company was officially approved at yesterday's board meeting. It was decided that the name change shall be completed as soon as possible. You need to develop a transition plan to ensure that all internal and external communications are ready to be updated. In addition, I would like a team to be formed to create the new company's logo, which will be unveiled to the public at the same time as the

official renaming. I look forward to an initial progress report by next Monday, July 14.

Hickox to Get New Name for New Identity

by Veronica Garcia

SEAGRAM (August 12) – As of the last day of this month, Hickox Industrial Manufacturing, Inc. will be no more. The company will announce the official name change to Hickox Technologies during a ceremony at its Seagram headquarters on September 1.

The company's CEO, Jan Albertson, explained, "The new name better reflects the evolution of our company from a major manufacturer to a diversified technology company."

Since taking the top leadership position at Hickox three years ago, Mr. Albertson has aggressively acquired smaller, specialized firms with strong growth potential. He targeted software programmers, robotics designers, and research labs to give Hickox a competitive edge in the twenty-first century economy.

Hickox was founded in 1955 as a designer and manufacturer of precision industrial equipment. It is currently the third largest employer in Bacon County.


From: Ed Norman <edward.norman@getmail.net>

To: Jan Albertson <jan.albertson@hickox.com >

Date: September 2

RE: Congratulations!

Jan,

Sorry, I couldn't make it to yesterday's ceremony. I want to let you know that I really respect all that you have done with the company. When you suggested purchasing Nava Designs four years ago, I disagreed. However, I believed in you enough to petition the board to name you my successor when I retired. I'm glad they did. You were right about Nava Designs and all the other acquisitions. Wishing you continued success!

Regards,

Ed

186. What date was the logo supposed to be made public?

- (A) July 8
- (B) July 14
- (C) September 1
- (D) September 2

187. In the article, the word "edge" in paragraph 3, line 4 is closest in meaning to

- (A) blade

- (B) location
- (C) advantage
- (D) voice

188. In the article, what is NOT mentioned about Hickox?

- (A) The company will open a new headquarters.
- (B) The company is located in Bacon County.
- (C) The company changed leaders three years ago.
- (D) The company has been buying other companies.

189. Why did Mr. Norman write to Mr. Albertson?

- (A) To provide an excuse
- (B) To criticize a decision
- (C) To offer praise
- (D) To make a recommendation

190. What most likely was Mr. Norman's former career?

- (A) Newspaper reporter
- (B) City official
- (C) Industrial engineer
- (D) Corporate executive

Questions 191-195 refer to the following announcement, e-mail, and letter.

Stay on top of current events with this special offer!

Global Interest magazine has extended a special offer to all Mason-Dixon employees. Subscribe before May 1 and get up to 50% off the regular price. Subscribers will get access to some of the best journalism on the planet. Global Interest is a weekly international news magazine published in print and online. Those who choose digital subscriptions will also get access to the magazine's online archive, which contains over 45 years of exceptional writing. Subscription forms can be obtained at the Human Resources Department on the seventh floor.

Subscriptions	Special Annual Rate
print only	\$30
digital only	\$50
print + digital	\$65
audio version (downloadable)	\$75



To: Roman Codrescu <rcodrescu@masondixon.com>

From: Eric Majors <emajcrs@masondixon.com>

Subject: Global Interest offer

Date: April 18

Attachment: subscription_form

Hi, Roman.

I am returning the subscription form for the Global Interest offer. Thanks for taking the time to explain the different subscription options when I picked the form up from your office. I decided to go with the least expensive one that lets me access the older content on its Web site. When I find writers I really appreciate, I like to go back and read their previous articles. I would like to start my subscription as soon as possible. Please let me know the quickest way to do that.

Best,

Eric

Subscriber #9037324

Eric Majors
873 Hope Way
Lincoln, NE 29003

April 29

Dear Mr. Majors,

Thank you for your interest in Global Interest. To start your subscription, we need to receive your payment. Enclosed is a payment card with the amount due. Please return the card with your payment for a one-year subscription. We accept personal checks, credit cards, and bank transfers. Your subscription will

be activated within 3-5 business days after your payment is processed.

If you would like to activate your subscription immediately, you can use our online payment option. Just visit www.globalinterst.com and click on the “Manage Subscriptions” tab. There, you will enter your subscriber number. You will be prompted to select a username and a password before submitting your payment information.

Sincerely,

Harris Polanski
Subscriber Services Representative
Global Interest Magazine

191. What is NOT indicated about Global Interest magazine?

- (A) It is available in a form for listeners.
- (B) It is published on a regular basis.
- (C) It is sold in dozens of countries.
- (D) It allows readers to see past issues.

192. What is suggested about Mr. Codrescu?

- (A) He works on the seventh floor.
- (B) He subscribes to Global Interest.
- (C) He writes for a news publication.
- (D) He is Mr. Polanski’s supervisor.

193. How much will Mr. Majors most likely be charged for his

subscription to Global Interest?

- (A) \$30
- (B) \$50
- (C) \$65
- (D) \$75

194. What is suggested about Mr. Majors?

- (A) His employer is located in Lincoln.
- (B) He will pay for his subscription online.
- (C) His job requires him to follow local news.
- (D) He works for a media company.

195. In the letter, the word “prompted” in paragraphs 2, line 3 is closest in meaning to

- (A) rushed
- (B) assured
- (C) decided
- (D) asked

Questions 196-200 refer to the following article, e-mail, and menu.

Smart Balance Offers Healthy Meals

By Mark Swenz

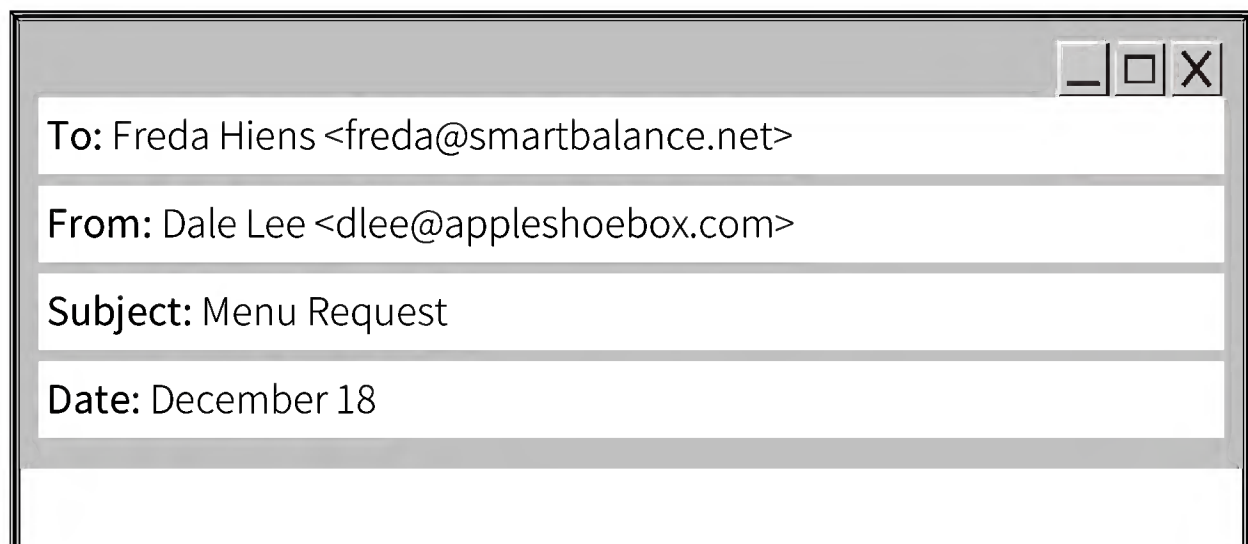
Portland, OR (November 18) - Public schools have had to revise their menus to encourage students to eat a more balanced diet. Namely, they have cut down on carbohydrates and refined sugar and replaced them with healthier foods. But have you ever

thought about encouraging healthy eating in the workplace?

Privately owned catering company Smart Balance says that employees eating a balanced diet are just as important as it is for students, and that's why it created office-oriented meal plans that include plenty of protein, fruit, and vegetables. Too often, catered food is high in fat and carbohydrates, which can leave employees feeling sluggish.

"Tired employees are not as productive as they can be," said Smart Balance founder Freda Hiens. "In order to have enough energy, employees need to eat a balanced diet." The cost of more balanced meals is often comparable to standard catered fare as well.

Smart Balance, which began in Hiens' own personal kitchen, received funding from investors that topped \$500,000. Today, its regular clients include several local corporations such as Maxmay, Chico's, and AdWorld.



To: Freda Hiens <freda@smartbalance.net>

From: Dale Lee <dlee@appleshoebox.com>

Subject: Menu Request

Date: December 18

Hi, Freda.

Apple Shoe Box will be having a holiday party for our 2,000 employees next week. We have a few workers who have listed that they prefer not to eat meat, so we would like to request a sample menu featuring meat-free options. When you prepare it, please include four or more appetizers. My partner loves cheese, so it would be great if you prepared one to suit his tastes. Three entrées should be enough. Please include the meatless entrée that you made for the Maxmay event last year. It was delicious!

Thank you.

Dale Lee

Apple Shoe Box Holiday Party Menu

Appetizers

Sunrise Kale Salad*
Chicken-Bacon Wraps
Spaghetti Squash Cups
Baked Cheese Sticks

Main Courses

Wild Rice Stuffed Squash*
Spaghetti with Meatballs

Roasted Chicken

Grilled Fish

*For vegetarian

196. According to the article, what is suggested about Smart Balance's meals?

- (A) They help employees stay active at work.
- (B) They are tastier than regular meals.
- (C) They are easy to prepare.
- (D) They are free of fat and carbohydrates.

197. In the article, the word "comparable" in paragraph 3, line 3 is closest in meaning to

- (A) superior
- (B) essential
- (C) similar
- (D) relevant

198. What is indicated about Ms. Hiens?

- (A) She started her company in her home.
- (B) She catered for Mr. Lee in the past.
- (C) She will attend the holiday party.
- (D) She cooks all the food herself.

199. What dish is most likely for Mr. Lee's partner?

- (A) Sunrise Kale Salad
- (B) Chicken-Bacon Wrap

- (C) Spaghetti Squash Cups
- (D) Baked Cheese Sticks

200. What is suggested about Smart Balance's Wild Rice Stuffed Squash?

- (A) It was made for a regular customer.
- (B) It will not appeal to Mr. Lee.
- (C) It is one of the most popular dishes.
- (D) It includes some dairy products.

TEST 02

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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 notice.

With regards to your request to transfer electric service for account 99234, please be advised that the new party is required to continue payment of your monthly service within the same billing cycle beginning and ending on the 5th every month.

After completing the service transfer form, the new responsible party may send service payments by phone or mail. Phone payments can be made by dialing 555-9293 and choosing the payment option. To mail your payment, fill out the pay form attached to each bill and send it to the return address before the due date.

147. For whom is the notice most likely intended?

- (A) A bill collector
- (B) A utility subscriber
- (C) A phone service customer
- (D) An electric serviceman

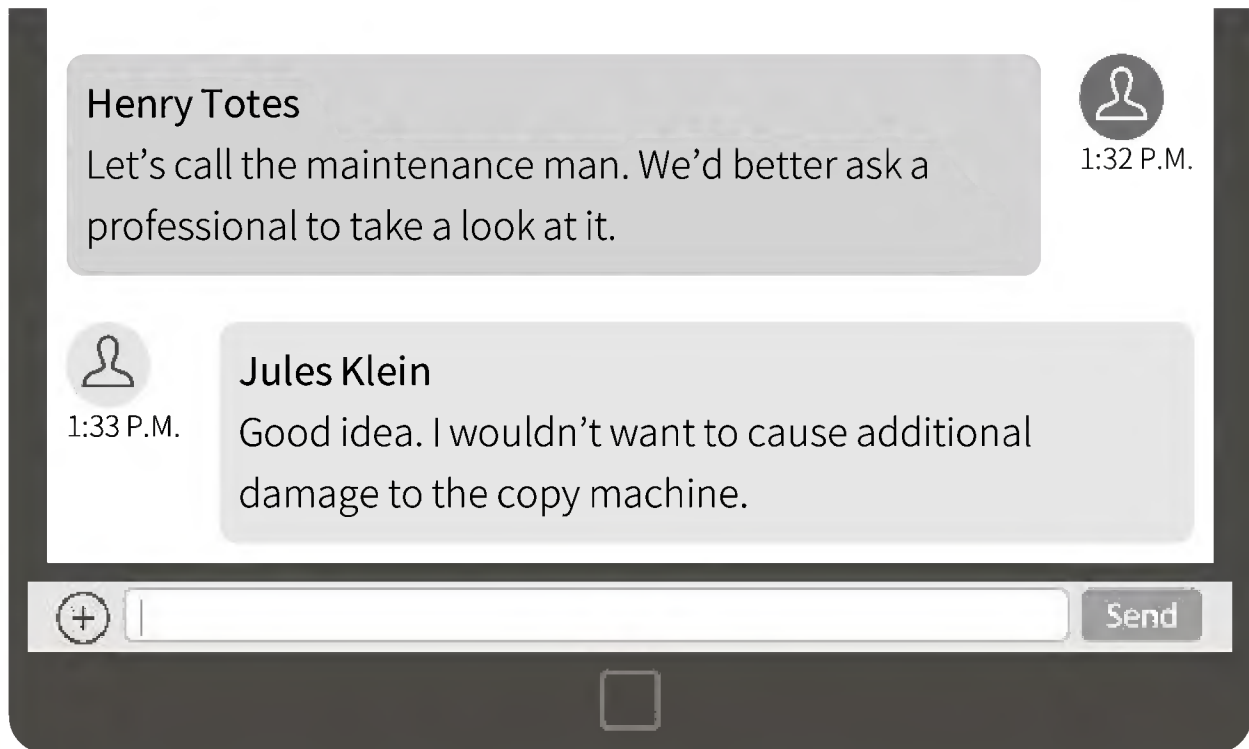
148. What is mentioned about the service transfer?

- (A) It must be arranged a month in advance.
- (B) A new billing cycle will be assigned.
- (C) It will be completed within five business days.
- (D) There are two ways to make a payment.

Questions 149-150 refer to the following text message chain.


The image shows a text message conversation between Jules Klein and Henry Totes. The messages are as follows:

- Jules Klein** (1:15 P.M.): Henry, are you free?
- Henry Totes** (1:20 P.M.): Just finished a call. What's going on?
- Jules Klein** (1:28 P.M.): The copy machine on the 4th floor is jammed. I tried pulling out the paper, but it's definitely stuck.
- Henry Totes** (1:29 P.M.): No wonder I couldn't print anything this morning! I thought the issue was my computer.
- Jules Klein** (1:30 P.M.): What should we do?



- 149.** At 1:32 P.M., what does Mr. Totes most likely mean when he writes, “We’d better ask a professional to take a look at it.”?
- (A) He will inspect the machine himself.
 - (B) He suggests ordering a new machine.
 - (C) He wants Ms. Klein to fix the machine.
 - (D) He prefers a technician repair the machine.
- 150.** What is indicated about the copy machine?
- (A) It caused Mr. Totes’s computer to malfunction.
 - (B) It ran out of the correct size of paper.
 - (C) It was broken even before Ms. Klein noticed.
 - (D) Mr. Totes attempted to fix the machine.

Questions 151-153 refer to the following e-mail.


From: gcharles@bayers.com

To: sallyhu@northon.org

Date: August 12

Subject: Candidate Mary Wiggins

Dear Ms. Hu,

I am writing to recommend you to hire Mary Wiggins for the position of junior editor at Northon. — [1] — Mary was my editorial intern for the past year and worked closely with me on a major editorial project. Her attention to detail is impeccable.

In addition to her editorial skills, her university education makes her a strong candidate for junior editor at Northon. — [2] — When a staff member was uncertain about information presented in a manuscript, Mary buckled down and researched every question until the facts were verified.

Although Mary only finished school last month, I am confident she will be a successful editor. — [3] — I highly recommend Mary Wiggins for your company.

Should you need any further testimony, do not hesitate to call me at (323) 555-4476. I will be happy to talk more about Mary's qualifications. — [4] —

Sincerely,

Gene Charles
Senior Editor
Bayers Books

151. What is the purpose of the e-mail?

- (A) To look for a new hire
- (B) To endorse a job candidate
- (C) To discourage an employee
- (D) To admonish a new client

152. What is most likely true about Ms. Wiggins?

- (A) She was hired by Mr. Charles.
- (B) She recently graduated from college.
- (C) She has years of editorial experience.
- (D) She enjoys doing scientific research.

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

“She is diligent and not afraid to put in the hard work and long hours required for fact-checking.”

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

Questions 154-155 refer to the following postcard.

<p>Dear business professional,</p> <p>Professional Star is running a special for headshot photos! Whether you are applying for a new job or just need to spruce up your current business photo, we can shoot and print photos of all styles and sizes.</p> <p>Use our headshot photos for</p> <ul style="list-style-type: none">• resumes• business cards• office photos• work directories <p>For photo examples and studio rates, visit our Web site at www.professionalstarphotos.com.</p> <p>Professional Star's studio is located on Northgate Drive behind Big Apple Dental.</p>	<p>Professional Star 241 Northgate Drive Warmey, OH 29321</p> <p>Allen Stone Cantor Building, Suite B 234 Northgate Drive Warmey, OH 29322</p>
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154. What does the postcard suggest about Mr. Stone?

- (A) He has taken headshots before.
- (B) He ordered business cards.
- (C) He has visited Big Apple Dental before.
- (D) He lives close to Professional Star.

155. What is indicated about Professional Star?

- (A) It markets services to office workers.

- (B) It is hiring new employees.
- (C) It works with Big Apple Dental.
- (D) It takes children's portraits.

Questions 156-158 refer to the following article.

Subway Protests Will Cause Commuting Delays

SEATTLE (April 1) – The Metropolitan Transport Commission Union has ordered a city-wide strike of all subway employees. This unprecedented action will halt train services during regular operation hours starting next Monday and continuing until the union's demands are met.

Demands such as higher wages and better family benefits are on the long list of improvements subway workers are asking for.

With subways not running, city officials fear major traffic jams and congested commutes. In order to alleviate this, more buses and alternative methods of transportation will be running. Seattle residents are encouraged to go to www.seattlepublictransportation.com to reroute their morning work commutes by using alternative transportation.

As for how long the subway strike will last, union members are preparing for at least a week-long standoff, but the city council has expressed hope of resolving the new contracts before the end of the working day.

156. According to the article, what will happen in Seattle next Monday?

- (A) Some roadblocks will be placed on a main street.
- (B) A union will meet with the city council about contracts.
- (C) A fundraiser will be held for an injured employee.
- (D) Subways will be unavailable for work commutes.

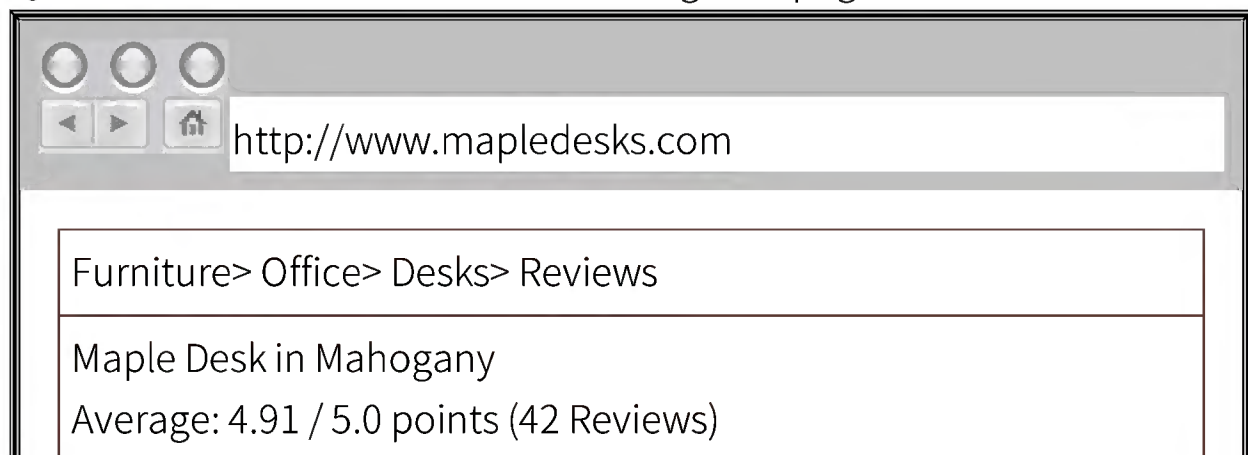
157. Why are readers referred to a Web site?

- (A) To plan a different way to get to work
- (B) To find a list of subway cancelations
- (C) To contact the city council about a strike
- (D) To map their morning subway commutes

158. What is suggested about the city-wide strike?

- (A) It will end by Monday evening.
- (B) It is guaranteed to alleviate traffic.
- (C) It is taking place for the first time.
- (D) It was ordered by the city council.

Questions 159-161 refer to the following Web page.



Sort by: Review Date (newest to oldest)

1. September 30 by Allison Waters in Pittsburgh, PA

Points: 4.5

Pros: stable, affordable, attractive

Cons: heavy

How likely are you to recommend this item to a friend? would recommend

Review: When my old and tattered office desk had seen its last days and needed replacing, I knew I wanted to get a famed Maple Desk. I had heard from colleagues that the maple finish of these desks is exquisite, and as I have face-to-face meetings with my clients daily, my desk's appearance played a role in my purchasing decision. The desk is solidly built, so no matter how much paperwork I pile on my desk, I don't have to worry about the desk collapsing. I was also pleasantly surprised by Maple Desk's fair pricing. Given the beautiful composition and popular name, the prices could be a lot higher than they are. Overall, it's a great desk and just a bit hefty in terms of weight. While that made the move a bit of a pain, the loveliness of the desk made up for it.

Was this review helpful? Vote now.

Yes (11) No (1)

159. What is indicated about the review?

- (A) It awarded the maximum score.
- (B) It led 11 people to buy the desk.
- (C) It is the most recent one posted.
- (D) It was read by 42 reviewers.

160. What is mentioned about the Maple Desk?

- (A) It is reasonably priced.
- (B) It only comes in one color.
- (C) It is carefully handmade.
- (D) It includes wheels for moving.

161. What is suggested about Ms. Waters?

- (A) Her old desk was a Maple Desk.
- (B) Clients sit at her desk regularly.
- (C) She was given a budget for the desk.
- (D) She is dissatisfied with her new desk.

Questions 162-164 refer to the following advertisement.

Diligent Days Workspace: Office space for the busy body

If you have ever owned your own business, you know how expensive renting an office building can be. Rental prices are through the roof, and the leasing market isn't letting up anytime soon. Work smarter, not harder, we say! Office buildings are a thing of the past. Why waste money on empty space when you

can just pay for what you use? We are now introducing an innovative shared office space for working professionals.

The following options are available:

- Desk Rental - When all you need is a desk where you can finish your paperwork, the cheapest option of renting a desk is perfect!
- Standard Room Rental - For professionals who need a bit more room to conduct business or a space to invite clients to, renting a standard room is affordable.
- Deluxe Room Rental - If you're looking for an exclusive personal office feel without the personal office bill, this is your best bet. It is an entirely private office space for rent by the hour.

To reserve a space today, call us at 555-2321. All renters must be over the age of 18 and provide a valid business bureau certificate with the registration number of your company.

162. According to the advertisement, what is an advantage of renting a workspace?

- (A) Office buildings provide a personal office feel.
- (B) The leasing market is steadily decreasing.
- (C) Renters only pay for the space they occupy.
- (D) There are no requirements for renting a workspace.

163. What is NOT indicated about Diligent Days Workspace?

- (A) There are three types of choices available.
- (B) Room rentals are limited to one hour.
- (C) Reservations can be made over the phone.
- (D) Certain rentals offer complete privacy.

164. According to the advertisement, what should a customer provide?

- (A) A copy of a personal ID card
- (B) A signed contract for the workspace
- (C) Payment in full upon renting a workspace
- (D) A certificate and company ID number

Questions 165-167 refer to the following article.

Silverton Technology Searches for Next Big Startup Idea

AUSTIN (July 10) – Giant tech firm Silverton Technology attended the annual Southriver Technology Conference this past Saturday and announced it is looking for the next big startup idea. Silverton will provide funding in the amount of \$1.2 million to the winner of its contest.

Small startup companies are encouraged to submit ideas that could change the future of technology. While previous recipients of Silverton funding were all makers of computer hardware, the technology company specified that it hopes to find environmental technology ideas this time around.

“Global warming cannot be ignored anymore,” said Silverton President Jennie Hapon. “As leaders in the technology field, it’s our responsibility to use our skills to address the world’s most pressing problems.”

During the panel discussion, Hapon highlighted green projects the company is currently working on, such as solar-powered machinery that purifies rainwater.

“Going green is no longer just a catchy slogan,” added Hapon. “It’s the drive behind our work.”

Silverton Technology was started in 2005 by Hapon and her partner, Jorge Ramon. Within the first year of its founding, the company sold its revolutionary rotary technology and raised \$2.5 million dollars. Though its start was in mechanical technology, in recent years, Silverton has shifted toward technology with a social impact.

165. What is suggested about Silverton Technology?

- (A) It is engaged in addressing global warming.
- (B) It hopes to create a revolutionary rotary technology.
- (C) It attends many technology conferences.
- (D) It is in search of young technology inventors.

166. In the article, the word “green” in paragraph 4, line 1 is closest in meaning to

- (A) new
- (B) innovative

- (C) environmental
- (D) comfortable

167. Who most likely is Jennie Hapon?

- (A) A news reporter
- (B) A conference organizer
- (C) A government employee
- (D) An engineer

Questions 168-171 refer to the following online chat discussion.



Gibings, Monica

7:48 A.M.

Good morning. We have a customer inquiry about an order placed on April 2 from the UK. The customer's name is Henry Boare.



Yoo, James

7:51 A.M.

I can't find his name in the order log. What book did he order? We might even have it on hand. Then we could just send him a copy.



Sutter, Ann

7:54 A.M.

I am checking the order backlog in case his slipped through and ended up in the backlog.

Yoo, James



7:55 A.M.

That's a good idea. But since he placed the order last month, let's send it to him as soon as possible. We can worry about what happened later.



Gibings, Monica

8:15 A.M.

The book ID number is 249320. I will ask the customer for his mailing address.



Sutter, Ann

8:16 A.M.

No need! I found his order. The name on the order slip was misspelled as Henry Bore. That would explain why you were not able to locate it. I'll print the shipping label and send his book out immediately.



Yoo, James

8:17 A.M.

Excellent work, Ann. We should find out why his name was misspelled and if it was a mistake on our end. Hopefully, we can prevent this kind of situation from happening again. Monica, please get in touch with the customer and let him know his book is on its way.



Gibings, Monica

8:20 A.M.

Will do. Thank you, Ann and James.



Send

168. What kind of company do the writers most likely work for?

- (A) A paper store
- (B) A bookseller
- (C) A delivery company
- (D) A call center

169. At 7:51 A.M., what does Mr. Yoo most likely mean when he writes, “We might even have it on hand”?

- (A) He thinks the customer likely made a mistake.
- (B) He is concerned that the book may be out of stock.
- (C) He thinks a copy of the order is on his desk.
- (D) He believes the book could be readily available.

170. According to the writers, when will the book be shipped?

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

171. What will Ms. Gibings probably do next?

- (A) Inform the customer his order is being sent
- (B) Ask the customer for his mailing address
- (C) Search the backlog list for the missing order
- (D) Check the inventory to see if the book is available

Questions 172-175 refer to the following letter.

JC Property Management

223 Mountain View Road
Singleton, CO 30036

May 2

Mr. Oliver Kern
789 Tumulo Way, Apt 8A
Singleton, CO 30034

Dear Mr. Kern,

Thank you for notifying us of your intent to vacate your apartment on Sunday, June 20. As per your request, we will perform an inspection of the unit on the same day as your departure. The apartment must be completely empty of all belongings and cleaned before an inspection can be conducted. — [1] — You are, of course, welcome to be present.

If the unit is found to be in satisfactory condition, you will be refunded the full amount of your security deposit of \$800. However, if any problems, such as damage to the walls or flooring beyond normal wear and tear, are found, the cost of repairs will be deducted from your security deposit. — [2] —

Since we cannot know the condition of the unit until the inspection is completed, we are unable to issue you a check on your departure date. Therefore, we ask that you provide us with a forwarding address where we can send a check. — [3] —

I have tentatively scheduled the inspection for 3:00 P.M. If you need to change the time, please contact my office at 555-9822. — [4] —

Sincerely,

Albert Mohn

172. What is the purpose of the letter?

- (A) To issue a warning
- (B) To respond to a complaint
- (C) To request a payment
- (D) To confirm a plan

173. According to the letter, what will happen on June 20?

- (A) Apartment 8A will be repainted.
- (B) A property's condition will be checked.
- (C) Money will be given to Mr. Kern.
- (D) A rental payment will be due.

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




“If I am not personally able to do it, my assistant Karen will.”

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

175. What does Mr. Mohn ask Mr. Kern to do?

- (A) Provide a mailing address
- (B) Hire a professional cleaner
- (C) Suggest a different date
- (D) Write him a check

Questions 176-180 refer to the following e-mails.

To: <reservations@carstogo.com>

From: <johnbuteu@weiberco.com>

Date: Saturday, July 13

Subject: Small Car Reservation

I am submitting my reservation form:

Name: *John Buteu*

Phone: *555-9203*

Car Type: *Small 4-door Sedan*

Number of Drivers: *1*

Number of Passengers: *1*

Rental Dates: *July 18 - July 21*

Starting Time: *9:30 A.M.*

Ending Time: *9:00 P.M.*

Extra Add-ons: Navigation System

Do you need car insurance? [] yes [] no

I need an attachment sent back to me with a copy of the

reservation receipt so that I may submit it to my manager.

Thank you.

John



To: <johnbuteu@weiberco.com>

From: <julies36@carstogo.com>

Date: Monday, July 15

Subject: Re: Small Car Reservation

Dear Mr. Buteu,

Thank you for making a reservation with Cars to Go. Your reservation for a small sedan has been submitted and will be processed as soon as you provide us with additional information that is required for all reservations.

For car rentals longer than 24 hours, all drivers and passengers must be over the age of 25. If your reservation extends beyond 24 hours, please send us a copy of both the driver's and the passenger's identification.

In addition, please note that for any add-ons you request with your reservation, additional fees will apply. The prices are as follows:

Map: \$5

Gas Card: \$10

Navigation System: \$25

Baby Seat: \$30

For guests who require car insurance through our company, a \$200 deposit will be needed at the start of the rental date and will be refunded once the car is safely returned.

To confirm and process your reservation, please send us the required information and your credit card number. For any further inquiries, do not hesitate to contact me directly at my office. My number is 555-1953.

Have a wonderful day,

Julie Soon

Reservations Manager

Cars to Go

176. In the first e-mail, what is suggested about the reservation?

- (A) Two people will be riding in the car.
- (B) A map is needed during the rental.
- (C) The car will be picked up at an airport.
- (D) Proof of the reservation is not necessary.

177. What is indicated about Mr. Buteu's reservation?

- (A) It was approved by his manager.

- (B) It is flexible in terms of what car is needed.
- (C) It has not yet been processed.
- (D) It will have a rental period of one month.

178. What does Ms. Soon offer Mr. Buteu in her e-mail?

- (A) A list of available car features
- (B) An extension on the rental period
- (C) An upgrade on his car reservation
- (D) A number where she can be reached

179. What additional fee will Mr. Buteu be charged?

- (A) \$5
- (B) \$10
- (C) \$25
- (D) \$30

180. What does Ms. Soon NOT need from Mr. Buteu?

- (A) A credit card number
- (B) A confirmation of age
- (C) A \$200 deposit
- (D) A copy of his identification

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

Dougers LLC Monthly Employee Events

Bowling Night – September 1

–Five bowling lanes will be reserved for Dougers employees to

enjoy. Drink and food specials will be available, too. Contact: David (555-6230)

Taco Tuesday – October 1

–A taco buffet will be set up in the employee cafeteria. Come and make your own tacos with toppings including seasoned beef, fajita chicken, cheese, and salsa. Contact: Joe (555-2456)

\$1 Movie Tickets – November 1

–Purchase deeply discounted movie tickets for you and your family to enjoy. There will be three movie options to choose from, and tickets are good through the month of November. Contact: Sally (555-1232)

Christmas Play – December 1

–Join your department for a special holiday outing: The Christmas Carol, a Christmas play, will be showing at the Lelain Theater exclusively for Dougers employees. Contact: Meredith (555-0283)

–For more information on any of the monthly employee events, please call the organizers directly.

From: Jodie Klein <jklein@dougers.com>

To: Betty Smith <bsmith@dougers.com>

Date: November 8

Subject: Christmas Play

Good morning, Betty.

I called Meredith to ask about the Christmas play reservation, and she said that if we require more than 10 tickets, we need to contact the venue and reserve tickets directly.

You and your husband have 3 sons, and my husband and I have 4 children, so our families are quite large. Please reserve the tickets at your convenience. I will wait for your confirmation before telling my family about the event.

We have attended all the previous employee events, and they are spectacular. My children enjoyed the tacos immensely, and we couldn't stop laughing during that hilarious family comedy we saw during movie night. During the bowling event, my kids were able to meet other employees' children, and they remain great friends even to this day. Last year, Dougers organized an overnight summer vacation trip for its employees! I hope the company will do something similar again.

Looking forward to seeing your family,

Jodie

181. What is NOT indicated about the events?

- (A) They may require reservations.
- (B) They are open to friends of employees.

- (C) They are organized by different people.
- (D) They are held on the first day of each month.

182. In the e-mail, the word “spectacular” in paragraph 3, line 1 is closest in meaning to

- (A) visible
- (B) impressive
- (C) sudden
- (D) expensive

183. What is suggested about Ms. Klein?

- (A) She just met Ms. Smith for the first time.
- (B) She will attend her first employee event.
- (C) She has worked at Dougers for over a year.
- (D) She has organized an employee event before.

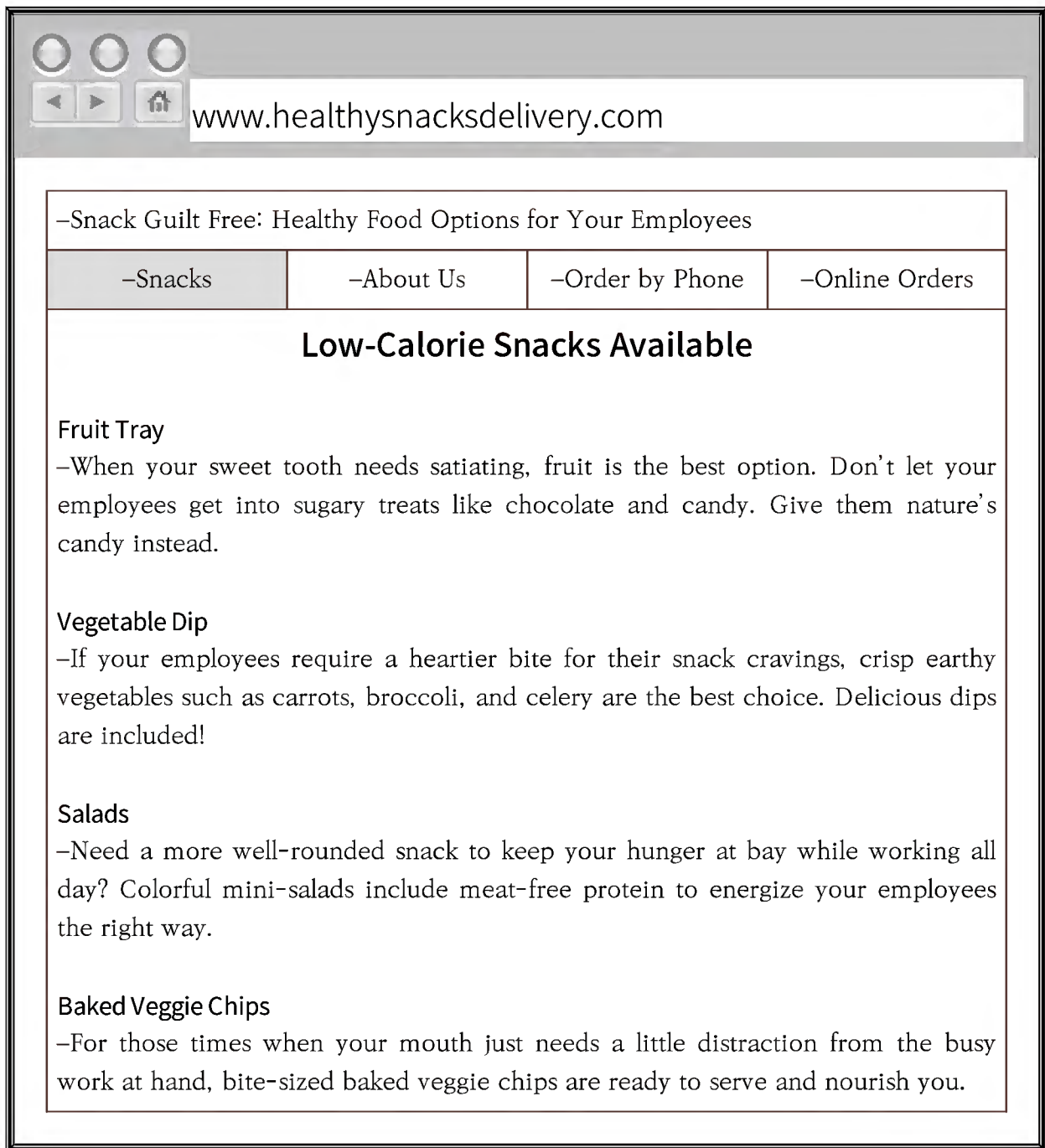
184. Why did Ms. Klein write to Ms. Smith?

- (A) To request that she obtain event tickets
- (B) To suggest she contact the event organizer
- (C) To inquire about the size of Ms. Smith’s family
- (D) To ask if Ms. Smith will attend the Christmas play

185. What is suggested about Ms. Klein’s children?

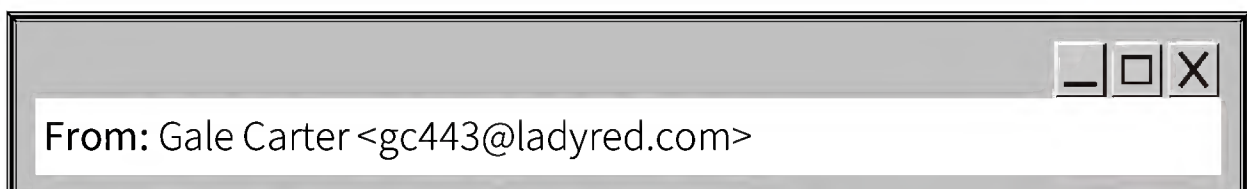
- (A) They missed the September 1 event.
- (B) They were able to see a free movie.
- (C) They have been to the Lelain Theater before.
- (D) They ate in the Dougers cafeteria.

Questions 186-190 refer to the following Web page, e-mail, and information.



The screenshot shows a web browser window with the address bar containing www.healthysnacksdelivery.com. The page title is "-Snack Guilt Free: Healthy Food Options for Your Employees". Below the title is a navigation menu with four items: "-Snacks", "-About Us", "-Order by Phone", and "-Online Orders". The main content area is titled "Low-Calorie Snacks Available" and lists four snack options with descriptions:

- Fruit Tray**
-When your sweet tooth needs satiating, fruit is the best option. Don't let your employees get into sugary treats like chocolate and candy. Give them nature's candy instead.
- Vegetable Dip**
-If your employees require a heartier bite for their snack cravings, crisp earthy vegetables such as carrots, broccoli, and celery are the best choice. Delicious dips are included!
- Salads**
-Need a more well-rounded snack to keep your hunger at bay while working all day? Colorful mini-salads include meat-free protein to energize your employees the right way.
- Baked Veggie Chips**
-For those times when your mouth just needs a little distraction from the busy work at hand, bite-sized baked veggie chips are ready to serve and nourish you.



The screenshot shows the header of an email with the "From:" field containing the text: "From: Gale Carter <gc443@ladyred.com>". The window title bar at the top right shows standard minimize, maximize, and close buttons.

To: inquiry@healthysnacksdelivery.com

Date: July 22

Subject: Food Allergies and Available Options

Hi,

I run a medium-sized company, with 100 employees including me, located in downtown Portland, Oregon. Among my staff, dietary restrictions vary, and while I would like to offer all my employees healthy options for snacking, it has come to my attention that a few of my workers have food allergies, including both of my personal administrative assistants. Specifically, these employees are gluten-intolerant; therefore, any snacks made with wheat, such as crackers, cannot be served in our office.

Please send me a price listing of all your snacks that fit our requirements.

Sincerely,

Gale

SNACK PRICING – CLIENT: LADY RED

Order Size

150 servings or less (standard price listed)

151 - 300 servings (save 10% off the standard price)
over 300 servings (save 20% off the standard price)

Snacks (Standard Price)

Fruit Tray: \$3.00/serving

Vegetable Dip: \$3.50/serving

Caesar Salad: \$4.50/serving

Tomato Salad: \$5.00/serving

To place an order, e-mail us the order size, snacks of choice, method of payment, and delivery date and address.

186. On the Web page, the word “well-rounded” in paragraph 3, line 1 is closest in meaning to

- (A) complete
- (B) curvy
- (C) digestible
- (D) smooth

187. What is suggested about the baked veggie chips?

- (A) They are currently out of stock.
- (B) They must be ordered by phone.
- (C) They contain wheat gluten.
- (D) They have a lot of calories.

188. What is indicated about Ms. Carter’s administrative assistants?

- (A) They were recently hired.
- (B) They follow a vegetarian diet.

- (C) They suggested Healthy Snacks Delivery.
- (D) They cannot eat certain crackers.

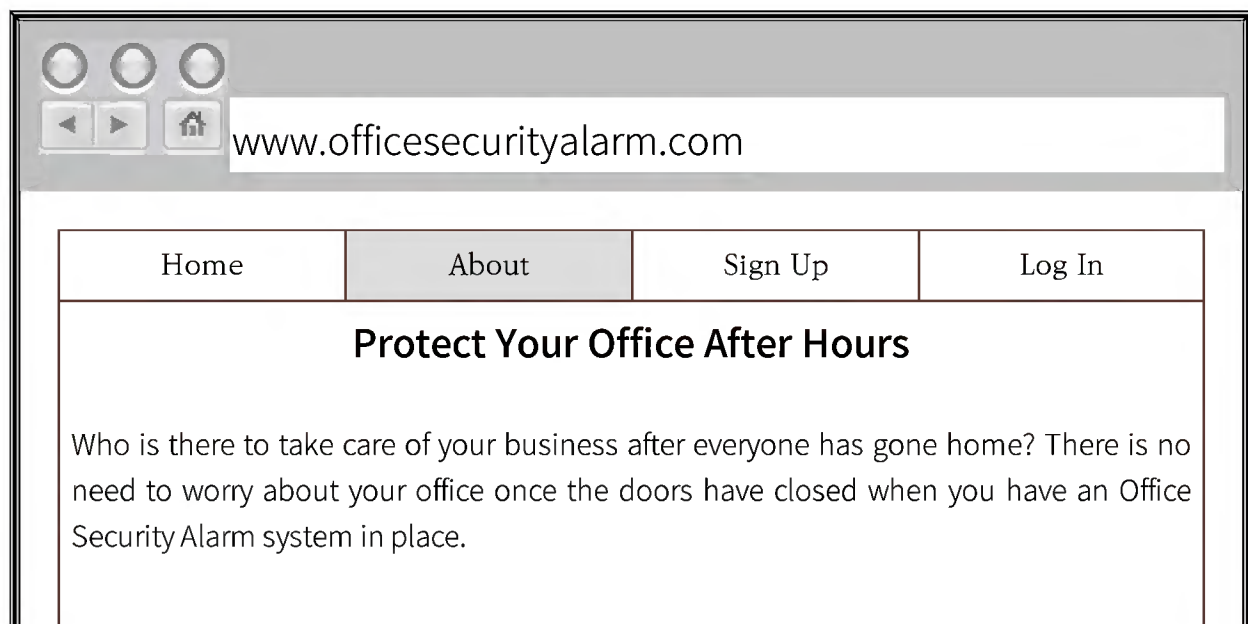
189. What will Ms. Carter be charged to order one fruit tray serving per employee?

- (A) \$240
- (B) \$270
- (C) \$300
- (D) \$330

190. What is Lady Red NOT instructed to do to order snacks?

- (A) Place a phone call
- (B) Specify how it will pay
- (C) State the number of servings
- (D) Send an e-mail message

Questions 191-195 refer to the following Web page, online form, and e-mail.



The screenshot shows a web browser window with the address bar displaying www.officesecurityalarm.com. The page features a navigation menu with four items: Home, About, Sign Up, and Log In. The main content area is titled "Protect Your Office After Hours" and contains the following text:

Who is there to take care of your business after everyone has gone home? There is no need to worry about your office once the doors have closed when you have an Office Security Alarm system in place.

With our alarm system, any motion within your office will trigger a siren and alert the local authorities of an intruder. Prevent burglaries and break-ins for just \$9.99 a month for our basic system.

Maybe your business uses high-end technology and sophisticated machinery that require top-notch security and the monitoring of your office after operating hours. For those who desire around-the-clock surveillance, we can set up cameras with live video feeds accessible anytime, anywhere starting at \$29.99 a month.

To sign up for one of our security systems today, click here.

The screenshot shows a web browser window with the address bar containing "www.officesecurityalarm.com/clientaccountWelcome: Bob Harsey". The page features a navigation menu with four buttons: "-Home", "-About", "-Register", and "-Log In". Below the menu, there are two sections: "Client Information:" and "Payment Information:". The "Client Information:" section lists "-Client: Bob Harsey" and "-Account number: 243560". The "Payment Information:" section lists "-Amount: \$9.99", "-Type: Wire Transfer", "-Frequency: Monthly", "-Payment is due on the 15th of every month.", and "-Note: For late payments, please pay by phone: 555-2567".

-Home	-About	-Register	-Log In
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Client Information:
-Client: Bob Harsey
-Account number: 243560

Payment Information:
-Amount: \$9.99
-Type: Wire Transfer
-Frequency: Monthly

-Payment is due on the 15th of every month.

-Note: For late payments, please pay by phone: 555-2567

191. On the Web page, the word “sophisticated” in paragraph 3, line 1 is closest in meaning to

- (A) subtle
- (B) experienced
- (C) complex
- (D) polished

192. What is true about Office Security Alarm?

- (A) Payment is due bi-monthly.
- (B) Service fees are negotiable.
- (C) One type of service is available.
- (D) Late payments are accepted.

193. What is indicated about account #243560?

- (A) It has to pay a late fee.
- (B) It was billed for the basic system.
- (C) It was paid by phone.
- (D) It was updated in February.

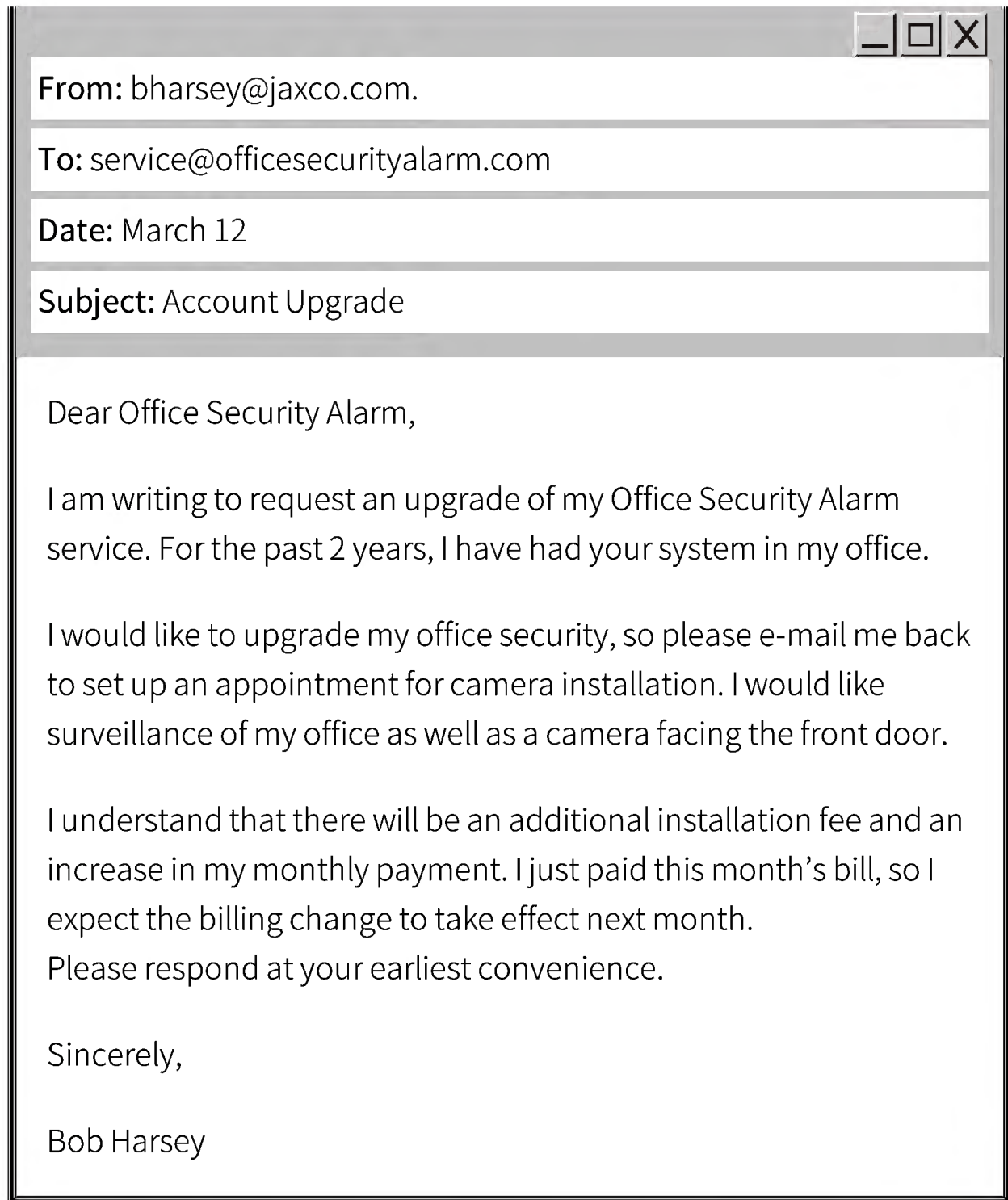
194. Why did Mr. Harsey send the e-mail?

- (A) To review different payment options
- (B) To report an error on his account
- (C) To make a payment on his account
- (D) To schedule the installation of some equipment

195. What is suggested about Mr. Harsey?

- (A) He will pay at least \$29.99 in April.
- (B) He is a new client at Office Security Alarm.
- (C) He would like a pricing list sent to him.
- (D) He is uncertain about changing his plan.





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

NOTICE

To: Paperfax LLC

Date: Friday, May 23

This notice is to inform you that the Internet in your area will be changed from the standard Internet service to the new high-speed fiber optic system.

All office buildings in the area will be affected. The new service price options are as follows:

- \$45/month standard fiber optic
- \$55/month high-speed fiber optic
- \$65/month ultra-high-speed fiber optic

Be advised that your current Internet service will end at 5:00 P.M. today. New service will commence on Monday at 7:00 A.M.

For more information, e-mail Josh Bergen: joshb@netservice.com

Sincerely,

Benjamin Mauer
Netservice Incorporated



From: kimberlyhwang@paperfax.net

To: joshb@netservice.com

Date: Friday, May 23

RE: Highland Views' Better Business Bureau Complaint

Dear Mr. Bergen,

I received your notice about the Internet being cut off this evening. I am going to file an official complaint against your company with the Highland Views' Better Business Bureau for inadequate notice. You have given us only a few hours to prepare for a complete shutdown of our online capabilities, which will have a negative impact on my business. Plus, I will have to pay more than my current \$35-a-month fee.

Will you compensate me for any financial setbacks that occur due to the Internet outage? If you are going to terminate a service that has been in place for years, you must give more advance notice.

Sincerely,

Kimberly Hwang



From: joshb@netservice.com

To: kimberlyhwang@paperfax.net

Date: Friday, May 23

RE: Re: Highland Views' Better Business Bureau Complaint

Dear Ms. Hwang,

I would like to apologize on behalf of Netservice Incorporated. We acknowledge our mistake of not informing the surrounding businesses of the Internet termination sooner.

We will extend your standard cable Internet access until Sunday at 5:00 P.M. and also upgrade you to our high-speed service for no additional fees beyond the standard service.

Sincerely,

Josh Bergen

196. What is the purpose of the notice?

- (A) To introduce a new building manager
- (B) To request a transfer of service
- (C) To explain a new technology that is available
- (D) To announce the termination of a service

197. In the first e-mail, the word "file" in paragraph 1, line 1 is closest in meaning to

- (A) catalog
- (B) organize
- (C) gather

(D) submit

198. What is suggested about Ms. Hwang?

- (A) She refuses to switch to the new service.
- (B) She has used cable Internet for years.
- (C) She is satisfied with Netservice Incorporated.
- (D) She wants to upgrade to the fastest option.

199. What will Ms. Hwang most likely pay for the service Mr. Bergen offers her?

- (A) \$35
- (B) \$45
- (C) \$55
- (D) \$65

200. What is the earliest Ms. Hwang can use the new Internet service?

- (A) On Friday
- (B) On Saturday
- (C) On Sunday
- (D) On Monday

TEST 04

五

55 min

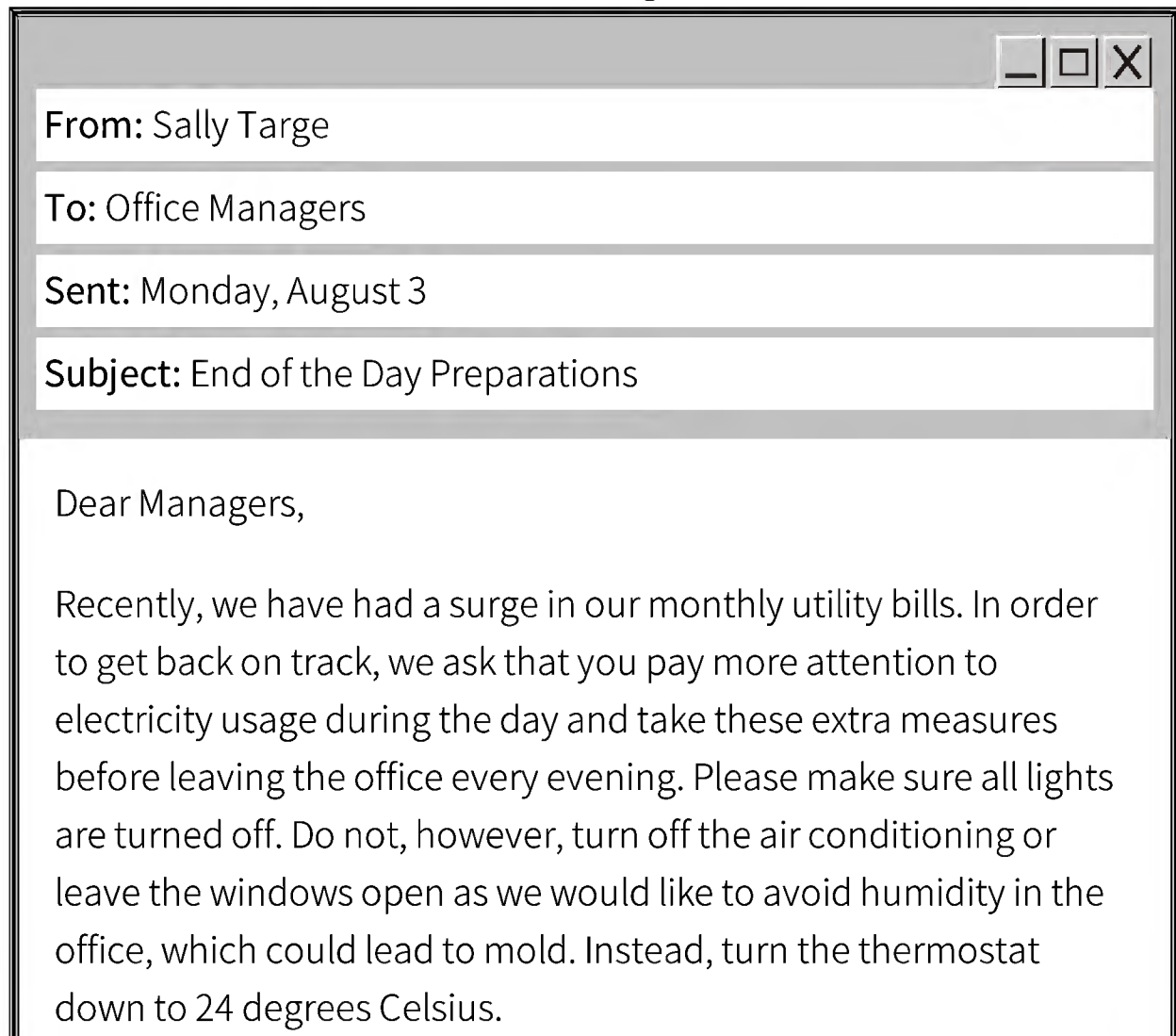
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5

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.



The image shows a screenshot of an email client window. The window has a title bar with minimize, maximize, and close buttons. The email header is displayed in a table-like format with the following fields:

From: Sally Targe
To: Office Managers
Sent: Monday, August 3
Subject: End of the Day Preparations

Below the header, the beginning of the email body is visible, starting with the salutation "Dear Managers," followed by a paragraph of text.

Dear Managers,

Recently, we have had a surge in our monthly utility bills. In order to get back on track, we ask that you pay more attention to electricity usage during the day and take these extra measures before leaving the office every evening. Please make sure all lights are turned off. Do not, however, turn off the air conditioning or leave the windows open as we would like to avoid humidity in the office, which could lead to mold. Instead, turn the thermostat down to 24 degrees Celsius.

Thank you.

Sally Targe

Corporate Manager

147. Why did Ms. Targe send the e-mail?

- (A) To inquire about ways to save energy
- (B) To request recurring actions
- (C) To notify employees of a company problem
- (D) To ask managers to turn off all the equipment

148. What are employees asked to do?

- (A) Turn off the air conditioning during the day
- (B) Open the windows when it is too humid
- (C) Turn on lights before leaving at night
- (D) Lower the office temperature at the end of the day

Questions 149-150 refer to the following text message chain.

The image shows a text message chain interface. On the left, there is a circular profile icon for Celine Bannel. To its right, the name "Celine Bannel" is displayed above a message bubble. The message bubble contains the text: "Can you finish putting together the board meeting packets by 8:55 A.M.? That will give us an extra 5 minutes to set up the conference room." To the left of the message bubble, the time "7:25 A.M." is shown. At the bottom of the interface, there is a grey input field with the name "William Venice" and a circular profile icon to its right.

I still need to print the last page of graphs, but I will try my best.

7:36 A.M.



Celine Bannel

7:40 A.M.

I don't think all of the interns are busy. We need the room set up by the time the meeting starts. No delays.

William Venice

I grabbed two interns from Marketing to lend a hand.



7:43 A.M.



Celine Bannel

7:49 A.M.

Message me when you head to the conference room with the completed packets. Thanks.

William Venice

Ms. Bannel, I've got the packets with me in the conference room, now. Setup is almost done.



8:52 A.M.



Celine Bannel

8:53 A.M.

Good. See you soon.



Send



149. What is suggested about the board meeting?

- (A) It is about the interns.
- (B) It will take 5 minutes.
- (C) It will begin at 9:00 A.M.
- (D) It has been rescheduled.

150. At 7:40 A.M., why does Ms. Bannel write, “I don’t think all of the interns are busy”?

- (A) To suggest Mr. Venice ask for help
- (B) To criticize Mr. Venice’s management style
- (C) To report a problem in the office
- (D) To invite the interns to attend the meeting

Questions 151-153 refer to the following form.

HOLTZ Corporation

Supply Request Form

Supplies Needing to be Ordered:

NAME: *Mark Colbert*

DATE: *March 13*

DEPARTMENT: *Sales*

EMPLOYEE ID#: *S201343*

SUPPLIES NEEDED: *Dry erase markers*

QUANTITY: *10*

DATE NEEDED BY: *As soon as possible*

SPECIAL INSTRUCTIONS:

We're down to our last marker in the sales room. We have been using markers made by Case, but any brand will do. The important thing is that they have a broad tip and that they be black. Please have the new markers delivered to our cubicle on the 4th floor as soon as they arrive.

DELIVER TO: Sales Cubicle, 4th floor, Building B

FOR DEPARTMENT USE ONLY:

Received by: Anita Jones

Order Completed: Yes

Date and time: March 13, 9:10 A.M.

Order Date and time: March 13, 9:30 A.M.

Initials: AJ

Order Delivered: _____

151. What does Mr. Colbert NOT request on the form?

- (A) The markers need to be a specific color.
- (B) The markers need to be delivered to him.
- (C) The markers need to be ordered quickly.
- (D) The markers need to be a specific brand.

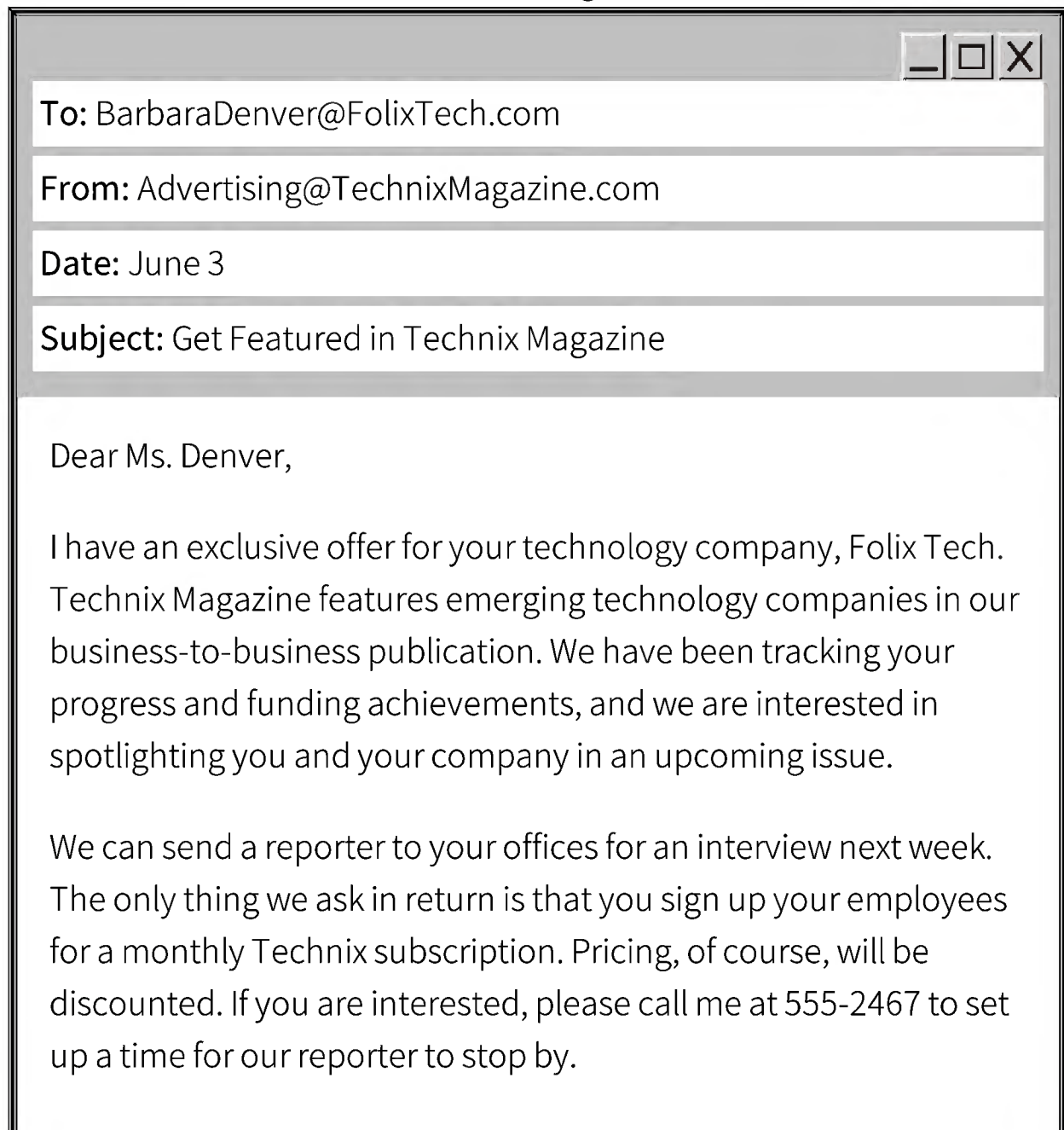
152. Who most likely is Anita Jones?

- (A) An assistant to Mr. Colbert in Sales
- (B) A worker at an office supply store
- (C) An employee at the HOLTZ Corporation
- (D) A clerk in the HOLTZ Corporation's mailroom

153. What is indicated about the supply order?

- (A) It was submitted over the phone to Ms. Jones.
- (B) It was completed the same day it was received.
- (C) It was processed by two different employees.
- (D) It was delivered to Building B in the morning.

Questions 154-155 refer to the following e-mail.



The image shows a window representing an email. The window has a title bar with standard minimize, maximize, and close buttons. The email header is displayed in a light gray background with the following fields:

- To:** BarbaraDenver@FolixTech.com
- From:** Advertising@TechnixMagazine.com
- Date:** June 3
- Subject:** Get Featured in Technix Magazine

The body of the email contains the following text:

Dear Ms. Denver,

I have an exclusive offer for your technology company, Folix Tech. Technix Magazine features emerging technology companies in our business-to-business publication. We have been tracking your progress and funding achievements, and we are interested in spotlighting you and your company in an upcoming issue.

We can send a reporter to your offices for an interview next week. The only thing we ask in return is that you sign up your employees for a monthly Technix subscription. Pricing, of course, will be discounted. If you are interested, please call me at 555-2467 to set up a time for our reporter to stop by.

Sincerely,

Angela White

Technix Magazine

154. What is offered to Ms. Denver?

- (A) A free Technix subscription
- (B) A refund for employees
- (C) A marketing opportunity
- (D) A discounted advertisement space

155. What does Ms. White invite Ms. Denver to do?

- (A) Review a subscription
- (B) Contact her by phone
- (C) Offer her a discount
- (D) Meet her for an interview

Questions 156-158 refer to the following brochure.

Commercial Actors for Hire: Highlight Your Company with Professional Acting

We have all seen the cheesy, cheap, and poorly produced commercial videos on television that bring nothing but embarrassment to the company featured. — [1] — Don't fall victim to such bad marketing! Hire skilled professional actors from Ace Acting to really give your

commercials spark. Draw in customers and build your business with an enticing commercial.

Ace Acting’s actors are handpicked and trained in acting techniques for no less than 6 months. — [2] — Many of our seasoned actors even have certifications from technical workshops in case your commercial requires a specific technique. “Dramatic, humorous, whatever talent you are looking for, we’ve got it!” says company founder John Lemons.

Ready to scope out our talent pool? — [3] — Stop by the Ace Acting studio to browse through actors’ profiles or to meet the talent directly. While there, you can also sit in and observe one of the many acting classes.

Not quite sure what kind of commercial your company wants to make? Take a seat in our gallery viewing room and watch an array of advertisements produced by Ace Acting. — [4] — We can help. Come see us today!

156. What is NOT mentioned about Ace Acting?

- (A) It was established by John Lemons.
- (B) It doesn’t have its own commercial film crew.
- (C) It has an archive of commercials.
- (D) It teaches acting techniques.

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

“We can even tailor a script to your company’s needs if you have no ideas.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

158. What is indicated about the actors at Ace Acting?

(A) They are recruited from local theaters.

(B) They are available to meet with potential clients.

(C) They are personally trained by Mr. Lemons.

(D) They are hired for a minimum of six months.

Questions 159-161 refer to the following information.

Cleaning Supplies Bulk Delivery

Large buildings require a lot of cleaning, and a lot of cleaning means a large amount of cleaning supplies. If you are an administrator for your company in charge of ordering supplies, this message is for you: Don't waste your company's precious budget on ordering and reordering cleaning supplies. Think bigger. Order in bulk!

Visit our Web site, www.cleaningbulk.com, to see just how heavily discounted our bulk cleaning supplies are. Place the items you need in your cart, and your completed bulk order will be delivered within 48 hours. It's really that easy.

If storage is a concern, we also offer weekly or monthly delivery setups. No supply storage room is necessary. We will only deliver the supplies you need for the period that you set (one week, for example), and you can change the frequency at any time. One of our clients, for example, orders 12 liters of bathroom cleaner to be delivered every 3 weeks.

So what are you waiting for? Order today!

159. According to the information, what is a benefit of ordering in bulk?

- (A) Getting high-quality supplies
- (B) Finding specialized products
- (C) Saving a large amount of time
- (D) Reducing business expenses

160. According to the information, when is the latest an order will arrive?

- (A) In a few hours
- (B) In one day
- (C) In two days
- (D) In one week

161. What is NOT indicated about the recurring delivery service?

- (A) The supplies will be delivered routinely.
- (B) Orders can be modified between deliveries.
- (C) Customers can set the duration of delivery.

(D) Orders can be made online.

Questions 162-164 refer to the following letter.

June 31

Dear Friends and Family of Pax Go,

The Pax Go Cosmetics Company is hosting a picnic for friends and family of our employees on Sunday, July 14.

Pax Go focuses on natural, organic skincare and makeup that enhances users' natural beauty and shines a light on the beauty already there. The company was founded by Marlene Kay, who was tired of the message the makeup industry was sending about needing to cover flaws and to appear perfect.

While growing her business, she relied heavily on her family and friends to help brainstorm ideas, create campaigns, fine-tune products, market her makeup, and spread the word. Before long, Pax Go was a thriving entity, and even to this day, 20 years later, Ms. Kay has nothing but gratitude for the family and friends of Pax Go.

"I wouldn't be here today if it weren't for the support of my family and friends, and I think many of our employees feel the same. That is why we host this special event that honors those closest to our company every year," stated Ms. Kay at last year's event.

Please join Pax Go on July 14.

Sincerely,

Hugh Britters

Pax Go Events Coordinator

162. What is the purpose of the letter?

- (A) To announce a leadership change
- (B) To disclose a mission statement
- (C) To detail a new company plan
- (D) To offer an invitation to an event

163. In the letter, the word “cover” in paragraph 2, line 3 is closest in meaning to

- (A) report
- (B) fix
- (C) conceal
- (D) include

164. What is NOT indicated about Pax Go?

- (A) It was started two decades ago.
- (B) It holds an annual get-together.
- (C) It values family relationships.
- (D) It will expand in the near future.

Questions 165-167 refer to the following advertisement.

**Citywide Office Safety Training Events
Taught by Philadelphia Police and Firemen’s**

Association

Safe Ladder Use:

Accidents happen at work all the time, and the chances of injury increase tenfold with ladder use. Ensure all your employees know the proper way to use a ladder with our training. We detail a 3-points-of-contact system that eliminates nearly all ladder accidents.

Deescalating Office Aggression:

Tensions can be high in a stressful work setting. Make sure all your employees know how to handle a disgruntled coworker or deescalate a potentially violent argument between staff.

Emergency Fire Drill Practice:

Do your employees know where to go in case a fire breaks out? Is there a safety plan in place? We can help you set up a company-wide escape plan and run fire drills so that everyone is prepared.

Inclement Weather Safety:

What will your office do when facing especially bad weather?

With the number of natural disasters on the rise, it is important to carve out an evacuation plan if inclement weather strikes.

Schedule this training to ensure employees' safety during weather emergencies.

To schedule one or more of these office safety trainings, visit our Web site at www.paofficesafety.org. Additional courses beyond

those listed can be requested.

165. What is suggested about the Philadelphia Police and Firemen's Association?

- (A) It accepts donations on its Web site.
- (B) It conducts training at various locations.
- (C) It offers more than four training events.
- (D) It has highly experienced teachers.

166. What is indicated about the citywide office safety training events?

- (A) There is a fee to participate.
- (B) They are held in all weather conditions.
- (C) Participants practice real-life skills.
- (D) They can be booked online.

167. What event most likely teaches interpersonal communication skills?

- (A) Safe Ladder Use
- (B) Deescalating Office Aggression
- (C) Emergency Fire Drill Practice
- (D) Inclement Weather Safety

Questions 168-171 refer to the following online chat discussion.



Wendy Young

5:01 P.M.

Guys, we need ideas for the upcoming employee outing. Last month, we saw a play, and before that, we had a cultural

event. What should we do this month?



Harry Sims

5:03 P.M.

I think a company dinner would be a nice change. We could have a delicious meal for everyone to enjoy and chat over.



Josh Bae

5:05 P.M.

I'm all in for that. Who doesn't like good food and conversation?



Harry Sims

5:06 P.M.

How about if we start by deciding on what kind of food we want? And what about having a theme for the evening?



Wendy Young

5:07 P.M.

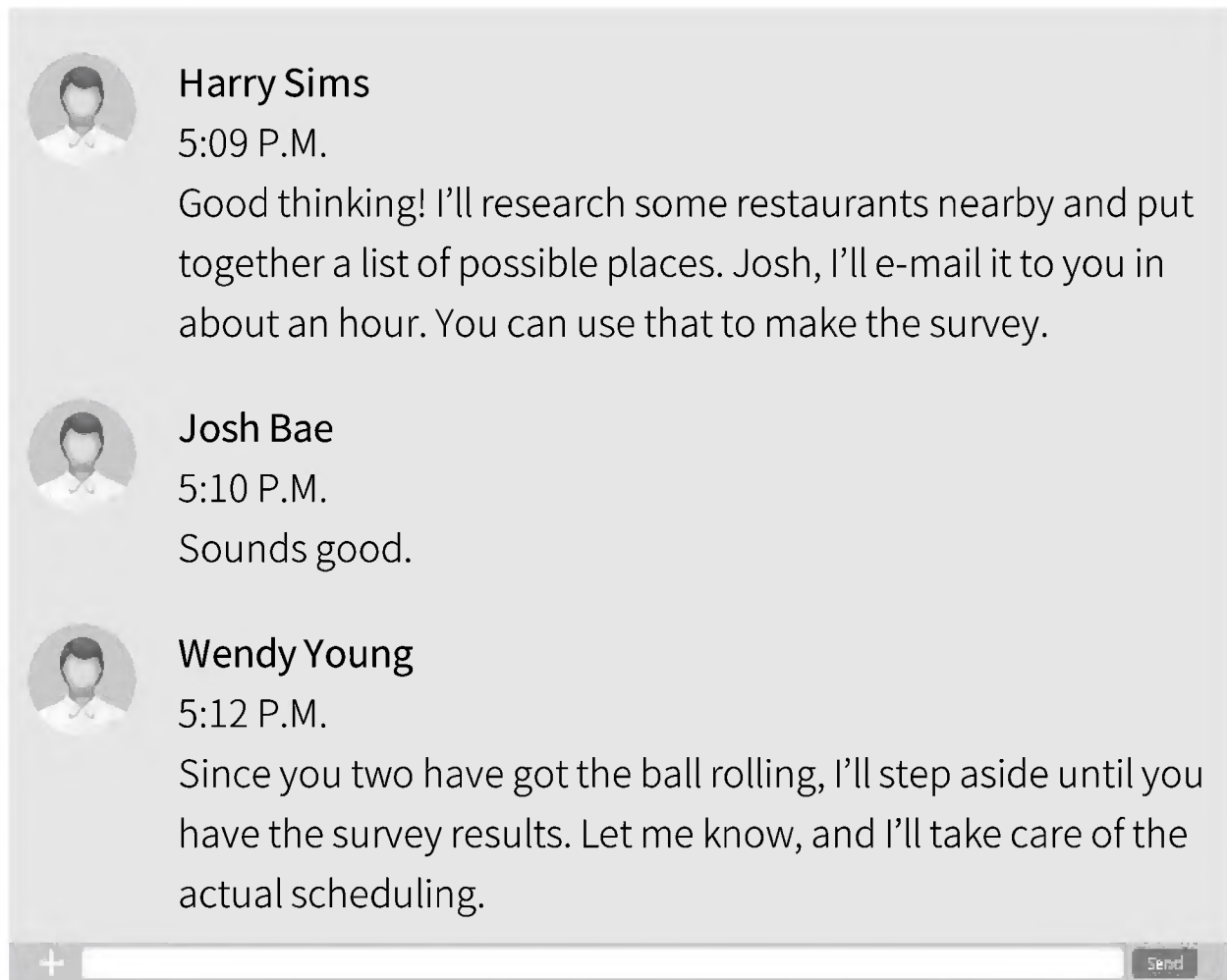
Dinner sounds good, but there are a lot of things to consider, and not just the food. We'll need to find a place that has enough space for a big group. Then there is the issue of food allergies and dietary restrictions.



Josh Bae

5:08 P.M.

How about surveying the staff to see what everyone would like to eat and to find out about the food concerns you mentioned?



168. What is most likely true about the cultural event?

- (A) Mr. Sims organized it.
- (B) It took place at a theater.
- (C) Few employees participated.
- (D) It was held two months ago.

169. What is suggested about the upcoming employee outing?

- (A) A similar event was organized before.
- (B) Many people are expected to attend.
- (C) Ms. Young will conduct a survey.
- (D) Different types of seafood will be served.

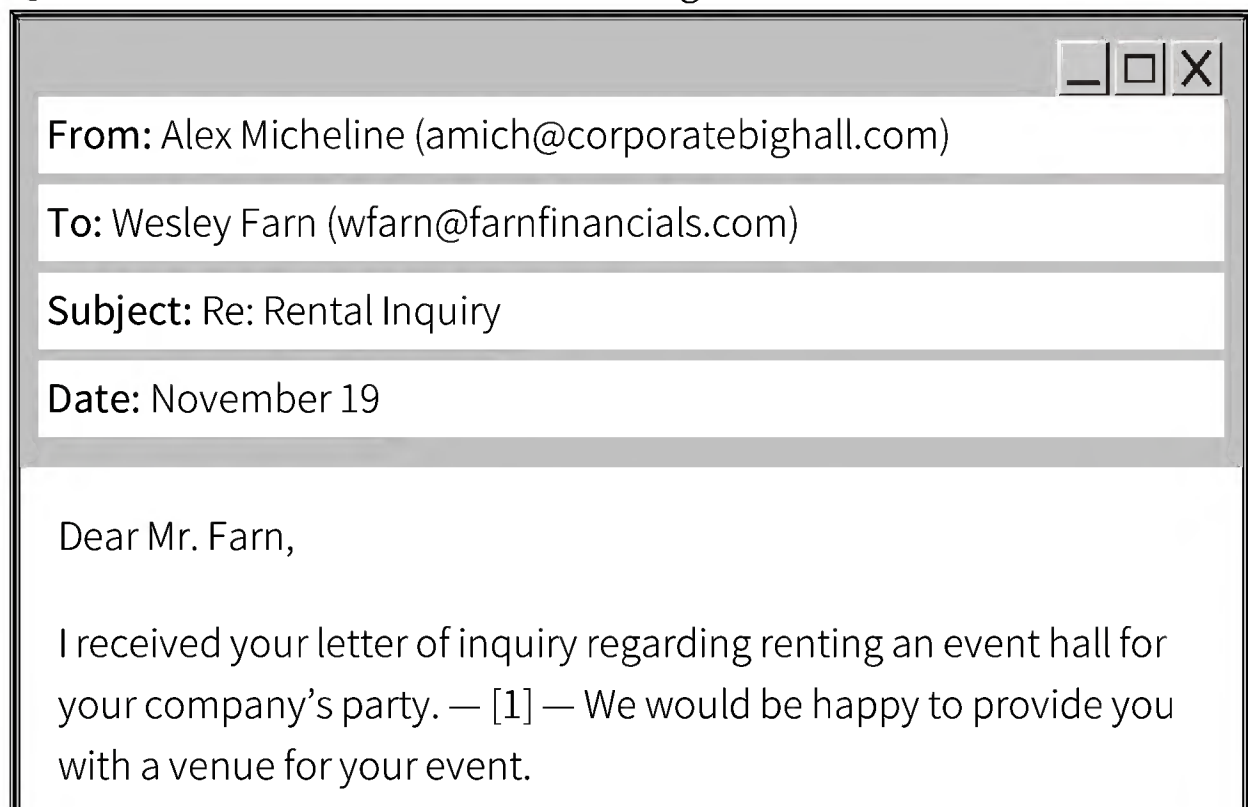
170. At 5:05 P.M., what does Mr. Bae most likely mean when he writes, “I’m all in for that”?

- (A) He really enjoyed last month’s show.
- (B) He wants to be in charge of planning.
- (C) He likes the suggestion of having dinner.
- (D) He prefers that they have food delivered.

171. What is indicated about the survey?

- (A) It will be created by Mr. Sims.
- (B) It will ask about what people can’t eat.
- (C) It will be distributed by e-mail.
- (D) It will include a list of possible dates.

Questions 172-175 refer to the following e-mail.



The image shows a screenshot of an email window. The window has a title bar with minimize, maximize, and close buttons. The email header is displayed in a white box with a grey border, containing the following information:

- From:** Alex Micheline (amich@corporatebighall.com)
- To:** Wesley Farn (wfarn@farnfinancials.com)
- Subject:** Re: Rental Inquiry
- Date:** November 19

Below the header, the beginning of the email body is visible, starting with "Dear Mr. Farn," followed by a paragraph: "I received your letter of inquiry regarding renting an event hall for your company’s party. — [1] — We would be happy to provide you with a venue for your event."

According to the form, your requested rental date is December 22, and your list of requirements includes space, chairs, catering, and music. To complete your reservation, please e-mail me back with how many guests you expect and your credit card information. — [2] —

I've attached a menu options list with this e-mail. Choose what appetizer and main entrée you would like served at your party, and we will have our caterer contact you to confirm the menu and serving time. — [3] —

You and your associates may access the venue on Friday, December 21, after 6:00 P.M. in order to drop off any personal supplies you will need and to set up any additional decorations you may have.

I will be on the premises that Friday as well. If you have any questions that day, feel free to come to my office on the 2nd floor, or you may e-mail me at the above address at any time. — [4] —
Please note that the total payment must be paid in cash in full by the day of the event. After receipt of payment, your card will be cleared of the deposit charge.

Sincerely,

Alex Micheline
Event Planner
Corporate Big Hall

172. On what day is the Farn Financials event?

- (A) Thursday
- (B) Friday
- (C) Saturday
- (D) Sunday

173. What is indicated about the Corporate Big Hall?

- (A) It offers a selection of live bands.
- (B) It arranges food service for events.
- (C) It does not require a deposit for events.
- (D) It has worked with Farn Financials before.

174. What does Mr. Micheline ask Mr. Farn to do?

- (A) Send the number of attendees
- (B) Pay the remainder of a bill
- (C) Send invitations to guests
- (D) Contact a catering company

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

“We will run it for a deposit amount of \$100.00 in order to hold the space.”

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

Questions 176-180 refer to the following press release and Web page.

For Immediate Release Contact: Adam Shield, 555-2351

Built Train for Commuters

Starting on Monday, June 22, Heinsfield Station will offer bullet train services for commuters to Champagne Station, 125 kilometers away in downtown Heinsfield. The route will run nonstop between the stations, a perk of the recent opening of a large conglomerate, Homeaway Products.

With the opening of Homeaway, 50,000 employees commute to the nearby Champagne station daily. The heavy traffic prompted city officials to open new train routes to alleviate congestion. The bullet train had been tested in Los Angeles and New York with much success and unprecedented speeds. The bullet train features 10 cars with 70 seats in each.

Ticket costs for the bullet train are higher than those for the regular trains, but monthly passes can be purchased by working professionals, who will ride to and from the office every day, at a slight discount. Cars 3 through 5 are for women only to ensure extra measures of safety and comfort for female riders.



<https://www.bullettrainusa.org>

To leave an inquiry or comment for Champagne Station services, complete the form below:

Name: Hailey Nirem

Date: July 6

Phone: 555-8261

E-mail: hanir@mailnets.com

Comments:

I cannot tell you how happy my fellow Homeaway colleagues and I are to have the direct bullet train route taking us from home to work and back again. Before the opening of this segment, I was driving a long distance back and forth every day!

But I would like to inform you of a mechanical error that has occurred twice on my way to work, and I worry that it could lead to larger problems. The left-side door on car 4 seems to get stuck halfway through closing every once in a while. There have been moments where riders believe the train will start running with the door partially open! Please send a technician to repair the malfunctioning door. Speed and efficiency are welcomed and appreciated by your riders, but safety is important and key. Thank you for your time.

176. In the press release, what is NOT mentioned about the bullet train?

(A) Commuters can get tickets at a reduced rate.

- (B) It travels 125 kilometers one way.
- (C) It will offer direct service between two stations.
- (D) Passengers can buy tickets on the train.

177. What is the reason the new service is being offered?

- (A) It is replacing an outdated train.
- (B) It was donated by a major corporation.
- (C) It aims to reduce overcrowding.
- (D) It was demanded by local commuters.

178. Why did Ms. Nirem visit the Champagne Station Web site?

- (A) To change her ticket
- (B) To complain about a schedule
- (C) To inquire about tickets
- (D) To report a problem

179. Where does Ms. Nirem most likely live?

- (A) Champagne
- (B) Heinsfeld
- (C) Los Angeles
- (D) New York

180. What is suggested about Ms. Nirem?

- (A) She has a monthly unlimited ticket.
- (B) She now drives 250 kilometers a day.
- (C) She rode in a car restricted to females.
- (D) She recently received a job promotion.

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

November 4

Edwina Shangles
293 Bener Lane
Boston, MA 23163

Dear Ms. Shangles,

We spoke briefly on the phone last week about the appointment I made to have the holiday decorations put up in my office building. As I mentioned in our conversation, the building is quite large. It is 10 stories high with 2 sets of stairways and 15 offices on each floor.

I would like to remind you to send me a breakdown of the installation day schedule the day prior to the actual setup. I will need to arrange times with the departments on each floor for offices to be vacated in order for the decorating to take place. The affected employees will need somewhere to go during that time. As you may already know, this requires a lot of preplanning and coordination.

I look forward to hearing from you.

Sincerely,

Laura Zeal
Managing Director

Installation Day Schedule

Tuesday, November 28

9:15 A.M. – 9:45 A.M.	Crew arrives and unloads trucks
9:45 A.M. – 10:45 A.M.	Measurements
10:45 A.M. – 11:50 A.M.	Decoration preparation
11:50 A.M. – 2:00 P.M.	Installation: 1st & 2nd floors
2:00 P.M. – 3:00 P.M.	Installation: 3rd floor
3:00 P.M. – 5:00 P.M.	Installation: 4th & 5th floors
5:00 P.M. – 7:00 P.M.	Installation: 6th & 7th floors
7:00 P.M. – 8:00 P.M.	Installation: 8th floor
8:00 P.M. – Finish	Installation: 9th & 10th floors

181. What is the reason Ms. Zeal wrote to Ms. Shangles?

- (A) To remind Ms. Shangles of an existing appointment
- (B) To schedule a phone conversation
- (C) To inquire about an installation payment
- (D) To request further information be sent

182. In the letter, the word “vacated” in paragraph 2, line 3 is closest in meaning to

- (A) closed
- (B) emptied
- (C) relaxed
- (D) unlocked

183. According to the information, what is true about the planned work?

- (A) It will be carried out by Ms. Shambles.
- (B) It will begin at the bottom of the building.
- (C) It will continue for two days.
- (D) It will stop only for meal breaks.

184. How many offices are expected to be decorated by 2:00 P.M.?

- (A) 2
- (B) 15
- (C) 30
- (D) 40

185. On what date will the installation day schedule most likely be sent?

- (A) November 26
- (B) November 27
- (C) November 28
- (D) November 29

Questions 186-190 refer to the following advertisement, e-mail, and form.

Paid Advertisement

Hypercolor Clarity Print Services

Hypercolor Clarity guarantees crystal-clear printing services for your

business. Whether it is a stack of small business cards or a wall-sized advertisement poster, each of your print projects will be handled with care and printed using only the latest technology.

Enjoy an additional 20% discount on services totaling more than \$100.00 in the month of March.

April Promotions:

Business cards: 500 cards for \$90.00.

Color Brochures: 100 brochures for \$75.00.

Posters: 10 posters for \$55.00.

For more information, e-mail us at inquiry@hypercolor.com

To: inquiry@hypercolor.com

From: YeminAsher@soundsori.net

Date: April 2

Re: Intern manuals need printing

Attachment: orderform, internmanual_TF, adposter

Good morning. I saw your advertisement in the Daily Bureau paper and would like to hire your company to prepare our intern manuals. My company will host a large workshop for over 100 interns, so we must prepare a lot of printed materials. These need to be assembled into individual packets.

I also saw on your Web site that posters can be printed for a special price this month. I would like to order 20 posters as well. I would appreciate it if the posters are delivered a week before the manuals since we want to advertise the event beforehand. The completed manuals should be delivered three days ahead of the workshop, which will be held in the last week of April.

I've attached the completed order form from your Web site along with files containing the manuals and poster.

Please confirm that you have received my order. Do not hesitate to contact me if you have any questions.

Thank you.

Yemin

Hypercolor Clarity Printing

Order Form

Name: Yemin Asher

Phone Number: 555-0932

Delivery Date: April 20 and April 27

Delivery For: Yemin Asher, Marketing Department

Delivery Address: 2914 Segway Lane

Order Item: 100 printed manuals, 20 posters

186. In the advertisement, what is NOT indicated about Hypercolor Clarity?

- (A) It has promotional prices in April.
- (B) It does business only with small companies.
- (C) It uses modern printing equipment.
- (D) It offers additional discounts to orders.

187. What most likely is true about Mr. Asher?

- (A) He will drop off the printed materials at Hypercolor.
- (B) He will pay the regular price for the intern manuals.
- (C) He designed the event posters himself.
- (D) He subscribes to the Daily Bureau.

188. In the e-mail, the word “hesitate” in paragraph 4, line 1 is closest in meaning to

- (A) worry
- (B) acquire
- (C) dismiss
- (D) wait

189. When is the intern workshop?

- (A) On April 20
- (B) On April 24
- (C) On April 27
- (D) On April 30

190. What is suggested about Mr. Asher's order?

- (A) It will be sent all together.
- (B) It will not be processed.
- (C) It will be over \$110.00.
- (D) It is not his first order.

Questions 191-195 refer to the following flyer, e-mail, and notice.

Grow Your Public Speaking Skills!

Is giving motivational and inspiring speeches part of your job? How about just delivering a concise message to a large group of people? No matter what your title, being able to speak well is an asset for any working professional. Hone that skill with our special speaking series offered by the Better Business Bureau of Wilmington. All courses are taught by professional communicator James Mason.

Speaking Series Courses

Speaking 101: Introduction to Public Speaking Thursdays 7:30 P.M. Venue: Garrick Hall	Speaking 102: Intonation and Emotions Tuesdays 6:00 P.M. Venue: Lorie Hall
Speaking 103: Content Creation Fridays 5:30 P.M Venue: James Hall	Speaking 104: Inspire and Motivate Saturdays 10:30 A.M Venue: Kennedy Hall

For price listings and registration, visit us online at www.bbbwillmington.org

Important Dates:

September 1 - 30 Early registration (5% discount)

October 1 - 31 Regular registration

November 1 Classes begin

From: Harriett Lyles <hlyes@wunderlich.net>

To: Registration <registration@bbbwillmington.org>

Date: October 3

Subject: Public Speaking Course

Good evening. I registered for Speaking 101 at your Web site two weeks ago in the hope of improving my public speaking. I often have to give keynote speeches at company conferences, so this course is very valuable to me.

I am e-mailing you to ask if I will receive any materials for the course. I would like to prepare and study beforehand.

Thank you for your time.

Harriett Lyles

Please note that the course listed below will have a later starting date of November 13.

Speaking 101 – Garrick Hall

Books for all classes can be picked up from the campus bookstore on the first day of class. If you would like to purchase books in advance, please e-mail your course instructor to place an expedited order for you. You can find the e-mail address in the campus directory.

191. In the flyer, the word “asset” in paragraph 1, line 3 is closest in meaning to

- (A) liability
- (B) funds
- (C) resource
- (D) requirement

192. What is suggested about Ms. Lyles?

- (A) She is the CEO at her company.
- (B) She paid less than the standard tuition.
- (C) She has no experience with public speaking.
- (D) She will have to miss certain class days.

193. At what time is Ms. Lyles’ class scheduled to start?

- (A) At 10:30 A.M.
- (B) At 5:30 P.M.
- (C) At 6:00 P.M.
- (D) At 7:30 P.M.

194. What is the purpose of the notice?

- (A) To announce schedule adjustments

- (B) To notify readers of new courses
- (C) To promote a new service for students
- (D) To communicate cancelations

195. What will Ms. Lyles most likely do before November 13?

- (A) Order materials online
- (B) Contact Mr. Mason
- (C) E-mail the bookstore
- (D) Switch courses

Questions 196-200 refer to the following announcement, schedule, and e-mail.

Ventures Hedge Fund: Presidential Election

Date: July 1

New President to Be Chosen by Company Employees

Attention, Ventures Hedge Fund Employees: As you know, our current president will step down at the end of this year for personal reasons. As such, we have decided to take a new democratic approach to our leadership and will hold an election for our new president for the first time.

Please plan to attend the election event in its entirety. You will be able to listen to the nominees' platforms and then vote at the end of the session. The winner will be announced on the spot.

Greg Fry, Chairman of the Board
Ventures Hedge Fund

Ventures Hedge Fund: Presidential Election Event

Date: July 31

8:15 A.M.	Meeting Opening
8:25 A.M.	Current President's Address
8:45 A.M.	Nominee Introductions
8:55 A.M.	Nominee Presentations
12:30 P.M.	Lunch
1:30 P.M.	Return to Meeting
1:45 P.M.	Voting
2:30 P.M.	New President Announcement
3:00 P.M.	New President's Address



From: BrandonJiles@ventures.com

To: MarshaPidjorn@ventures.com

Subject: Congratulations

Date: August 1

Marsha,

I want to personally congratulate and welcome you as our new president at Ventures Hedge Fund. You were enthusiastically chosen to lead our group into a bright and prosperous future. I believe our company has made the right choice.

Given your experience with us over the past 12 years and your tremendous efforts on our recent collaboration, I expect nothing but the best from you. Your first order of presidential business will be to move to the executive office on the 15th floor. Misty Allen will be available to help you with your relocation. We look forward to seeing you at the next board meeting this Tuesday.

Sincerely,

Brandon

196. What is indicated about the Ventures Hedge Fund’s presidential election?

- (A) It will announce its new president later.
- (B) It was not how previous presidents were selected.
- (C) It will hold a board meeting about voting.
- (D) It is scheduled to be a biannual event.

197. In the announcement, the word “platforms” in paragraph 2, line 2

is closest in meaning to

- (A) visions
- (B) resumes
- (C) offices
- (D) structures

198. When was the name of the new president made public?

- (A) On July 1
- (B) On July 30
- (C) On July 31
- (D) On August 1

199. What is suggested about Ms. Pidjorn?

- (A) She was given her first job by Mr. Jiles.
- (B) She spoke twice during the election event.
- (C) She has worked directly under Mr. Fry.
- (D) She helped to count the votes.

200. What does Mr. Jiles expect Ms. Pidjorn to do?

- (A) Write a speech for the employees
- (B) Help Ms. Allen to relocate
- (C) Attend an upcoming gathering
- (D) Find someone to move her belongings

TEST 05

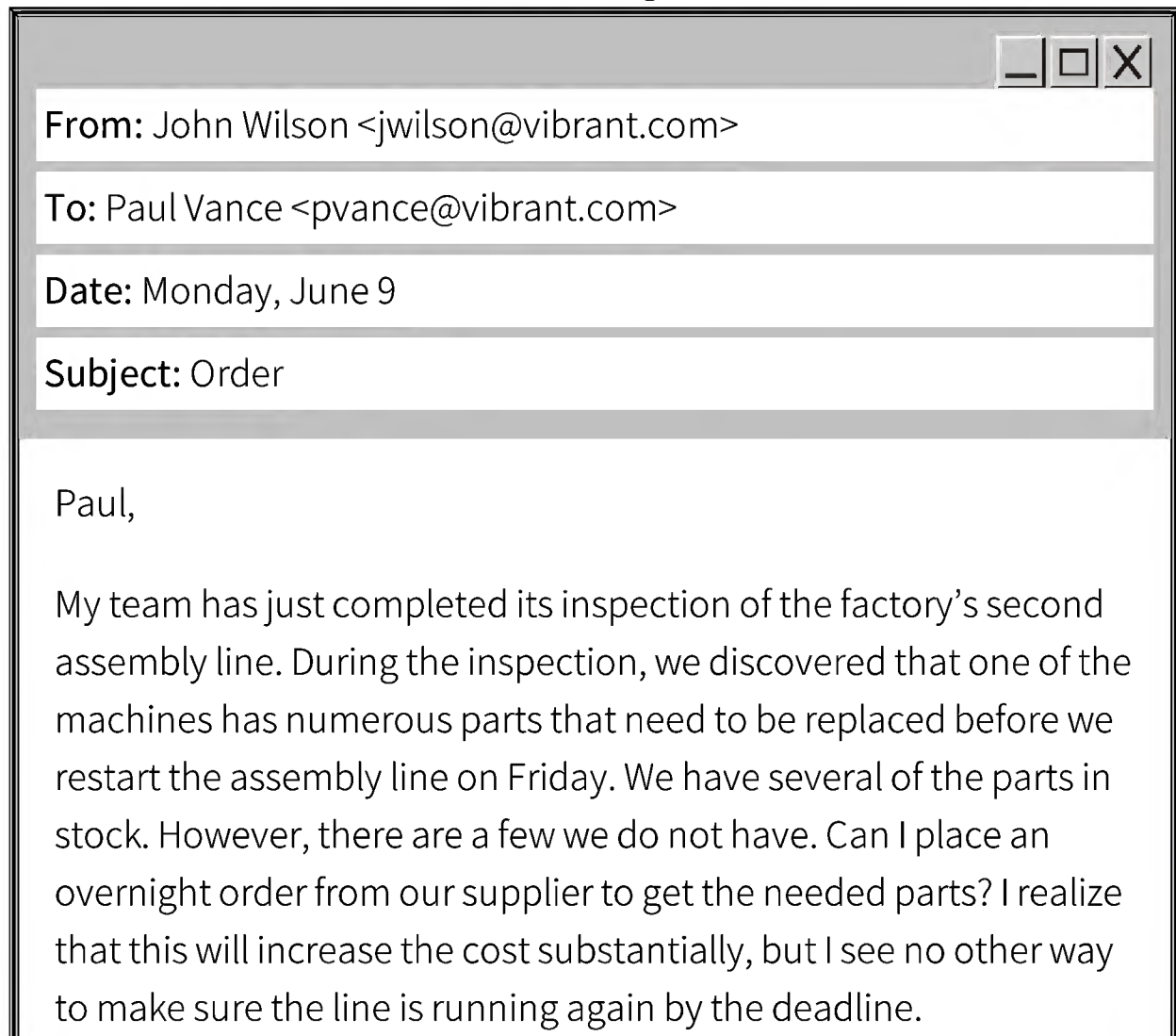
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PART 7

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.



The image shows a screenshot of an email client window. The window has a title bar with minimize, maximize, and close buttons. The email header is displayed in a light gray background with the following information:

- From:** John Wilson <jwilson@vibrant.com>
- To:** Paul Vance <pvance@vibrant.com>
- Date:** Monday, June 9
- Subject:** Order

The body of the email begins with the text:

Paul,

My team has just completed its inspection of the factory's second assembly line. During the inspection, we discovered that one of the machines has numerous parts that need to be replaced before we restart the assembly line on Friday. We have several of the parts in stock. However, there are a few we do not have. Can I place an overnight order from our supplier to get the needed parts? I realize that this will increase the cost substantially, but I see no other way to make sure the line is running again by the deadline.

John

147. Why did Mr. Wilson write to Mr. Vance?

- (A) To find a repairperson
- (B) To request permission
- (C) To check on an order
- (D) To schedule an inspection

148. What is indicated about Mr. Wilson?

- (A) He ordered replacement parts.
- (B) He made some necessary repairs.
- (C) He finished an examination.
- (D) He received a few machine parts.

Questions 149-150 refer to the following advertisement.

Frank's Family Restaurant

October Specials*

Beef Cutlet

A tender beef cutlet cooked to perfection. Topped with mozzarella cheese and our homemade sauce. Includes side of pasta, salad, bread, and soft drink.

Chicken Dinner for Four

Includes
8 pieces of baked or fried chicken
Two sides
Bread and salad (choice of dressing)

Just \$15.00!	Drinks included (soda, tea, coffee) All for \$30.00!
Supreme Pizza Choose thin, regular, or thick crust. Three cheeses with pepperoni, sausage, peppers, olives, and onions. Only \$10.00!	Apple Pie Whole (8 slices) \$8.00 Half (4 slices) \$4.50 Slice \$1.50 Add a scoop of ice cream for \$0.50 per slice!

*Valid from October 1 - 31. Cannot be combined with other offers. Take out or eat in.

149. What is the purpose of the advertisement?

- (A) To promote a new menu
- (B) To comment on services
- (C) To attract customers
- (D) To announce an opening

150. What is indicated about the specials?

- (A) They are available for one month.
- (B) They are only for orders to go.
- (C) They can be used with other coupons.
- (D) They are limited to four locations.

Questions 151-153 refer to the following information.

The National Center for Health and Wellness recommends that

teenagers incorporate regular exercise into their weekly routines. According to a survey conducted last year, nearly 45% of teenagers today are overweight. In addition to being socially frowned upon, being overweight can lead to health problems in both the short and long term. Therefore, it is essential that teenagers adopt a healthy diet, get sufficient sleep, and exercise regularly.

Teenagers who regularly exercise report having better skin, stronger muscles and bones, and more energy. Teens can enjoy the benefits of regular exercise by participating in organized sports, by joining a dance or fitness program, or simply by incorporating more walking into their daily routines. For more information on how to help your teenager get and stay fit, visit www.nchw.org.

151. What is the purpose of the information?

- (A) To warn about exercising incorrectly
- (B) To inform teens of a new program
- (C) To demand weight loss programs
- (D) To promote healthy practices

152. What is mentioned about teenagers?

- (A) They are not taught about dieting.
- (B) Most refuse to exercise.
- (C) Almost half have weight problems.
- (D) They enjoy fitness programs.

153. What is one benefit of exercise for teenagers?

- (A) It can help them succeed at sports.
- (B) It can improve their school performance.
- (C) It can reduce their caloric intake.
- (D) It can boost their energy levels.

Questions 154-155 refer to the following memo.

Memo

FROM: Pauline Samuelson

TO: All Store Managers

CC: Penny Bale

Deborah's is launching a new marketing campaign in conjunction with the release of this year's fall fashions. Our advertising and marketing team has designed a series of promotional displays featuring characters from the video ads we are showing on social media and other Web sites. These displays will be shipped to all retail locations in the coming week. Be sure to prominently display them at the front of your stores. We want to draw customers in to browse and purchase clothing from the fall fashion line. If you have any questions, please direct them to my assistant, Penny Bale (pbale@deborahs.com).

154. What are store managers instructed to do?

- (A) Submit ideas for social media marketing
- (B) Place marketing materials where they are visible
- (C) Change the inventory of clothing in the stores

(D) Report on the success of the advertisements

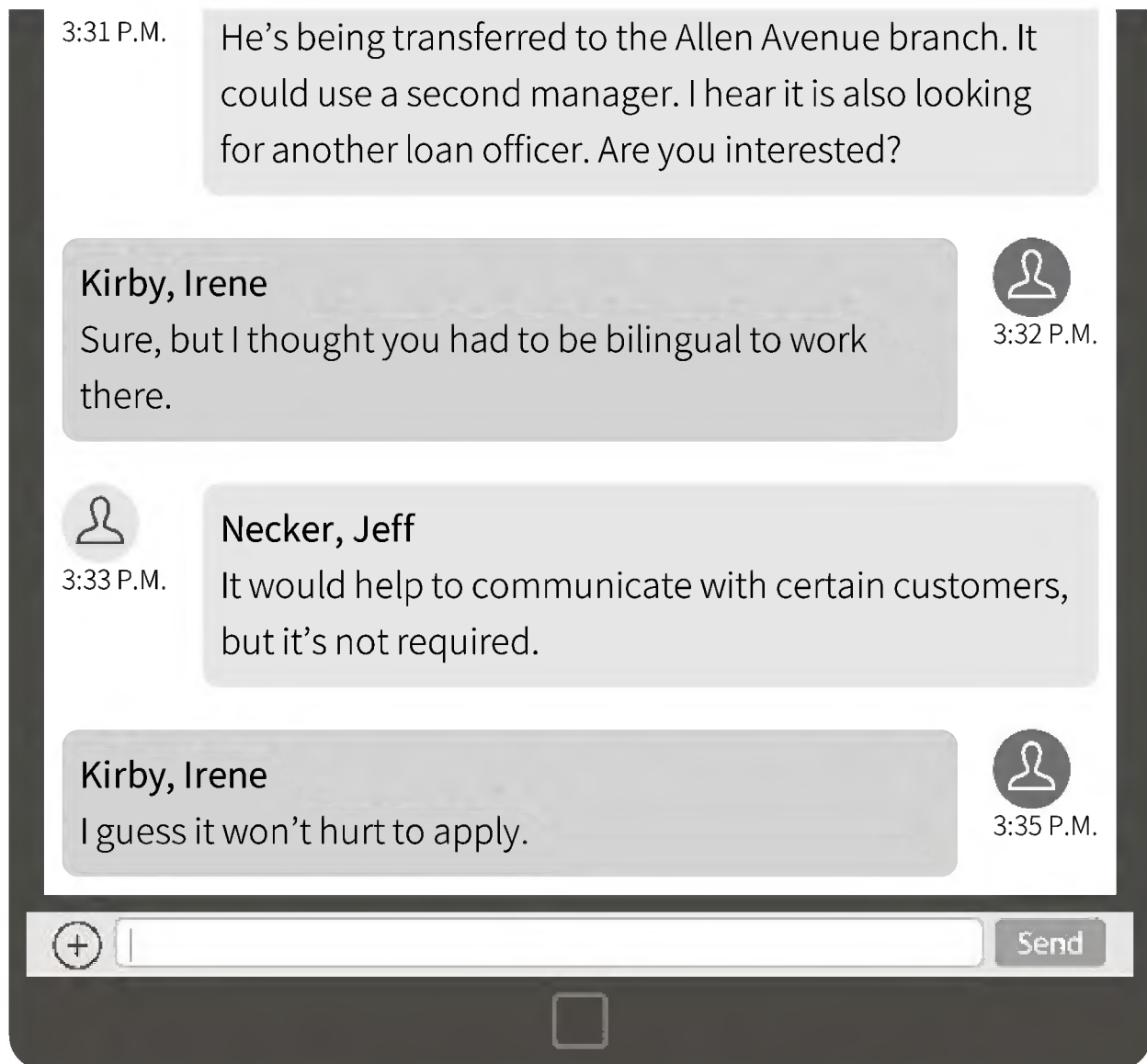
155. What is indicated about the new marketing campaign?

- (A) It features real store employees.
- (B) It began last week.
- (C) It aims to attract younger shoppers.
- (D) It includes an online component.

Questions 156-157 refer to the following text message chain.

The image shows a text message conversation between two people, Necker, Jeff and Kirby, Irene. The messages are as follows:

- Necker, Jeff** (3:22 P.M.): Did you hear that the Forrest Avenue branch is closing next month?
- Kirby, Irene** (3:23 P.M.): You've got to be kidding.
- Necker, Jeff** (3:24 P.M.): It hardly gets any business. It is down to just Mr. Ferguson and one teller working there now.
- Kirby, Irene** (3:27 P.M.): Wow. I had no idea. What's going to happen to Mr. Ferguson?
- Necker, Jeff** (3:28 P.M.): (The text is partially cut off at the bottom of the image)



156. At 3:23 P.M., why does Ms. Kirby write, “You’ve got to be kidding”?

- (A) She thinks Mr. Necker is funny.
- (B) She received unexpected news.
- (C) She is worried about losing her job.
- (D) She is surprised to hear from Mr. Necker.

157. What is suggested about the Allen Avenue branch?

- (A) It was founded by Mr. Ferguson.

- (B) It is the bank's newest location.
- (C) It has non-English speaking customers.
- (D) It is where Mr. Necker currently works.

Questions 158-160 refer to the following notice.

TALENT SHOW

Channel 3 television is hosting a talent show at the Albert Theater on Saturday, April 5, at 6:00 P.M. — [1] — Anyone with a desire to share their special skills with a live audience is invited to audition to participate. This special event, the first of its kind in Bridgeport, will be hosted by Channel 3's own Mayra Corrigan. All proceeds from ticket sales will be donated to the Sunflower Center, a nonprofit that provides free acting and dance classes to economically disadvantaged children. — [2] —

All participants will have their performances recorded for later broadcast and will receive a commemorative T-shirt. Three winners will be invited to go to Las Vegas to audition for the national TV program 'Talent Scout.' — [3] —

Because participation in the talent show is limited to fifty individuals, auditions are required. To sign up, complete an application form at www.TV3.com. Auditions will be held during the week of March 24 - 28 at a different venue. While there are no age restrictions, we do require that children under the age of 18 be accompanied by an adult. Participants will be selected by a

panel of judges, including members of the local arts community and Channel 3 personalities. — [4] —

158. What is suggested about the Albert Theater?

- (A) It is sponsoring an event for children.
- (B) Seating is reserved for fifty people.
- (C) Auditions will be held there.
- (D) It is located in Bridgeport.

159. What are readers invited to do?

- (A) Apply for free classes
- (B) Compete for a position
- (C) Meet local celebrities
- (D) Visit a TV studio

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

“Transportation and lodging will be paid for by the show’s producer, Miracle Entertainment.”

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

Questions 161-163 refer to the following advertisement.

Summer is almost here!

Stay cool with Polar.

With proper maintenance, modern air-conditioning systems will keep your home cool when the temperature outside rises.

Without proper care, chances are that your system could underperform, or even fail, in the middle of a heat wave. So why not have your air conditioner serviced before the heat arrives?

Give Polar Heating and Cooling a call at 555-3033. We can help ensure that you and your family have a comfortable summer.

Basic Air Conditioner Preventive Maintenance Package – Regular \$99.99

Now \$75*

Includes:

- Complete inspection of air-conditioning unit, vents, and electrical connections
- Cleaning of air-conditioning unit and drain line
- Check thermostat, temperature range, air flow, and air filter
- Lubricate motor
- Free quote and 5% discount for any additional work that may be required or recommended

For over 30 years, Polar Heating and Cooling has been providing exceptional service to residents of Glendale and the surrounding communities. We are a family-owned, family-operated heating and cooling installation, maintenance, and repair company. We were the first authorized Carbon Furnace and Ice King air-conditioning installer in the Glendale area. All of our work is

backed by a one-year warranty.

*Offer good through May 31

Polar Heating and Cooling
879 Harmony Avenue
Glendale, AZ 09830
(218) 555-3033
www.polarheatingcooling.com

161. For whom is this advertisement intended?

- (A) Homeowners
- (B) Technicians
- (C) Business owners
- (D) Job seekers

162. What is NOT indicated about Polar Heating and Cooling?

- (A) It operates a Web site.
- (B) It installs purchases for free.
- (C) It can fix broken air-conditioning units.
- (D) It opened decades ago.

163. What is indicated about the service being offered?

- (A) It is limited to certain brands of air conditioners.
- (B) It will have a reduced price in June.
- (C) It is covered by a guarantee.
- (D) It includes the cost of replacement parts.

Questions 164-167 refer to the following online chat discussion.



Corinne Evans

11:02 A.M.

The mayor is asking us to do more to attract businesses to the city.



Nate Greely

11:06 A.M.

Well, we have already convinced two dozen companies to relocate here in the first year of the City Vision Program. I'd consider that a success.



Colin Harrison

11:08 A.M.

It's a good first step. But we have only brought in small companies so far.



Deena Sojourner

11:17 A.M.

Right. Those employ only a handful of people. The mayor asked us to think big.



Corinne Evans

11:21 A.M.

Exactly. One of the goals of City Vision is to generate hundreds of good-paying jobs in the city. That means we need to attract large companies. I'm open to suggestions.

Nate Greely



11:25 A.M.

I think we should use tax incentives. Let's reduce taxes and maybe even let businesses operate tax free for a few years.



Corinne Evans

11:26 A.M.

Okay. Nate, go ahead and research tax incentive options for us to discuss at our next meeting. Any other suggestions?



Colin Harrison

11:28 A.M.

Here's an idea. Instead of looking outside, why not invest in people starting businesses here? Give them loans and provide mentorship to help them grow.



Deanne Sojourner

11:32 A.M.

I'm with you, Colin. That's exactly the long-term growth strategy we need.



Corinne Evans

11:40 A.M.

Right now, though, we need more immediate results to keep the mayor happy. See what ideas you can come up with before our meeting with him on Friday.



Send

164. Where do the writers most likely work?

(A) At an online advertising firm

- (B) At an industrial engineering company
- (C) At an economic development organization
- (D) At a commercial real estate agency

165. At 11:08 A.M., why does Mr. Harrison write, “It’s a good first step”?

- (A) To point out more work needs to be done
- (B) To suggest redefining some goals
- (C) To change the focus to small companies
- (D) To propose extending the program another year

166. What is suggested about Ms. Sojourner?

- (A) She has experience running a small business.
- (B) She wants more support for local entrepreneurs.
- (C) She recently relocated to the city herself.
- (D) She knows a lot about lending money.

167. What is implied about the city’s mayor?

- (A) He was recently elected to his position.
- (B) He wants to bring lots of jobs to the city.
- (C) He campaigned to reduce taxes for residents.
- (D) He hired Mr. Greely to lead the City Vision Project.

Questions 168-171 refer to the following article.

Today’s hospitality industry relies on technology more than ever before. Travelers have come to expect high-speed wireless Internet access at their hotels. They want to be able to book flights and room reservations via their smartphones.

San Francisco's Bayside Hotel has taken technology to a new level. The luxury hotel uses Wi-Fi technology to coordinate everything from stocking refrigerators in rooms to making sure guests have clean towels. Every staff member is issued either a tablet or smartphone so they can communicate instantaneously with the hotel's Digital Management System (DMS).

"We installed the DMS twelve months ago to make it easier for management to monitor hotel supplies," said hotel manager Sam Wayland. "It was soon apparent that we could improve communication and efficiency, so we expanded the system." And they did improve efficiency. Rooms are now cleaned quickly after a guest's departure and prepared before a new guest arrives.

Bayside guests can order room service, request extra towels, and even book a shuttle to the airport via their tablet or smartphone. A new program allows busy business travelers to preorder meals at the hotel's restaurant. They click on a menu and select a dining time, and their food and beverages are served as soon as they take their reserved seat at the restaurant.

While only a handful of hotels worldwide have adopted systems like Bayside's DMS, some industry analysts predict similar systems will become more mainstream by the end of the decade.

168. What is true about the Bayside Hotel?

- (A) It only accepts reservations made online.
- (B) It first opened a decade ago.

- (C) It has the fastest Wi-Fi in the region.
- (D) It offers transportation for its guests.

169. What is NOT mentioned about the DMS?

- (A) It is only available in San Francisco.
- (B) It communicates with appliances.
- (C) It has been in use for a year.
- (D) It is used by hotel employees.

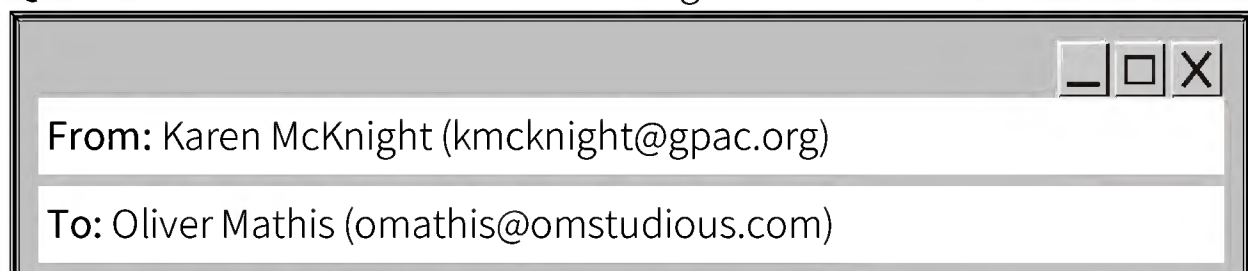
170. According to the article, what can Bayside guests do via their smartphones?

- (A) Pay their hotel bill
- (B) Set up a checkout time
- (C) Check hotel supplies
- (D) Order a meal in advance

171. The word “mainstream” in paragraph 5, line 2 is closest in meaning to

- (A) expensive
- (B) common
- (C) efficient
- (D) rapid

Questions 172-175 refer to the following e-mail.



Subject: Your application

Date: May 5

Dear Mr. Mathis,

Thank you for submitting your application to the Greater Pittsburgh Arts Council for a Community Arts Grant. In addition to your application packet, we have received your curriculum vitae, cover letter, references, and photographs of your murals and other paintings. — [1] — However, we are still awaiting receipt of official transcripts from the universities you indicate you have attended. If you have not done so already, please contact those institutions right away. The deadline to add supplemental documentation to your file is May 31.

Once your application is complete, it will be advanced to the grants committee for active consideration. Grant applications will be evaluated based on several factors, not the least of which is the contribution your project will make to the local community. — [2]

—

While we would like to fund every deserving project, the number of applicants we receive each year far exceeds the funds we are able to distribute. Funds will be awarded to a limited number of applicants. — [3] — Selected recipients will be notified on July 1. Grant recipient names and project descriptions will then be published on our Web site later in the month.

If you have any questions in the meantime, feel free to contact me.

— [4] —

Sincerely,

Karen McKnight
Program Administrator
Community Arts Grant
Greater Pittsburgh Arts Council

172. What is one reason Ms. McKnight wrote to Mr. Mathis?

- (A) To ask for an additional reference
- (B) To acknowledge receipt of materials
- (C) To change a stated deadline
- (D) To explain the denial of a request

173. Who most likely is Mr. Mathis?

- (A) An author
- (B) An educator
- (C) A painter
- (D) A photographer

174. When will the Greater Pittsburgh Arts Council contact grant awardees?

- (A) On May 5
- (B) On May 31
- (C) On July 1
- (D) On July 31

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

“For a complete list of evaluative criteria, please visit our Web site at www.gpac.org.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

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

MEMO

To: Marketing Department Team Leaders

From: Shawn Schaller

Date: Monday, May 2

Subject: Upcoming Move

I have just received word from Paul Stevens, the project manager overseeing the expansion of our building. He said that our offices are almost complete and that we can begin moving in next week. He has also been able to schedule a crew of movers to assist us. However, because they are already scheduled to assist other departments, they will not be able to move our entire department at once.

Therefore, I have assigned each team a different time and date to move their office. Below are the move dates for each team:

--	--	--

Team Leader	Date/Time	New Location
Andrew Cooper	Monday, May 9 / 8:00 A.M	Cubicles 1 - 4
Haley Quinn	Tuesday, May 10 / 9:30 A.M.	Cubicles 9 - 12
Sara Martinez	Wednesday, May 11 / 1:30 P.M	Cubicles 5 - 8
Chloe White	Thursday, May 12 / 11:30 A.M.	Cubicles 13 - 15

Please have your staff members box up their belongings, unplug computers, printers, phones, and other electronic devices and discard unnecessary items before your scheduled move.

If you have any questions or concerns, let me know as soon as possible.

Shawn Schaller

To: Shawn Schaller <sschaller@optimumtech.com>

From: Haley Quinn <hquinn@optimumtech.com>

Date: Tuesday, May 3

Subject: Upcoming Move

Hi, Shawn.

I just got back from New York and read your memo regarding the move. I am really excited that our new office is finally ready.

Two of my team members, Frank Lindower and Misty Argyle, will be attending a training workshop on the day you have scheduled us to move. Is there any way we can change the dates with Sara's team? She told me this morning her team has no problem moving on my scheduled date and time.

Haley

176. What is the purpose of the memo?

- (A) To communicate a plan
- (B) To announce a new policy
- (C) To request movers
- (D) To correct an error

177. What is suggested about Mr. Schaller?

- (A) He has a supply of moving boxes.
- (B) He is a member of Mr. Stevens's crew.
- (C) He designed the new office space.
- (D) He works in the Marketing Department.

178. What does Mr. Schaller ask the team leaders to do?

- (A) Complete preparations prior to moving
- (B) Schedule their moves with Ms. Quinn
- (C) Decide on office space
- (D) Send him a crew of movers

179. What is most likely true about Ms. Martinez?

- (A) She used to be on Mr. Quinn's team.
- (B) She will lead a workshop.
- (C) She recently spoke with Ms. Quinn.
- (D) She relocated from New York.

180. On which date will Mr. Lindower be trained?

- (A) May 9
- (B) May 10
- (C) May 11
- (D) May 12

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

Aqua Pool Cleaning Service

8940 Highway 12, Suite 8

San Esteban, NV 29940

555-3202

david@aquapoolcleaning.com

www.aquapoolcleaning.com

**Relax and let us take care of your swimming
pool!**

Basic and Deluxe cleaning packages available for San Esteban homeowners:

Basic Package: \$99/ month*

- 20-point inspection and maintenance
- Test and balance water chemistry
- Test and clean water filter
- Test and adjust pump system

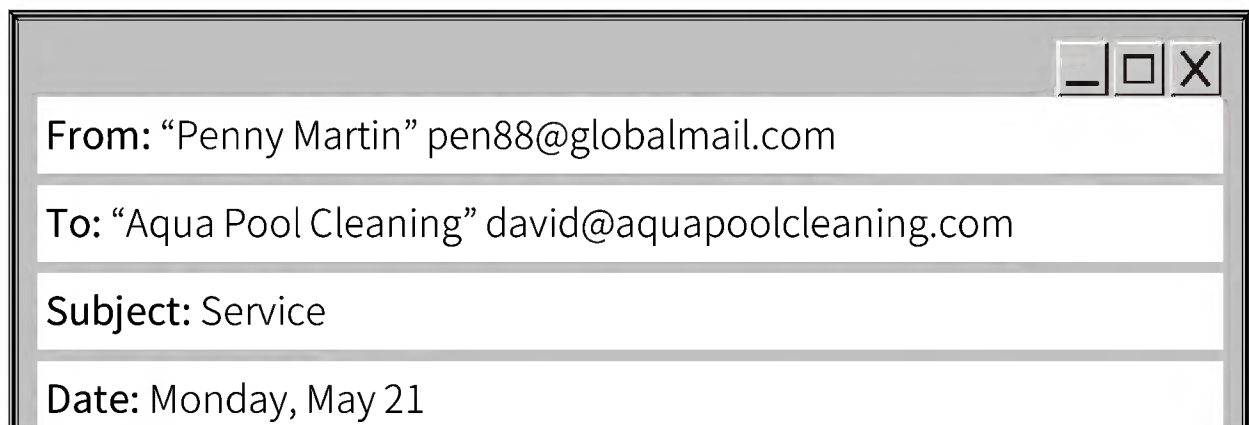
Deluxe Package: \$129/month* includes all of the services in the Basic Package plus

- Vacuum pool
- Brush pool walls and tile
- Remove all debris with net

“David and his team have made sure the water in my pool is clean and clear for years. I wouldn’t trust anyone else.” – Betty Herman

Winner of the 2016 Best Pool Cleaning Service Award – The San Esteban Register

* Price quoted for standard size in-ground swimming pool (70 cubic meters or less) and above-ground pools. Rates for larger in-ground pools and hot tubs available on our Web site.



Dear David,

My husband and I just opened our pool for the summer, and we realized that due to changes in our work schedules, it will be difficult for us to perform all the regular maintenance that our pool needs. My son can help with removing grass and leaves, cleaning the walls, and vacuuming. So we don't need those services from your company. We would like to hire your company to do the other maintenance. The rates posted for a big pool like ours on the Web site are quite reasonable. What is your availability over the next two weeks?

In addition, it wasn't clear on your Web site if your company will help your customers prepare their pools for winter.

Sincerely,

Penny Martin

181. What is indicated about Aqua Pool Cleaning?

- (A) It has single rate for pool sizes.
- (B) It was founded in 2016.
- (C) It has received public recognition.
- (D) It has one employee.

182. Why did Ms. Martin write to Aqua Pool Cleaning?

- (A) To reschedule a cleaning

- (B) To change a service
- (C) To contest a billing
- (D) To request a service

183. In the e-mail, the word “reasonable” in paragraph 1, line 6 is closest in meaning to

- (A) inexpensive
- (B) plausible
- (C) logical
- (D) irrational

184. What is most likely true about the Martins’ pool?

- (A) It has an attached hot tub.
- (B) It is larger than 70 cubic meters.
- (C) It has tiles on its sides.
- (D) It is an above-ground type.

185. What is suggested about Ms. Martin?

- (A) Her husband works for Aqua Pool Cleaning.
- (B) She wants the Basic Package.
- (C) She will pay over \$129 per month.
- (D) She keeps her pool open all year.

Questions 186-190 refer to the following Web page, e-mail, and information.



Home	Commercial	Residential	Galleries
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Rivera Landscaping

- Proudly serving thousands of clients in Haverford since 1992.
- Winner of over 25 awards.
- Member of the National Association of Landscaping Professionals (NALP) and Haverford Commerce Council (HCC).

Choose Rivera with confidence. We are licensed and insured. Check out samples of our work and customer testimonials on our photo gallery pages. We offer full service landscaping services to residential and commercial clients: design, installation, maintenance, and more. We work on a project-by-project basis as well as offer long-term service contracts.

To set up an appointment for a consultation, contact our Client Services Department at clients@riveralandscaping.com.

From: clients@riveralandscaping.com

To: echarleston@gogetter.com

Date: October 3

Subject: RE: quote

Attachment: charleston_5

Dear Mr. Charleston,

It was a pleasure to meet you on Monday to discuss your company's needs. The oak and elm trees lining the driveway are

fine specimens. Whoever did the original landscape design knew what they were doing.

Please find attached a quote for the services that we discussed. It is good for one week from the date it was prepared. While quoted rates and prices are carefully prepared, they may change slightly due to unforeseen circumstances. The estimates provided, especially for the wall, should thus be considered rough. We will make every effort to inform you of any unexpected issues and will obtain your permission before completing additional work that will affect the final cost.

Feel free to contact me if you have any questions.

Sincerely,

Michael Ingles

Rivera Landscaping

Quote

Prepared for: Edward Charleston

Prepared on: Tuesday, October 1

Prepared by: Michael Ingles

Services Discussed

► Routine maintenance: \$150 per week*

Includes lawn mowing, watering, and weeding performed on a

weekly basis.

Minimum three-month contract required.

▶ **Irrigation installation: \$2,800**

Design and install an automated irrigation system to water trees, beds, and lawns.

▶ **Tree pruning: \$100 per tree**

Normally performed once every year.

▶ **Stone wall repair: \$500**

Reinforce wall where disturbed by tree roots. Fill in cracks and replace missing stones.

*Get 5% off by signing a twelve-month contract

186. In the Web page, what is NOT mentioned about Rivera Landscaping?

- (A) It belongs to a business group.
- (B) It relocated its business in 1992.
- (C) It showcases completed projects.
- (D) It provides services to homeowners.

187. In the e-mail, the word “rough” in paragraph 2, line 4 is closest in meaning to

- (A) approximate
- (B) challenging
- (C) forceful
- (D) uneven

188. What is most likely true about Mr. Charleston?

- (A) He hired an architectural firm.
- (B) He planted two types of trees.
- (C) He visited Mr. Ingles' office.
- (D) He lives in the same area as Mr. Ingles.

189. What is indicated about the routine maintenance service?

- (A) Discounts are only available to commercial clients.
- (B) Services can be adjusted every week.
- (C) Contracts of varying lengths are offered.
- (D) Work is directly supervised by Mr. Ingles.

190. When will the quoted prices expire?

- (A) On October 8
- (B) On October 10
- (C) On October 31
- (D) On November 1

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

EMPLOYEE BENEFITS OPEN HOUSE

Open to all Link Corporation employees

- New hires can learn about what benefit options are available to them, including: Health Insurance, Dental Plan, Vision Plan, Life Insurance, Disability Insurance, Retirement Plan
- Existing employees can make more informed choices about

retaining, changing, or canceling their benefit options.

- Find out about new health insurance and retirement plan options that are soon to be available.
- Get a heads-up on premium increases for insurance options.
- Retirement specialists will be on hand for those in the latter stages of their careers.

Remember that employees have one chance per year to change their benefit options. The benefit change period is October 1 – October 31. Changes requested at that time will take effect on January 1.

This event will be held in late September. The time, date, and location are to be announced. Check the Link Corporation Web site for updates.

Employee Benefits Open House

Wednesday, September 21

Vincent Building

Link Corporation

Time	Event	Location
9:00 A.M. – 12:00 P.M.	Meeting with representatives from benefit providers	Lobby
12:30 P.M. – 1:30 P.M.	Understanding the benefit enrollment process (Chris Watson, Director of Human Resources, Link Corporation)	Auditorium
2:00 P.M. –	Planning for retirement (Alan Wright, workforce	

3:30 P.M.	support specialist)	Room 12
4:00 P.M. – 5:00 P.M.	Receiving assistance completing benefit forms (Human Resources staff, Link Corporation)	Room 14

▢ ▢ ✕

From: Christina Cartwright <ccartwright@linkcorp.com>

To: Benjamin Caseman <bcaseman@linkcorp.com>

Re: Event

Date: September 22

Ben,

I just want to tell you that I found yesterday's event extremely useful. I now know the difference between life insurance and disability insurance and why I should enroll in both of these options. The benefits representatives were really friendly and answered all of my questions. Moreover, the talk I attended helped me to see why I need to start saving for retirement even though I still have many years ahead of me. I'm just sorry I missed Chris's talk.

I especially want to thank you for helping me fill out the paperwork to make these changes. I will return the forms as soon as the benefit change enrollment period begins.

Sincerely,

191. In the notice, why are employees referred to the company's Web site?

- (A) To register for an event
- (B) To make an appointment
- (C) To request benefit change forms
- (D) To get an event schedule

192. What is indicated about the event on the schedule?

- (A) It is held in a single structure.
- (B) It is open to retired employees.
- (C) It features a former Link executive.
- (D) It includes a lunch break.

193. At what time can Link Employees most likely talk with the Vision Plan provider?

- (A) 9:00 A.M.
- (B) 12:30 P.M.
- (C) 2:00 P.M.
- (D) 4:00 P.M.

194. What location did Ms. Cartwright NOT visit during the event?

- (A) The auditorium
- (B) The lobby
- (C) Room 12
- (D) Room 14

195. When does Ms. Cartwright plan to hand in the paperwork to get disability insurance?

- (A) On September 23
- (B) On October 1
- (C) On November 1
- (D) On January 1

Questions 196-200 refer to the following Web page, invoice, and e-mail

www.metrooffice.com

About us	Products	Support	Contact
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Metropolitan Office Equipment > Business > Copy Machines
We are an authorized Highmark dealer!

Highmark Digital Copy Machine
45 pages per minute
600 X 600 DPI resolution
Print, copy, scan, and fax functions
USB port

We work exclusively with business clients. All of our copy machines are available for lease or lease with the option to purchase. Machines purchased now come with a twelve-month warranty. If you have any problems, our technicians will travel to your place of business to diagnose and, whenever possible, repair the equipment on site.

Click on this link to get a free quote.

INVOICE

Order # 689434

Taken by: Ned Katz

Date ordered: August 29

Expected delivery date: September 5

Company: Sanford Graphic Designs

Contact person: Eugene Petty

Phone: (610) 555-3034

Ship to: 7124 S. Waverly Street, Shillington, PA 19609

Bill to: same as above

MODEL#	DESCRIPTION	COST
M7894	Highmark Digital Copy Machine	\$3,750.00
M8945	Dust cover	\$75.00
M0001	Delivery, installation, and calibration	\$50.00
M0008	Extended warranty (+12 months)	\$200.00

Subtotal: \$4,075.00

Tax: \$305.00

Total: \$4,380.00

Thank you for choosing Metropolitan Office Machines!



From: Kent Wirth <rnelson@kobiyashi.com>

To: Eugene Petty <epetty@devoya.com>

Date: November 16

Subject: Re: Training

Dear Mr. Petty,

Thank you for contacting us regarding the issues you are having with your Highmark copier. Based on the description you provided, we believe that they are not something you can resolve on your own by referring to the troubleshooting section of the manual.

Therefore, we will send a technician to take a look at the machine. He will most likely need to replace the document feeder. Even though your machine was purchased more than fourteen months ago, this service will be covered by the additional protection you purchased. The soonest I can have someone come to your office is tomorrow afternoon. Please let us know if that time will work for you.

Sincerely,

Kent Wirth

196. What is NOT indicated about Metropolitan Office Equipment?

- (A) It has several retail locations.
- (B) It is approved to sell a certain brand.
- (C) It rents machines to companies.
- (D) It can provide estimates at no cost.

197. What is suggested about product M7894?

- (A) It is leased for twelve months.
- (B) It was shipped at no extra charge.
- (C) It was sold at a discounted price.
- (D) It can be used to scan documents.

198. What payment covered the service Mr. Wirth offers to Mr. Petty?

- (A) \$50.00
- (B) \$75.00
- (C) \$200.00
- (D) \$305.00

199. What does Mr. Wirth ask Mr. Petty to do?

- (A) Provide detailed documentation
- (B) Confirm a suggested appointment
- (C) Refer to official instructions
- (D) Make an additional payment

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

- (A) producing
- (B) resolving
- (C) taking
- (D) concerning

TEST 06

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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 form.

www.printedplates.com

Printed Plates

Personalized Dishes for Any Occasion

Name: Josephine Warner

E-mail: jwarner@medicare.org

Item: Coffee Mugs

Color: White

Number: 100

Print description: Our company logo in navy blue

Order Specifics:

My company, Medicare, would like 100 white coffee mugs printed with our company logo picture in navy blue to give to our employees as anniversary gifts. Please make sure that the mugs are dishwasher safe as we utilize a high-temperature dishwasher in our office. I understand that expedited delivery will cost an extra \$50.00.

I'm fine with that since Medicare's anniversary party is this Saturday, and we need these mugs as soon as possible.

147. Why did Ms. Warner complete the form?

- (A) To confirm her order
- (B) To request information
- (C) To change an order
- (D) To place an order

148. What does Ms. Warner agree to do?

- (A) Pay an additional fee
- (B) Add text to the mugs
- (C) Change the mug color
- (D) Cancel her order

Questions 149-150 refer to the following information.

3rd Floor Bathrooms: Water Shutoff

Be advised that next Monday, July 2, the water will be turned off for 3rd floor bathrooms in the Rayburn Office Building.

All restrooms on the 3rd floor will have no water from 1:00 P.M. to 6:00 P.M. as pipes will be repaired. The men's and women's bathrooms can be found on the 1st and 5th floors.

All 3rd floor employees and visitors to the Rayburn Building should not enter the restrooms during the hours listed above.

149. What is mentioned about the repairs?

- (A) They will take place in the afternoon.
- (B) They will affect only one bathroom.
- (C) They are scheduled to last for a few days.
- (D) They will be done on three floors.

150. What are readers advised to do during the water shutoff?

- (A) Use the bathrooms on the 3rd floor
- (B) Work from home
- (C) Use alternative restrooms
- (D) Drink only bottled water

Questions 151-153 refer to the following article.

Winex CEO to Retire at Farewell Dinner

Renowned window design company Winex will bid farewell to its CEO, Leman Rhines, on Saturday, September 30, at the company's annual gala. This year, the event will be held at the Catamount Hotel and will include an eight-course meal and dancing accompanied by a live jazz band.

Rhines joined Winex in 1998. Since then, he has made the company very profitable and revolutionized design technology that is still in use today. Though he has built a legendary career with Winex, Rhines will retire early due to health issues.

The new Winex CEO has not been decided yet, but employees expect

an announcement to be made at the dinner. All employees are encouraged to attend to send Mr. Rhines off with jovial well wishes. There is a limit of two tickets per employee. Stop by Human Resources to pick up yours.

151. Where would the article most likely appear?

- (A) In a design trade journal
- (B) In a finance magazine
- (C) In a company newsletter
- (D) In a window catalog

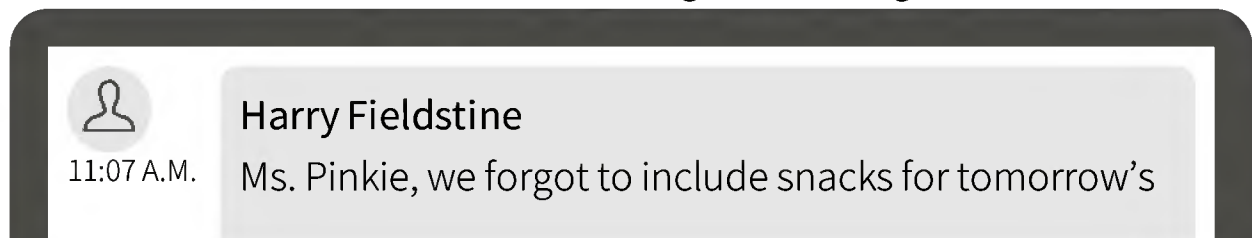
152. What is most likely true about Mr. Rhines?

- (A) He has attended previous Winex galas.
- (B) He is an amateur musician.
- (C) He built the company's windows.
- (D) He has appointed a successor.

153. How can tickets be obtained?

- (A) By calling a hotel
- (B) By reserving them online
- (C) By asking Mr. Rhines
- (D) By getting them in person

Questions 154-155 refer to the following text message chain.



The image shows a text message interface. On the left, there is a circular profile icon with a person silhouette. Below the icon is the time "11:07 A.M.". To the right of the icon is the name "Harry Fieldstine". The message text reads: "Ms. Pinkie, we forgot to include snacks for tomorrow's".

board meeting. As it will be quite long, I think we should provide some refreshments to keep members awake and alert.

Gina Pinkie

Good point. I can pick up something before heading into the office. What do you have in mind?



11:08 A.M.



11:09 A.M.

Harry Fieldstine

Pretzels or potato chips would be nice.

Gina Pinkie

Sounds delicious. However, I worry that salty snacks will make people thirsty and uncomfortable.



11:12 A.M.



11:13 A.M.

Harry Fieldstine

That's true. We don't want them distracted during the meeting. Please pick up something simple and sweet then.

Gina Pinkie

I will bring an assortment of cookies for the meeting.



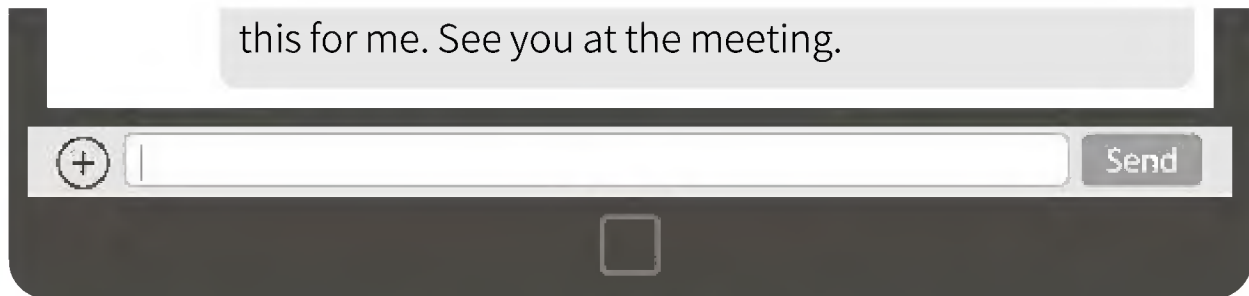
11:15 A.M.



11:16 A.M.

Harry Fieldstine

Okay, that is a safe bet. Thank you for taking care of



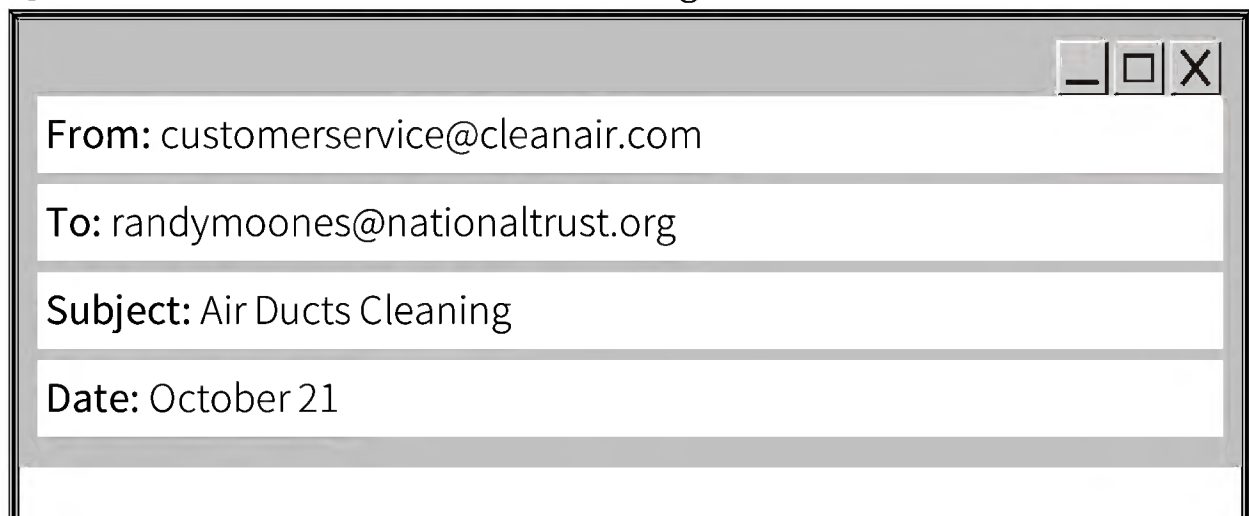
154. What is suggested about Mr. Fieldstine?

- (A) He will go out and buy cookies.
- (B) He gets distracted when hungry.
- (C) He does not like sweet snacks.
- (D) He will attend the board meeting.

155. At 11:08 P.M., what does Ms. Pinkie most likely mean when she writes, “What do you have in mind?”

- (A) She has some suggestions for snacks.
- (B) She would like instructions on what to buy.
- (C) She needs directions to the snack store.
- (D) She is asking what snacks are in the office.

Questions 156-158 refer to the following e-mail.



Dear Mr. Moones,

Our records indicate that the National Trust Building will undergo a complete cleaning of all air ducts this coming Thursday, October 25, at 5:00 P.M. In addition to the routine cleaning, we will be inspecting the airways for any rusting or damage, as is detailed in the building maintenance plan. — [1] —

It is important to have the yearly cleaning done for buildings more than 25 years old. As your building has done this, we do not expect to find any problems in your air ducts. — [2] — You should not worry as this is only a preventative maintenance check.

In order to streamline the cleaning and inspection processes, please plan to have your office empty of any employees at the appointment time. The air conditioning needs to be turned off at least an hour ahead. — [3] — For the safety of our technicians, all air systems must be off and cooled before their arrival.

The maintenance fee is covered in your building expenses, but should any additional repairs or work be needed, a technician will let you know at that time. — [4] —

Sincerely,

Rhonda Lee
Customer Service Representative

156. Why was the e-mail sent?

- (A) To give instructions to a technician
- (B) To welcome a new cleaning technician
- (C) To notify the recipient of an appointment
- (D) To provide a bill for the cleaning services

157. What is indicated about the National Trust Building?

- (A) It has monthly cleanings.
- (B) It is at least 20 years old.
- (C) It will cancel a service.
- (D) It is closed after 5:00 P.M.

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

“If this is not possible, call us at 555-2833 to reschedule.”

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

Questions 159-161 refer to the following article.

Sonar Technology to Focus on Software

Software of the future

Seattle (March 8) – Startup company, Sonar Technology was once hailed as the future of hardware, but it has announced a change in its focus.

“While we pride ourselves on our skilled engineers,” founder Jay Tolina said at this year’s Pacific Tech Conference in Seattle, “we know the real moneymaker in the technology field is in creating innovative software.” Sonar has raised nearly 100 million dollars in funding and hired over 200 new employees at its new Sunnyvale, California headquarters.

Originally based out of Austin, the company decided to move to the west and it would be a fresh start and a good way to find new talent. More than 1,000 applicants interviewed and fought for one of the new employee spots. Sonar is famous for its employee benefits, including free laundry onsite, an employee gym, and a 24-hour cafeteria with subsidized meals.

“We are still in the early stages of software development, but you can be assured that we have great ideas up our sleeves,” hinted Tolina. His appearance at the conference was met with very much excitement among tech fans, who have been buzzing about the big changes at the company. Given all the publicity it has received, Sonar stock is predicted to skyrocket in the near future.

159. What is the article about?

- (A) Unexpected changes in leadership
- (B) Innovative ways to motivate employees
- (C) Collaboration in the software industry
- (D) New directions for a company

160. According to the article, where is Mr. Tolina’s company based?

- (A) Seattle
- (B) Sunnyvale
- (C) Austin
- (D) New York

161. What is suggested about Sonar Technology?

- (A) It has received mostly positive publicity.
- (B) It will release new software soon.
- (C) It currently has two office locations.
- (D) It recently laid off 200 new employees.

Questions 162-164 refer to the following letter.

Maritime Harbor Hotel
New Hope, Maine

May 19

Julie Ramond
221 Wayward Lane
Bridgewater, NJ 23134

Dear Ms. Ramond,

We are pleased that you have chosen to stay with us for two nights at the Maritime Harbor Hotel for your trip to New Hope on June 2. On your online order, you listed that this would be your second stay here. We appreciate your return business and will automatically upgrade your room to a private suite at no

additional charge.

While your Express Diamond credit card has been charged for the room deposit in the amount of \$200.00, this deposit is only a placeholder and will be returned to you at checkout provided that no damage has been done to the room and the bill is paid in full.

Amenities at our hotel include a fitness center, a health spa, and a 5-star restaurant. Room service and other in-room services can be ordered for additional fees. Should you have any questions regarding your stay with us or any of our hotel facilities, do not hesitate to contact me at (555) 232-8593.

Thank you for choosing the Maritime Harbor Hotel.

Sincerely,

Michelle Harwin
Hotel Concierge

162. Why did Ms. Harwin write to Ms. Ramond?

- (A) To request an additional payment
- (B) To offer her a free upgrade
- (C) To list some new hotel services
- (D) To explain a problem with a credit card

163. What is indicated about the Maritime Harbor Hotel?

- (A) Exercise facilities are available.
- (B) Deposits are nonrefundable.

- (C) Room service is included.
- (D) Shuttle services can be booked.

164. According to the letter, when is Ms. Ramond checking out?

- (A) June 2
- (B) June 3
- (C) June 4
- (D) June 5

Questions 165-167 refer to the following advertisement.

Steam-cleaned and Ready to Work

“Dress for success!” It is a popular mantra for a reason. It’s the truth! Don’t even think about going into work with a wrinkly uniform. You want to make a good impression by looking sharp. We know you are busy juggling work, kids, and your personal life. Who has time to iron their own clothes? Let the professionals at Stanley’s get the wrinkles out of your uniform.

How does it work?

Drop off your uniform at one of our 10 convenient locations, and we’ll clean and steam-press it for you. Drop off up to 100 items! We’ll be happy to clean them all!

How long does it take?

In a rush? No problem. We have express steaming for employees on the clock. Just wait 10 minutes, and you’ll look brand new. For drop

off, 5 or fewer uniforms can be picked up the very next day!

What does it all cost?

Prices vary based on the state of the uniform.

165. Who most likely is the intended audience for the advertisement?

- (A) Job seekers with deadlines
- (B) Self-employed designers
- (C) Workers with a dress code
- (D) Busy homemakers

166. What is indicated about Stanley's?

- (A) It offers same-day service.
- (B) It has five employees per location.
- (C) It can repair damaged uniforms.
- (D) It requires appointments.

167. What is NOT mentioned as a service offered by Stanley's?

- (A) Bulk drop-off and cleaning
- (B) Delivery of cleaned uniforms
- (C) Steam-pressing completed in minutes
- (D) Removing wrinkles from clothes

Questions 168-171 refer to the following article.

Paperworks Print to Open 3 New Locations

By Wendy Stein

July 18

Paperworks Print is the largest self-copy services retailer in Phoenix, Arizona. — [1] — With 7 locations already spread throughout the state, the print shop will soon expand even more with 3 additional locations planned.

Paperworks Print came to be when its founder Kale Logers was a college student four decades ago. He had an urgent deadline to make but nowhere to print his paper. — [2] — After running to his friend's college dorm room to frantically print his assignment, he realized that there was a business idea that could solve his dilemma.

The following month, Logers and his roommates opened their dorm room to other students who needed to print or make copies of papers. They soon offered an assembly line of staplers and other tools that were needed to complete various projects.

Five years later, the first official Paperworks Print shop opened just 2 kilometers from their college campus. Its huge success cleared the way for 6 more stores to open. — [3] —

While Kale Logers has since retired, his successor, Cal Smith, oversees the company. Smith has spearheaded the opening of the most recent stores. — [4] — The new locations have yet to be announced, but many wonder if the print shops will cross state lines and appear beyond the state of Arizona.

168. What is NOT mentioned about Paperworks Print?

(A) It was started in a student's room.

- (B) It will soon have a total of 10 locations.
- (C) Its new locations are on college campuses.
- (D) It is no longer managed by Mr. Logers.

169. What is suggested about Paperworks Print?

- (A) It will not make a profit this year.
- (B) It used to provide delivery services.
- (C) It will force Kale Logers to retire.
- (D) It could expand into new states.

170. According to the article, how long did it take to open an official Printworks store?

- (A) 2 years
- (B) 3 years
- (C) 5 years
- (D) 7 years

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

“The company has become far more profitable than Logers and his roommates could have ever predicted.”

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

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

Joe Garcia



8:25 A.M.

I left my planner on the company shuttle bus this morning. Will someone tell me if they see it?



Jessica Burt

8:26 A.M.

What does your planner look like? I'm on bus number 2 and just passed building B.



Danny Sails

8:29 A.M.

I am on shuttle bus number 9 right now and am headed to building G. Which bus were you on?



Joe Garcia

8:49 A.M.

It's gray leather, and I believe I placed it on the seat beside me toward the front of the bus. Unfortunately, as I was in a hurry, I didn't see the bus number.



Danny Sails

8:55 A.M.

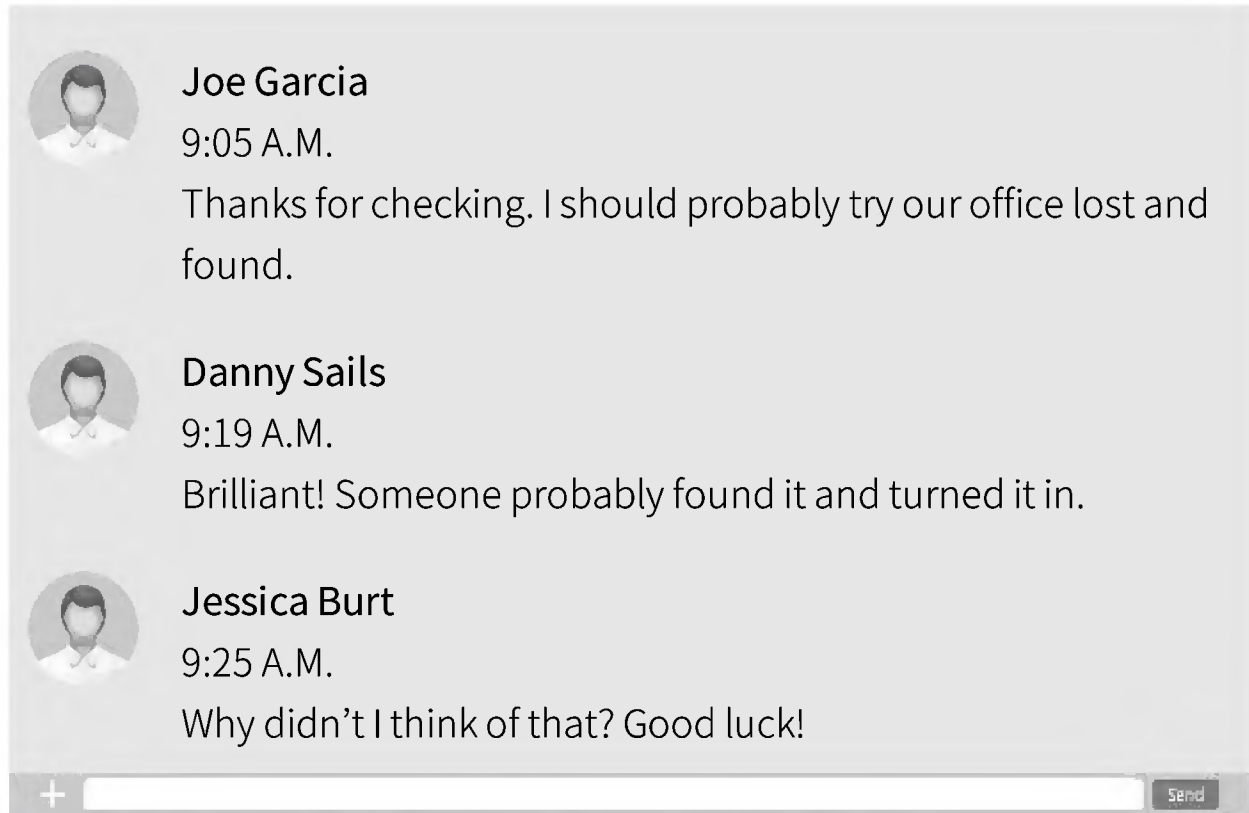
I'm at my desk now. Sorry, Joe, but I did not see any planners on bus number 9.



Jessica Burt

8:58 A.M.

No such luck here. I'll be taking the shuttle home tonight, too. I'll keep an eye out.



172. What is the online discussion mainly about?

- (A) Planning a shuttle bus ride
- (B) Locating a misplaced item
- (C) Contacting the office lost and found
- (D) Comparing shuttle bus numbers

173. At 8:58 A.M., what does Ms. Burt most likely mean when she writes, "I'll keep an eye out"?

- (A) She disagrees that the planner was lost.
- (B) She will check all of the other shuttles.
- (C) She will continue looking for the planner.
- (D) She is unsure about what the planner looks like.

174. What does Mr. Garcia mention about the bus he took this

morning?

- (A) He is unsure what its number is.
- (B) He reported the lost item to the driver.
- (C) He will take the same one home tonight.
- (D) He boarded it later than usual.

175. What does Mr. Sails imply about the planner?

- (A) It is still on the bus where Mr. Garcia left it.
- (B) An employee placed it in the lost and found.
- (C) It will be on the bus he rides home tonight.
- (D) It might be on shuttle bus number 9.

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

Western Bank Training Seminar

Training Schedule (February 3 - 6)

Monday	Tuesday	Wednesday	Thursday
Check-in 8:00 A.M.	Check-in 8:00 A.M.	Check-in 8:00 A.M.	Check-in 9:00 A.M.
Lunch 1:15 P.M.	Lunch 1:15 P.M.	Lunch 1:15 P.M.	Lunch 1:15 P.M.
Closing Speech Conference Room 1 4:30 P.M.	Closing Speech Conference Room 2 4:30 P.M.	Closing Speech Conference Room 1 4:30 P.M.	Closing Speech Conference Room 5 3:00 P.M.

Business attire is required. Late check-in and leaving early will not be tolerated. You will not receive certification at the end of the training if you do not attend all of the sessions.

Questions? Contact organizer Vladimir Do at vdo@westernbank.com or 555-2827.

From: Amber Collins

To: Vladimir Do

Date: January 29

Subject: Closing Speaker

Dear Mr. Do,

My name is Amber Collins, and I was asked to speak at your seminar on February 6. I was recruited by your manager, Fred Samber, with whom I attended accounting school a number of years ago. He asked me to speak on the growth of my bank branch as well as our successful loan program.

While I am happy to deliver the closing speech for the seminar, I received the seminar schedule yesterday from you and have a dilemma. I need to be back at my bank branch by 5:00 P.M. in order to shut off our computers and turn on our security system. This task must be done at 5:00 P.M. on the dot every day as it is linked to additional security servers connecting all of the branches.

Unfortunately, my speech will take at least two hours to deliver and cannot be trimmed as the information I am presenting must be

given in detail. Perhaps I could start half an hour earlier than scheduled to allow me enough time to return to my branch? Otherwise, I am afraid I must cancel my closing speech if I am unable to be back at my bank by 5:00.

Thank you for your understanding in the matter.

Amber Collins
Branch Manager
Granite Bank

176. What is indicated about the Western Bank Training Seminar schedule?

- (A) Participants are expected to arrive on time.
- (B) Meal times will vary from day to day.
- (C) Closing speeches will be in the same location.
- (D) Certificates will be handed out daily.

177. What is the purpose of the e-mail?

- (A) To cancel a closing speech
- (B) To complain about a policy
- (C) To inform Mr. Do of a scheduling conflict
- (D) To apologize for coming in early

178. In the e-mail, what is suggested about Granite Bank's security system?

- (A) It can sometimes be turned on remotely.
- (B) It was recently reset to start at 5:00 P.M.

- (C) It can only be activated by a branch manager.
- (D) It will be discussed in Ms. Collin's speech.

179. What is indicated about Mr. Samber?

- (A) He sent out the itinerary.
- (B) He will lead the seminar.
- (C) He hired Ms. Collins.
- (D) He works at Western Bank.

180. At what time does Ms. Collins propose giving her speech?

- (A) 2:30 P.M.
- (B) 3:00 P.M.
- (C) 3:30 P.M.
- (D) 4:00 P.M.

Questions 181-185 refer to the following brochure and testimonial.

Better Business Trips Planner

Are you in need of planning a company-wide trip but have no time to actually do it? Hire us! We are professional trip planners who have put together more than 50 corporate getaways.

Our mission is to provide a fun and flexible trip itinerary to fit the needs of your employees. We can plan in as much detail or as loosely as your company needs.

Trip Durations:

- Short 1- or 2-hour excursions

- Half-day trips outside the office
- Weekend trips for large groups
- Long trips abroad are possible!

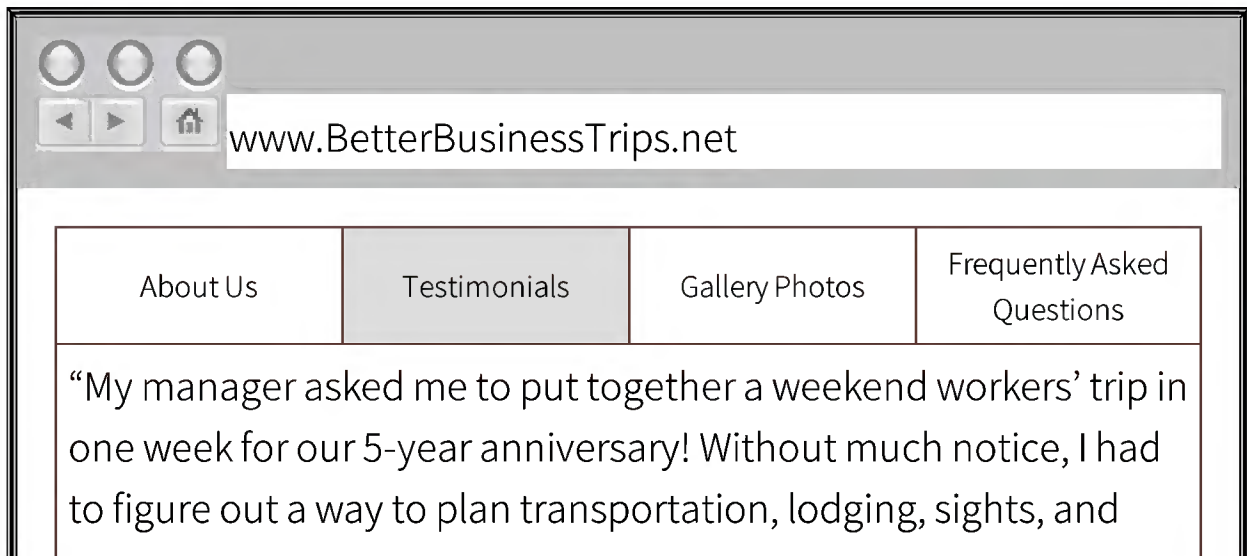
Detailed options:

- Transportation
- Meal plans
- Travel snacks
- Emergency kits

If you are interested in meeting with our planners to discuss an event, stop by our office at:

Better Business Trips Planner
Vera Tealie, Planning Manager
293 Happyway Lane
San Jacinto, CA 13724

A gallery of past trips can be found at www.BetterBusinessTrips.net.



food for 10 people. It seemed impossible until I found Better Business Trips Planner through a blog. I called Vera, and she put me in touch with their weekend trip planner, Jason, and within 24 hours, he e-mailed me a list of options with everything from the bus company prices to the snacks that can be assembled by his team and delivered to us on the day of departure. Three days later, the entire trip was planned and within our company's budget.

My manager was very impressed with "my" quick, hard work. I highly recommend them. Friendly, organized, and prompt, Better Business Trips Planner can't be beat."

Shelly Franks
Bitcoil Software Engineer

181. According to the brochure, what is a benefit of hiring Better Business Trips Planner?

- (A) The trip is guaranteed to be a fun time.
- (B) It works faster than its competitors.
- (C) It is cheaper than self-planning.
- (D) It can customize trips for clients.

182. What is NOT indicated about Better Business Trips Planner?

- (A) It arranges short trips.
- (B) It can assist with food planning.
- (C) It offers multiple price levels.
- (D) It can organize a trip in a few days.

183. How did Ms. Franks find out about Better Business Trips Planner?

- (A) She was referred by a client.
- (B) She read about the company online.
- (C) She went to the company’s office.
- (D) She heard about it from her boss.

184. What is suggested about Ms. Franks?

- (A) She spoke with a planning manager.
- (B) She had to pay a deposit.
- (C) She planned a trip to San Jacinto.
- (D) She ordered supplies for emergencies.

185. In the testimonial, the word “beat” in paragraph 2, line 2 is closest in meaning to

- (A) abused
- (B) outsmarted
- (C) surpassed
- (D) reduced

Questions 186-190 refer to the following schedule, notice, and comment form.

Lunch Delivery Schedule			
Bermington LLC (Buildings 1 - 8)			
Daily Delivery			
Building 1	Building 2	Building 3	Building 4

11:25 A.M.	11:35 A.M.	11:45 A.M.	11:55 A.M.
12:50 P.M.	1:00 P.M.	1:15 P.M.	1:25 P.M.
Building 5	Building 6	Building 7	Building 8
12:10 P.M.	12:25 P.M.	12:45 P.M.	12:55 P.M.
1:40 P.M.	1:55 P.M.	2:10 P.M.	2:25 P.M.

Early and late lunch deliveries are available every day to accommodate employee meeting schedules. The daily menu can be found on the Bermington company Web site inside the employee portal.

If you miss your scheduled delivery, you may pick up your lunch in the central cafeteria between the hours of 12:00 P.M. and 3:00 P.M.

NOTICE

Late lunch delivery suspended for summer hours

Posted: May 29

From Monday, June 1, through July 30, late lunch deliveries will not take place in order to cut costs during summer hours. As the company will be operating at half capacity during these months, management has decided to offer just one meal delivery per day. The cafeteria will continue to offer its pickup service at the usual times.

Please leave your comments below:

Date: July 1

Name: Connor Giles

Department: Sales, Building 6

E-mail: cgiles@bermington.net

Comment/Question/Suggestion:

During the regular season, the lunch deliveries were always on time. This summer, I've noticed that the meals show up sporadically. Yesterday, I ended my meeting early in line with the usual lunch delivery schedule and planned to attend a second meeting after I ate, but the delivery was 20 minutes late, and because of that, I missed my second meeting. Please look into the delivery delays.

186. What is NOT indicated about the Bermington lunch delivery service?

- (A) It has canceled the second delivery indefinitely.
- (B) There are two delivery times during most of the year.
- (C) Missed deliveries can still be picked up in July.
- (D) It takes more than an hour to deliver lunch to eight buildings.

187. What is suggested about Bermington LLC?

- (A) It doesn't value employee feedback.
- (B) It will do away with lunch delivery.
- (C) It has fewer employees in June.
- (D) It always works at full capacity.

188. What is most likely true about Mr. Giles?

- (A) He is satisfied with the new delivery schedule.
- (B) He wants the second delivery to be reinstated right away.
- (C) He will leave Bermington LLC soon.
- (D) He did not miss meetings due to late deliveries in May.

189. At what time was Mr. Giles supposed to get his lunch?

- (A) 12:10 P.M.
- (B) 12:25 P.M.
- (C) 12:45 P.M.
- (D) 1:55 P.M.

190. On the comment form, the phrase “show up” in paragraph 2, line 3 is closest in meaning to

- (A) are presented
- (B) are billed
- (C) are delivered
- (D) are replaced

Questions 191-195 refer to the following notice, form, and e-mail.

Company Badminton Team Tryouts!

3 Levels: Recreational, Intermediate, Competitive

Employees at Sanders Storage Disks are invited to try out for the fall season’s badminton league! There will be 3 levels, so everyone can join! Recreational players do not need to try out but can just show up on the first day of practice.

Wednesday Practice (Intermediate,
Competitive): 6:30 P.M. – 8:30
P.M.

Thursday Practice (Recreational): 6:30 P.M. – 8:00
P.M.

Matches(All Levels) will be held every Saturday
morning: 10:00 A.M.

If you are interested in joining, bring your racket and sneakers to the
company gym on Friday, September 13, at 5:30 P.M.

Sanders Company Gym
Badminton Tryouts
5:30 P.M.

Sanders Company

Facilities Booking Form

Name: Michael Nealers

E-mail: michael@sanders.com

Facility: Gym

Reservation Date: September 13, 5:30 P.M. - 7:30 P.M.

Event: Company Badminton Team Tryouts



To: Michael Nealers [michael@sanders.com]

From: Tara Walkins [facilitiesmanager@sanders.com]

Subject: Gym Reservation Approval

Date: September 9

Hi, Michael.

We got your form to reserve the company gym for the badminton tryouts. As there are no other reservations at the time you want, your request has been approved.

You may enter the gym to prepare for the event an hour before your scheduled time. However, you need to pick up the keys from me before 3 P.M. the day before your reservation. After that time, I will be out of the office until Monday morning. My office is on the 4th floor of the west wing.

Once you're done with the gym, please make sure to clean up any trash and place all equipment back where you found it. There is an equipment checklist you need to fill out and return with the keys afterward. All gym equipment must be accounted for.

Following the event, return the keys to the drop box outside my office.

Have a great time.

Tara

191. What is indicated about the Sanders Company Badminton Program?

- (A) There will be four different teams.
- (B) Participation is open to the general public.
- (C) Participants must have their own equipment.
- (D) There are competitions once a month.

192. What is most likely true about the badminton tryouts?

- (A) They are held three times a year.
- (B) They are optional for intermediate players.
- (C) They entail having a medical examination.
- (D) They will last for no more than two hours.

193. When is the earliest Mr. Nealers can set up for the tryouts?

- (A) 3:00 P.M.
- (B) 4:30 P.M.
- (C) 5:15 P.M.
- (D) 5:30 P.M.

194. In the e-mail, the phrase “accounted for” in paragraph 3, line 3 is closest in meaning to

- (A) available
- (B) used
- (C) recorded
- (D) purchased

195. On what day will Ms. Walkins be at work?

- (A) September 12

- (B) September 13
- (C) September 14
- (D) September 15

Questions 196-200 refer to the following advertisement, receipt, and e-mail.

Office Supply Store

All your office needs in one store!

Weekly Sales*

November 1 - November 7

Black Gel Ink Pens – \$1 each

It writes clearly and smoothly. It's the only pen you'll ever need.

November Specials:

- 30% off printer ink refills: black and color
- Buy one box of blank paper and get a second box free!
- Save \$30 on a new computer chair with desk purchase.
- LaserJet printer now \$89.99! (originally \$109.99)

*Weekly sales limit: 5 per customer

Coupon

10% off

Your total purchase over \$150.

Expires: November 30, 2017

Valid only at Stelton Street store

Office Supply Store
3520 Stelton Street
555-1532

Date: November 6

Time: 5:15

Purchase: #25163

Cashier: Bob Thornton

Item #	Description	Quantity	Cost
BG201	Black Gel Ink Pens	5	\$5.00
LJ0394	LaserJet Printer	1	\$89.99
BP2391	Blank Paper	4	\$24.00
		Subtotal	\$118.99
		Tax	\$10.01
		Total	\$129.00
		Received	\$130.00
		Change	00\$1.00

Thank you for shopping at Office Supply Store!

From: Barry Valentino

To: customersupport@officesupply.com

Subject: Printer Refund

Dear Customer Support,

I purchased a new printer (Item #LJ0394) from your Stelton Street store yesterday. However, once I tried to hook it up to my computer, I was unable to get it to work. At first, I suspected that it was a faulty product. However, a technician at my workplace tested the printer on his computer, and there were no issues. He was able to print a test sheet easily. His conclusion is that it is simply not compatible with the software on my computer. Since all of the current software on my machine is essential for my work and your technical support staff could not offer another solution, I am unable to use the printer.

I made the purchase fewer than 30 days ago, so I am eligible for a refund. I plan to bring the product back to my local store tomorrow.

Sincerely,

Barry V.

196. What is NOT indicated in the advertisement?

- (A) Customers can get 10% off all month long.
- (B) Customers can buy an unlimited number of \$1 gel pens.
- (C) The coupon can only be used at one location.
- (D) The sale price on the pens ends before the rest of the sale items.

197. What is suggested about purchase #25163?

- (A) The customer used a coupon.

- (B) The customer did not receive change.
- (C) The customer paid with a credit card.
- (D) The customer only bought promotional items.

198. In the e-mail, the word “issues” in paragraph 1, line 4 is closest in meaning to

- (A) distributions
- (B) instructions
- (C) problems
- (D) results

199. What day does Mr. Valentino plan to go to Office Supply Store?

- (A) November 7
- (B) November 8
- (C) November 10
- (D) November 11

200. What is true about the item Mr. Valentino wants to return?

- (A) It is a highly rated product.
- (B) It will be on sale in December.
- (C) It normally costs over \$100.
- (D) It included a user’s manual.

TEST 07

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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 flyer.

NOW OPEN!

**King's Shoes
New Linford Location!**

Campbell Street Shopping Center
2890 Wilson Highway, Suite 23

Open 7 days a week!

We have the largest selection of footwear in the entire state!
Now selling Fast Walk and Racer brand athletic shoes.

Men's, women's, children's,
casual, formal, athletic, specialty, and more

Present this flyer to the cashier and receive a 10% discount.*

*Cannot be combined with other offers or used for online orders.

147. What is indicated about the price reduction?

- (A) It can be obtained on weekends.
- (B) It is offered at multiple locations.
- (C) It is restricted to employees.
- (D) It is valid for one month.

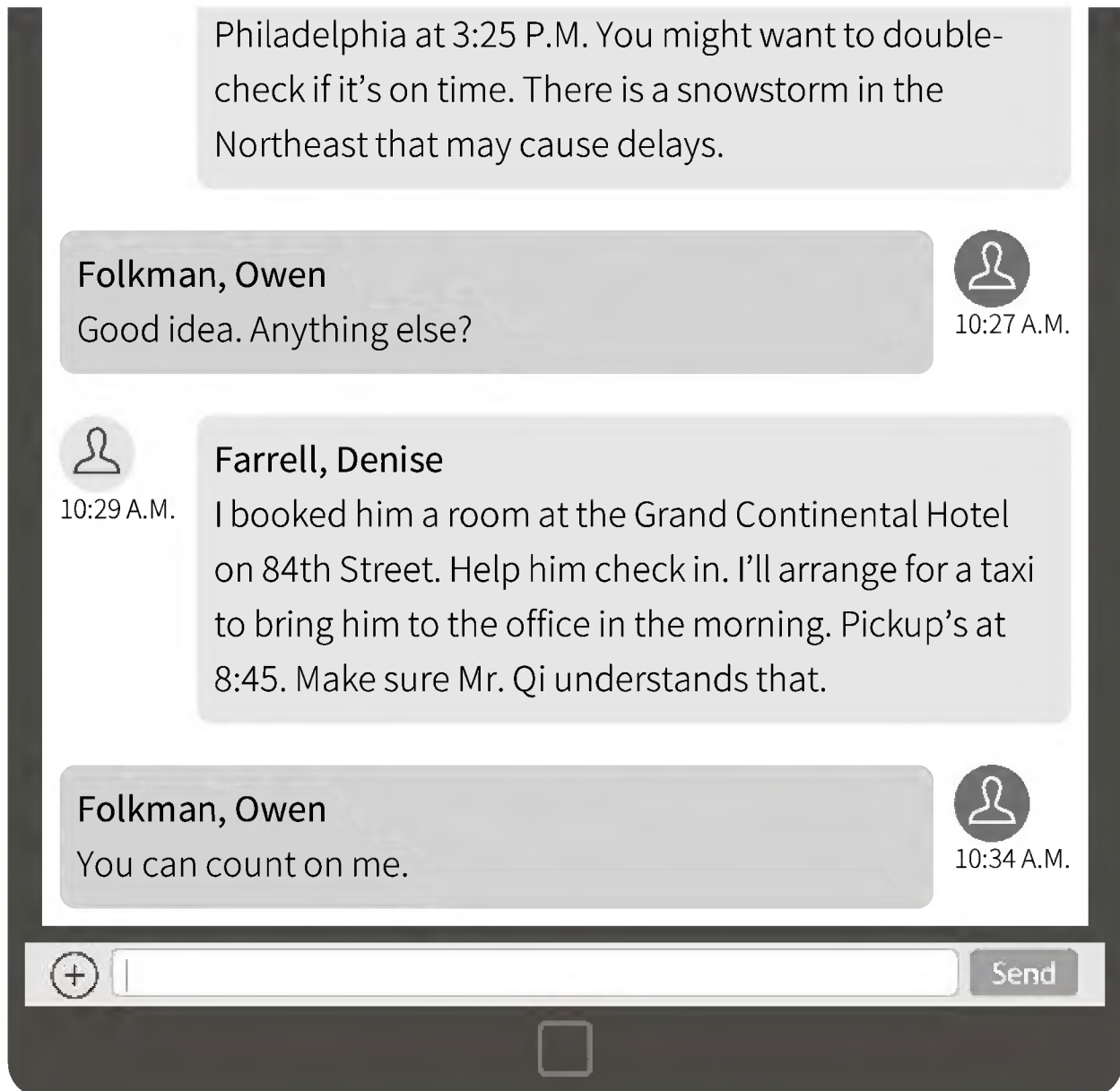
148. What is NOT mentioned about King's Shoes?

- (A) It has a store in a mall.
- (B) It specializes in unusual shoes.
- (C) It carries products for kids.
- (D) It sells products via the Internet.

Questions 149-150 refer to the following text message chain.

The image shows a text message chain within a rounded rectangular frame. It consists of three messages:

- Message 1:** Sent by Farrell, Denise at 10:21 A.M. The text reads: "I was just asked to attend a meeting this afternoon. Could you do me a favor and pick up Mr. Qi from the airport?"
- Message 2:** Sent by Folkman, Owen at 10:24 A.M. The text reads: "Sure. Can you give me his flight information?"
- Message 3:** Sent by Farrell, Denise at 10:25 A.M. The text reads: "He's on National Airlines Flight 894 arriving from"



149. What is most likely true about Mr. Qi?

- (A) He will have dinner with Ms. Farrell.
- (B) He made a hotel reservation.
- (C) He does not have a driver's license.
- (D) He is traveling from Philadelphia.

150. At 10:34 A.M., what does Mr. Folkman most likely mean when he

writes “You can count on me”?

- (A) He will confirm a hotel reservation.
- (B) He will relay information to Mr. Qi.
- (C) He will get directions to a hotel.
- (D) He will contact a taxi company.

Questions 151-153 refer to the following letter.

Eric Cardon
89 Blaine Road
Seager, MD 99343

April 16

Dear Mr. Cardon,

This letter provides written confirmation of our phone conversation yesterday. — [1] —

You have been offered, and accepted, a part-time position as Cultural Resource Specialist II at Caldera Engineering. The salary for the position is \$25,879 for a total of 1,400 hours worked per year. The scheduling of your actual work hours may vary from week to week as determined by your supervisor but may never exceed 32 hours per week. — [2] —

We have scheduled you to start work on Monday, May 3, at 8:30 A.M. Please check in at the front office. Your supervisor, Roger Vance, will need to sign you in and escort you to Security, where you will be fingerprinted and receive an official ID card. — [3] —

After that, you will be able to access the building on your own.

All new employees are required to complete an orientation. This will consist of online training modules and a brief meeting with my staff and me. — [4] — We have scheduled your orientation for your first day of work. Please report to my office on the second floor after meeting with Mr. Vance.

We are excited to have you join the team at Caldera Engineering. Feel free to contact me if you have any questions or need assistance.

Sincerely,

Cindy Fergus
Director, Personnel Office
Caldera Engineering

151. What is Mr. Cardon NOT instructed to do on May 3?

- (A) Meet with his new manager
- (B) Obtain an employee identification card
- (C) Enter a section of a building on his own
- (D) Speak with employees in Personnel

152. What is suggested about Mr. Cardon?

- (A) He has worked with Mr. Vance before.
- (B) He prefers to have a full-time position.
- (C) He will work five days each week.
- (D) He spoke with Ms. Fergus on April 15.

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

“You may receive benefits in accordance with your part-time status.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

Questions 154-155 refer to the following article.

Edgewood(April 12) – Sandwich lovers in Edgewood are in for a treat next month. For the first two weeks of May, Sammy’s Sandwiches will cut prices on select menu items in half.

The promotional pricing, says company spokesperson Andrew Gilford, is a way for the Philadelphia-based restaurant chain to celebrate its 30th anniversary. “We want to thank our customers for their support over the years,” said Gilford.

In addition to the promotional pricing, which will apply to several popular sandwiches, sides, and drinks, Sammy’s is offering its customers a chance to win a trip for two to London. Customers can enter to win by posting a photo of themselves with a Sammy’s sandwich at a unique location. The winner will be selected at random at the end of the month.

Since opening its first restaurant in Phoenixville, PA, in 1985, Sammy’s

has spread to 185 locations in 28 states across the country to become one of the nation's most popular sandwich chains.

154. Where was the article probably published?

- (A) In a promotional brochure
- (B) In a local newspaper
- (C) In a restaurant guidebook
- (D) In a financial magazine

155. What is indicated about Sammy's?

- (A) It has twenty-eight stores nationwide.
- (B) It will offer discounts for one month.
- (C) It has a partnership with a travel agency.
- (D) It was founded decades ago.

Questions 156-157 refer to the following information.

Feeling down? Here are some simple, but effective ways to improve your mood naturally.

Focus on the positive. Some people automatically think about the negative elements in a situation. However, by changing your focus to seeing the positive, you can generate positive feelings in yourself.

Get enough sleep. The average person needs between 7.5 and 8.5 hours of sleep a night. Too much or too little sleep is harmful to the body and can lead to depression.

Eat a balanced diet. People who eat lots of fruits and vegetables are healthier and feel better.

Exercise regularly. Exercise releases endorphins, chemicals in the brain that make us feel good. Just 30 minutes of exercise a day is often enough to improve your mood and overall health.

156. What is NOT mentioned as a way to have a better mood?

- (A) Sleep around 8 hours
- (B) Move your body daily
- (C) Consume nutritious meals
- (D) Take medication

157. According to the information, what is a benefit of positive thinking?

- (A) Replacing lost sleep
- (B) Generating new ideas
- (C) Enhancing activities
- (D) Creating good emotions

Questions 158-160 refer to the following memo.

Memo

To: Employees, Corrigan Building

From: Sara Johnson

Subject: Swipe Cards

Date: June 8

The installation of new electronic door locks is currently underway. All exterior doors and several interior doors are scheduled to have functioning electronic locking systems on them by June 15. A magnetic swipe card will be needed to enter these doors, which will automatically lock when closed. All other doors will continue to use the existing key locks.

Swipe cards will be available at the security office starting on June 10. To obtain one, return the attached request form to the security office. On the form, please specify which doors you need to open. All cards will be coded to open exterior doors. However, employees may only use their cards to open interior doors they are permitted to access. Requests cannot be processed without a supervisor's signature. Please allow 24 - 48 hours for your request to be processed.

Thank you.

Sara Johnson
Assistant Director, Security
Landis Corporation

158. Why did Ms. Johnson write the memo?

- (A) To request feedback from supervisors
- (B) To explain upcoming changes
- (C) To announce the completion of a project
- (D) To report malfunctioning locks

159. What is indicated about the electronic locking system?

- (A) It will be installed on all interior doors.
- (B) It is scheduled to be tested on June 15.
- (C) It requires the use of coded cards.
- (D) It will replace all current key locks.

160. What are employees asked to do?

- (A) Submit paperwork
- (B) Turn in their existing keys
- (C) Test the locks on their doors
- (D) Obtain identification cards

Questions 161-163 refer to the following advertisement.

Musical Fingers

Winter, Spring, Summer, and Fall — Musical Fingers is available all year!

We are currently accepting new students ages 5 - 18.

We would like to invite you to become a part of the Musical Fingers community. Our professionally developed curriculum has been proven to help children develop their guitar skills. Working with beginner through advanced learners, Musical Fingers offers more than just music lessons. We cultivate a broad appreciation for music, creativity, and self-expression. All of our Musical Fingers instructors have completed comprehensive training in

the teaching methods first developed by founder and former high school music teacher Mike Parka.

With locations in Camden, Ardmore, Wayne, and Germantown
www.musicalfingers.com
(412) 555-9894

Member of the National Guitar Teaching Association and Society of Music Teachers

161. What is NOT stated about Musical Fingers?

- (A) It offers lessons at multiple sites.
- (B) It accepts students of varying levels.
- (C) It aims to help students become creative.
- (D) It offers classes in several instruments.

162. What is suggested about the instructors?

- (A) They are trained to work with kids.
- (B) They are graduates of Musical Fingers.
- (C) They are professional musicians.
- (D) They are currently high school students.

163. What is mentioned about Mike Parka?

- (A) He only teaches advanced students.
- (B) He is an instructor at a public school.
- (C) He started a music education program.
- (D) He is the leader of a professional group.

Questions 164-167 refer to the following online chat discussion.



Peck, Allison

8:45 A.M.

I graduated with a degree in computer science two years ago and took my first job in the same small city where I attended college. I am ready for a change to advance my career. My former classmates suggest that I move, but I live with my parents now and think I would miss them. The nearest big city is over four hours away! What should I do?



Johnson, River

9:01 A.M.

Your friends are giving you sound advice. You need to move to where the best technology companies are if you want to seriously advance in your career.



Evans, Nathan

10:10 A.M.

It really depends on your goals.



Johnson, River

11:01 A.M.

But the best jobs are in the big cities.



Evans, Nathan

11:10 A.M.

River, that's a matter of opinion. Good jobs in computer science are available pretty much anywhere. Nowadays,

nearly all companies need employees with your background.



Uribe, Iris

11:20 A.M.

Allison, stay close to home if you want. I graduated with the same degree five years ago. My first job was in the area where I grew up. I gained good experience and later moved to the nation's capital.



Johnson, River

12:01 P.M.

Allison, wherever you choose to go, the key is to get your foot in the door with an employer. Use your school's alumni office to network. You might find a great job in another city nearby.



Peck, Allison

1:45 P.M.

Thanks for giving me a lot to consider. I'll let you know what I decide.



Send

164. What is most likely true about Ms. Peck?

- (A) She is a mediocre employee.
- (B) She is employed at a college.
- (C) She did not move to attend school.
- (D) She recently visited a former classmate.

165. According to the writers, what is suggested about leading technology companies?

- (A) They are located in major urban areas.
- (B) Graduates of top schools get hired there.
- (C) They prefer to hire young people.
- (D) Mr. Evans works for one of them.

166. At 11:10 A.M., why does Mr. Evans write “That’s a matter of opinion”?

- (A) To provide support for his own opinion
- (B) To express agreement mildly
- (C) To question the validity of a statement
- (D) To criticize a professional judgment

167. What is suggested about Ms. Uribe?

- (A) She is currently working in her hometown.
- (B) She attended the same school as Ms. Peck.
- (C) She is a staff member in an alumni office.
- (D) She studied computer science in college.

Questions 168-171 refer to the following memo.

MEMO

TO: Maintenance Staff

FROM: Karl Urban

DATE: March 16

Due to budgetary restrictions set to take effect next month, our department will be required to adjust our practices concerning the

university grounds. While it is essential that they be kept in the best possible condition at all times, it has become necessary to reduce the resources and manpower that we have committed in the past. The following cost-saving measures are to take effect immediately:

- Lawns are to be mowed once every two weeks instead of weekly. The only exception is the university's sports fields, which will continue to be maintained on their current schedule.
- All sprinkler systems will be inspected. Leaks will be repaired, and broken parts will be replaced immediately upon discovery. Unnecessary sprinkler lines will be removed and their parts placed in storage.
- Flowers will no longer be planted in the beds at the library, Chandler Hall, and the dormitories and along Graduate Avenue. Instead, the beds will be covered with decorative crushed stone.
- Maintenance staff members are to limit their use of electrical carts to assigned work tasks. Personal vehicles should be used for all nonofficial uses.

Additional cost-saving measures affecting our other functions will be announced in a July memo. Your continued commitment to the maintenance of the university's facilities and grounds is appreciated during this challenging time. If you have any questions or concerns about these changes, contact me directly at 272-5120.

Sincerely,
Karl Urban
Director of Facilities and Grounds

168. Why did Mr. Urban write the memo?

- (A) To criticize some practices
- (B) To announce changes
- (C) To propose budget cuts
- (D) To explain additional tasks

169. The word “only” in paragraph 2, line 1 is closest in meaning to

- (A) single
- (B) just
- (C) mere
- (D) simple

170. What does Mr. Urban NOT ask his staff to do?

- (A) Replace flowerbeds with ornamental rocks
- (B) Plant fewer trees and bushes
- (C) Cut grass less frequently
- (D) Remove unused water lines

171. What will Mr. Urban most likely do in July?

- (A) Obtain a larger budget for next year
- (B) Participate in basic grounds keeping
- (C) Upgrade his department’s vehicles
- (D) State other ways to save money

Questions 172-175 refer to the following flyer.

San Andreas Community College

Job Connection Office (JCO)

Employer Recruitment Event

Held the second Thursday of every month.

Thursday, November 10

11 A.M. - 2 P.M.

Student Resources Building, Daniels Auditorium
Central Campus

Below is just a sampling of the many employers who will be on hand.

- City of San Andreas Police Department has over 200 openings for police officers, service workers, instructors, and office personnel.
- Sally's Bakery is looking for maintenance workers for its 45th Street production facility. — [1] —
- Guardian Angels is hiring home health aides.

Upcoming Workshops

In addition to our recruitment events, the JCO hosts free workshops open to all members of our community. — [2] — Advanced registration is required. All workshops are held at the JCO, which is located on the second floor of the Penner Building on Central Campus. If you would like to participate, visit our Web site at www.sanandreas.edu/jco.

Resume Tune Up
Wednesday, November 2
1:00 – 5:00

Stop by any time during this open workshop and speak with one of our writing tutors. Bring a copy of your résumé, or even just a list of current and prior employment, and we will help you make it even better. — [3] —

Introduction to Health Care Careers
Friday, November 4
12:00 – 1:00

Join us for a lunchtime presentation on one of the largest and fastest growing sectors of our local economy. — [4] — Each year, there are more job openings in health care than there are applicants to fill them. Find out about opportunities for work at hospitals, health clinics, nursing homes, and other similar places. Equally important, learn what steps you need to take to gain the education and skills to be a successful job seeker.

172. What is NOT indicated about the Employer Recruitment Event?

- (A) It is organized on a regular basis.
- (B) It requires advanced registration.
- (C) It lasts for a total of three hours.
- (D) It is held at an educational institution.

173. According to the flyer, why should readers go to the Job

Connection Office's Web site?

- (A) To participate in a job fair
- (B) To apply for job openings
- (C) To contact potential employers
- (D) To register for workshops

174. What is suggested about San Andreas?

- (A) Its population has declined in recent years.
- (B) Local employers only hire college graduates.
- (C) Health care is an important part of its economy.
- (D) Several large companies are located there.

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

“No prior business writing experience is necessary to participate.”

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

Questions 176-180 refer to the following article and information.

Monet's Garden: A Story of Love and Betrayal

Review by Sam Sheppard

Monday, September 8

When I received a free ticket from the Kaliope Theater inviting me

to its first production of the fall season, I put it on my desk and nearly forgot about it. None of the productions in Kaliope's spring or summer seasons was noteworthy. It was a good thing I found the ticket because *Monet's Garden* is quite the opposite. From the moment the curtain opened, I was impressed by the beautiful sets. Although *Monet's Garden* features just five actors, each gave a marvelous performance. The chemistry between Todd Jordan as Monet and Lindsay White as Helene was awesome! Fans of Rene Pilar (and I am one of them) are not going to be disappointed by this production. If the rest of the fall season is as good, then local theater goers are in for a treat!

Kaliope Theater
Fall Season: Special Production

Monet's Garden

By Rene Pilar

Directed by Oliver Preston

Dates: September 5 – 28

Times: Friday and Saturday 7:30 P.M.; Sunday 2 P.M.

Tickets: \$20

Special preview night*: Thursday, September 4 – 7:00 P.M.

The Kaliope Theater is very proud to present *Monet's Garden*, the opening production of the fall season and the first at our new location!

Monet's Garden is about French Impressionist painter Claude Monet falling in love with a young female student, Helene. Because he is married, Monet must keep his budding relationship with Helene secret by restricting their meetings to a hidden corner of his garden.

NEW LOCATION! 890 Baker Way, two blocks south of Armadillo Boulevard.

*Invitation-only event for members of the Kalioppe Club and the press

176. What is indicated about Mr. Sheppard?

- (A) He has never been to the Kalioppe Theater.
- (B) He likes Ms. Pilar's works.
- (C) He had to request another ticket.
- (D) He sponsored the production of *Monet's Garden*.

177. In the article, the word "noteworthy" in line 3 is closest in meaning to

- (A) enterprising
- (B) artistic
- (C) remarkable
- (D) unattractive

178. What is indicated about the Kalioppe Theater?

- (A) It has only one production this fall.
- (B) It hired a new director.
- (C) It recently moved to Baker Way.
- (D) It is only open on weekends.

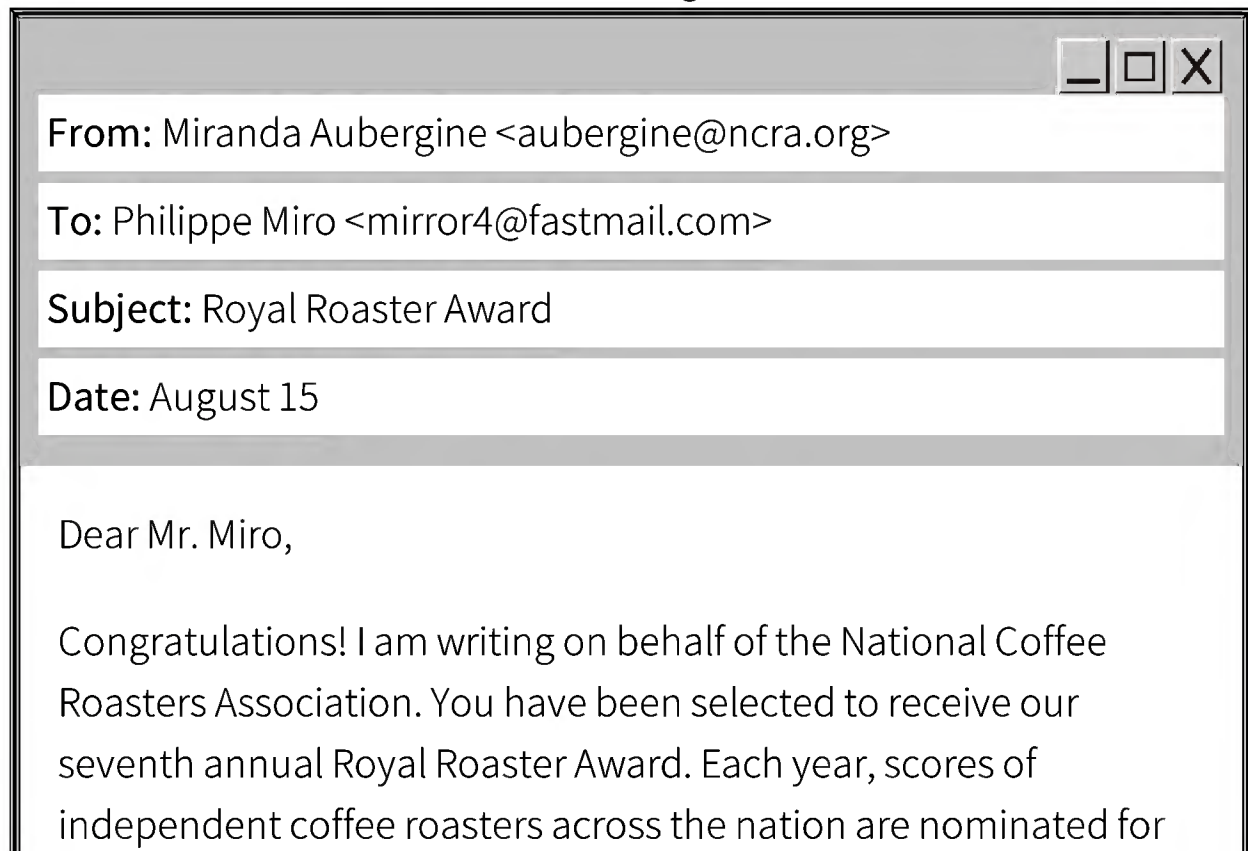
179. In the information, what is NOT mentioned about Monet's Garden?

- (A) There is an admission fee.
- (B) It was written by Rene Pilar.
- (C) Club members can get discounted tickets.
- (D) It is the first show of the season.

180. When did Mr. Sheppard most likely see the play?

- (A) On September 4
- (B) On September 5
- (C) On September 6
- (D) On September 8

Questions 181-185 refer to the following e-mails.



The image shows a screenshot of an email window. The window has a title bar with minimize, maximize, and close buttons. The email header is as follows:

From: Miranda Aubergine <aubergine@ncra.org>
To: Philippe Miro <mirror4@fastmail.com>
Subject: Royal Roaster Award
Date: August 15

The body of the email begins with:

Dear Mr. Miro,

Congratulations! I am writing on behalf of the National Coffee Roasters Association. You have been selected to receive our seventh annual Royal Roaster Award. Each year, scores of independent coffee roasters across the nation are nominated for

the award. Our panel of judges makes its selection based on independent analyses of roasted coffee beans, customer satisfaction surveys, and recommendations from coffee shops and retailers.

We would like to invite you to join us at our annual meeting to present you with your award. This year's meeting will be held in Seattle, Washington, on Friday, October 21, and Saturday, October 22. As our guest, we will make arrangements for your flight and hotel and will cover all of your expenses. In addition, a reporter from The Bean will be present and would like to interview you for a special feature in that magazine.

Please let us know if you will be able to attend and if there is anything we can do for you.

Sincerely,

Miranda Aubergine
President, National Coffee Roasters Association

From: Philippe Miro <mirror4@fastmail.com>

To: Miranda Aubergine <aubergine@ncra.org>

Subject: RE: Royal Roaster Award

Date: August 16

Dear Ms. Aubergine,

I was delighted to find your e-mail in my inbox this morning. I never would have imagined that I would be nominated for an award, let alone one from your fine organization. This is a marvelous day indeed!

I most certainly will attend and would enjoy meeting with the journalist. However, I would like to make a small request. Would you be able to have a Kingston 890 roaster on site? I would like to use it at the event to roast a special batch of coffee beans to share with the other attendees. Moreover, I would be happy to demonstrate and discuss my approach to roasting as well. These are, I believe, the best ways in which I can express my appreciation for this award.

Thank you!

Sincerely,

Philippe Miro

181. What is the purpose of the first e-mail?

- (A) To accept an application
- (B) To make a recommendation
- (C) To extend an invitation
- (D) To reschedule a meeting

182. What is NOT indicated about the National Coffee Roasters Association?

- (A) It has given an award for several years.
- (B) It will pay for Mr. Miro's lodging.
- (C) It will hold a two-day event.
- (D) It operates many retail locations.

183. What does Mr. Miro ask Ms. Aubergine to do?

- (A) Obtain equipment for him
- (B) Book his flight right away
- (C) Invite some other guests
- (D) Permit him to join her organization

184. What does Mr. Miro offer to do?

- (A) Select an award winner
- (B) Give a demonstration
- (C) Provide free coffee beans
- (D) Write an article

185. What is suggested about Mr. Miro?

- (A) He travels with his roasting equipment.
- (B) He plans to be in Seattle in October.
- (C) He recently created a new product.
- (D) He will interview Ms. Aubergine at a conference.

Questions 186-190 refer to the following advertisement, e-mail, and form.

Top Tier Cakes

“A Specialty Cake Company for Your Special Occasion”

Our beautiful and delicious custom cakes will make your event all the more special. We only use the finest natural ingredients — no artificial flavors or colors! All of our cakes are baked with wholesome goodness and decorated with an eye for style. We specialize in handmade tiered cakes for weddings, anniversaries, graduations, and other special occasions. Our talented crew can decorate your cake to your exact specifications. Or let us help you set up a decorating party, where you and your guests transform a cake into a work of art.

Contact us at beth@toptiercakes.com.

To: Linda Garcia <lgarcia@gmail.com>

From: Beth Xavier <beth@toptiercakes.com>

Date: March 28

Re: RE: Question

Attachment: consultationrequestform

Dear Ms. Garcia,

Thank you for contacting Top Tier Cakes! We can bake a cake for your wedding. We have baked multi-tiered cakes for all numbers of guests. What I suggest is that you schedule a free consultation with me to discuss your needs. During the consultation, I can show you some of our past work and prepare samples for you to taste. To set up a consultation, please complete the attached form and return it to me at your convenience.

If you have any other questions, feel free to e-mail me.

Sincerely,

Beth Xavier
Owner, Top Tier Cakes

Top Tier Cakes

Order Form

Customer name: Linda Garcia

Customer phone number: (412) 555-6736

Date(s) needed: Saturday, May 4

Order type: [] pickup [] delivery

Delivery address: Singleton Banquet Hall, 88 Oak Way, Buford

Delivery instructions:

Must be set up no later than 3:00 P.M. Speak with Sharon Tate (555-2030) for detailed set up instructions. Ms. Tate will be on site to assist.

Cake size: five tiers, 40cm base, additional cakes for 150 guests

Cake type: almond

Icing type: white butter cream

Additional instructions:

Unique decorations requested (see drawing on back), place mini-statue of bride and groom on top of cake

186. In the advertisement, the word “custom” in paragraph 1, line 1 is closest in meaning to

- (A) flavorful
- (B) ordinary
- (C) traditional
- (D) unique

187. What does Ms. Xavier ask Ms. Garcia to do?

- (A) Describe an event
- (B) Visit a bakery
- (C) Meet with an assistant
- (D) Submit a document

188. What is most likely true about Ms. Garcia?

- (A) She designed the cake decorations herself.
- (B) She wants a cake without artificial ingredients.
- (C) She will pick up the order herself.
- (D) She has done business with Ms. Xavier before.

189. What is suggested about the wedding reception?

- (A) It will take place in a hotel.
- (B) It will include over 200 guests.
- (C) It will be held on a weekend.
- (D) It will have live music.

190. What is NOT indicated about the order?

- (A) It will be delivered to Buford.
- (B) It will include edible decorations.
- (C) It is for more than one cake.
- (D) It will have multiple layers.

Questions 191-195 refer to the following notice, form, and e-mail.

Notice

To: All tenants

Re: Onsite fitness center proposal

Defined Fitness, the owner of several fitness centers in and around Kensington, is considering opening a new location in the Halcion Building. It would lease 500 square meters of unused retail space on the first floor of our building. Before moving forward with the plan, Defined Fitness would like to hear from you. During the week of February 8 - 14, it will send out a survey to each person working in the Halcion Building. Please complete the survey and place it in the secure box in the lobby no later than February 28.

Sam Rogan, Building Manager

Survey Form

Name (optional): Colleen Leopardi

Phone (optional): 555-2903

Employer: Banek Designs

– Are you currently a member of a gym or fitness center? [] yes [V] no

– Would you consider joining a fitness center in your building? [V] yes [] no

– What services would you like a fitness center to provide?
weight machines, exercise classes, towel and locker rentals

– How frequently do you exercise? most weekdays

– What hours do you prefer to exercise?

[] before 8:00
A.M.

[] 8:00 A.M. – 11:00 A.M.

[] 11:00 A.M. –
1:00 P.M.

[] 1 P.M. – 6:00 P.M.

[V] after 6:00 P.M.

– Can we contact you with follow-up questions? [V] yes [] no

Thank you for your valuable feedback!



To: Sam Rogan <srogan@halcionbuilding.com>

From: Penny Ivans <penny.ivans@definedfitness.com>

Subject: Survey Results

Date: March 8

Dear Mr. Rogan,

Thank you for your assistance in distributing the survey on schedule. We were surprised at the level of interest. Of the 1,480 surveys we distributed, 1,012 were returned. Based on the overwhelmingly positive feedback we received, we would like to move forward with developing a new location in your building with exercise equipment, classrooms, and locker rooms. Please let me know when you are available to discuss the next steps.

Sincerely,

Penny Ivans

191. According to the notice, what is Defined Fitness thinking about doing?

- (A) Purchasing a building
- (B) Hiring a surveying company
- (C) Relocating its business
- (D) Renting an interior area

192. What is suggested about the Halcion Building?

- (A) Fewer than 1,500 people work there.

- (B) Its entire first floor is vacant.
- (C) Management will renovate it in March.
- (D) It has security officers in its lobby.

193. What is suggested about the survey?

- (A) It was designed by Mr. Rogan.
- (B) It was mailed directly to Ms. Ivans.
- (C) It was sent out before February 15.
- (D) It was conducted online.

194. What is NOT indicated about Ms. Leopardi on the survey form?

- (A) She works out on Saturdays.
- (B) She volunteered her phone number.
- (C) She is not a Defined Fitness member.
- (D) She likes to exercise in the evening.

195. What is suggested about Ms. Leopardi?

- (A) She used to work for Ms. Ivans.
- (B) The services she requested are popular.
- (C) She intends to meet with Mr. Rogan.
- (D) Her coworkers all want a new gym.

Questions 196-200 refer to the following article, e-mail, and notice.

Barkwood(April 15) – Yesterday morning, hundreds of shoppers lined up for the grand opening of Mother Earth Market, a natural food retail chain based out of Boulder, Colorado. Located in the Maiden Creek Shopping Center, this is the first store of its kind in

Barkwood.

Natural foods have been growing in popularity over the past decade as consumers become more concerned about the effects of pesticides on their health. Mother Earth Foods only sells pesticide-free produce, most of which has also been certified organic. In addition, a minimum of 25% of meat and dairy products sold in the store must come from nearby farms.

Mother Earth Market in Barkwood is open 8 A.M. to 9 P.M. daily.

To: Kelly Giles <kgiles@marvelousshoes.com>

From: Kyle Lowe <klowe@bluemoon.com>

Subject: RE: Parking Issues

Date: May 12

Dear Ms. Giles,

Thank you for contacting us regarding the congestion in the parking lot at Maiden Creek. The popularity of the new natural food store has caught everyone off guard. We understand that the parking lot is at full capacity almost every day, especially at peak times. We are working with the new store's management as well as officials from the Barkwood Parking Authority to ensure that each of our tenants, Marvelous Shoes included, has adequate parking

for customers. Details of the plan are coming soon.

Sincerely,

Kyle Lowe

Blue Moon Properties

NOTICE

Date: May 29

From: Blue Moon Properties

To: All Tenants at Maiden Creek Shopping Center

In order to address the parking issue and to minimize its impact on your business, we propose the following solutions. First, each tenant will receive a set number of parking spaces reserved exclusively for their customers. These spaces will be located directly in front of each business and clearly marked with signs. Violators will be ticketed by the Barkwood Parking Authority. (Call 555-9303 to report violations.) Second, the city has permitted us to use a vacant lot behind the shopping center for overflow parking. Signs will be posted to inform shoppers.

196. What is implied about Barkwood?

- (A) It is located in a rural area.
- (B) It only has one health food store.
- (C) It has numerous small businesses.
- (D) It is close to Boulder, Colorado.

197. What is the reason for the parking problems at Maiden Creek?

- (A) Parking spaces were recently removed.
- (B) A new tenant demanded extra parking.
- (C) A shopping center is under construction.
- (D) A new store is drawing more customers than expected.

198. Who most likely is Mr. Lowe?

- (A) A retail supervisor
- (B) A local official
- (C) A property manager
- (D) A police officer

199. In the notice, the word “address” in line 1 is closest in meaning to

- (A) resolve
- (B) elevate
- (C) locate
- (D) discuss

200. What is suggested about Marvelous Shoes?

- (A) Ms. Giles is the store’s former owner.
- (B) It is located next to Mother Earth Market.
- (C) Customers cannot find its new location.
- (D) It will get assigned parking spaces.

TEST 08

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55 min

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5

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 advertisement.

Professional Edits

Say What You Want with the Right Words.

Our services include:

- editing existing content for typos, spelling errors, and grammar problems
- drafting new text for marketing or promotional purposes
- writing engaging blog posts to draw more customers to your Web site

Professional Edits knows that not everyone can major in writing or have an eagle eye for editing, and that is why we have a smart, quick, and diligent staff of writers to help your business out. Whether it's small corrections or creating new content, Professional Edits is here for all your editorial needs.

To see our editorial portfolio, please stop by our office at 3252 Merryway Lane.

147. What is NOT indicated about Professional Edits?

- (A) It works for commercial clients.
- (B) It charges for each word written.
- (C) It can correct writing mistakes.
- (D) It can write for online audiences.

148. Why are readers referred to an address?

- (A) To receive a free brochure
- (B) To write a blog post
- (C) To make an appointment
- (D) To view writing samples

Questions 149-150 refer to the following card.

Paperworks, LLC

For all your paper needs!

Paper			
Basic	Thick	Cardstock	Cardboard
White 500 pieces \$50	White/Off-White 300 pieces \$75	White/Black 200 pieces \$100	White/Brown 100 pieces \$150

Ms. Simone, here are the final paper choices for the invitations for your company's event. Please let me know which paper you would like the invitations printed on and specify the color. It will take me a day or two to print them, so it is best to contact me by October 2 at

the latest. Then wire the total amount to our bank account: 2342-13282-5232. If you have any questions, please let me know.

Terry Gomez (tgomez@paperwork.net)

149. What is the purpose of the card?

- (A) To deny a request
- (B) To correct a mistake
- (C) To request instructions
- (D) To announce a delay

150. What is suggested about the event?

- (A) It requires white paper.
- (B) It will occur after October 2.
- (C) It is organized by Paperworks.
- (D) It is for company staff and family.

Questions 151-153 refer to the following article.

Traveling with young children does not need to be a nightmare. In fact, many families successfully travel with their young ones. The secret is in the planning.

Successful traveling families take their time. They arrive early to airports, train stations, and bus terminals to make sure that sufficient time is available for unforeseen emergencies. Arriving early reduces the stress felt by everyone in the family.

Small children have limited attention spans. That's why it is a good

idea to pack games, puzzles, coloring books, and other activities that can keep the kids occupied during long car rides or flights. Some parents rely on the portable entertainment available on their tablet computers and smartphones. Whatever you prefer, think ahead about how to keep the kids entertained, and you will have fewer headaches along the way.

Last, but certainly not least, stick to your children's routines as much as possible. If your little boy eats a morning snack every day at 10 A.M., try to make sure that happens regardless of where you are. The same goes for naps, baths, bedtime stories, etc. The more familiar routines remain intact, the more likely your little one will adjust to the new environment with ease.

That said, every child is different, and some deal with new experiences better than others. Nevertheless, planning ahead can make traveling with kids easier.

151. What is the purpose of the article?

- (A) To explain the way children should be raised
- (B) To give advice on how to travel with children
- (C) To encourage traveling by air
- (D) To criticize those who don't plan for trips

152. According to the article, why are routines important for children when traveling?

- (A) They help kids adapt to changes.
- (B) They allow parents to move more slowly.

- (C) They ensure kids get enough rest.
- (D) They keep children entertained.

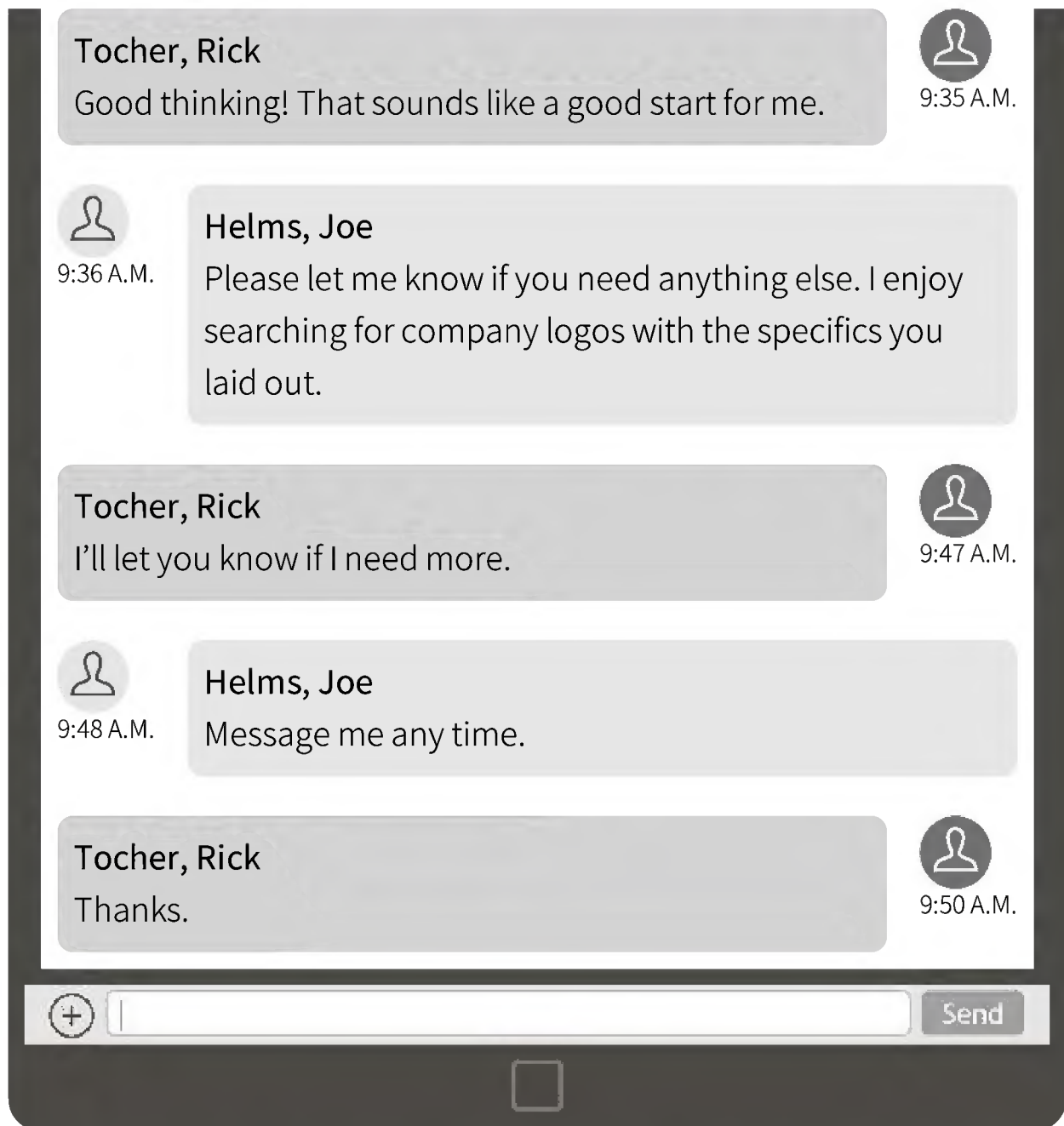
153. What is indicated about smartphones?

- (A) They are useful for communicating with kids.
- (B) They can be used to distract kids.
- (C) They are essential for traveling families.
- (D) They can help track travel routines.

Questions 154-155 refer to the following text message chain.

The image shows a text message chain within a rounded rectangular frame. It contains three messages:

- Message 1:** Sent by Helms, Joe at 9:11 A.M. The text reads: "Good morning, Rick. I finished putting together the file of similar logos you requested. You can access it on the shared drive."
- Message 2:** Sent by Tocher, Rick at 9:20 A.M. The text reads: "How many logos are included? I need a lot of inspiration for the new one I need to create for the client."
- Message 3:** Sent by Helms, Joe at 9:21 A.M. The text reads: "10. Is it enough? I also included various text fonts. That should spark some ideas."



154. What type of business does Mr. Helms most likely work for?

- (A) A family restaurant
- (B) A graphic design firm
- (C) A government office
- (D) A clothing store

155. At 9:21 A.M., what does Mr. Helms most likely mean when he writes, “That should spark some ideas”?

- (A) He is still collecting logos at the moment.
- (B) He wants his ideas to be taken seriously.
- (C) He thinks the fonts will inspire Mr. Tocher.
- (D) He designed a new font for Mr. Tocher’s project.

Questions 156-158 refer to the following notice.

Better-Tech PowerView Conference

Event name: Better-Tech PowerView Conference

Starting date: January 12

Time: 9:00 A.M.

Ending date: January 13

Time: 5:00 P.M.

Contact person: Sally Gales

Phone: 555-8921

E-mail: sgales@bettertech.com

Registration fee: \$100

Attached files: application form, payment instructions

About the event: PowerView presentations are a widely underutilized tool for large and small companies. For users who know the basics of creating a PowerView presentation, this conference will teach you more advanced applications of the software. Plus, you will receive tips and pointers on both the creation of your presentation and also on the presentation delivery. Stand on stage and deliver your speech with confidence, and maximize your marketing strategy with Better-

Tech's revolutionary PowerView Conference. The registration deadline for the conference is January 3. Space is limited to 50 participants. Signed applications need to be sent via e-mail to Sally Gales at sgales@bettertech.com. If interest exceeds our expectations, additional space may be opened. Notification of that or other changes will be posted on our Web site on January 4 at www.bettertech.com.

156. What is indicated about the PowerView conference?

- (A) It is open only to employees of Better-Tech.
- (B) It will teach basic computer skills.
- (C) It is directed at software developers.
- (D) It will provide information on public speaking.

157. What is NOT required to attend the conference?

- (A) Completing an online form
- (B) Signing a document
- (C) Making a payment
- (D) E-mailing a contact person

158. When is the latest application forms can be submitted electronically?

- (A) January 3
- (B) January 4
- (C) January 12
- (D) January 13

Questions 159-161 refer to the following letter.

Direct Delivery

Keifer Jones
KJ Law Firm
2214 34th Avenue
Oklahoma City, OK

November 9

Dear Mr. Jones,

Your head administrative assistant, Jessica Klein, is a close acquaintance of mine. — [1] — She mentioned that your law firm is looking for a private delivery service for your practice's confidential paperwork. We understand the private nature of your work and that time is of the essence for legal matters.

My delivery company, Direct Delivery, specializes in small business delivery services. We specifically only do business with small companies so that we can pay attention to detail and not be inundated with work. — [2] —

We can adjust our services to each client's unique needs. For close deliveries, we offer a bike courier service which allows us to avoid traffic jams and to deliver small packages quickly. For larger deliveries or those farther away, we have a van and are happy to pick up packages directly from your office at any time. Our company runs 24

hours a day, 7 days a week. — [3] —

If our services sound like a good fit for the KJ Law Firm, please feel free to call me to discuss contract terms. I would also be happy to stop by your office to have a face-to-face chat about what we can offer you.

Please send my regards to Ms. Klein. — [4] —

Sincerely,

Harry Pines

Direct Delivery

159. What is suggested about Direct Delivery?

- (A) It has worked with Mr. Jones before.
- (B) It is a one-man bike courier service.
- (C) It offers customized services to clients.
- (D) It will expand in size in the near future.

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

“You won’t just be another number in a long line of deliveries.”

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

161. What is NOT indicated about the KJ Law Firm?

- (A) It is Ms. Klein’s employer.
- (B) It has sensitive documents.

- (C) It requires timely deliveries.
- (D) It uses a large courier service.

Questions 162-164 refer to the following advertisement.

Brighten your day
with
Wilson's Office Window Cleaners

Don't put up with mediocre cleaning services that swipe and go. Call Wilson's instead! Our team of professionals has been cleaning skyscrapers for over 20 years. With the latest array of high-tech equipment, there's no window that Wilson's can't reach. Have a small company? Wilson's cleans windows of all sizes. There's no need to have your office view shrouded in a layer of dust. Clean windows are on their way.

Satisfaction guaranteed: If you can't see your reflection in any of your serviced windows, we'll clean it again and give you a free cleaning appointment.

Spotless windows are Wilson's way. Schedule 3 months of weekly cleanings and get a 10% discount. Offer valid until November 30.

Phone number: (713) 555-2152

162. What is true about the discount?

- (A) It is limited to three cleanings.

- (B) It cannot be used in December.
- (C) It requires an annual contract.
- (D) It applies only to small offices.

163. In the advertisement, the word “reflection” in paragraph 2, line 1 is closest in meaning to

- (A) image
- (B) sign
- (C) surface
- (D) thoughts

164. What is suggested about Wilson’s Office Window Cleaners?

- (A) The company schedules appointment online.
- (B) Its workers are available at any time of the day.
- (C) The company has extensive experience.
- (D) It is capable of cleaning a variety of surfaces.

Questions 165-167 refer to the following memo.

To: Freugers Accounting Department
From: Nancy Digly, IT Manager
Date: February 10
Subject: Accounting Department’s New Phones

Be advised that your current Freugers company cell phone will be replaced next week. The company has signed a new 5-year contract with Clearcom Telecoms for all of our phone service. This brings an end to our service contract with our current provider, Green Line Communications.

You should back up any files from your company cell phone that you would like to keep, such as photos, contact phone numbers, and work files. The IT Department suggests that you transfer the files to the extra storage space on the company cloud. Once you receive your new company phones, you can then download the files to the phone from cloud storage. Storing phone data temporarily on the cloud will not affect the total storage you have been allotted.

If you need assistance with the data transfer or need to arrange to pick up your new phone, dial extension 5 on the IT Department phone line to reach me.

Nancy Digly
IT Manager

165. Why was the memo sent?

- (A) To explain a new data storage system
- (B) To introduce a new employee
- (C) To notify employees of a change
- (D) To announce an event promotion

166. What is NOT indicated about Freugers?

- (A) It will soon have a new service provider.
- (B) It recently released a new phone.
- (C) It will partner with Clearcom for 5 years.
- (D) It gives employees cloud storage.

167. What is suggested about Ms. Digly?

- (A) She is in charge of phone distribution.
- (B) She will collect all outdated phones.
- (C) She prefers to be contacted by e-mail.
- (D) She will need assistance with the transfer.

Questions 168-171 refer to the following Web page.

http://www.officedecorators.com

About us	Services	Gallery & Info	Pricing	Contact Us
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**Upgrade your office decor and present your clients
with your best (building) face!**

First impressions matter, and when it comes to business, how your clients feel when they walk into your office will surely decide if they will come again. That is why it is important to keep your office looking good and trendy with the latest styles of today. Trust us. — [1] —

At Office Decorators, we do it all, from painting and adorning bare walls to selecting the best furniture appropriate for the kind of work you do. We offer personal shopping and styling for any professional industry, and we don't stop decorating until your place looks great! Your own style will be put into play. — [2] — Your new office will represent you and what you do.

Stop by our showroom to see signature pieces, including wooden desks and handcrafted chairs on display for rent, as well as an extensive photo gallery of companies we have worked with in the past. — [3] — Gallery hours are Monday to Thursday from 1 P.M. to 4 P.M.

Office Decorators was started by interior designer Pierre Niels. To schedule an exclusive consultation with Pierre, call 555-2164. — [4] — Please be advised that appointments

with Pierre require a 5% deposit. All other consultations are free.

168. What is a purpose of the Web page?

- (A) To introduce a new location
- (B) To detail a company's services
- (C) To explain a customer review
- (D) To recruit new decorators

169. What is NOT mentioned about Office Decorators?

- (A) It has special furniture on view.
- (B) It has handmade furniture.
- (C) It has an architect on staff.
- (D) It has examples of past work.

170. What is indicated about Mr. Niels?

- (A) He designed the chairs on display.
- (B) He is available most afternoons.
- (C) He offers a free initial meeting.
- (D) He is the founder of the company.

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

“Office Decorator’s design expertise will transform your workspace right before your eyes.”

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

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



Linda Ambers

6:29 A.M.

I'm up early here in Toronto because I have a phone call with the Paris office in two hours. We are trying to land a contract with a major player to market its gourmet food products. I just realized I didn't test the conference room projector. Can someone let me do a test call?



Barbara Summers

6:30 A.M.

I'm still here in the Berlin office working overtime. I can go into our conference room, and you can try to video call me. I'll confirm if I can see the images on your projector.



Linda Ambers

6:32 A.M.

That's fantastic. My call to Paris might end up being a three-way call. Anyone else want to jump in?



Paula Rubio

6:34 A.M.

Morning, Linda. It's Paula from the Mexico office. I can give you a hand.



Linda Ambers

6:36 A.M.

Hi, Paula. Give me a minute to set everything up for a three-way call.



Paula Rubio

6:37 A.M.

Sure. Call my office when you're ready.



Linda Ambers

6:39 A.M.

Barbara, Paula. Can you see my presentation clearly on your end?



Barbara Summers

6:41 A.M.

The images are clear here in Berlin. Your projector seems fine.



Paula Rubio

6:43 A.M.

Clear and crisp. You should be good to go for your Paris meeting. Good luck!



Send

172. What field does Ms. Ambers most likely work in?

- (A) Film production
- (B) International marketing
- (C) Luxury tourism
- (D) Technology design

173. At 6:32 A.M., what does Ms. Ambers most likely mean when she

writes, “Anyone else want to jump in”?

- (A) She is inviting another office to join her meeting later.
- (B) She is hoping the projector will work without testing it.
- (C) She wants to call Paris early to check the projector.
- (D) She needs to test the projector in multiple countries.

174. What does Ms. Rubio do for Ms. Ambers?

- (A) Confirms that some equipment is working
- (B) Offers to assist with a meeting
- (C) Requests that images be sent
- (D) Calls her on a personal line

175. What is suggested about Ms. Summers?

- (A) She has fixed the projector before.
- (B) She will join the Paris call later.
- (C) She stayed at the office after closing.
- (D) She is traveling for business.

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

Replace your office carpet today!

Fantastic Flooring is running an unbeatable September special. We will pull up your existing carpet and replace it with brand-new carpeting for half the usual price — all on the same day! Plus, there’s no extra installation fee. Amazing!

Please note wooden or tile flooring can be removed with the same promotion but with an additional labor charge of \$500.00 and an

additional day of work.

Standard Carpet Removal *Promotion*	\$0.00
Beige Carpet	\$350.00/room
Brown Carpet	\$450.00/room
Navy Carpet	\$500.00/room

Only the above colors are part of our September discount event! Prices are as listed for free carpet removal service. If you would like to participate in the promotion but want a different color carpet to be installed, we can offer you free removal plus a 30% discount on the new carpet price.

To schedule an appointment with our installers, please visit www.FantasticFlooring.com. The promotion ends on September 30, but orders must be made by September 20 due to delivery and installation time.

To: Bernard Derk <customerservice@fantasticflooring.com>

From: Janice Weggin <jweggin@polytech.com>

Subject: Reschedule flooring appointment

Date: September 2

Hello, Bernard.

We spoke on the phone 2 weeks ago when I called to schedule an appointment to have the flooring redone in my one-room office. However, I just saw a flyer for Fantastic Flooring's September pricing and was told by another representative that I could get the special promotional pricing for my order.

Originally, I was scheduled to have my tile floor removed tomorrow and black carpet installed on September 4 at the promotional price. After seeing a sample, I have decided I would like to change the carpet's color to navy. I would also like to reschedule the tile removal for September 6 and the carpet installation for the following day. Please let me know if this will work and e-mail me an updated invoice with the promotional pricing.

Thank you.

Janice Weggin

176. According to the advertisement, what is true about carpet installation?

- (A) It must be ordered ten days in advance.
- (B) It cannot be done over wooden floors.
- (C) It can be completed in a single day.
- (D) It requires the labor of two installers.

177. What is suggested about Ms. Weggin?

- (A) She had been offered a discount of 30%.
- (B) She booked the carpet installation in July.
- (C) She will be out of town for a few days.
- (D) She made a payment to Mr. Derk.

178. What will Ms. Weggin most likely be charged?

- (A) \$450.00
- (B) \$500.00
- (C) \$950.00
- (D) \$1,000.00

179. When does Ms. Weggin want the carpet installed?

- (A) On September 3
- (B) On September 4
- (C) On September 6
- (D) On September 7

180. What does Ms. Weggin ask Mr. Derk to do?

- (A) Supervise an installation
- (B) Send her a new bill
- (C) Refund a payment
- (D) Give her a carpet sample

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

Employee Excellence Awards

The Vexus Corporation is currently seeking nominations for our

annual Employee Excellence Awards. The Employee Excellence Awards acknowledge employees who make exceptional contributions to the success of the Vexus Corporation.

Nominees:

- must be full-time employees of the Vexus Corporation with at least 2 years at the company
- must have demonstrated excellent performance above their normal duties and responsibilities
- cannot have received a previous Employee Excellence Award

Nominees will be evaluated on their:

- understanding and implementation of the company’s mission
- innovation in the workplace
- demonstrated leadership qualities
- relationships with coworkers

To nominate an individual, please send that person’s name, employee ID number, and a one-page narrative statement describing why the nominee deserves an Employee Excellence Award.

Nominations can be submitted to the HR office or faxed/e-mailed to Benita Kito (555-8930 / bkito@vexus.com).

Nominations must be received by April 15. Awards will be announced in June and presented to the winners at our annual company picnic in July.



To: Benita Kito <benita.kito@vexus.com>

From: Robert Wilson <robert.wilson@vexus.com>

Subject: Nomination

Attachments: nomination_wells

Dear Benita,

I am writing to nominate Jason Wells (ID# 485003) for an Employee Excellence Award. Jason has worked as a technician in my department for three years. Without being asked by me or the other supervisors, Jason has taken the initiative by reorganizing the testing lab to maximize efficiency and safety. In fact, after implementing his suggested changes, accidents have been reduced by 35% and breakage by 85%. Jason is highly regarded by his colleagues and supervisors. If he continues along this path, it is hard not to see him being promoted to a managerial position in a few years. A statement supporting his nomination is attached. Please contact me with any questions at this e-mail or my direct extension at 3456.

Sincerely,

Robert Wilson
Lead Supervisor
Division of Product Testing

181. How can someone nominate a colleague for an award?

- (A) By meeting with someone in HR
- (B) By completing an online application
- (C) By telling person's supervisor
- (D) By submitting a written statement

182. What is indicated about the Employee Excellence Awards?

- (A) They are given once a year.
- (B) They are given to employees of the HR office.
- (C) They are given at a special awards dinner.
- (D) They are given in autumn.

183. What is NOT required of nominees?

- (A) A recommendation by a colleague
- (B) Exceptional job performance
- (C) More than 2 years of working at Vexus
- (D) An award-winning experience

184. In the e-mail, the word "implementing" in line 4 is closest in meaning to

- (A) performing
- (B) evaluating
- (C) noticing
- (D) confusing

185. What is suggested about Mr. Wells?

- (A) He is training for management.
- (B) He is good at multitasking.
- (C) He works full time at Vexus.

(D) He was hired by Mr. Wilson.

Questions 186-190 refer to the following memo, schedule, and e-mail.

MEMO

To: Teams A and B

From: Hayley Narco, Managing Director

Date: March 2

Please note the weekend trip for employees of Directco Deliveries has been moved from March 23 to March 30. This is due to the unseasonably cold weather.

The trip itinerary remains the same, and everyone should be on the bus by 9:00 A.M. The bus will be waiting, and names will be called and checked at 9:05 A.M. As managing time is important, I ask that no one be late; if you know you will be late, please send me a message.

Hayley

Meeting Agenda: Departure Day

Date: Friday, March 30 *Note the change*

Departure Time: 9:00 A.M.

Attendees: Directco Teams A and B

Check-in	8:30 - 9:00 A.M.	Meeting Point: Delivery Dock #8 Please check in with Hayley.
Bus Roll Call	9:05 A.M.	Please be seated on your assigned bus.

Restroom Break	11:15 A.M.	15-minute break
Lunch	1:00 P.M.	Team Lunches
Arrival	3:45 P.M.	We will arrive at Yosemite Park. Listen for cabin assignments.
Dinner	6:15 P.M.	Team Dinners Pick up tomorrow's agenda at dinner.

Contact Hayley Narco for any questions: hnarco@directco.com

To: Hayley Narco <hnarco@directco.com>

From: Susie Vines <svines@directco.com>

Subject: Possibly late for departure

Date: March 3

Good afternoon, Hayley.

I received your memo regarding the company trip to Yosemite. I understand the trip has been rescheduled for the last weekend of March. While I had originally reserved the weekend of the 24th for the trip, my son has a soccer match on the weekend of the 30th.

I would still like to attend the trip, but I must drop my son off first. I believe there is time for me to drive from the stadium to our departure spot before the 9:00 A.M. cutoff, but I want to give you a heads-up just in case I arrive a few minutes late.

Thank you.

Susie Vines

Marketing Associate

186. In the memo, what is NOT mentioned about the weekend trip?

- (A) It has been organized for two teams.
- (B) Directco will pay for food and lodging.
- (C) Directco arranged transportation for employees.
- (D) The departure date has been modified.

187. What is suggested about Ms. Narco?

- (A) She works in marketing.
- (B) She has been to Yosemite.
- (C) She will not go on the trip.
- (D) She will arrive by 8:30 A.M.

188. What is the purpose of Ms. Vines' e-mail?

- (A) To respond to a request
- (B) To ask to join a different trip
- (C) To make an announcement
- (D) To cancel her trip plans

189. What does Ms. Vines say she plans to do on March 30?

- (A) Attend a soccer game
- (B) Board the bus at the stadium
- (C) Go to Delivery Dock #8

(D) Lead Team A on a trip

190. In the e-mail, the word “cutoff” in paragraph 2, line 2 is closest in meaning to

(A) reduction

(B) deadline

(C) restriction

(D) departure

Questions 191-195 refer to the following letter, memo, and guidelines.

October 13

Dear Ms. Moore,

Our company, Halifax, Inc., is looking for new talent. While we've listed the job opening in various online outlets and job boards, we're hoping your temporary employment agency has some good candidates on hand. My counterpart at Signal Design recommended your company after having a great experience working with you.

We need a software engineer who has worked in the IT field for at least 10 years. The person should be proficient in all major computer languages as well as competent in diagnosing IT problems.

As for school experience, we are not too concerned about what school was attended. Please send us the resumes of any

candidates who fit the above description. We would like to interview as soon as possible.

Sincerely,

Teddy Gershwin

MEMO

From: Julie Moore

To: All Solid Staffing Talent

Date: October 14

RE: Looking for Software Engineer

Halifax, Inc. is looking to hire a seasoned software engineer. If you've got more than 10 years under your belt, take a look at the attached guidelines for the application process and let me know if you would be interested in interviewing with them.

Once you've prepared your application, contact Ben Turner. He will be your point of connection with the client. Good luck!

Solid Staffing

Job Application Guidelines:

Updated: October 14

– Prepare a resume listing all your past work experience. It

should also list your skills, education, and achievements. Submit that directly to us, and we will forward it to the employer.

– Practice your answers for any questions that may be asked during the interview. You can find a list of commonly asked questions on our Web site for your own use.

– Pick a professional, conservative outfit to wear for your interview. Neat hair and makeup are advised. Wear comfortable but clean shoes and minimal jewelry.

– When you are offered to interview with the employer, be sure to arrive early. You want to make a good impression. Double-check your interview schedule time and date.

191. Who most likely is Mr. Gershwin?

- (A) A software engineer
- (B) A hiring manager
- (C) A professional interpreter
- (D) A staffing agency owner

192. What is suggested about Signal Design?

- (A) It found employees for Ms. Moore.
- (B) It advertised job openings on the Internet.
- (C) It was satisfied with Solid Staffing.
- (D) It is the former employer of Mr. Turner.

193. In the memo, the word “seasoned” in paragraph 1, line 1 is closest in meaning to

- (A) talented
- (B) flavored
- (C) reliable
- (D) experienced

194. What will Mr. Turner most likely do?

- (A) Conduct practice interviews
- (B) Introduce clients to Ms. Moore
- (C) Send resumes to Halifax
- (D) Prepare job postings

195. What advice is NOT given to job applicants?

- (A) They should bring a resume to the interview.
- (B) They should rehearse their answers.
- (C) They should dress appropriately.
- (D) They should be punctual to the interview.

Questions 196-200 refer to the following advertisement, form, and e-mail.

Aqua Auto, Inc.

Mobile Car Wash Service

We go to your home or place of work and wash your vehicle on site.

Proudly serving residents of Carbondale for the past 25 years.

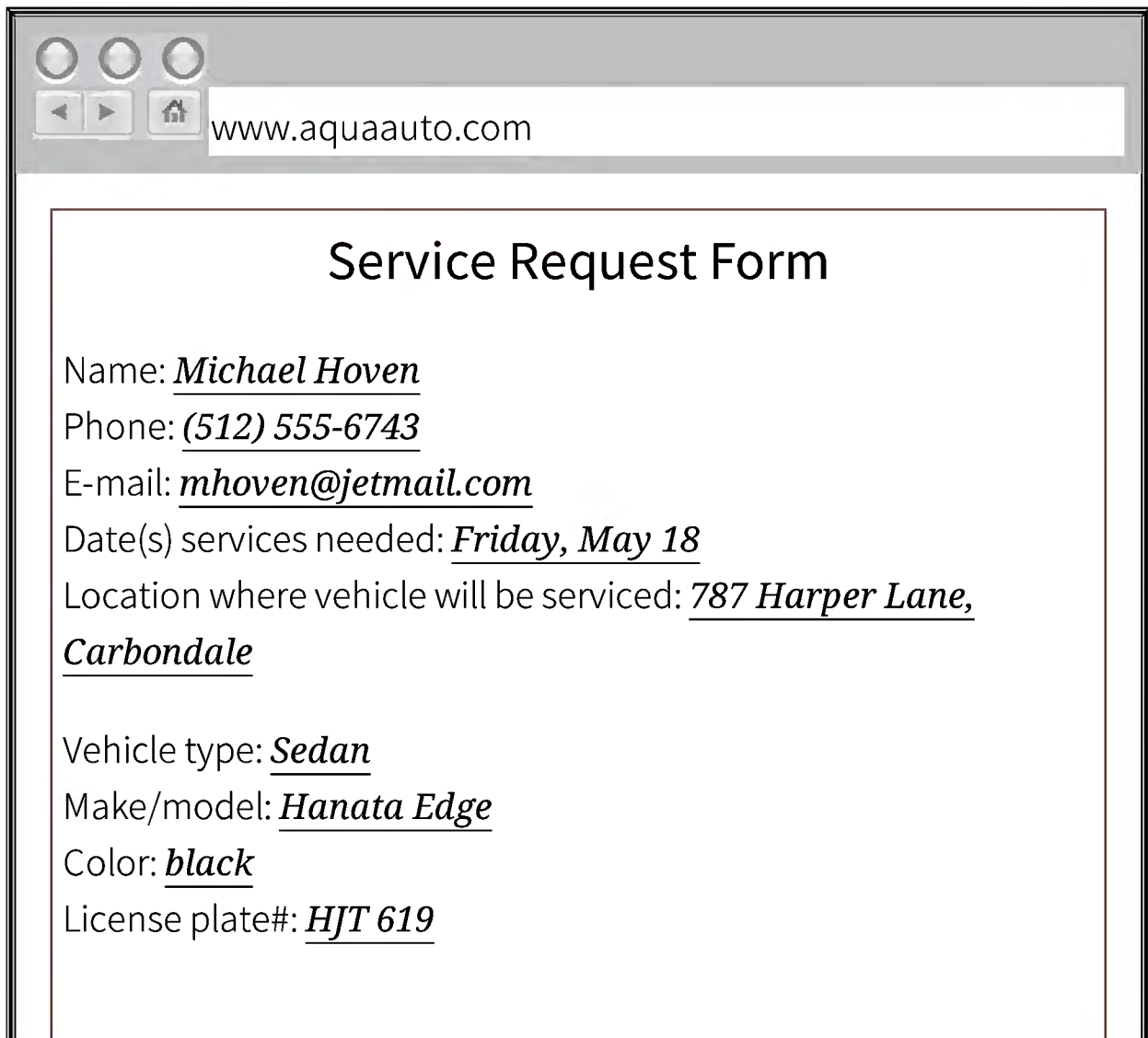
Some of our most popular services:

- Basic car wash – clean the interior and exterior of your vehicle

- Armor Guard™ wax – get extra protection from the elements
- Windshield repair – seal small chips in the glass
- Super car wash – like the basic car wash but only better

For details on these and other services, including pricing, visit www.aquaauto.com. You can also schedule service there.

Get 10% off in May. Must present this advertisement at time of service. Limit one discount per vehicle.



The image shows a screenshot of a web browser window. The address bar contains the URL www.aquaauto.com. The main content area displays a "Service Request Form" with the following information:

Service Request Form

Name: Michael Hoven
Phone: (512) 555-6743
E-mail: mhoven@jetmail.com
Date(s) services needed: Friday, May 18
Location where vehicle will be serviced: 787 Harper Lane, Carbondale
Vehicle type: Sedan
Make/model: Hanata Edge
Color: black
License plate#: HJT 619

What service(s) do you need?

My cousin is getting married next week. I will be driving him and his future wife to the reception. We need the vehicle to look absolutely spotless inside and out, so we want your best cleaning service. The vehicle will be parked at my house the day before the wedding.

Credit card number (required for reservations): XXX-XXXX-XXXX-7840

Note: Your credit card will not be billed until completion of the requested service(s).

Thank you for your submission. A representative will be in touch with you in the next 24 hours.



From: dgrail@aquaauto.com

To: mhoven@jetmail.com

Subject: Your recent service

Date: May 11

Dear Mr. Hoven,

Thank you for contacting Aqua Auto, Inc. We have added your vehicle to our schedule for the date you requested. One of our

service technicians will arrive at the address provided between 9:30 A.M. and 10:30 A.M.

To prepare your vehicle for service, please follow these guidelines:

- park the vehicle on flat, paved surface outside (e.g. driveway, parking lot, street)
- make sure there is at least one meter of unobstructed space around the vehicle
- remove your belongings from the vehicle's interior

If you have any questions, do not hesitate to contact us at 555-9834.

Sincerely,
Dane Grail
Service Manager

196. What is NOT indicated about Aqua Auto, Inc.?

- (A) It requires a full payment in advance.
- (B) It has been in business for decades.
- (C) It gives tips for preservice preparations.
- (D) It has not advertised all of its services.

197. What service does Mr. Hoven request?

- (A) Basic car wash
- (B) Armor Guard™ wax
- (C) Windshield repair
- (D) Super car wash

198. What is suggested about Mr. Hoven?

- (A) He has utilized mobile car wash services before.
- (B) He recently moved to Carbondale.
- (C) He will park his vehicle in a garage.
- (D) He will get a discount from Aqua Auto, Inc.

199. What is scheduled to happen on May 18?

- (A) Mr. Hoven will be getting married.
- (B) A technician will go to Mr. Hoven's home.
- (C) Mr. Hoven will take his car to Aqua Auto, Inc.
- (D) A bill will be sent to Mr. Hoven.

200. In the e-mail, the word "belongings" in paragraph 2, line 4 is closest in meaning to

- (A) instructions
- (B) passengers
- (C) possessions
- (D) memberships

TEST 09

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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 invitation.

Celebrate Community at Weston Park!

Saturday, May 6, 1 P.M. to 8 P.M.

After 6 months of closure for renovations, Weston Park will once again be open to the public! Join Mayor Tom Stafford and members of the local community to celebrate. Check out the new walking and biking trails, the improved athletic fields, and the city's newest swimming pool.

Live music performed by
Shirley Winston, Alex's Band of Fools, and The Jokers Wild

Face painting, jugglers, and games for the kids

Local caterers will be selling food next to the picnic pavilion.

Call Ted Flinders for details at 555-3020.

147. What is the purpose of the event?

- (A) To reopen a recreational area
- (B) To welcome a new local leader
- (C) To plan changes to a park
- (D) To hold an athletic competition

148. What most likely is The Jokers Wild?

- (A) A food vendor
- (B) A comedy troupe
- (C) A music group
- (D) A sports team

Questions 149-151 refer to the following job advertisement.

Carter and Case is seeking a graphic designer to create e-mail marketing materials along with occasional newspaper and magazine ads. This position in our Dartmore office also involves helping to launch e-mail marketing campaigns. Most of the time, the graphic designer will use Plato software to create graphic-rich automated e-mails. This is a part-time position with flexible hours and the potential for some work to be completed from home.

Applicants must have a bachelor's degree in graphic design or a related field. Strong multitasking and organizational skills required. Must be detail oriented. Experience using Plato, Insight, and other standard graphic design software is a must.

Founded in 1909, Carter and Case provides advertising and

marketing solutions to companies in 26 countries.

Send your resume and a cover letter to Shawn Livermore at slivermore@carterandcase.com.

149. According to the advertisement, what will the graphic designer do?

- (A) Communicate with multiple offices
- (B) Prepare online videos
- (C) Make advertisements
- (D) Obtain training in new software programs

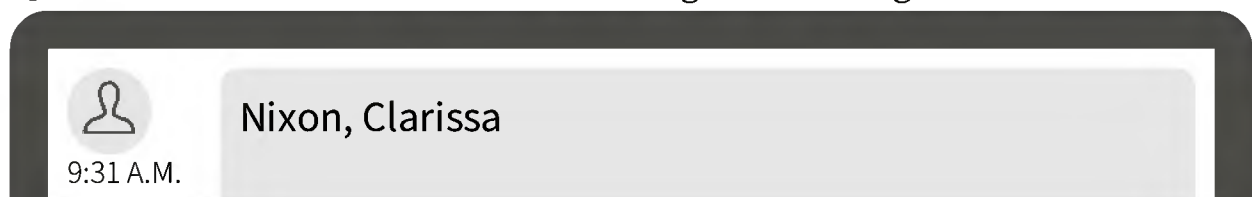
150. What is suggested about Carter and Case?

- (A) Its headquarters is in Dartmore.
- (B) It is a leader in online marketing.
- (C) It does not have full-time positions.
- (D) It has international clients.

151. What is NOT required of applicants for this position?

- (A) Being able to do multiple tasks
- (B) Having earned a college degree
- (C) Completing a professional writing course
- (D) Being attentive to details

Questions 152-153 refer to the following text message chain.



Asa, I want to let you know I made the delivery of boxed lunches to the Scitech Corporation. The problem is that the company didn't order enough. It turns out someone underestimated the quantity.

Cramer, Asa

How many extras are we talking about?



9:32 A.M.



9:33 A.M.

Nixon, Clarissa

Seven regular and two vegetarian.

Cramer, Asa

Hold on a second. I'm going to check with the staff to see if they had any leftover food when preparing today's orders.



9:34 A.M.

Cramer, Asa

Good news. They can have the meals packaged within half an hour for you to pick up. Will that work for you?



9:39 A.M.



9:41 A.M.

Nixon, Clarissa

I'm pretty sure. The order form says lunch will be served at noon. I can get back to Scitech by then. Thanks!



152. Where does Mr. Cramer most likely work?

- (A) A packaging manufacturer
- (B) A grocery store
- (C) A technology company
- (D) A catering company

153. At 9:41 A.M., what does Ms. Nixon most likely mean when she writes, “I’m pretty sure”?

- (A) She believes that Scitech can have lunch later.
- (B) She thinks she has enough time to make the delivery.
- (C) She feels it is important to deliver the items early.
- (D) She is fairly certain the staff can do the packaging.

Questions 154-155 refer to the following notice.

NOTICE: STATION CLOSURES

Several stations on the North Line will be closed for renovations beginning next month. Customers normally using these stations are advised to use the City Bus System. Metro Pass holders may obtain a free bus pass at closed stations good for the duration of the closure. To do so, insert your Metro Pass into a ticketing machine and enter the code 5668.

Station	Closure Dates	Nearest Bus Line	Nearest Bus Stop
---------	---------------	------------------	------------------

89th Street	March 2 – March 10	84B	89th and Ellis
Belmont	March 11 – March 15	82C	Pullman and 12th
Greely	March 16 – March 29	78	Oak and Main
Fitch Avenue	March 30 – April 8	116	Freemont and Fitch
Woolworth Road	April 9 – April 16	14A	Woolworth and Franklin

154. According to the notice, what will happen on March 20?

- (A) A new bus line will be opened.
- (B) Fitch Avenue station will reopen.
- (C) There will be construction at Greely.
- (D) Bus riders will need to take the Metro.

155. What Metro station is closest to Pullman and 12th?

- (A) 89th Street
- (B) Belmont
- (C) Greely
- (D) Fitch Avenue

Questions 156-157 refer to the following e-mail.

_
□
X

To: Karen Grisham <kgrisham@getmail.net>

From: Customer Service <custserve@zephyrcomputers.com>

Date: October 12

Subject: Your order

Thank you for choosing Zephyr Computers, the nation's largest online supplier of computer hardware. Items currently in stock ship within 48 hours. Your order can be tracked by visiting www.instantshipment.com/zephyr and entering your tracking number.

Tracking number: 78-90454-0430

Order number: HJ9300430

Date: October 12

Customer name: Karen Grisham

Billing address: 1920 Whitney Avenue, New Haven, CT 06501

Shipping address: (as above)

Purchase details: Kayman USB drive, 16MB

Status: in stock

Amount: \$8.99 (w/free shipping*)

Billed to credit card number ending in 3940

Unopened items can be returned within 30 days of date of purchase for a full refund. Go to www.zephyrcomputers.com for our complete return policy.

*Special offer

156. What is true about Ms. Grisham's order?

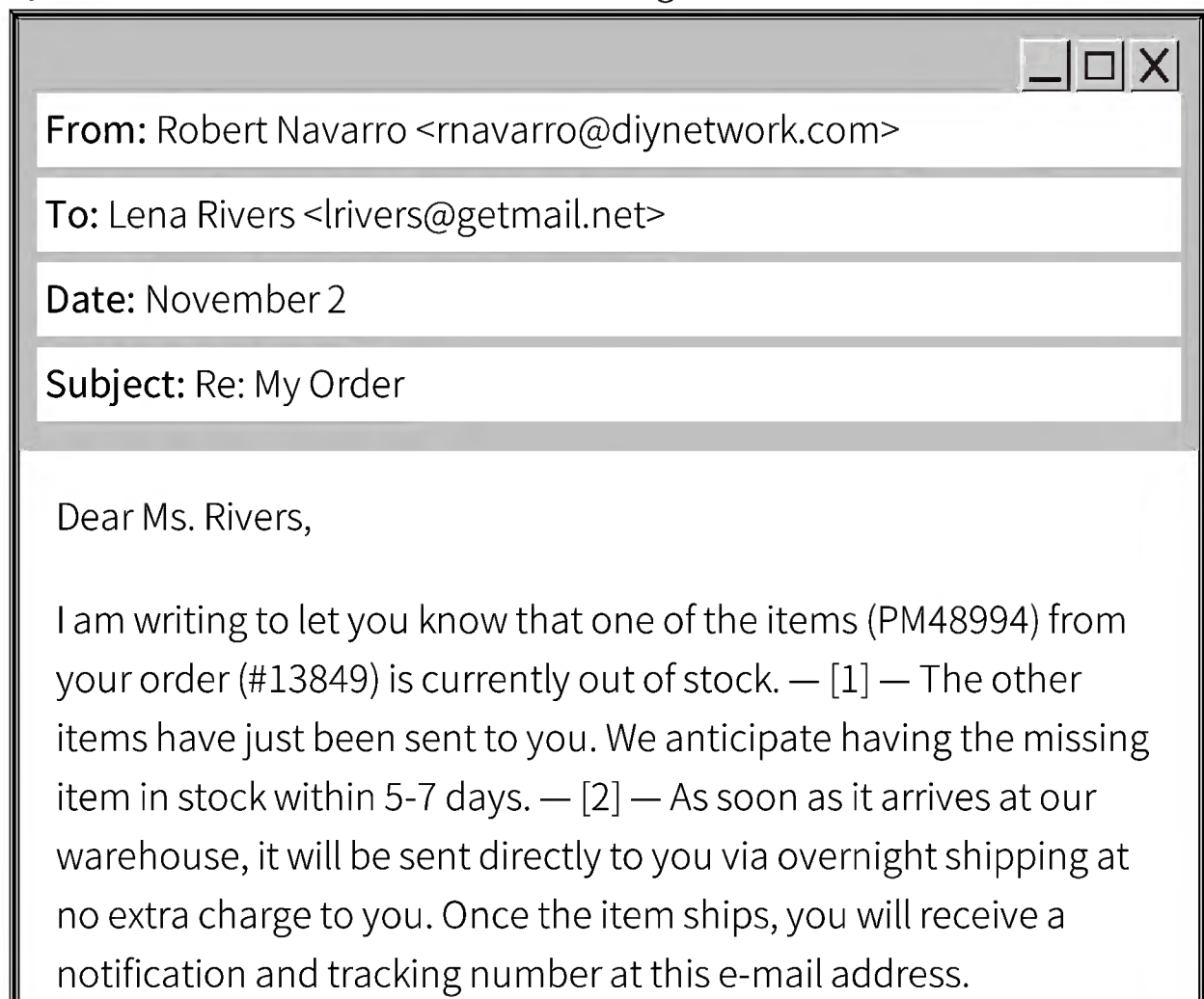
(A) It was placed on October 10.

- (B) It will be shipped to Zephyr Computers.
- (C) It includes a free gift item.
- (D) It should ship no later than October 14.

157. What is suggested about Zephyr Computers?

- (A) It does not charge for shipping.
- (B) It sells its products at many retail stores.
- (C) It designs computer programs.
- (D) It accepts payment by credit card.

Questions 158-160 refer to the following e-mail.



The image shows a screenshot of an email window. The window has a title bar with minimize, maximize, and close buttons. The email header is displayed in a light gray box with the following information:

From: Robert Navarro <rnavarro@diynetwork.com>
To: Lena Rivers <lrivers@getmail.net>
Date: November 2
Subject: Re: My Order

Below the header, the beginning of the email body is visible, starting with the salutation "Dear Ms. Rivers," followed by a paragraph of text.

Dear Ms. Rivers,

I am writing to let you know that one of the items (PM48994) from your order (#13849) is currently out of stock. — [1] — The other items have just been sent to you. We anticipate having the missing item in stock within 5-7 days. — [2] — As soon as it arrives at our warehouse, it will be sent directly to you via overnight shipping at no extra charge to you. Once the item ships, you will receive a notification and tracking number at this e-mail address.

— [3] — If you are not fully pleased with any purchase, return it within 30 days, and we will give you your money back. No questions asked. To learn more about our return and exchange policies, visit www.diynetwork.com.

To thank you for choosing DIY Network, we would like to offer you a 10% discount on your next order. — [4] — Simply use coupon code GET10 when you check out. The code can be used only one time.

Please let us know if you have any questions.

Sincerely,

Robert Navarro

158. Why did Mr. Navarro send the e-mail?

- (A) To explain a delivery delay
- (B) To request an additional payment
- (C) To offer a replacement item
- (D) To confirm receipt of a backorder

159. What is most likely true about Ms. Rivers?

- (A) She will have to pay additional shipping costs.
- (B) She will get a discount for item PM48994.
- (C) She will get a refund for the missing item.
- (D) She will receive two separate shipments.

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

“DIY Network values customer satisfaction.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

Questions 161-163 refer to the following letter.

May 14

Colin Hayes

793 Coulter Pace

Minneapolis, MN 55423

Dear Mr. Hayes,

I am pleased to inform you that the Gruber Corporation has agreed to hire you as a junior electrical engineer. Your official starting date is Monday, May 28. On that date, please report to your supervisor, David McGrath, in the Product Testing Department at 8:30 A.M. After meeting with Mr. McGrath, you need to see me to sign your contract. Please bring a valid proof of identification and your social security card. The mandatory new employee orientation is scheduled for Tuesday, June 5, from 8:30 A.M. to 4:30 P.M.

This is a twelve-month contract position renewable annually based on performance. The salary is \$48,750 and will be paid bi-weekly. As a full-time position, it is eligible for standard company

benefits: health insurance, dental insurance, vision plan, life insurance, retirement plan, paid vacation, paid sick leave, educational reimbursement, etc. You will receive additional details regarding the benefits package during the orientation. You will have 60 days from your starting date to enroll in some or all of the options.

If you have any questions about the position, please feel free to contact me at 224-8940.

Sincerely,

Mayra Greene
Assistant Director
Personnel Office

161. What is the purpose of the letter?

- (A) To announce a promotion
- (B) To modify an employment contract
- (C) To make a job offer
- (D) To recommend an employee

162. What is NOT mentioned about the benefits package?

- (A) It is available to employees working full time.
- (B) It will be explained on June 5.
- (C) It includes insurance for a vehicle.
- (D) It has a deadline for signing up.

163. What is suggested about Mr. Hayes?

- (A) He completed an online application.
- (B) He will be paid once a month.
- (C) He must leave after working one year.
- (D) He will go to the personnel office on Monday.

Questions 164-167 refer to the online chat discussion.



Don Shemilt

8:52 A.M.

We have five weeks left before the contract with our office building's cleaning service expires. Paul Owens says he is satisfied with the company and plans to renew the contract, but he wants to hear your opinions.



Noah Morgan

8:54 A.M.

I know that we have only been working with Commercial Custodial for about six months, but the work crew used some pretty strong-smelling cleaners one time.



Betty Freidman

8:56 A.M.

That was a standard commercial cleaning product. After we told them that it was irritating some employees, they switched to a less pungent product. I have actually found them quite accommodating.



Noah Morgan

8:57 A.M.

Now that you mention it, they were responsive when one of my staff members asked them to do some extra dusting.



Betty Freidman

9:02 A.M.

We have a lot of new employees on the third floor. They sometimes forget to put recyclable materials in the correct waste disposal bin. Commercial Custodial has never complained about the extra work involved in correcting those mistakes.



Don Shemilt

9:07 A.M.

This is all very helpful. Thanks. How are things going on the fourth floor?



Jocelyn Rich

9:08 A.M.

No complaints for any one up here. The office space is cleaned regularly. When I stay late, I chat with one of the cleaning ladies. She is very friendly and seems to take her job seriously.



Don Shemilt

9:11 A.M.

Sounds like everyone is satisfied. I'll relay that to Paul.



Send

164. What is NOT mentioned about Commercial Custodial?

- (A) It changed its cleaning chemicals.
- (B) Its contract might be extended.
- (C) It sorted trash properly.
- (D) It has a lot of new staff members.

165. At 9:07 A.M., what does Mr. Shemilt most likely mean when he writes, “This is all very helpful”?

- (A) He really likes the work the cleaners have done.
- (B) He appreciates the feedback from the writers.
- (C) He wants to train Mr. Friedman’s staff.
- (D) He is changing his opinion about Commercial Custodial.

166. What is indicated about Ms. Rich?

- (A) She works overtime every day.
- (B) She works in Mr. Shemilt’s office.
- (C) She is generally a serious person.
- (D) She works on the fourth floor.

167. What does Mr. Shemilt plan to do?

- (A) Share the responses with Mr. Owens
- (B) Recommend hiring a new company
- (C) Report problems to his manager
- (D) Speak with the head of Commercial Custodial

Questions 168-171 refer to the following information.

Masterson Whiteboards

Masterson is a global leader in the dry-erase and wet-erase whiteboard market. All of our whiteboard products are designed for durability and ease of use. Our products are used daily in corporations, universities, and hospitals around the world.

Masterson whiteboards are constructed of a scratch-resistant surface with a durable fiberglass backing and are housed in a lightweight but sturdy aluminum frame. Whiteboards can be ordered with or without a magnetic layer. In addition to standard sizes, Masterson can produce customized whiteboards to meet customer specifications. All of our whiteboard products can be easily mounted horizontally or vertically on most wall surfaces by using our adjustable mounting system. In addition, many of our standard-sized whiteboards can be mounted on our folding stands.

For best results, Masterson advises that only official Masterson products be used with our whiteboards. We manufacture a complete line of wet-erase and dry-erase markers in twelve colors and five sizes. In addition, we produce erasers, cleaning solutions, and surface restorations kits.

A complete list of our whiteboards and related products, along with their technical specifications and photographs, can be found on our Web site (www.masterson.com). To place an order, call our sales representatives at 1-888-456-0940.

168. What is the information mainly about?

(A) A new presentation technology

- (B) The importance of an international company
- (C) An overview of a company's products
- (D) The process for placing an order

169. What is indicated about Masterson?

- (A) It sells more than just whiteboards.
- (B) It can mount whiteboards for customers.
- (C) It offers lifetime warranties on its products.
- (D) It has offices in many different countries.

170. What is mentioned about Masterson's Web site?

- (A) It explains installation procedures.
- (B) It provides pictures of its products.
- (C) It gives directions to the company.
- (D) It receives feedback from customers.

171. In the information, the word "housed" in paragraph 2, line 2 is closest in meaning to

- (A) manufactured
- (B) delivered
- (C) completed
- (D) placed

Questions 172-175 refer to the following article.

TARNTON (March 3) – For almost fifty years, residents of the Oak Park neighborhood have turned to Harrison Hardware for their home maintenance needs. People have been saying that it was going to

shut its doors, but owner Tom Carrol has finally stated publically that the business will be moving to a new part of the city this summer.

“I love Oak Park,” said Mr. Carrol. “My best customers are my neighbors.” The neighborhood has seen dozens of small businesses close in the past five years. — [1] — The closures have left stretches of several streets in the heart of the community empty. “We are the last business on our section of Ivy Street,” explained Mr. Carrol.

“Shoppers aren’t coming from other parts of the city anymore, and that’s hurting business. It’s our loyal local customers keeping us afloat.”

— [2] — He says he is getting ready to retire in the next few years. “I learned this business from my father, and now I am ready to pass it on to my son-in-law, Alex Romansky.”

While a new location has not yet been announced, Mr. Carrol says he is looking at buildings nearby since he lives in Oak Park. “Alex is helping me with this transition,” added Mr. Carrol. — [3] — “This is a big step for him, and I hope it prepares him to take over when I am finally ready to sell.”

In addition, Harrison Hardware plans to invest more in the online side of its business, which it launched last year. — [4] — The expectation is that the new store will handle more online sales while still offering exceptional service to its local customers.

172. What is the article mainly about?

- (A) A rise in Internet commerce
- (B) A business preparing to relocate
- (C) A city's plan for growth
- (D) A neighborhood in decline

173. What is indicated about Oak Park?

- (A) It is where Mr. Carrol will move.
- (B) It has fewer stores than in the past.
- (C) It no longer has a demand for hardware.
- (D) It is not a popular tourist attraction.

174. What is suggested about Mr. Romansky?

- (A) He has lived his whole life in Tarnton.
- (B) He is the head manager at Harrison Hardware.
- (C) He is considering buying Harrison Hardware.
- (D) He recently started working with Mr. Carrol.

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

“It’s not just economics that has driven Mr. Carrol’s decision.”

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

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

Draft

Plant a Tree for the Future!

The Green City Initiative would like to invite you to attend our twelfth annual Arbor Day celebration in Glendale's Gateway Park on Saturday, April 18, from 11 A.M. to 4 P.M. This fun and educational event features speakers, workshops, games, and live performances. Dozens of local vendors will be on hand selling food, art, clothing, and more. Everyone attending will receive a free pine or oak sapling, which can be planted in a special area of the park or at home. Sponsored by several area businesses and community groups, this family-friendly event is free and open to the public. For more information, visit www.greencity.org.

From: Andrew Gates <agates@greencity.org>

To: Mayra Olivas <molivas@jetmail.net>

Date: March 27

Subject: Performers

Mayra,

I just reviewed the announcement you drafted for this year's Arbor Day event. Everything looks fine. I will send it to the printer tomorrow.

Before our April 2 planning meeting, can you call the performers

and verify their schedules? We want the correct information on the Web site.

Performer	Time	Location
Jugglers	all day	Wandering
Face Painting	all day	Picnic Area
Storytellers	12:45 P.M.	Dawson Creek Stage
Irish Dancers	1:00 P.M.	Bandstand
The Soda Crackers	2:15 P.M.	Dawson Creek Stage
Dan's Big Band	3:00 P.M.	Bandstand

I really appreciate all the hard work you and the other volunteers have put into helping me organize this year's event. I'm looking forward to meeting all of your families at the event.

Thanks.

Andrew

176. What will be given away at the Arbor Day celebration?

- (A) Tickets
- (B) Food
- (C) Trees
- (D) Money

177. What is NOT mentioned about the celebration?

- (A) It has been held in the past.
- (B) It has local sponsors.

- (C) Tickets can be purchased online.
- (D) Food can be bought there.

178. What is the purpose of the e-mail?

- (A) To delegate tasks to a volunteer
- (B) To place an order for printing
- (C) To communicate a schedule change
- (D) To inquire about availability

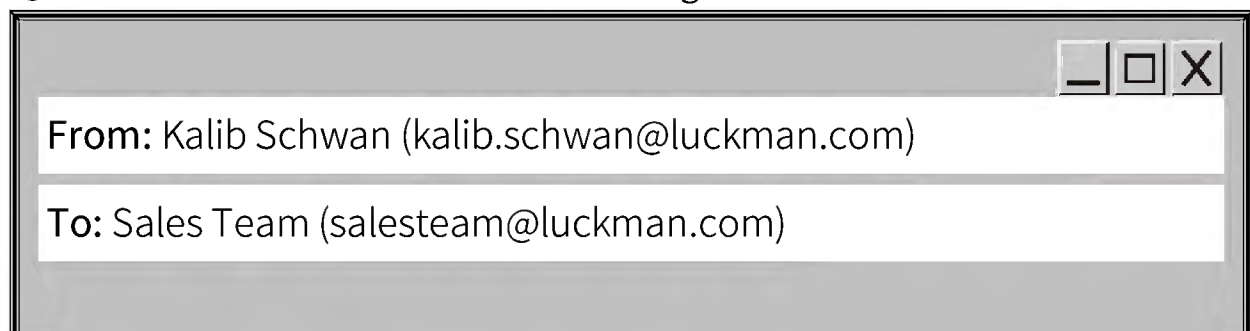
179. In the e-mail, the word “drafted” in paragraph 1, line 1 is closest in meaning to

- (A) advertised
- (B) wrote
- (C) reported
- (D) performed

180. When will Mr. Gates meet Ms. Olivas’s family?

- (A) On March 27
- (B) On March 28
- (C) On April 2
- (D) On April 18

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



Subject: Upcoming Retreat

Date: March 19

Attachment: schedule

Greetings!

I am sure that all of you are as excited as I am about the upcoming retreat at Whispering Pines. This will be our first time to hold the event at this location; however, Sam Richards attended an event there last year and spoke very highly of the facilities and staff.

Gary Bane in Transportation has agreed to provide us with company vans and cars. I urge you to sign up as a driver or passenger as soon as possible. Signup sheets are on my desk. Drivers have to provide a copy of their driver's license to Gary before they can receive keys.

The weather can be cool in the mountains this time of year. So everyone is advised to bring warm clothing, especially hats and gloves for the rope course. Dress is casual for both days. I am told comfortable walking shoes are a good idea. Whispering Pines has walking trails and gardens you can enjoy in your free time.

Please review the attached schedule and print a copy for our trip. If you have any questions, contact our company's event coordinator, Paul Orpheus, at 555-6998.

I look forward to seeing you all at the retreat!

Sincerely,

Kalib

Sales Team Annual Retreat

March 26 – 27

Whispering Pines Convention Center and Hotel
Conestoga, PA19040

Friday, March 26

- 11:00 A.M. Assemble in Room 180 for Lodging Assignments*
- 11:30 A.M. Depart Luckman Headquarters
- 1:00 P.M. Arrive Whispering Pines
- 1:30 P.M. Lunch and Welcome
- 2:30 P.M. Team Orientations
- 4:30 P.M. Unscheduled Time
- 6:30 P.M. Dinner

Saturday, March 27

- 8:00 A.M. Breakfast
- 8:45 A.M. Tour of Grounds
- 9:00 A.M. Training Seminar
- 10:00 A.M. Team Exercises
- 11:30 A.M. Rope Course
- 12:30 P.M. Lunch

1:30	P.M. Team A Presentation
2:15	P.M. Team B Presentation
3:00	P.M. Break
3:15	P.M. Team C Presentation
4:00	P.M. Closing Remarks
4:30	P.M. Depart Whispering Pines
6:00	P.M. Arrive Luckman Headquarters

*Private rooms not available. Doubles only.

181. What are sales team members advised to do?

- (A) Bring electronic devices
- (B) Prepare for wet weather
- (C) Wear business attire
- (D) Travel in company vehicles

182. Who will most likely go to Conestoga in March?

- (A) Kalib Schwan
- (B) Sam Richards
- (C) Gary Bane
- (D) Paul Orpheus

183. What is suggested about the schedule?

- (A) Employees can choose their teams.
- (B) Employees will help prepare food.
- (C) Employees have to share hotel rooms.
- (D) Employees will remain indoors for the entire event.

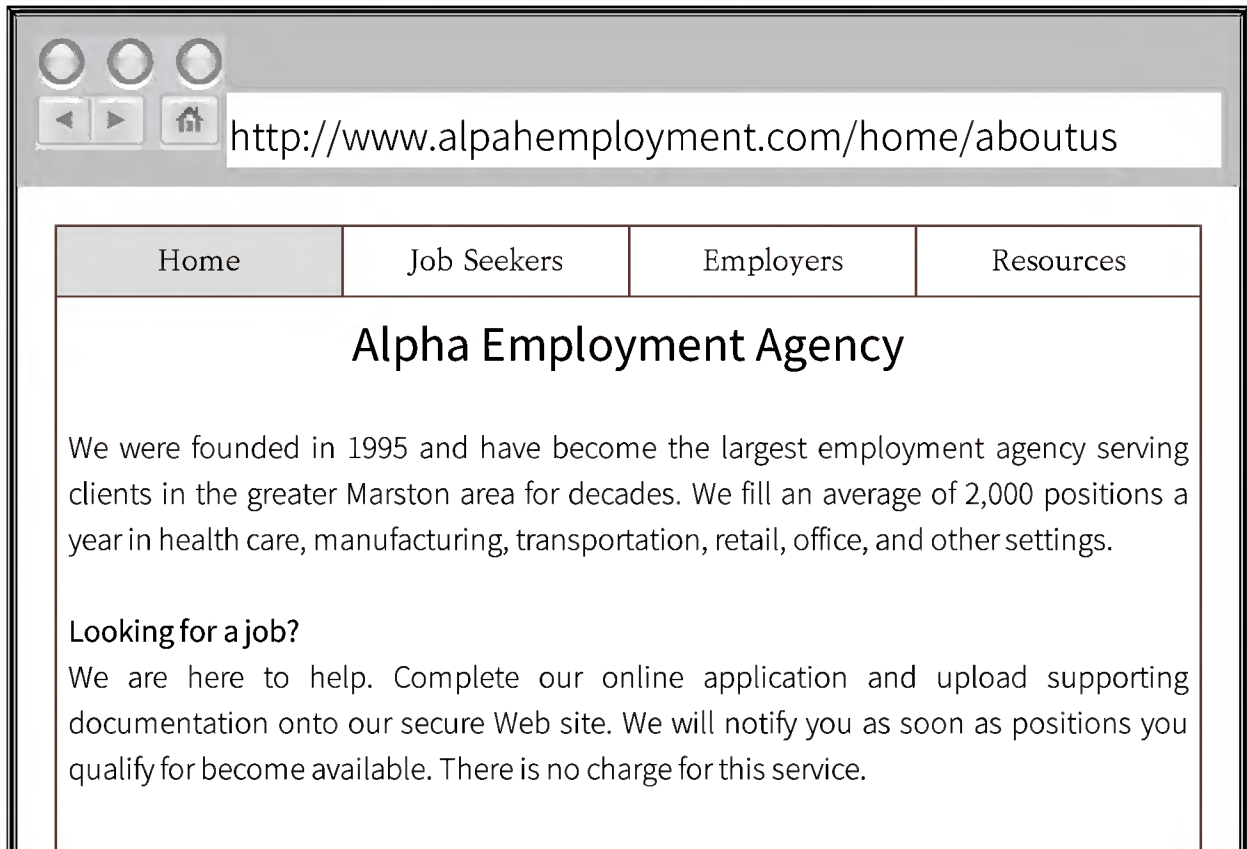
184. When will employees most likely be able to explore the gardens?

- (A) On Friday at 1:00 P.M.
- (B) On Friday at 4:30 P.M.
- (C) On Saturday at 9:00 A.M.
- (D) On Saturday at 11:30 A.M.

185. What is NOT indicated about the retreat?

- (A) It will take place over two days.
- (B) It features an evening tour.
- (C) It is held every year.
- (D) It has scheduled meals.

Questions 186-190 refer to the following Web page, online form, and e-mail.



The screenshot shows a web browser window with the address bar containing the URL <http://www.alphemployment.com/home/aboutus>. The page content includes a navigation menu with four items: Home, Job Seekers, Employers, and Resources. Below the menu is the heading "Alpha Employment Agency" followed by a paragraph: "We were founded in 1995 and have become the largest employment agency serving clients in the greater Marston area for decades. We fill an average of 2,000 positions a year in health care, manufacturing, transportation, retail, office, and other settings." Below this is a section titled "Looking for a job?" with the text: "We are here to help. Complete our online application and upload supporting documentation onto our secure Web site. We will notify you as soon as positions you qualify for become available. There is no charge for this service."

Home	Job Seekers	Employers	Resources
------	-------------	-----------	-----------

Alpha Employment Agency

We were founded in 1995 and have become the largest employment agency serving clients in the greater Marston area for decades. We fill an average of 2,000 positions a year in health care, manufacturing, transportation, retail, office, and other settings.

Looking for a job?

We are here to help. Complete our online application and upload supporting documentation onto our secure Web site. We will notify you as soon as positions you qualify for become available. There is no charge for this service.

Looking for employees?

Provide us with your needs, and we will only send applicants meeting your minimum qualifications. We will send their application materials and set up the interviews. We will bill you only if you agree to hire a candidate referred by us.

STAFFING REQUEST FORM

POSITION

Job title: *Airport Shuttle Bus Driver*

Position type: [] temporary [] part-time [] full-time

Hours: *6:00 A.M. – 1:00 P.M., Tuesday through Friday*

Education/Credentials: *High school diploma or higher; commercial driver's license preferred*

Experience: *Three months in the same or related position*

Duties: *Pick up and drop off passengers at correct destinations; load and unload passengers' luggage (up to 100 kilograms); communicate with parking lot crew at airport; keep accurate daily activity log and submit weekly*

Location: *Franklin*

Other Information: *Position may be made permanent after a three-month review; benefits available at that time*

How did you hear about us? *Saw advertisement in Franklin Register*

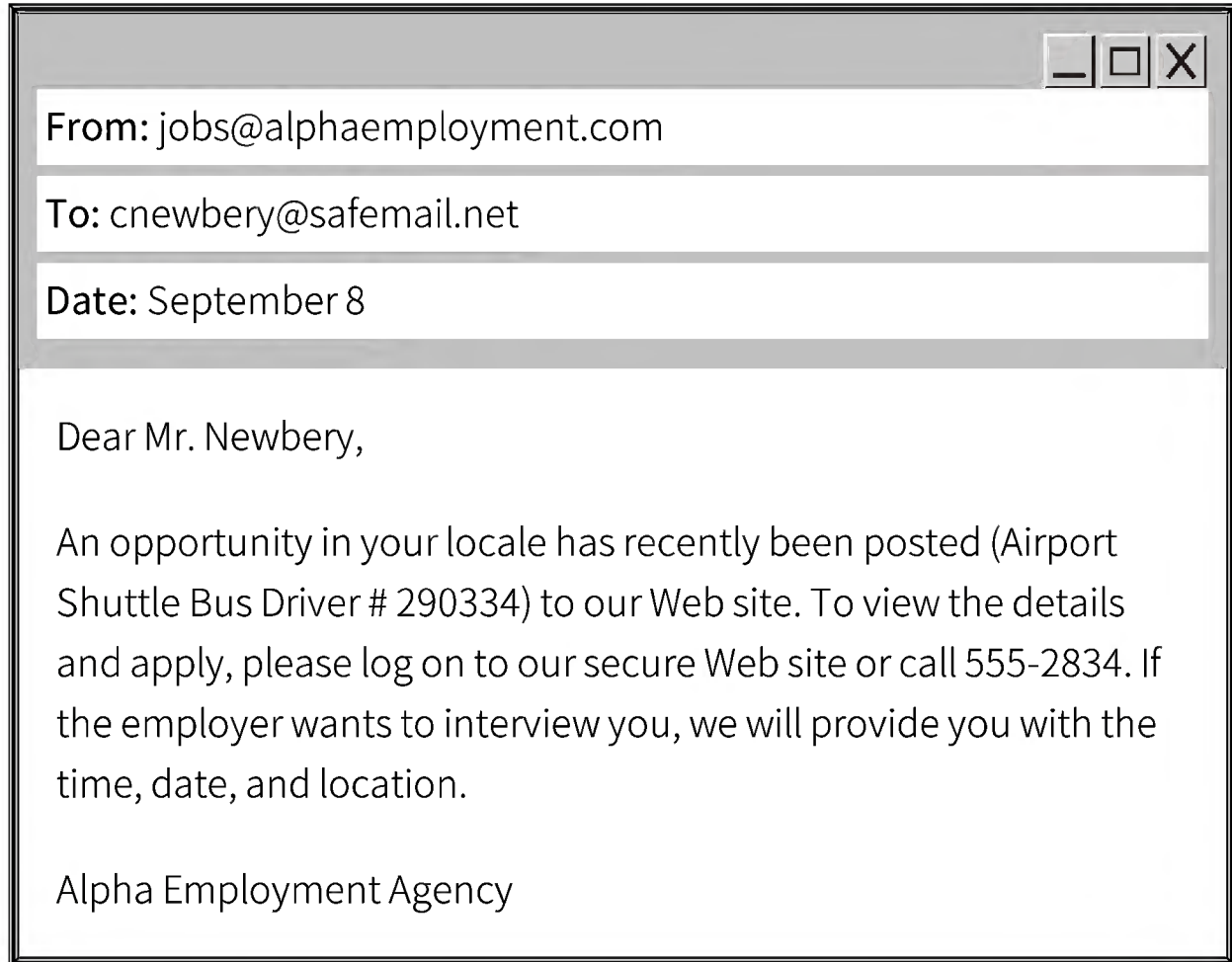
EMPLOYER

Company: *Jetside Airport Parking*

Contact: *Molly Ringer*

Phone: (410) 555-2903

Email: molly.ringer@jetsideparking.com



186. What is NOT mentioned about the Alpha Employment Agency?

- (A) It prefers to work directly with hiring managers.
- (B) It places workers in a variety of industries.
- (C) It collects information from job seekers.
- (D) It has been operating for many years.

187. What is indicated about the shuttle bus driver position?

- (A) It entails coordinating with airport employees.

- (B) It involves working on weekends.
- (C) It offers health insurance benefits right away.
- (D) It requires obtaining a special license.

188. What is suggested about Ms. Ringer?

- (A) She will certainly hire Mr. Newbery.
- (B) She will receive adequately skilled applicants.
- (C) She will contact job applicants personally.
- (D) She will conduct phone interviews.

189. Why did Alpha contact Mr. Newbery?

- (A) To confirm receipt of an application
- (B) To tell him about a job opening
- (C) To schedule an interview
- (D) To remind him to submit a document

190. What is most likely NOT true about Mr. Newberry?

- (A) He is able to work mornings.
- (B) He paid Alpha Employment.
- (C) He can lift heavy bags.
- (D) He lives in Franklin.

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

MEMO

To: All Sales Department Staff Members

From: Gordon Mosher, Vice President of Sales

Date: April 10

Next month, TrackPro, the company that makes our new inventory software, will be in Williamsport. Its experienced trainers are coming all the way from the company's headquarters in Jefferson City to lead a one-day workshop. I was able to get TrackPro to hold four spaces in the workshop for Sigma employees. Other local companies will be sending select employees as well.

Sigma will cover all fees for the training and reimburse travel expenses. Those chosen to attend must give a presentation about Numera at the next department meeting.

If you would like to be considered for the workshop, send me a letter listing your qualifications. The letter should also explain how the department will benefit by investing in your skills. Send it to me by April 20. The names of the attendees will be announced on May 1.

Numera Training

Date: Friday, May 23


Time: 8:00 A.M. – 4:30 P.M,

Location: Williamsport Convention Center, Room 205

8:00 A.M.	Welcome (Presenter: Doug Popovich)
8:15 A.M.	Mastering the basics of Numera (Presenter: Tim Song)
10:00 A.M.	Using Numera's advanced functions (Presenter: Jill Yen)
11:45 A.M.	LUNCH BREAK (Lunch included)

12:15 P.M.	Addressing hardware/software conflicts issues (Presenter: Norma Lee)
2:30 P.M.	Creating customized reports (Presenter: Doug Popovich)
4:00 P.M.	Q&A (All presenters)

Participants will receive an official certificate of completion from TrackPro.



To: Betina Richards <brichards@wagogo.com>

From: Kim Jordan <kjordan@sigmatechnologies.com>

Date: Tuesday, May 27

Dear Betina,

It was nice to meet you at the Numera workshop last week. I was surprised that you and your colleagues at Wagogo are having some of the same issues with the software that we experience at Sigma.

The presentation by Ms. Yen was extremely useful. I like that she taught us how to adjust the view when checking product availability. I followed her directions, but I can't remember how to save the changes. I wonder if you took notes on that detail. If so, could you tell me how to do it?

Best,

191. In the memo, the word “hold” in paragraph 1, line 3 is closest in meaning to

- (A) grasp
- (B) host
- (C) own
- (D) reserve

192. What is suggested about Mr. Song?

- (A) He was recently hired by TrackPro.
- (B) He traveled for the May 23 training.
- (C) He organizes workshops for TrackPro.
- (D) He distributed notes to participants.

193. Why did Ms. Jordan send the e-mail?

- (A) To schedule a meeting
- (B) To provide feedback
- (C) To ask for assistance
- (D) To recommend some training

194. What is implied about Ms. Jordan?

- (A) She wrote to Mr. Mosher.
- (B) She led a workshop.
- (C) She is a sales manager.
- (D) She used to work at Wagogo.

195. At what time did Ms. Richards most likely learn about making

adjustments to the view in Numera?

- (A) At 8:15 A.M.
- (B) At 10:00 A.M.
- (C) At 12:15 P.M.
- (D) At 2:30 P.M.

Questions 196-200 refer to the following Web page, review, and e-mail.

Domino Records

ABOUT US	ARTISTS	NEWS	SHOP	SUBSCRIBE
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Domino Records

Domino Records began when Chuck Miller started recording local musicians in 1943 in his small studio in Queens, New York. We have since grown into one of the largest and best-known jazz labels in the world. With main offices in New York, London, and Tokyo, we are now at the forefront of bringing great music from the jazz tradition and beyond to customers in 26 countries. Artists who have chosen Domino include Sam Harris, The Golden Trio, and Skip Tracer. We signed world-famous vocalist Betty Raygun in June. In addition to our new releases, we maintain a catalog of original recordings going back to our founding days, many of which are still available for purchase.

Easton Times Wednesday, December 1

Bright Lights, Betty Raygun

Her voice has been described as smooth as silk, and, as any serious jazz fan knows, Betty Raygun always sings with passion. This is evident, once again, on her newest recording 'Bright Lights' with her new company. Despite the title, the eight songs on this album touch on themes of loss, longing, and regret. Perhaps she was recalling her years spent in Paris as a young music student. This album will appeal both to her diehard fans and many who are not yet familiar with her earlier work. That crossover appeal may help explain her decision to go on tour with hip-hop artists To Go Bros. They will hit the road in January for twenty-two stops across the country. – *Shawn Price*

From: Ed O'Neal

To: Kate Magus

Date: December 2

Subject: New Music

Kate,

Yesterday, I read a review about a jazz singer named Betty Raygun. She is touring soon with one of my favorite bands. That made me curious, so I downloaded one of her tracks. She is amazing! I suggest you check her out. If you like what you hear, maybe we could purchase her new CD and play it for our customers in the coffee shop.

196. What is mentioned about Domino Records?

- (A) It only records jazz musicians.
- (B) It moved its headquarters.
- (C) It was founded by Mr. Miller.
- (D) It only sells music online.

197. What is most likely true about 'Bright Lights'?

- (A) It was produced in Tokyo.
- (B) It was released on Domino.
- (C) It is Ms. Raygun's debut album.
- (D) It is considered a hip-hop album.

198. What is NOT indicated about Ms. Raygun?

- (A) She studied in Paris.
- (B) She is an acclaimed artist.
- (C) She will be traveling next year.
- (D) She has recorded eight albums.

199. What is suggested about Mr. O'Neal?

- (A) He is a fan of To Go Bros.
- (B) He has seen Ms. Raygun live.
- (C) He subscribed to Easton Times in December.
- (D) He plans to open a coffee shop.

200. In the e-mail, the word "tracks" in line 2 is closest in meaning to

- (A) courses

(B) directions

(C) paths

(D) songs

TEST 10

五

55 min

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- 突 互 慵 壘 嬖 .

5

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 announcement.

Shipley's is coming to Branford!

"Fresh Produce, Great Food"

Join us on Monday, July 1, for the grand opening of our newest location

at 478 State Street in Branford, CT.

The first 50 customers will receive a free reusable shopping bag!

Grand Opening Specials (June 1 – June 7)

Sweet white peaches \$0.99/lb

Jumbo seedless watermelons only \$3.99 each

Juicy tangerines \$0.79/lb

Granola (select varieties) \$1.99/lb

Dried fruit and nut mixes \$2.99 and up

Parking is available along State Street and in the lot behind the store.

147. What will happen on July 1?

- (A) Vegetables will be sold at a discount.
- (B) Sale items will no longer be available.
- (C) A store will open at a new location.
- (D) A new parking lot will open.

148. What is indicated about Shipley's?

- (A) It specializes in gourmet foods.
- (B) It has gifts for some customers.
- (C) It has other stores in Branford.
- (D) It is currently hiring employees.

Questions 149-150 refer to the following job article.

Even with today's high levels of unemployment, some professions are in high demand. Nursing is a prime example. Since 1999, the demand for nurses has spiked as the population has, on average, grown older. In the meantime, fewer people entering the field have resulted in shortages of nurses at some hospitals and medical facilities. In fact, employers frequently offer cash bonuses of \$2,000 or more to attract new hires. Training to enter the field can be completed in as little as 3 to 6 months for nursing assistant positions.

149. According to the article, what is one cause of the nurse shortage?

- (A) The demand for nurses is decreasing.
- (B) Not enough people are becoming nurses.

- (C) Few people will accept the low pay.
- (D) Many experienced nurses are retiring.

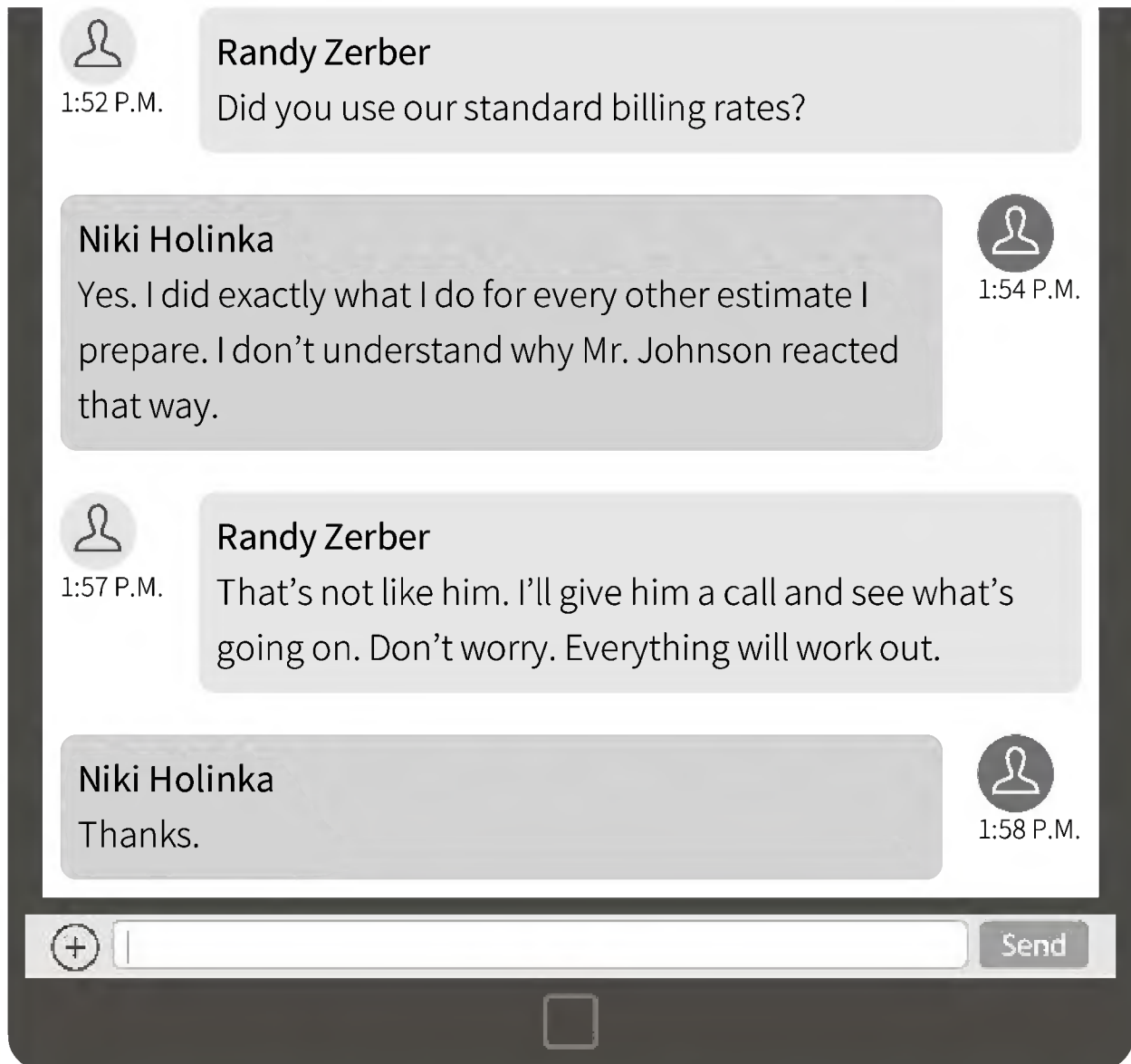
150. What is needed to become a nursing assistant?

- (A) Finishing several months of study
- (B) Getting sponsorship from a medical facility
- (C) Earning a college degree
- (D) Obtaining a specialized license

Questions 151-152 refer to the following text message chain.

The image shows a text message conversation between Randy Zerber and Niki Holinka. The messages are as follows:

- Randy Zerber** (1:45 P.M.): How are things going with the Holloman account?
- Niki Holinka** (1:48 P.M.): Not so good. I'm getting a little frustrated.
- Randy Zerber** (1:49 P.M.): What's the problem?
- Niki Holinka** (1:50 P.M.): Mr. Johnson asked me to prepare an estimate for the cost of renovating the Newport Hotel. But when I presented it to him, he said I had overinflated the expenses and told me to redo it.



151. What is suggested about Ms. Holinka?

- (A) She made a mistake in her calculations.
- (B) She has worked with Holloman before.
- (C) She prepared a quote in the regular way.
- (D) She turned in her estimate late.

152. At 1:57 P.M., what does Mr. Zerber most likely mean when he writes, "That's not like him"?

- (A) He thinks Mr. Johnson was acting strangely.
- (B) He suspects Mr. Johnson does not like the project.
- (C) He thinks Mr. Johnson disapproves of his work.
- (D) He believes Mr. Johnson was being reasonable.

Questions 153-155 refer to the following company newsletter.

Upcoming Events

Happy New Year! Many of you have made resolutions to improve your health. Whether it is to lose ten pounds or to exercise three times a week, we want to help you reach your goal. Join us for a free Health and Wellness Fair on Wednesday, February 8, from 11:00 A.M. to 3:00 P.M. in the 2nd floor atrium. Learn about the health and wellness resources available to all Dili, Inc. employees. Speak with representatives from Blue Star insurance, St. Margaret's hospital, Total Fitness, Mega Nutrition, Sarah's Natural Foods, and more. Get a health checkup (blood pressure, pulse, height, weight, BMI). Learn how to cook simple, delicious, healthy meals. Students from the Gates School of Culinary Arts will be giving lessons every half hour. Register to win a visit to the Bamboo Spa, dinner for two at Manny's, and more. For more information, call Sherry Wilson at 555-3112.

We hope to see you there!

153. For whom is this event intended?

- (A) Healthcare workers

- (B) Potential students
- (C) Employees at Dili, Inc.
- (D) Insurance agents

154. Who most likely is Ms. Wilson?

- (A) The newsletter editor
- (B) The event organizer
- (C) A nurse at St. Margaret's
- (D) An employee at the Bamboo Spa

155. What is NOT mentioned as a part of the event?

- (A) Blood pressure checks
- (B) A prize drawing
- (C) Cooking classes
- (D) Product samples

Questions 156-157 refer to the following receipt.

Gordon's
78 Mithos Road
Edgewood, NM 89943
(505) 555-5673

Date: July 28

Register #: 4

Cashier: Jason Smith

Item Code	Description	Quantity	Price
05642	Jump rope	1	\$5.00

29045	Exercise shorts	2	\$26.00
03434	Runner's tank-top	3	\$30.00
54455	Sneakers (clearance)	1	\$85.00
			Subtotal: \$146.00
			Tax: \$10.22
			Total: \$156.22
			Paid: \$160.00
			Change: (\$3.78)

Thank you for shopping at Gordon's!

Items may be returned for store credit within 30 days with a receipt.

*No returns on clearance items.


156. What is Gordon's?

- (A) A convenience store
- (B) A shoe store
- (C) A sporting goods store
- (D) A fitness center

157. What is NOT indicated on the receipt?

- (A) The customer used a coupon.
- (B) The customer was served by Mr. Smith.
- (C) The sneakers cannot be returned.
- (D) The customer received some money.

Questions 158-160 refer to the following e-mail.


From: Lionel Opher <lionel@excelcatering.com>

To: Kim Reininger <kim.reininger@hopesprings.com>

Subject: Installation Contract

Date: March 2

Dear Ms. Reininger,

It was a pleasure speaking with you yesterday. The plans you have for your company's upcoming awards banquet are quite impressive. — [1] — I'm sure your colleagues will enjoy it. I want to let you know that I talked with my partner and that we would be more than happy to prepare the custom-made desserts for your event.

Let me take a moment to review your request. You would like us to make a large cake to serve all ninety-five guests. It will be almond flavored with buttercream icing. You would also like us to decorate it with the floral pattern you provided and to write your company's name across the front. — [2] —

The order will be delivered to the Mihalski Hotel on Saturday, December 3, no later than 3:00 P.M. The contact person there is Derek Turner (555-3403). — [3] —

Please let me know if the above information is correct or if any changes need to be made. — [4] —

Sincerely,

Lionel Opher

158. Why was the e-mail sent?

- (A) To accept an invitation
- (B) To reschedule a delivery
- (C) To confirm a request
- (D) To place an order

159. What is NOT indicated about Ms. Reininger's event?

- (A) It will include her coworkers.
- (B) It will be held at a restaurant.
- (C) It will have fewer than 100 attendees.
- (D) It will take place on a weekend.

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

“In addition, your company's logo will be placed on top.”

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

Questions 161-163 refer to the following letter.

King Heating Oil

894 Green Street
Baltimore, MD 21231

March 7

Susan Miller
2894 Reisterstown Road
Owings Mills, MD 21283

Dear Ms. Miller,

I am writing to inform you that the payment you sent on March 3 was received. However, the amount sent was less than the balance due for the heating oil delivered to your home on February 19. We have credited your payment of \$159.65 toward the balance of \$195.65. If you wish to avoid a late fee of \$25, please pay the remaining balance of \$36.00 by March 15. Payments may be made at our administrative office, sent by mail, or posted via our secure Web site at www.kingheatingoil.com. We accept credit cards, personal checks, money orders, and electronic funds transfers (EFT) from valid bank accounts. As of January 1 this year, we no longer accept cash payments.

If you have any questions or concerns about this matter, feel free to contact me.

Sincerely,

Fred Parker

Account Technician

(410) 555-0367

fparker@kingheatingoil.com

161. What is the purpose of the letter?

- (A) To refund money
- (B) To make an inquiry
- (C) To negotiate a price
- (D) To request a payment

162. How much was the total cost of the heating oil?

- (A) \$25.00
- (B) \$35.00
- (C) \$159.65
- (D) \$195.65

163. What is suggested about King Heating Oil?

- (A) It delivered the wrong amount of oil.
- (B) It used to let customers pay with cash.
- (C) It has several locations in Baltimore.
- (D) It sent Ms. Miller an incorrect bill.

Questions 164-167 refer to the following online chat discussion.



Tom Jones

9:48 A.M.

I just got the quarterly figures from district headquarters. Our new menu and promotions have driven sales through the

roof! I'm sure all of you have been quite busy. Can you give me a short report on each location?



Lynn Westerberg

9:49 A.M.

Busy is an understatement. We have seen sales increase by 125% this past month. Thank goodness I hired a new cook and two servers a few weeks back.



Tom Jones

9:52 A.M.

That's great for Bleacher Avenue! How about 98th Street?



Josh Phan

9:53A.M.

Like Lynn, we've been super busy. Our main issue is that we keep running low on supplies. I have had to use my own money to buy flour, oil, and a few other things.



Vijay Rao

9:55 A.M.

I hope you have been getting reimbursed for that.



Josh Phan

9:58 A.M.

I put in a request, but I am still waiting for approval from our district manager. He said he would get back to me in two weeks.

Vijay Rao
10:01 A.M.
Maybe we could send you some of our extra supplies. Things aren't as busy at Oliver Road as at your location.

Josh Phan
10:04 A.M.
I'd be up for that.

Lynn Westerberg
10:06 A.M.
That's only a temporary solution. You really need a bigger budget.

Josh Phan
10:07 A.M.
I'm not sure district headquarters would authorize that even if I asked them.

Tom Jones
10:08 A.M.
Let me see what I can do.

+ Send

164. Where do the writers most likely work?

- (A) At a food distributor
- (B) At a warehouse
- (C) At a restaurant chain
- (D) At a factory cafeteria

165. What is indicated about the Bleacher Avenue location?

- (A) Its customers are very loyal.
- (B) It recently hired additional employees.
- (C) Its employees are dissatisfied.
- (D) It still needs additional supplies.

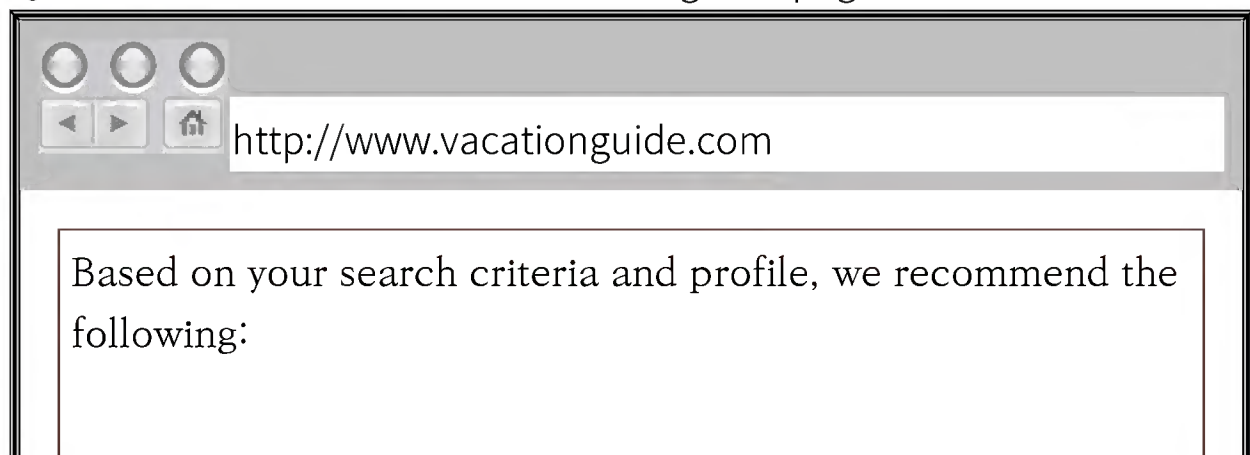
166. Why did Mr. Phan contact the district manager?

- (A) To propose a reassignment
- (B) To place an order for food
- (C) To ask for repayment
- (D) To file a complaint

167. At 10:08 A.M., why does Mr. Jones write, “Let me see what I can do”?

- (A) To offer to work at the 98th Street location
- (B) To encourage Mr. Phan to speak with a manager
- (C) To suggest he can pick up supplies
- (D) To offer to help obtain more money

Questions 168-171 refer to the following Web page.



If you are planning a visit to Bright Mountain National Park, consider renting a cabin in Grizzly Gulch. — [1] —. There, you can stay in a rustic cabin deep in the forest to experience nature at its best. All twenty-eight cabins are tastefully decorated and offer modern amenities like fully equipped kitchens, adjustable heating and cooling units, satellite TV, and Wi-Fi. Most cabins also have covered porches if you prefer to sit outside to take in the views and to watch the wildlife. Lodging options for single guests to parties of a dozen or more are available.

The cabins are privately owned and managed by the town of Grizzly Gulch. Unlike cabins run by the park itself, you are able to make reservations up to three months in advance. — [2] —. Please be aware, however, that a sizable deposit is required. Moreover, it is not refundable in the event of a cancelation.

The Grizzly Gulch cabins are twelve miles outside the park's southern entrance, making it very convenient for visitors interested in exploring that section of the park. — [3] —. It's a suitable jumping-off point for visiting the northern half of the park as well, but be prepared for a considerable drive before you actually reach the most popular sights there.

If you choose to stay at the Grizzly Gulch cabins, be prepared to either make your own food or to eat out. — [4] —. This is strictly a do-it-yourself option, but a very pleasant one

nonetheless.

148 readers found this review useful

168. What is a purpose of the Web page?

- (A) To promote a local sight
- (B) To evaluate a lodging option
- (C) To request customer feedback
- (D) To criticize a hotel company

169. What is NOT mentioned about the Grizzly Gulch cabins?

- (A) They are located in a national park.
- (B) They have cooking facilities.
- (C) They are run by a municipality.
- (D) They can accommodate groups.

170. What is suggested about Bright Mountain National Park?

- (A) It takes reservations for camping.
- (B) It has two famous sights.
- (C) It has multiple entrances.
- (D) It requires a refundable deposit.

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

“No meals are included.”

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

(D) [4]

Questions 172-175 refer to the following memo.

Memo

To: All Building Operations Employees

From: Leonard Piot

Date: January 15

Subject: Annual Performance Evaluations

Starting next week, I will begin scheduling annual performance evaluations. As in the past, evaluations will be done one on one with me and will take between thirty minutes and an hour to complete, depending on the responsibilities of the individual employee. Evaluations will begin next month and continue through April. I will make every effort to schedule evaluations to minimize disruptions in each section. However, supervisors should prepare for temporary staff absences.

Please be aware that some changes have been made to this year's performance evaluation process. Employees are now required to submit documentation for all training completed during the period under evaluation and for any new certifications or licenses obtained. In addition, several new criteria have been added to the performance evaluation form. Details of these are explained in an online training module.

Employees are strongly advised to view the online training module developed by the Human Resources (HR) Department to assist in preparing for their review. The module can be accessed by logging onto the “employee” section of the HR Web site. Click on the “Online Trainings” link. The “Annual Performance Evaluation Preparation Training” module can be found there.

All employees at the Viro Corporation are required to participate in a performance evaluation annually. The performance evaluation process is intended to make an objective evaluation of an employee’s performance in the workplace. If you have any questions about the company policy, contact Michael Parker in HR at extension 478.

172. What is the purpose of the memo?

- (A) To confirm an evaluation
- (B) To explain a process
- (C) To introduce a new Web site
- (D) To schedule meetings

173. The word “documentation” in paragraph 2, line 2 is closest in meaning to

- (A) records
- (B) videos
- (C) notices
- (D) permission

174. What is NOT indicated about the performance evaluations?


- (A) They differ from last year.

- (B) They take an hour or less.
- (C) They include an online exam.
- (D) They will commence in February.

175. What is suggested about Mr. Piot?

- (A) He developed new performance evaluation procedures.
- (B) He will meet with all of the employees in his department.
- (C) He has already had his performance evaluated.
- (D) He works for the Human Resources Department.

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



From: Sandra Magsaysay <smagsaysay@pacificair.com>

To: Alan Hao <alan.hao@coastindustries.com>

Date: October 18

Subject: Your Membership

Dear Mr. Hao,

Thank you for enrolling in the Pacific Airlines frequent flyer club. Your account has been credited for all flights booked under your name in the current calendar year.

Member Number: 8300-534-9920
Preferred Flight Class: Business
Miles Flown: 27,000

Your Coastal Industries employee credit card (XXX-XXXX-3893) has been charged \$19.99 for the one-time enrollment fee. If you wish to upgrade your membership level at any time, additional miles can be purchased at our Web site.

You should receive your membership card in the mail within 3-4 weeks. In the meantime, please print a copy of this e-mail. Use it as proof of membership when checking in and passing through airport security screenings.

If you have any questions, please contact our customer care line at 1-888-555-3000 or visit www.pacificair.com/frequentflyers.

Sincerely,

Sandra Magsaysay
Member Services

Pacific Airlines Frequent Flyer Club

We appreciate customer loyalty. As a way of saying thank you to our most loyal customers, we offer frequent flyer benefits at four levels.

Eligibility	Diamond	Platinum	Gold	Premier
Minimum miles flown*	40,000	30,000	20,000	10,000
Benefits				

Priority boarding	V	V	V	V
Earn bonus miles on travel-related purchases	V	V	V	V
Complimentary Wi-Fi	V	V	V	
Access to VIP lounge	V	V	V	
Can check in up to 3 bags	V	V		
Complimentary upgrades**	V			

*Calculated based on current calendar year (January 1 – December 31)

**Based on availability at boarding time.

Pacific Airlines allows frequent flyer club members to upgrade their level by purchasing additional miles.

Miles Needed	Purchase fee
1 – 1,000	\$179
1,001 – 2,000	\$329
2,001 – 3,000	\$479
3,001 – 4,000	\$629
3,001 – 5,000	\$779

176. What is suggested about Mr. Hao?

- (A) He frequently flies to Asia.
- (B) He renewed his membership.
- (C) He is a first-time flyer on Pacific Airlines.

(D) He will receive his card in November.

177. What is Mr. Hao instructed to do?

- (A) Use a copy of the e-mail to check in
- (B) Register with airport security
- (C) Upgrade his level immediately
- (D) Make a credit card payment

178. What is indicated about the frequent flyer club membership levels?

- (A) They are restricted to business and first-class flyers.
- (B) Their benefits can only be applied at certain airports.
- (C) They are based on the number of miles flown this year.
- (D) They must be purchased before the start of the year.

179. What benefit is NOT currently available to Mr. Hao?

- (A) Priority boarding
- (B) Complimentary Wi-Fi
- (C) Access to the VIP lounge
- (D) Checking in three bags

180. How much must Mr. Hao pay to upgrade to the next membership level?

- (A) \$179.00
- (B) \$329.00
- (C) \$479.00
- (D) \$629.00

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

Get Your Computer Checked by a Pro Computer Pros, LLC.

Complete Computer Tune-Up Now \$49.99 (Reg. 74.99)

Our Complete Tune-Up Includes:

- Scan for and remove viruses, spyware, and malware
- Clean up registry and remove unnecessary files and programs
- Scan and check hard drive (and defragment if needed)
- Streamline computer's startup and shutdown
- Update firewalls, antivirus software, and security programs (and install free versions when applicable)

You must mention this advertisement when scheduling your service to receive this rate.

Cannot be combined with other ads, coupons, or special offers.

Discount applicable for residential service only.

Offer expires November 30.

Ask us about this month's hardware and software deals!

We have laptops, USB drives, and more on sale!

help@computerpros.com

1-888-555-4040



To: Computer Pros <help@computerpros.com>

From: Allison Parker <aparker@topmail.com>

Subject: Service Appointment

Date: Monday, November 14

Hi,

I would like to schedule a tune-up for my home computer at your special advertised rate. It is a two-year-old PC that, up until recently, had been hassle free. Sometime in September, I started to notice that my computer was slower than usual. Programs took a long time to open and close. A friend suggested that I run a free virus-removal program called SunClean. That seemed to help for a while at least, but then the computer started running slower again. To give you an example, it used to take less than 2 minutes for the computer to boot up or shut down. It now takes 5 minutes or longer! I am available to have my computer checked any morning this week before 10 A.M.

I would also like to know if you are offering any discounts on external hard drives this month. I am looking for a 500GB model that I can set up to back up files on my computer.

Thanks.

Allison Parker

181. What information is NOT included in the advertisement?

- (A) The normal price of a service
- (B) Contact information for a company
- (C) Restrictions placed on an offer
- (D) The types of computers serviced

182. What is indicated about the Complete Computer Tune-Up?

- (A) It includes an inspection of other hardware.
- (B) It can be used for mobile devices.
- (C) It includes optional software installation.
- (D) It will no longer be available in December.

183. What is true about Ms. Parker's computer?

- (A) It was repaired by a friend.
- (B) It is no longer working.
- (C) It is unable to shut down.
- (D) It has reduced performance.

184. In the e-mail, the phrase "hassle free" in paragraph 1, line 2 is closest in meaning to

- (A) convenient
- (B) up to date
- (C) problematic
- (D) complex

185. What is suggested about Ms. Parker?

- (A) She works in the afternoon.
- (B) She will be charged \$49.99.

- (C) Her computer lacks a hard drive.
- (D) SunClean damaged her computer.

Questions 186-190 refer to following Web page, schedule, and e-mail.

The screenshot shows a web browser window with the address bar displaying "www.janus.org". The page features a navigation menu with four items: HOME, EXHIBITS, CALENDAR, and CONTACT US. Below the menu is a paragraph of introductory text about the museum's location and history. Further down, there are sections for Rotunda, East Wing, West Wing, and Annex, each listing specific art collections or services. At the bottom, the hours of operation and admission prices are provided.

HOME	EXHIBITS	CALENDAR	CONTACT US
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Located in Waterbury, the Janus Museum of Art has some of the finest collections of North American art in the entire region. The museum was founded in 1898 by Herbert Janus to make his family's collection of art available for the public to enjoy.

Rotunda: Information Desk, Ticketing, Portraits
East Wing: Early American Art, American Modernism
West Wing: European Art, Asian Art, African Art
Annex: Sculpture Collection, Temporary Exhibits

Hours: Monday – Friday, 11:00 A.M. – 4:00 P.M. and Saturday, noon to 5:00 P.M.
Admission: \$5, free for children under 5 years old

Janus Museum of Art

CALENDAR

August 7

Art Talk: "Watercolors: Past and Present" by Dr. Amanda Gaines
Pierce Auditorium 3:00 P.M.

August 11

Exhibit Opening: “Contemporary Urban Painters”

Annex: 1:00 P.M.

August 15

Art Talk: “Landscapes in Different Artistic Traditions” by Devon Roland

Pierce Auditorium: 3:00 P.M.

August 22

Meet the Artist: Jan Jansen, featured in “Contemporary Urban Painters”

Pierce Auditorium: 2:30 P.M.

Guided tours of select galleries are offered on a weekly basis and are included in the price of admission. Tours meet at the information desk and last approximately 50 minutes.

Tuesdays, 10 A.M. European Art Gallery

Wednesday, 2 P.M. Asian and African Art Galleries

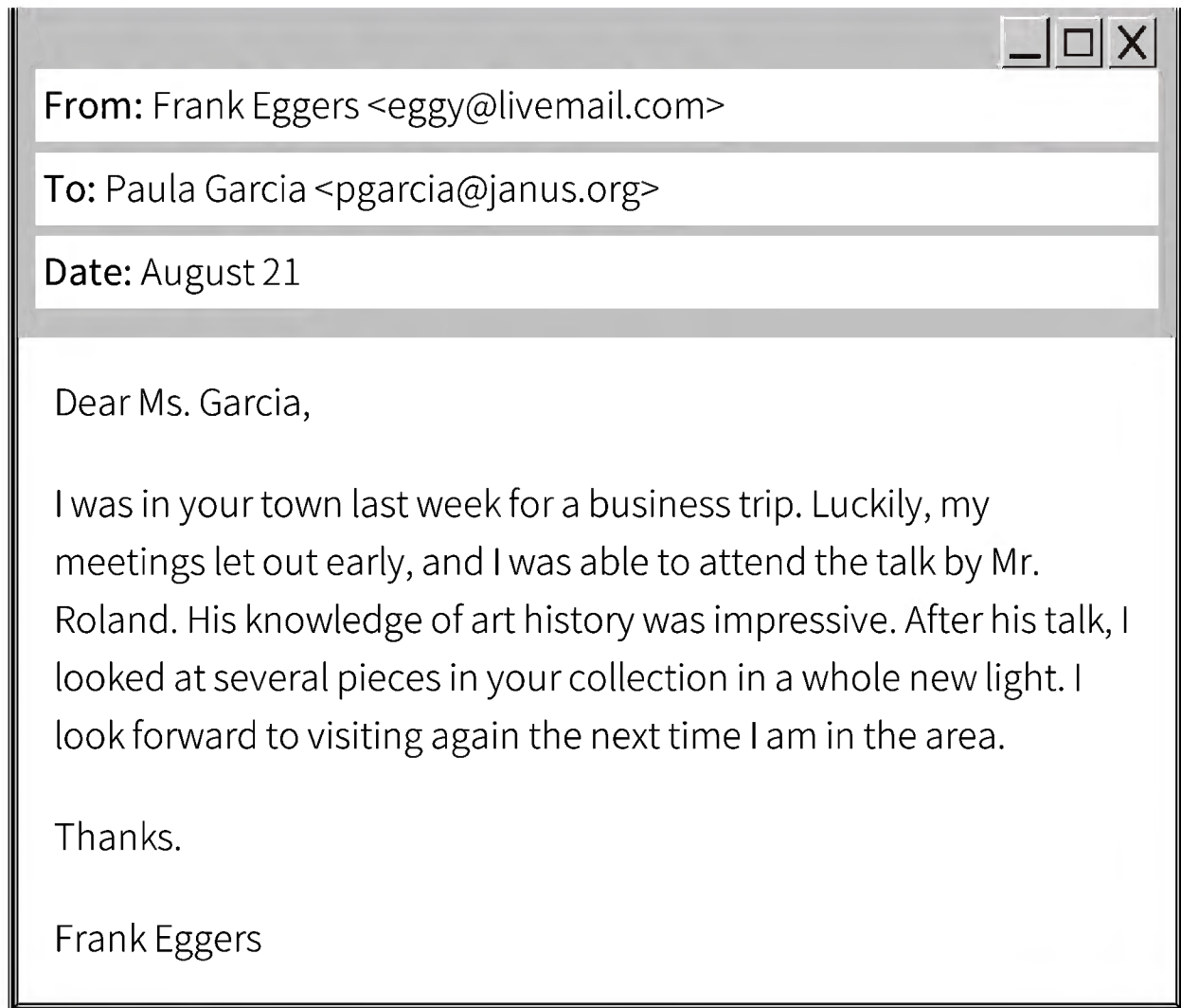
Fridays, 1 P.M. Sculpture Gallery

Saturdays, noon American Art Galleries

Questions/Comments:

Contact our outreach and events coordinator, Paula Garcia
(pgarcia@janus.org)





186. What is indicated about the museum?

- (A) It offers discounts to seniors.
- (B) It is open six days a week.
- (C) It has a movie theater.
- (D) It was founded by a famous artist.

187. What is true about the Saturday guided tour?

- (A) It visits the museum's east wing.
- (B) It is led by a museum curator.
- (C) It is more than an hour long.

(D) It requires advance registration.

188. What is suggested about Ms. Garcia?

- (A) She will lead a tour on Friday.
- (B) She began working as a sculptor.
- (C) Her work is displayed in the annex.
- (D) She is a member of the museum's staff.

189. On what date did Mr. Eggers visit the museum?

- (A) August 7
- (B) August 11
- (C) August 15
- (D) August 22

190. In the e-mail, the word "light" in line 3 is closest in meaning to

- (A) brightness
- (B) gleam
- (C) manner
- (D) vision

Questions 191-195 refer to following advertisement, e-mail, and online shopping cart.

The Edge

www.theedge.com

The Premier Online Shopping Club!

March Deals

Get 10% of any item of your choice.*	Download select music for up to 35% off our already low prices.
Buy one pair of Ace, Pima, or Mile athletic shoes and get a second for half price.	Get a free The Edge key chain with any single purchase of \$100 or more.**

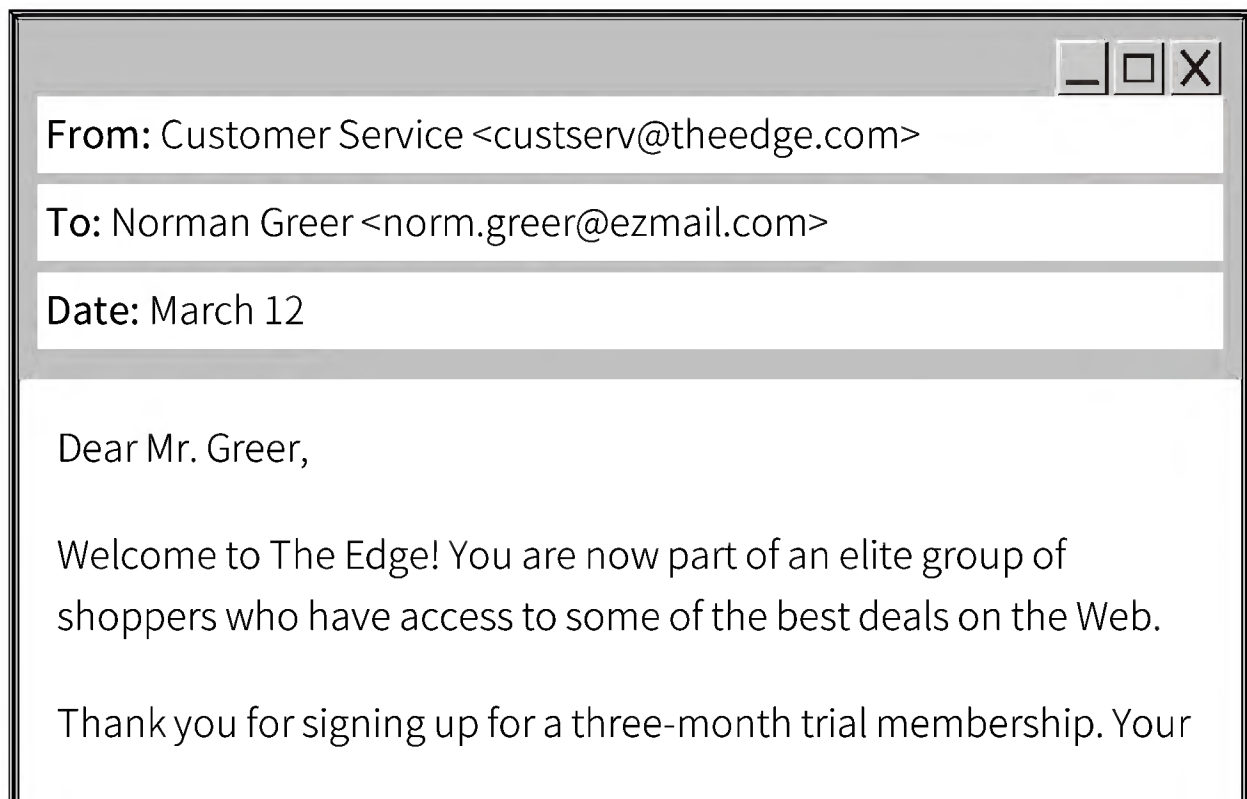
The Edge is a members-only online shopping club. New offers every month. Join now and take advantage of these great deals. In addition, new members get free shipping on their first order (not applicable to returning members). Membership costs just \$2 a month!***

Go to TheEdge.com to start shopping now!

*Cannot be combined with any other offers or coupons.

**Limit one per customer.

***When you sign up for a three-month trial membership.



member number is 2890338. You can begin shopping right away. To take advantage of this month's specials, visit www.theedge.com. There, you need to create an account before you can make your first purchase. Simply enter your member number. Then, choose a username and password.

If at the end of your trial membership, you decide The Edge is for you, do nothing, and we will bill your credit card each month. After the trial period, you can cancel your membership at any time by contacting us. No questions asked.

We welcome member feedback. Feel free to drop us a line at custserv@theedge.com.

Sincerely,

The Edge

www.theedge.com

Order #: YU8495

Date: Friday, March 15

Member No.: 2890338

Ship to: Norman Greer

222 Lily Lane

Canton, OH 39034

Phone: (808) 555-9303

Shopping Cart

Quantity	Code	Item	Unit Price	Total
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1	63343	Ace "Tiger" Sneakers	\$58.00	\$58.00
1	59856	Ace "Puma" Sneakers	\$50.00	\$25.00
1	35935	Rigo athletic shorts	\$14.25	\$14.25
1	90698	Rigo athletic top	\$17.99	\$17.99

Total: \$115.24 billed to credit card ending in 7934

Your order has been processed. It will ship within the next 24 hours.
Orders can be tracked at www.theedge.com/tracking.

Thank you for your purchase!

191. What is NOT mentioned in the advertisement?

- (A) The specials are good for one month.
- (B) New members can get discounted music.
- (C) Coupon codes must be used when ordering.
- (D) A one-time discount on anything is being offered.

192. What is Mr. Greer able to do in June?

- (A) Obtain free shipping
- (B) Receive a special coupon
- (C) Request a refund of fees
- (D) Terminate his membership

193. What is suggested about Mr. Greer?

- (A) He was billed \$6 for his membership.
- (B) He provided suggestions via e-mail.

- (C) He does all of his shopping online.
- (D) He was formerly a member of The Edge.

194. What did Mr. Greer most likely do before making his March 15 purchase?

- (A) He chose a new number.
- (B) He contacted customer service.
- (C) He set up an online account.
- (D) He tracked a product.

195. What is most likely true about order YU8495?

- (A) It was billed for shipping.
- (B) It is eligible for a free gift.
- (C) It included a 35% discount.
- (D) It will arrive in a day.

Questions 196-200 refer to the following announcement, schedule, and e-mail.

Online Training Now Available!

Desanti Corporation

The Desanti Corporation wants to ensure all of our employees have the most up-to-date knowledge and skills. That's why we have contracted with NetLearn to develop a series of online training modules. The first series will become available this fall.

Each training module focuses on a specific topic of utility in today's

fast-changing workplace. Freed from the constraints of classrooms and instructors, the courses can be completed by employees at their own pace.

Sign up on the Talent Development Team's Web site:
<https://www.desanti.com/talentdevelopment>.

Online Training Modules

Desanti Corporation

Group 1

OT 101: New Employee Orientation

This online course is a required follow-up to the face-to-face orientation session to introduce the company's Web site and Web-based programs. Only open to new hires.

OT 203: Leveraging Digital Technology

This hands-on course teaches you how to make the most of your smartphone or other digital devices. Learn ways to better manage time, communicate professionally, and more.

OT 301: Digital Security *

Learn company policy related to all matters digital: file storage, electronic communication, data transfer, and so forth.

OT 403: Staying Healthy in Cold and Flu Season

This module will teach you practical ways to protect yourself and

others against illness.

*Either the online version or the classroom version of this training must be completed by all employees by December 31

Group 1 Training modules are available from September 10 to December 1. Employees will receive a certificate upon successful completion.

From: nlewis@desanti.com

To: phartman@desanti.com

Subject: Training Module

Date: October 1

Dear Mr. Hartman,

I completed the mandatory online training module yesterday. It was definitely more convenient than the similar in-class training program we had to do a few years back. The only thing is that I am having problems printing a copy of my certificate. I e-mailed the company that put together the course, and a person there said it was due to a glitch. Until it gets worked out, he said only you are authorized to print certificates. Would you be able to send mine to me via interoffice mail?

Sincerely,

Ned Lewis

196. In the announcement, why are readers referred to a Web site?

- (A) To provide suggestions for training
- (B) To reserve seats for an event
- (C) To participate in an online survey
- (D) To register for courses in a series

197. In the schedule, the phrase “make the most of” in paragraph 2, line 1 is closest in meaning to

- (A) delegate responsibility to
- (B) review the capabilities of
- (C) maximize the usefulness of
- (D) program the functions of

198. Why did Mr. Lewis write to Mr. Hartman?

- (A) To register for another course
- (B) To request a copy of a document
- (C) To complain about a company
- (D) To report an inaccessible course

199. Which training module did Mr. Lewis finish?

- (A) OT 101
- (B) OT 203
- (C) OT 301
- (D) OT 403

200. What is suggested about Mr. Lewis?

- (A) He contacted NetLearn.
- (B) He works in Mr. Hartman's department.
- (C) He is a new employee.
- (D) He is a software engineer.