

APRIL - NEW TOEIC Part 5 / 6 / 7

Part 5 + Part 6: finish within 23 minutes

101. Dr. Hooper at Michigan United Hospital is the world's _____ authority on knee replacement surgeries.

- (a) led
- (b) leader
- (c) leading
- (d) leaders

102. With ski season fast _____, investors are wondering whether the ski lodge will be completed by the first snow fall.

- (a) selling
- (b) snowing
- (c) completing
- (d) approaching

103. Althea Corporation _____ by many analysts to be the most innovative software company in the industry.

- (a) considerably
- (b) consideration
- (c) is considered
- (d) was considering

104. It is still unclear _____ the Mayor will accept the recommendations of the City Council.

- (a) yet
- (b) about
- (c) before
- (d) whether

105. Salpert Corporation's stock _____ by 8% during the first quarter of the year.

- (a) rose
- (b) rise

- (c) risen
- (d) rising

106. A generation ago, no one could have predicted that computers and the Internet would be as _____ as they are today.

- (a) recent
- (b) continual
- (c) prevalent
- (d) communicated

107. Albertson and Kelman have decided to open a separate _____ for research and development.

- (a) office
- (b) officer
- (c) official
- (d) officially

108. Home sizes at Timberland Ranch _____ from 1,200 to 8,000 square feet.

- (a) cost
- (b) count
- (c) range
- (d) weigh

109. An overpass on Interstate 38 in Lakeview County _____ yesterday, due to high flood waters.

- (a) collapse
- (b) collapsed
- (c) collapses
- (d) collapsing

110. We anticipate _____ the first phase of the project will take approximately two weeks to complete.

- (a) that

- (b) which
- (c) there
- (d) those

111. The total cost to renovate the building was \$13.75 million, _____double the original estimate.

- (a) almost
- (b) mostly
- (c) the most
- (d) most all

112. We would like to thank the Elog Foundation for their generous _____to our charity fundraiser.

- (a) donor
- (b) donate
- (c) donated
- (d) donation

113. The retail industry spends _____\$28 billion on IT and related systems annually.

- (a) nearly
- (b) yearly
- (c) monthly
- (d) continually

114. My _____ with Mr. Frantz was mostly focused on issues related to integrating the staff after the proposed merger.

- (a) discuss
- (b) discussed
- (c) discusses
- (d) discussion

115. The schedule, which you will find attached, _____the specific delivery dates we require.

- (a) ships
- (b) places
- (c) details
- (d) succeeds

116. Senior analyst John Pierpoint expects SunDigit to post _____of \$4 billion for the year.

- (a) a profit
- (b) to profit
- (c) profitable
- (d) profitably

117. _____ the highway was built, the only practical way to bring goods into the town of Tilman was by rail.

- (a) Then
- (b) With
- (c) Since
- (d) Until

118. Brantel, Inc. has reportedly _____a 500-acre property in Berlin, Florida, where it plans to build a manufacturing plant.

- (a) purchase
- (b) purchased
- (c) purchases
- (d) purchasing

119. Director Gary Robertson's latest film, "Frontiers," centers on the _____of a young man who traveled to the American West in the 1850s, seeking fortune and fame.

- (a) book
- (b) novel
- (c) movie
- (d) story

120. The bird feeder _____to keep squirrels from getting to the birdseed.

- (a) has design
- (b) is designed
- (c) was a designer
- (d) has been designing

121. _____ the Radio Communications Directory, there are 16,376 licensed radio stations currently broadcasting.

- (a) Due to
- (b) Taken by
- (c) Required by
- (d) According to

122. On April 3rd, we will hold a meeting with the _____ of our business units.

- (a) manage
- (b) managed
- (c) managers
- (d) managing

123. The average _____ for a 2-bedroom apartment in Boulder, Colorado is \$900 a month.

- (a) pay
- (b) size
- (c) rent
- (d) floor

124. Dr. Corley holds a Ph.D. in anthropology, and _____ a book about the Nile delta last October.

- (a) publish
- (b) published
- (c) publisher
- (d) publishing

125. The Metro Tech program offers a 6-month course leading to an ACAM _____ in Basic Automobile Maintenance upon successful completion.

- (a) teacher
- (b) training
- (c) classroom
- (d) certificate

126. The European Commerce Authority is seeking _____ imports of foreign-made textiles and garments.

- (a) limits
- (b) limiting
- (c) to limit
- (d) limitation

127. Be sure to use the Standard Operations checklist _____ time you prepare boxes for shipment.

- (a) few
- (b) each
- (c) many
- (d) none

128. The Museum of Natural History and Industry in Tanner, OH receives more than 40,000 _____ each month.

- (a) visit
- (b) visited
- (c) visitors
- (d) visiting

129. Portable, affordable, and stylish: personal listening devices have never been a more popular _____.

- (a) area
- (b) gift
- (c) show
- (d) music

130. Johnson's paper _____ three processes for generating hydrogen in fuel cells.

- (a) compares
- (b) comparisons
- (c) is compared
- (d) was a comparison

131. LinTex CEO Jason Reeves _____ abruptly this afternoon, and the company did not offer an explanation for his sudden departure.

- (a) promoted
- (b) resigned
- (c) descended
- (d) accounted

132. The agenda for Thursday's meeting _____ include new product development.

- (a) not
- (b) was not
- (c) has not
- (d) does not

133. The e-mail server will be down _____ between 9:30 and 10:00 p.m. on Wednesday so that we can upgrade the software.

- (a) permanently
- (b) immediately
- (c) temporarily
- (d) successfully

134. Unfortunately, the New York office has failed _____ its sales goals in each of the last three quarters.

- (a) achieves (b) to achieve (c) achievement
- (d) the achievements

135. While he does not say so directly, Dr. Taylor _____ that consumers assign value to products based on their perceptions of quality.

- (a) implies
- (b) examines
- (c) characterizes
- (d) distinguishes

136. About 40% of patients _____ come to the Dearfield Emergency Room have only minor injuries.

- (a) who
- (b) whom
- (c) whose
- (d) whose are

137. Please contact Jen Davis in the HR Department if you have any questions regarding the new overtime and vacation _____.

- (a) methods
- (b) policies
- (c) reactions
- (d) behaviors

138. Many _____ are nervous about the longterm financial health of the company, especially after last week's poor earnings report.

- (a) investors
- (b) investments
- (c) of investors
- (d) of the investments

139. Most of the country's _____ engages in agricultural activities of one sort or another.

- (a) land
- (b) nation
- (c) garden
- (d) population

140. _____ CDF Inc. stood to make a larger profit by selling its aging Texas plant to rival Albacore Inc., it decided instead to sell for less to the relative new-comer Telebrite, to help cement a strategic partnership aimed at checking Albacore's dominance.

- (a) Because
- (b) Although
- (c) As long as

(d) Rather than

Questions 141-143 refer to the following letter.

New CEO for TNR's European Division

Automaker TNR announced yesterday that it has _____ Pierre Aldridge, the current CEO of its IntelliCar division, to the new position of CEO of the entire European division, effective immediately.

- 141. (a) appoint
- (b) appoints
- (c) appointed
- (d) appointment

Mr. Aldridge, 48 years old, will be responsible for overseeing the company's operations throughout Europe, and also for looking into potential relationships and expansion opportunities in Asia.

Although Mr. Aldridge will begin working in his new position immediately, he will continue acting as CEO of the IntelliCar division until the release of the IntelliCar 3.2, and until a _____ is hired.

- 142. (a) replace
- (b) replaced
- (c) replacing
- (d) replacement

Mr. Aldridge is _____ for Tim Dressler, who was reassigned to the North American office.

- 143. (a) going away
- (b) working at
- (c) taking over
- (d) looking into

Questions 144-146 refer to the following letter.

MEMORANDUM

To: Roger Khan

From: Lisa McDermott

Date: May 1st, 20—

Subject: Lanyard Bay down zoning

Dear Roger,

_____ is a copy of the staff report that will be sent to the City Planning Association.

- 144. (a) Imported
- (b) Invoiced
- (c) Attached

(d) Suspended

Please note the _____ we have made regarding the down zoning of the property at Lanyard Bay. Our case will be heard at the regular meeting of the City Planning Association, on June 9th. The meeting will start at 3:00 p.m. in room 329-C at the City Hall.

145. (a) members
(b) buildings
(c) suggestions
(d) neighborhoods

I think it is very important that we both _____ in person. I think our presence will help our request to be taken seriously. This will be one of many items on their agenda.

146. (a) attend
(b) attended
(c) attending
(d) attendance

Please let me know if you will be able to go with me.

Thanks,

Lisa

Questions 147-149 refer to the following letter.

From: Nathaniel Ni
To: Gitah Davis
Subject: Overtime work
Date: August 10

Gitah,

I've attached the overtime work that I spoke with you about earlier. As we discussed before, I need you to _____ all of the information on a spreadsheet and write a brief summary of the figures. The work must be completed by Friday, August 14.

147. (a) organize (b)
organizing (c)
organization
(d) organizationally

Once you're finished with the documents, please _____ them back to me with an indication of how long it took you to complete the work.

148. (a) sent
(b) send
(c) sends
(d) sending

I'll fill out the necessary forms to secure your overtime _____.

149. (a) option
(b) deposit
(c) caution
(d) payment

If you have any questions, do not hesitate to contact me at extension 3087.

Thank you,

Nathaniel Ni.

Questions 150-152 refer to the following letter.

Vision Cable
249 W. Tenth Street
Taylor, ID 90834

Service Address:

Mary Ann Payton
310 Main Street
Taylor, ID 90842

By _____ below, I certify that I am at least 18 years old and am the owner or tenant of the residence at the above address.

150. (a) aging
(b) living
(c) fixing
(d) signing

I also certify that the repair or other work order has been completed _____. If this work order relates to initial installation of services,

151. (a) satisfied (b)
satisfying (c)
satisfactory
(d) satisfactorily

I accept responsibility for all property loaned _____ by Vision Cable. I certify that I have received a

welcome packet that contains my subscriber agreement as well as information about my services.

152. (a) to me
(b) in them
(c) for you
(d) about us

Customer Name: Mary Ann Payton Date: March 3, 20—

Customer Signature: Mary Ann Payton Date: March 3, 20--

Part 7 : finish within 22 minutes

Dar Pfeiffer Reports Strong Q2 Profit

On Wednesday, Dar Pfeiffer, one of the largest brokerage firms in the world, reported a second-quarter profit that was 53% larger than expected. The second-quarter profit was attributed to a one-time deal with money manager Tapcourt.

Shareholders saw this profit in the form of a \$2.46 increase in share prices. The same period last year showed a \$1.07 increase a share. Excluding the deal with Tapcourt, Dar Pfeiffer would have reported a profit 23% larger than expected. Either way, Dar Pfeiffer topped market predictions for performance by at least \$1.58 a share.

153. What is Dar Pfeiffer?

- | | |
|--------------------------------|--|
| (a) A brokerage firm | (a) That it plans to offer new services |
| (b) An accounting firm | (b) That it had purchased a smaller firm |
| (c) A market analyst firm | (c) That it plans to increase its prices |
| (d) An investment banking firm | (d) That it had made more profit than expected |

154. What did Dar Pfeiffer report?

21st Annual Spears Foundation Conference on Health

Conference Purpose

The 21st Annual Spears Foundation Conference on Health provides professional education and networking for doctors, dentists, nurses, social workers, health care instructors, students, and anyone else involved or interested in the health care profession. The conference is funded by grants to the Spears Foundation from the Department of Health, the Children's Health Network, the Family Health Association, the Organization for World Health and Nutrition, and with support from the Sebastian L.

Turner Foundation and the Phillippe Endowment.

Conference Goals

The focus of this year's conference will be promoting proper nutrition among children. Childhood nutrition is a significant health care issue in light of the increased prevalence of childhood illnesses related to an improper diet. In addition to posing immediate health consequences, a poor diet can contribute to poor health throughout an individual's life and eventually lead to conditions like obesity and heart disease.

The goal of the 21st Annual Spears Foundation Conference on Health is to foster the awareness and early prevention of improper childhood nutrition within the field of healthcare.

The conference aims to:

- broaden the discussion on nutrition to include health impacts at local, state, national and international levels among individuals under the age of 12
- describe the latest physical and mental health findings related to improper childhood nutrition
- highlight innovative research, practices, and programs that seek to improve the nutrition of children
- emphasize prevention and intervention strategies appropriate for children of different cultures, physical abilities, geographic settings, and communities

Conference Dates

Friday March 23 to Sunday March 25

Contact Information

Spears Foundation Conference on Health

Attn: Conference Manager

Lawrence P. Martin, Jr.

8 Newbury Street

Boston, Massachusetts 02115

Phone: 617-262-0044

Fax: 617-262-0008

E-mail: conference@spearsfoundation.org.

155. The word “promoting” in paragraph 2, line 1, is closest in meaning to:

- (a) benefiting
- (b) encouraging
- (c) advertising

(d) contributing

156. Who is the conference for?

- (a) People in the retail industry
- (b) People in the banking industry
- (c) People in the education industry
- (d) People in the healthcare industry

157. What is the focus of the conference?

- (a) Safety on the job
- (b) Employee education
- (c) Childhood nutrition
- (d) Employee health benefits

158. Who is Mr. Martin?

- (a) The manager of the conference
- (b) A member of the Children's Network
- (c) The president of the Spears Foundation
- (d) A major donor to the Spears Foundation

159. On what day will conference activities NOT take place?

- (a) March 22
- (b) March 23
- (c) March 24
- (d) March 25

Best Cities For Tech Workers

According to DataQuest's latest figures, the best jobs in technology are located in eight metropolitan areas: New York, San Francisco, Atlanta, Seattle, Portland, San Diego, Houston, and Philadelphia.

DataQuest first began collecting this data five years ago. The list of top-tech cities has changed since then, but demand for tech workers has not - it has risen by twenty-five percent.

If you are pursuing a career in technology, but do not live in or near one of the top-tech cities, there is still plenty of opportunity.

Matthew Martinez, CEO of NetStaff, a high-tech staffing firm with offices around the country, said that the companies his company recruits for are always looking for more employees with tech expertise. According to Martinez, "For most areas it is currently an 'employees market,' meaning that many employees in technology are able to pick and choose their jobs, ask for better benefits, and arrange flexible work schedules.

160. According to the passage, which of the following is NOT one of the top-tech cities?

- (a) Atlanta
- (b) Houston
- (c) Seattle
- (d) Chicago

161. What is said about demand for tech workers?

- (a) It has continued to decline.
- (b) It has been concentrated in 8 major areas.
- (c) It has risen by 25 percent over the past five years.
- (d) It has influenced the development of the toptech cities.

162. What does Matthew Martinez imply about tech workers in the current job market?

- (a) They need to be flexible in their requirements.
- (b) They should not expect conditions to change soon.

(c) They may be able to negotiate better work situations.

(d) They can get the best jobs through recruiting and staffing firms

Receipt

November 9, 20--

Tony Parker

<http://www.kramerstores.com>

Kramer Retail Stores

Amerton Mall 41 West Amerton Parkway

Ross Park, KS

www.kramerstores.com/amertonmall

Book Retail Receipt

Item: Future Oriented Investment Strategies

RF#: 2011CL0956

Total: \$21.98

Payment Type: Credit Card

Authorization Code: XXXXXXXXXXXX028

Confirmation Number: 21PLTR4

All returns must be made within 14 days. Receipt is required for refund. Without receipt, only store credit can be given.

163. How much did Tony Parker pay for his purchase?

- (a) \$20.11
- (b) \$21.45
- (c) \$21.98
- (d) \$28.04

164. What did Tony Parker purchase?

- (a) A CD
- (b) Food
- (c) A book

(d) Clothing.

165. How long does Tony Parker have to return his purchase?

- (a) 7 days
- (b) 14 days
- (c) 28 days
- (d) 30 days

The Bridgeport Revitalization Committee(BRC)
13 Robin Way
Bridgeport, MA 02126

Kevin Taylor
203 8th Avenue
Bridgeport, MA 02133

Dear Mr. Taylor,

I am excited to announce to our members that we have received a \$750,000 grant from the Roger Coopers Foundation for our City Renovation Project.

The City Renovation Project focuses on the downtown area of Bridgeport, between First Avenue and Lincoln Way. We will begin by redesigning Baten Park and the pedestrian walkways to create a more inviting space for shoppers and workers on their lunch breaks.

This grant is the largest we have ever received, and we are excited about the work it will allow us to accomplish.

We look forward to improving the quality of life in our city through great design!

Denise LeBaron.

166. What can be inferred about Mr. Taylor?

- (a) He is a member of the BRC.
- (b) He works for Denise LeBaron.
- (c) He lives between First Avenue and Lincoln Way.
- (d) He is on the board of the Roger Coopers Foundation.

167. What will the BRC use the grant money to do?

- (a) Build a museum

(b) Redesign a park

- (c) Expand the highway network
- (d) Create worker training programs.

168. What is true about the grant?

- (a) It is for more than \$1 million.
- (b) It is an extension of an existing grant.
- (c) It is awarded by the Bridgeport Revitalization Committee.
- (d) It is the largest the BRC has ever received.

The Stemeresch Water Treatment Plant

It is the goal of the Stemeresch Water Treatment Plant to keep the Stemeresch River, the streams that flow into it, and our entire water supply as clean and healthy as possible. We want the people who live in San Realto Township and the visitors to this great city to enjoy all we have to offer, from parks and shopping, to golf courses and swimming pools. None of this would be possible without our water supply.

Each month, the Stemeresch Water Treatment Plant reclaims about a quarter of the water that passes through the plant (about 1.0 million gallons) and uses it to irrigate landscaping for the city's parks and recreation areas. Additionally, all so-called biosolids that are removed from the wastewater process are dried and tested to make sure they meet Class A requirements, which means the solids can be recycled as fertilizer.

The Mission of the Water Pollution Administration is to efficiently, effectively, and professionally:

- * collect and treat wastewater
- * recycle biosolids responsibly
- * protect the health and safety of the local community
- * protect the water quality of the Stemeresch River and streams
- * supplement the water supply with recycled water for park irrigation
- * promote discussion about water treatment and conservation with the public.

169. Which of the following is a stated goal of the Stemeresch Water Treatment Plant?

- (a) To recycle biosolids
- (b) To educate the public
- (c) To create job opportunities
- (d) To test the township water supply.

170. Where is the Stemeresch Water Treatment Plant most likely located?

- (a) Near a pond
- (b) Near a lake
- (c) Near the sea
- (d) Near a river

171. How many millions of gallons of water does the plant claim to recycle each month?

- (a) 1.0
- (b) 2.0
- (c) 4.0
- (d) 5.2

172. How is the reclaimed water from the Stemeresch Water Treatment Plant used?

- (a) To fill city-owned swimming pools
- (b) To irrigate local farms and orchards
- (c) To water parks and other landscaping
- (d) To supplement the city's drinking water supply.

Jared O'Connor

1205 Coconut Road
Ft. Lauderdale, FL 33028

April 14 20—

Mr. Bradley Chang
Director of Human Resources
Utmost.com
9225 Perry Avenue, Suite 302
Ft. Lauderdale, FL 33028

Dear Mr. Chang,

I am writing to thank you for the time you took to discuss the technical support manager position at Utmost.com with me. I really enjoyed learning more about the position and the company's operations.

I also enjoyed the opportunity to meet and observe your employees; I was impressed by the excitement and enthusiasm they had for their jobs, and for the company as a whole. It is no wonder that Utmost.com has been so successful.

I would like to confirm my strong interest in the position. I feel I would be a good fit. I have a strong work ethic, I enjoy working in teams, and I am a creative problem-solver.

I look forward to hearing from you about the position. If you have any additional questions please do not hesitate to call me.

Sincerely,

Jared O'Connor.

173. For what job is Jared O'Connor being considered?

- (a) Technical support manager
- (b) Director of human resources
- (c) Customer service team member
- (d) Digital information specialist

- (a) He attended a meeting with a client.
- (b) He was asked to give a presentation.
- (c) He observed employees doing their jobs.
- (d) He took a test to demonstrate his technical skills

174. According to the letter, what probably happened during Jared O'Connor's interview?

175. What does Jared O'Connor imply about the Utmost.com employees?
- (a) They are highly skilled.

- (b) They do not require much supervision. (c) They do not all work in the same office. (d) They contribute to the company's success.

- (a) A strong work ethic
(b) Problem-solving skills
(c) Ability to work on teams
(d) Excellent communication skills

176. Which of the following is NOT a characteristic that Jared O'Connor claims to have?

The US Hardware Manufacturing Sector

The hardware manufacturing sector in the United States generated \$3.08 billion in sales last year. The industry currently employs approximately 18,000 people, nearly 15,000 of whom are engaged in production.

During the 1980s and 1990s, large corporations began to acquire smaller firms. For example, Twin Falls Hardware, long the number-two company in the industry in terms of sales, acquired eight companies between 1986 and 1993, further reinforcing its position.

In 1995, two large hardware manufacturers, Gator Inc. and Kairn Corporation, merged to form Kairn Holdings, an arrangement profitable for both companies. Kairn Holdings was the leading hardware manufacturer in the United States in 1998, and continues to be a market leader.

The majority of companies in the hardware manufacturing sector are privately owned. The industry is concentrated in the Southeastern United States, with over 40 percent of shipments originating there.

177. What is learned about the US hardware manufacturing sector?

- (a) It employs about 18,000 people.
(b) It is entering a period of change.
(c) It reached its peak during the 1990s.
(d) It is a combination of three different industries.

178. According to the passage, what happened in the US hardware manufacturing sector during the 1980s and 1990s?

- (a) Sales topped \$3 billion annually.
(b) Large corporations acquired smaller ones.
(c) Privately-owned firms became more powerful.

(d) Quality control procedures led to increased efficiency.

179. What is learned about Twin Falls Hardware?

- (a) It plans to double its employees.
(b) It has expanded the types of items it produces.
(c) It has the industry's second-largest sales volume.
(d) It recently purchased a new manufacturing facility

180. What is learned about Kairn Holdings?

- (a) It was formed from a merger.
(b) It was a market leader in 1995.

- (c) It was the most profitable manufacturer in 1999.
- (d) It was previously known as the Gator Corporation

181. The word “concentrated” in paragraph 4, line 2, is closest in meaning to:

- (a) merged
- (b) thought
- (c) growing
- (d) grouped.

Street Maintenance, McFarlen, MN

To report problems with street maintenance please call the public works department at 341-472-3680 during our normal office hours: 7:00 a.m. - 4:00 p.m. After hours, please leave a message on the Public Works Hotline at 341-472-3600, or e-mail the public works department at maintenance@mcfarlendpw.gov. In case of an emergency, please contact the McFarlen Police Department at 341-472-3000.

If you notice any of the following, please report the problem:

- * Potholes, street asphalt, guardrails, or reflective markers on City-maintained streets need to be repaired or replaced. This excludes areas where road maintenance is in progress.
- * Street traffic signs need to be repaired or replaced
- * Pavement marking needs repair (e.g., yellow lines between lanes)
- * Parking meters are knocked down or not working
- * Streets are flooded due to storms
- * Spill response is needed
- * Graffiti is found

To:

From: Becky Price

Date: January 23, 20—

Subject: Stop sign down

To Whom It May Concern:

I am writing to let you know that there is a stop sign down, at the corner of Cherry Street and Tenth Avenue. It must have fallen down during the storm last night.

I'm concerned because this is a residential area that borders the high school property. The corner gets a lot of traffic, especially when school is in session, and I believe it could be dangerous without a stop sign. Normally, Cherry and Tenth is a four-way-stop intersection. As you can no doubt imagine, without the stop sign, the possibility for accidents is high.

If you would like to contact me, please feel free to do so:

742-488-3126.

Thanks,

Becky Price.

182. Which number should be called to report a nonemergency situation outside of normal work hours?

- (a) 341-472-3000
- (b) 341-472-3600
- (c) 341-472-3680
- (d) 742-488-3126.

183. According to Becky Price, what happened the previous night?

- (a) There was a storm.
- (b) A meeting was held.
- (c) There was a car accident.

(d) A road maintenance crew arrived.

184. What does Becky Price report?

- (a) A pothole
- (b) A flooded street
- (c) A fallen stop sign
- (d) A damaged guardrail.

185. What is learned about the corner of Cherry Street and Tenth Avenue?

- (a) It is near a high school.
- (b) It floods often due to storms.
- (c) It does not have reflective markers.
- (d) It has been the scene of several accidents.

Paper Shredder	Price	Usage	Cut Type	Comments
Privacy Solutions PL-1500	\$28	light	strip	easy to to empty
Privacy Solutions PL-4200	\$35	light	cross	paper jams easily
Privacy Solutions PL-6100	\$79	light	cross	3 settings
Privacy Solutions PL-7800	\$120	medium	cross	can cut up to 10 pages
Sander Cross-Cut RDL-611X	\$75	medium	cross	can cut up to 6 pages
Link Shredder 72300	\$200	heavy	cross	can cut up to 15 pages
Shuffle Shred X-10C	\$42	light	strip	paper jams easily
Shuffle Shred DC-3088	\$58	light	strip	extra-long cord
Shuffle Shred DC-004	\$75	medium	strip	can cut up to 8 pages
Shuffle Shred GP-710	\$99	medium	cross	paper jams easily
Shuffle Shred GS-610	\$110	medium	cross	easy to empty
Shuffle Shred GT-300	\$210	heavy	cross	cuts credit cards

Product Trial's Review

April 20-- Spotlight: Paper Shredders

Most reviewers agree that cross-cut shredders are more secure than strip-cut shredders. This is because cross-cut shredders produce paper confetti, which is more difficult to put back together than the paper strips from strip-cut shredders. What our reviewers found was that for light-use paper shredders, the strip-cut models functioned better than the cross-cut models. The light-use cross-cut models that we tested were prone to paper jams.

Product Trial tested more models made by Shuffle because they make the most paper shredders of any company. We also noticed that Shuffle receives more complaints than any company, especially for their light and medium use models. Heavy use models by Shuffle are known for their quality and durability.

Our favorite paper shredder is the Privacy Solutions PL-7800, which retails for \$120. This cross-cut paper shredder works well, did not jam in any of our tests, and is well worth the money. The Privacy Solutions PL-7800 is rated for ten sheets of paper and, although it operated faster with fewer sheets, it had no trouble with all ten. It can handle about 300 sheets per day. It can also shred CDs. If you don't need a CD shredder and have minimal shredding needs, the Privacy Solutions PL-6100, which retails for \$79, is a good deal.

(a) Shuffle Shred GP710

(b) Shuffle Shred DC3088

186. Which model sells for \$58?

- (c) Sander Cross-Cut RDL-611X
- (d) Privacy Solutions PL-4200.

(d) They are available only for medium or heavy use.

187. What is said about the Shuffle Shred GS-61?

- (a) It is easy to empty.
- (b) It has an extra-long cord.
- (c) It has three different settings.
- (d) It can cut up to eight sheets at a time.

189. Which of the following is NOT true about the Privacy Solutions PL-7800?

- (a) It can shred CDs.
- (b) It retails for \$79.
- (c) It can handle up to 300 pages per day.
- (d) It is Product Trial's favorite paper shredder.

188. What is claimed about cross-cut shredders?

- (a) They are considered more secure.
- (b) They can cut more pages at one time.
- (c) They do not jam as much as strip-cut shredders.

190. What is learned about Shuffle?

- (a) They have excellent customer service.
- (b) They make very good medium use shredders.
- (c) Their products sell for more than others.
- (d) They make more shredders than most companies.

To: Steve Yang

From: Arthur Goodman

Date: March 3, 20-- 11:02:24 a.m.

Subject: Management Training Sessions

Attachments: goodman_calendar.doc

Hi Steve,

It was good to hear from you earlier today. It's been very busy around here too. We just finished our job candidate interviews yesterday. This means that today we will meet to figure out which candidates we would like to talk to further. It will probably be a long meeting.

I am glad you contacted me about when we can organize this year's executive management training sessions. It's hard to believe this will be the third year we've done it. I'm sending you my calendar for the month of April, so we can pick our dates. As you'll see, I'm pretty open at this point. Once we have the dates figured out, we should talk about whether we'd like to change any parts of the curriculum from last time. We should put together an initial list of people to invite.

I would also like to talk about turning our training materials into a book, but this is not urgent.

I hope you are well. Thanks for taking the initiative on organizing the third training session.

Art Goodman

APRIL						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2 Dr. Lin	3	4
5	6 Fly to Atlanta	7	8	9 back	10	11
12	13	14 Managers Mtg	15	16	17	18
19	20 Book Deadline	21	22	23	24	25
26	27	28	29 Regional Meeting	30		

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

- (a) To find a date for a training session
- (b) To recruit a training session coordinator
- (c) To reserve a location for the training session
- (d) To create a guest list for the training session

192. What is learned about Arthur Goodman's company?

- (a) It is promoting a book.
- (b) It is hiring a new employee.
- (c) It is creating a new department.
- (d) It is updating employee information

193. What can be inferred about the executive management training session?

- (a) It lasts for 4 days.

(b) It will be held at a hotel.

- (c) It is required for all managers.
- (d) It has been conducted twice before.

194. What is scheduled for April 20th?

- (a) A book Deadline
- (b) A managers' meeting
- (c) A meeting in Atlanta
- (d) An appointment with Dr. Lin

195. On which date is the Regional Meeting?

- (a) April 8
- (b) April 14
- (c) April 23
- (d) April 29

From: Kenan Beauchamp [kbchamp@webexec.net]
To: Customer Service [customer.service@hucnv.com]

Subject: December bill request

Date: January 11

To Whom It May Concern:

My account with Henderson Utilities Company is set up such that my monthly utility bills are directly deducted from my checking account. I noticed this month that \$187.33 had been deducted from my account for utilities. Since becoming a customer of HUC, my monthly utility bill has never exceeded \$150. Since I never received a paper bill from you, I'd like to request a copy of the bill to ensure that I was not overcharged for any services. Thank you.

Sincerely,

Kenan Beauchamp.

Henderson Utilities Company 43 Warm Springs Road

Henderson, Nevada 89014

(702) 493-4343

Account number: 920-53-10332

Name: Kenan Beauchamp

Address: 19 Galleria Drive

Henderson, Nevada 89002

Billing period: December 7 - January 7

Due date: January 23

Total amount due: \$187.33

Water: \$31.87

Electricity: \$42.11

Gas: \$113.35

* Open an online billing account today to have your bills delivered to your e-mail account. With online

billing, you can also pay your bills online. To sign up for an account, visit www.x.com/onlinebill.

196. According to the letter, what is true about Mr. Beauchamp's account?

- (a) It is an online account.
- (b) He opened in more than ten years ago.
- (c) He deactivated it at the beginning of December.
- (d) It allows bills to be deducted from his checking account.

197. What does Mr. Beauchamp say he did NOT receive?

- (a) A bill
- (b) A service
- (c) A receipt
- (d) A discount

198. What is the due date of the bill?

- (a) December 7
- (b) January 7

- (c) January 11
- (d) January 23.

199. How much was Mr. Beauchamp charged for electricity?

- (a) \$31.87
- (b) \$42.11
- (c) \$113.35
- (d) \$187.33

200. According to the bill, how can customers pay their bills online?

- (a) By filling out a form
- (b) By visiting a Web page
- (c) By e-mailing customer service
- (d) By calling a customer service hot line

ANSWER

101. C	102. D	103. C	104. D	105. A	106. C	107. A	108. C	109. B	110. A
111. A	112. D	113. A	114. D	115. C	116. A	117. D	118. B	119. D	120. B
121. D	122. C	123. C	124. B	125. D	126. C	127. B	128. C	129. B	130. A
131. B	132. D	133. C	134. B	135. A	136. A	137. B	138. A	139. D	140. B
141. C	142. D	143. C	144. C	145. C	146. A	147. A	148. B	149. D	150. D
151. D	152. A	153. A	154. D	155. B	156. D	157. C	158. A	159. A	160. D
161. C	162. C	163. C	164. C	165. B	166. A	167. B	168. D	169. A	170. D
171. A	172. C	173. A	174. C	175. D	176. D	177. A	178. B	179. C	180. A
181. D	182. B	183. A	184. C	185. A	186. B	187. A	188. A	189. B	190. D
191. A	192. B	193. D	194. A	195. D	196. D	197. A	198. D	199. B	200. B