

Part5

101. Participants arriving late are asked to enter the training seminar -----.

- (A) quite
- (B) quieting
- (C) quieter
- (D) quietly

102. Our staff will accept grant proposals ----- March 3 to April 3.

- (A) past
- (B) from
- (C) sometime
- (D) in

103. Randall Lee is a demanding critic, but even ----- is impressed with Schiff's Artisan Vanilla ice cream.

- (A) he
- (B) him
- (C) himself
- (D) his

104. Please provide as many ---- as possible when leaving a message for the technical-support team.

- (A) items
- (B) details
- (C) programs
- (D) individuals

105. You can look at your electricity usage ---- logging on to your online service account.

- (A) for
- (B) at
- (C) over
- (D) by

106. This month, Mr. Choi has excelled at ----- processing incoming orders.

- (A) typically
- (B) tightly
- (C) quickly
- (D) lately

107. The university's vision is to increase graduates' ----- in the global workplace.

- (A) succeed
- (B) successful
- (C) successfully
- (D) success

108. Former seasonal employees seeking to be rehired must ----- a new application.

- (A) observe
- (B) submit
- (C) familiarize
- (D) inform

109. The inspector will ensure that all newly ---- commercial buildings comply with applicable codes and regulations.

- (A) constructing
- (B) construct
- (C) constructed
- (D) constructive

110. Ms. Drew was able to attend the popular summer marketing seminar in Lisbon ---- she bought her tickets early.

- (A) unless
- (B) finally
- (C) because
- (D) although

111. At Reyo Foods, we know that a healthy diet is ---- important to consumers.

- (A) increase
- (B) increases
- (C) increased
- (D) increasingly

112. Ms. Chang was promoted to section chief ---- only six months on the job.

- (A) besides
- (B) after
- (C) until
- (D) about

113. Poland Cell Tel is beginning a multibillion-euro process to ---- its network.

- (A) expanding
- (B) expand
- (C) be expanded
- (D) have expanded

114. While the closure of Park Street's southbound lane is not ----, it will not reopen this year.

- (A) developed
- (B) apparent
- (C) established
- (D) permanent

115. Ding's Cafe in Hong Kong ---- to serve the freshest possible seafood

- (A) aims
- (B) catches
- (C) provides
- (D) produces

116. Dr. Abraham Lowery raised his national visibility with his ---- on last year's Medical Association panel.

- (A) participated
- (B) participate
- (C) participation
- (D) participatory

117. ---- all the nominations for board members have been received, a complete list will be posted.

- (A) Daily
- (B) Afterward
- (C) Once
- (D) Instead

118. Tsutomu Motohashi holds the company record for the highest sales figures in a ---- year

- (A) single
- (B) singled
- (C) singles
- (D) singling

119. Building public awareness of environmental issues is the primary ---- of the Florida Conservancy Group.

- (A) mission
- (B) reason
- (C) arrangement
- (D) reference

120. Karl Byquist's compelling presentation ---- the management of Parkland Press to hire his company.

- (A) convince
- (B) convincing
- (C) convinced
- (D) convincingly

121. The switch to the specialized database is ---- scheduled for May 18, but it may need to be postponed.

- (A) formerly
- (B) especially
- (C) regularly
- (D) tentatively

122. Today, in place of spokesperson Hiro Ueda, President Akiko Nomura ---- will speak with reporters.

- (A) she
- (B) her
- (C) hers
- (D) herself

123. The proposed location for the bank branch is ---- the most convenient for our customers, but also the most cost effective.

- (A) even though
- (B) in case
- (C) not only
- (D) whether or not

124. The Voz 900, ---- for consumers who want a large-screen television at a small-screen price, is now available in stores.

- (A) perfect
- (B) perfectly
- (C) perfects
- (D) perfecting

125. Research shows that, ---- eating healthily, exercise is the most important factor in determining adult health.

- (A) alongside
- (B) indeed
- (C) within
- (D) primarily

126. Among her many ____ achievements, Dr. Ahn wrote sixteen books and served as editor for three major journals.

- (A) remarkable
- (B) remarkably
- (C) remarked
- (D) remarking

127. Performing the steps in the proper sequence is ---- if the project is to succeed.

- (A) chronological
- (B) imperative
- (C) singular
- (D) orderly

128. Product ---- on the purchase order should contain the dimensions of the new office furniture.

- (A) specify
- (B) specifications
- (C) specifically
- (D) specific

129. For the past five years, Bolting Technology Ltd. has been a creative ----- in the communications industry.

- (A) motion
- (B) fashion
- (C) code
- (D) force

130. *Trees Across the World*, a documentary film ----- forest diversity, won a top prize at the arts festival.

- (A) depiction
- (B) depicts
- (C) depicting
- (D) depicted

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

From: Hobbs, Nigel
To: All Employees
Sent: Tuesday, June 02 8:52 A.M
Subject: Maintenance update

I would like to remind everyone that repairs to the building's air-conditioning system will begin tomorrow. -131- They will do their best not -132- office operations. In turn, please allow them to do their jobs and refer any questions or concerns to me. Members of my team will be touring the building -133- the day on Wednesday to ensure that the work is being carried out properly. I ask that everyone be patient until the repairs have been completed.

Thank you in advance for your -134- in this matter.

Nigel Hobbs, Maintenance Supervisor

131.

(A) The maintenance department will begin repairs a week from Wednesday

(B) There will be contractors working in various parts of the building.

(C) We will request cost estimates for a new air-conditioning system.

(D) Your manager will supply you with further information.

132.

(A) disturbed

(B) having disturbed

(C) to disturb

(D) disturbs

133.

(A) since

(B) concerning

(C) against

(D) during

134.

(A) guidance

(B) cooperation

(C) interest

(D) choice

Questions 135-138 refer to the following letter.

17 July
Hanna Morrison
12 Hecuba Road
St. John's
Antigua and Barbuda

Dear Ms. Morrison,

Thank you for applying for a business loan with MUN Bank of Antigua & Barbuda. You were able to demonstrate your eligibility for MUN Bank's loan-assistance program. --135--, was greatly in your favor as your application was being considered. We can now report our decision to --136--, your loan application.

MUN Bank is pleased to offer you a loan of \$50,000 under the terms and conditions set forth in the enclosure. Please let me know by 1 August --137-- you intend to accept the offer. --138--.

Feel free to contact me with any questions. I look forward to speaking with you soon.

Sincerely

Joanne Yearwood
Loan Officer, MUN Bank of Antigua& Barbuda

Enclosure

135.

- (A) Whichever
- (B) This
- (C) Each
- (D) Many

136.

- (A) track
- (B) download
- (C) modify
- (D) approve

137.

- (A) before
- (B) still
- (C) whether
- (D) why

138. (A) The process for examining loan applications is very rigorous.

- (B) We have been offering loans to small businesses for 40 years.
- (C) Our rates are very competitive compared with other banks.

(D) We cannot guarantee the same loan terms after that date.

Questions 139-142 refer to the following article.

For the first time ever, riders in the Cloverville Bicycle Race 139 to use the city's main streets. On Tuesday, the city council engaged in a heated debate. 140. As a result, the council finally voted in favor of allowing the race, now scheduled for September 9, to run right 141 the center of Cloverville before it proceeds across the Munn River Bridge. In recent years, some riders have complained that the course was too short. 142, this year's course has been lengthened slightly by including the Munn River Bridge crossing as part of the route.

139.

- (A) to be permitted
- (B) that would permit
- (C) will be permitted
- (D) is to permit

140.

- (A) Longtime opponent Tim Howard was persuaded to change his mind.
- (B) The new course will include rest stops where riders can receive refreshments.
- (C) The first race in Cloverville was approved by council members eight years ago.
- (D) The old course made a detour around the downtown area.

141.

- (A) on
- (B) next
- (C) through
- (D) off

142.

- (A) Consequently
- (B) While
- (C) Nevertheless
- (D) Similarly

Questions 143-146 refer to the following e-mail.

To: janvasquez@rolcorp.com
From: george.moller-@vmail.com
Subject: Requests
Date: August 15

Dear Ms. Vasquez,

Thank you for --143-- me to the team yesterday morning. It was helpful to connect with everyone before starting in my new role next week.

In preparation, I would like to look over the employee policies manual. Though I did receive a --144-- from Elena Rabin, I want to review these policies in detail. --145-- But please do provide any other information that might be relevant.

I was instructed to obtain an identification badge before next Monday, my start date. Since I need to have the badge --146-- , please notify me as soon as it is available.

Thanks again,
George Moller

143.

- (A) recommending
- (B) introducing
- (C) suggesting
- (D) meeting

146.

- (A) found out
- (B) ahead of
- (C) by then
- (D) in addition

144.

- (A) ticket
- (B) signature
- (C) summary
- (D) promotion

145.

- (A) This may be the only document that I am missing.
- (B) I am scheduled to return on Monday.
- (C) At this time, I would like to accept your Offer.
- (D) There are some revisions that need to be made.

Part 7

Questions 147-148 refer to the following form.

WILPONT ASSOCIATES, INC	
Product Return Form	
Dear Customer:	
Wilpont Associates, Inc., produces our games and puzzles with the utmost care. However, if a product is damaged, or you are not satisfied for any reason, please return the item with the receipt and this completed form. A replacement will be shipped to you from the factory free of charge, or your account will be credited.	
Name: <u>George P. Silva</u>	
Address: <u>2038 Water Street Lowry, MO64763</u>	
Problem description: <u>Parts of the item are missing.</u>	
Action requested: <input type="checkbox"/> Replacement <input type="checkbox"/> Credit account	

147. What product did Mr. Silva most likely buy?

- (A) An accounting book.
- (B) A piece of clothing
- (C) A bicycle
- (D) A game**

148. What problem is Mr. Silva reporting?

- (A) Some pieces were not included**
- (B) Some instructions are incorrect.
- (C) The wrong product was delivered.
- (D) The product was damaged during shipping.

Questions 149-150 refer to the following text message.

<p>From: Northern Province Electric Co. Received: 2 August, 8:48 P.M</p> <p>Your July billing statement is now available. The balance is due by 10 August.</p> <p>Please log on to our secure Web site to view your statement and account details. There you can also access your payment history, make a payment, and update your personal information and password. For assistance, call 070 2555 6416.</p>

149. What is the purpose of the text message?

- (A) To provide notification about a bill**
- (B) To give password information
- (C) To correct a billing error
- (D) To announce a change in the electric rate

150. What is the recipient of the text message asked to do?

- (A) Place an order
- (B) Access an online account**
- (C) Create a username
- (D) Update a credit card number rate

Questions 151-152 refer to the following e-mail.

E-mail

To: jtan@brookcent.org
From: nicoled@wsboa.org
Date: July 2
Re: Request

Dear Mr. Tan,

The Westerville Small Business Owners Association (WSBOA) is exploring the possibility of booking a meeting space at the Brookhill Community Center. The event has been scheduled for August 12 from 8 to 11 A.M.

In addition to chairs and tables for 50 to 80 members, we will need a laptop, a projector, and a screen. We are also considering hiring a catering company to provide the coffee, pastries, and fruit for the event. Would we be expected to contract with Center's own catering service, or could we arrange to provide our own?

Please be so kind as to provide me with the requested information by Friday afternoon.

Thank you,

Nicole Durand
Event Manager, WSBOA

151. Why did Ms. Durand write the e-mail?

- (A) To inquire about renting a facility
- (B) To suggest a new date for a meeting
- (C) To propose changes to a rental policy
- (D) To inform members of a special event

152. What is indicated about the WSBOA meeting?

- (A) It is held once a year.
- (B) It includes refreshments.
- (C) It requires a registration fee.
- (D) It takes place in the afternoon.

Questions 153-155 refer to the following press release.

FOR IMMEDIATE RELEASE

October 15

www.barnetinvestments.com

CHARLOTTE, NC---**Barnet Investments held a ceremony today to inaugurate its new office building at 186 South Chowan Street.** The company t began in Cork, Ireland, ten years ago. Since then, it has expanded to offices throughout Europe, and last year, it opened its **African** headquarters in Johannesburg. The new headquarters in Charlotte marks the first **North American** location for the company.

Barnet Investments, a leading investment firm specializing in technology and electronics start-ups, includes Arno Technological Services and Karlon Electronics Superstores in its client list, along with other prominent businesses.

The headquarters will serve all clients in both North and South America. More than 500 employees have been hired to staff the location. **Barnet Investments vice president Liam O'Malley will lead the new office during its first year before returning to Cork.**

For further information, contact Maxine Wilton in Public Relations at 980-555-0184 or at mwilton@barnetinvestments.com.

153. What event took place at 186 South Chowan Street?

- (A) A financial seminar
- (B) An electronics show
- (C) An opening celebration**
- (D) A hiring fair

155. What is indicated about Mr. O'Malley?

- (A) He was formerly the president of Arno Technological Services.
- (B) He is working in Charlotte temporarily.**
- (C) He is one of 500 newly hired workers.
- (D) He began his career at a retail store.

154. What is mentioned about Barnet Investments?

- (A) It serves clients on more than one continent.**
- (B) It is considered a leader in personal banking.
- (C) Its Charlotte office was designed by a leading architectural firm.
- (D) Its Charlotte office building is ten years old.

Questions 156-157 refer to the following instant-message discussion.

Laura Kalama (9:34 A.M.)

We received another package that's meant for you.

Taro Murase (9:35 A.M.)

Not again! I don't understand why this keeps happening.

Laura Kalama (9:36 A.M.)

I think it's the company Web site. The department addresses are listed in a chart, and **accounting is right above administration**

Taro Murase (9:37 A.M.)

So that could explain why my mail has my name on it but the Accounting Department's address.

Laura Kalama (9:38 A.M.)

Exactly. I'm heading to your building for a meeting with the Legal Department. I'll drop your package off then.

Taro Murase (9:39 A.M.)

Thanks! I'll e-mail information technology and ask if they can update the Web site to make the chart clearer.

156. At 9:35 A.M., what does Mr. Murase most likely mean when he writes "Not again"?

- (A) Someone returned a package he sent.
- (B) He does not think Ms. Kalama needs to return to his office.
- (C) His mail is often delivered to the wrong office.**
- (D) He does not want Ms. Kalama to send an e-mail.

157. What area does Mr. Murase work in?

- (A) Accounting
- (B) Administration**
- (C) Information Technology
- (D) Legal

Questions 158-161 refer to the following article.

Construction to Add to Traffic

GREYHAVEN (12 May)--With the construction of several new office complexes under way in the downtown business district, the city's already problematic traffic is only expected to get worse. City officials are discussing a number of **solutions**, such as creating a new underground motorway or widening Highway 92 to accommodate more lanes of traffic. No decisions have been finalized, however.

"We simply don't have the infrastructure to support all these cars, and it is clear that something needs to be done," said Carla **Radwanski**, spokesperson for the highway commission. -[1]-

"Any major construction project will take years to complete, so **whatever we decide will just add to road congestion in the short term**," Ms. Radwanski added. **That's**

the main reason we haven't committed to anything yet. The more time we spend developing a solid plan, the better managed the project will hopefully be once we begin."

While the city is considering its options, office workers are becoming increasingly agitated. - [2]-

"My commute to work is becoming unbearable," said Paul **Hodgkin**, a lawyer who works downtown. **The distance from my house to the office is only about 11 kilometers, but it takes me over an hour.** -[3]-"

To help alleviate traffic issues in the meantime, office managers are starting to take matters into their own hands. Some are encouraging employees to ride together or are offering incentives to employees who ride bicycles to work. -[4]-

158. The word "solutions" in paragraph 1, line 6 is closest in meaning to

- (A) targets
- (B) answers**
- (C) appeals
- (D) mixtures

159. According to Ms. Radwanski, why is the highway commission hesitant to begin a construction project?

- (A) It is waiting for additional funding.
- (B) It cannot find a qualified project manager.
- (C) It does not want to intensify traffic problems.**
- (D) It has received many complaints from citizens.

160. What is indicated about Mr. Hodgkin?

- (A) He objects to a new driving law.
- (B) He disagrees with a city proposal.
- (C) He is seeking a new job downtown.
- (D) He is frustrated with his drive to work.**

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

"Others are letting their employees work from home on certain days."

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

Questions 162-165 refer to the following online chat discussion.

● Kathleen Vern

Kathleen Vern (10:12 A.M.)

Our Australian partners have requested a video call to review the tile designs.

Mateus Ribero (10:14 A.M.)

OK. Do we have a plan yet?

Kathleen Vern (10: 16 A.M.)

I'm setting it up for 7 P.M. tomorrow, our time, in room 2C. The late start is because of the time difference between Perth and Winnipeg.

Natalia Kovac (10:17 A.M.)

Could we call in to the meeting from home?

Kathleen Vern(10:19 A.M.)

I'm afraid not. The security policy states that we can't take anything out of the building, and our partners are counting on seeing the tile designs.

Natalia Kovac (10:20 A.M.)

OK. That makes sense. Now we just need approval from Ms. Feld to be here after hours.

Mateus Ribero (10:22 A.M.)

Let's check with her now. Ms. Feld, we would like to have a conference call with our partners in Perth tomorrow. Is it all right if we stay late to show them the new designs? We will be using room 2C since it has the audiovisual equipment.

Janice Feld (10:24 A.M.)

Yes, that's fine. I'll tell security so they won't lock the building until you've finished.

Kathleen Vern (10:25 A.M.)

Thanks, Mr. Ribero, for reaching out to Ms. Feld.

162. What is the online chat discussion about?

- (A) Making a tile purchase
- (B) Planning a business trip
- (C) Arranging a meeting
- (D) Extending a deadline

163. At 10:20 A.M., what does s. Kovac most likely mean when she writes, "That makes sense"?

- (A) She knows about the time difference.
- (B) She agrees that building security has improved.
- (C) She realizes that she will be working late.
- (D) She understands why they must work at the office.

164. What does Ms. Feld offer to do?

- (A) Create a video of the tile designs
- (B) Contact some colleagues in Perth
- (C) Make sure that the office remains open
- (D) Leave an extra set of keys in the office

165. Why does Ms. Vern thank Mr. Ribero?

- (A) For obtaining approval
- (B) For attending a conference
- (C) For setting up some equipment
- (D) For agreeing to lock the building

Questions 166-168 refer to the following notice.

THIS OFFICE CLOSED FOR RENOVATIONS

Please be advised that the *Shinjuku branch office of Tokyo English Newspaper*(TEN) is closed for the summer as *we undergo substantial improvements to our publishing offices*. The Shinjuku office of TEN will re-open on 1 September.

Note that TEN's *Summer Journalism Internship program* is being held at our Yoyogi Park branch and runs from 1 July to 1 September. This program offers internship sessions of one week, two weeks, and four weeks for those interested in writing articles and editorials. Our Yoyogi Park branch is located across the street from the Yoyogi Park metro station on the Chiyoda line.

TEN enjoys a circulation of more than 10,000 readers, a number that continues to grow. For the past three years, *Tokyo English Newspaper* has been *voted Top English Newspaper in Japan by the editors of Global Travel Guide magazine*. For more information, visit www.tokyoenglishnewspaper.or.jp or call 03-5521-5935.

166. Where would this notice likely be seen?

- (A) In a listing of job openings
- (B) On a university bulletin board
- (C) In the lobby of a travel center
- (D) On the door of a newspaper office

168. What is NOT indicated about TEN?

- (A) It is available only online.
- (B) It has more than one office.
- (C) It has been praised in a magazine.
- (D) It recruits summer interns.

167. Why has the Shinjuku branch of TEN closed?

- (A) The building has been sold.
- (B) The workplace is being remodeled.
- (C) The branch is moving to a new location.
- (D) The establishment has gone out of Business.

Questions 169-171 refer to the following job advertisement.

Wanted: Pottery Assistants

Potter's Lair, a pottery production studio based in Bradford, England, is seeking two full-time assistants. --[1]--. Qualified candidates must have a solid understanding of ceramic production and be comfortable **learning a process and then replicating it many times throughout the day. Consistency is crucial.** --[2]--. Candidates will be observed closely at first by the artist and must be able to handle constructive criticism so that they can improve the quality of their work. Tasks involve preparing clay for the artist, sanding final pieces, mixing and applying glazes, and cleaning the studio at the end of each work day. Payment is £8-£12 per hour, depending on experience.--[3]--.

To apply, send your résumé and cover letter to yesenia@potterslair.com. Applicants will first be screened through a short phone conversation, then a select few will be invited to participate **individually in a working interview.** --[4]--. Once selected, **assistants will be asked to sign a 90-day contract. During this trial period, assistants will be evaluated by the artist to determine if they have the skills necessary to be brought on as permanent employees.**

169. What is implied about the work?

- (A) It involves a lot of repetition.
- (B) It allows for a flexible schedule.
- (C) It does not require prior experience.
- (D) It does not involve artist supervision.

170. What is mentioned about successful candidates for the pottery assistant job?

- (A) They will work some overtime hours.
- (B) They are initially hired on a temporary basis.
- (C) They are interviewed as a group to save time.
- (D) They will be responsible for bringing their own tools.

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

“This will allow them to show off their skills in person.”

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

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

E-mail

To: Employee List
From: Sophie Jang
Date: 31 March
Re: Second-quarter updates

First of all, I want to thank everyone for a successful first quarter. To help ensure success in the next quarter, **let me give you some updates about adjustments to personnel that have been instituted recently.**

I am pleased to announce that Christine Moreau has been promoted to accounting supervisor. I have asked Xun Wong and his team to ensure that the responsibilities of **Ms. Moreau's previous role as our budget specialist are covered** while we work with human resources to recruit a permanent replacement.

As you know, **Samir Abbas retired a few weeks ago** after more than twenty years with the company. **Taking his place as credit analyst is Claudia Sandoval.** Ms. Sandoval has more than seven years of experience with New Zealand Credit Bank and should have no trouble acclimating to her new position here at Anbaum. Please take a moment to stop by her office in room 128 and introduce yourself.

Sincerely,

Sophie Jang, Finance Manager
Anbaum Company

172. Why did Ms. Jang send the e-mail?

- (A) To encourage employees to apply for a promotion
- (B) To summarize recent changes in staff assignments**
- (C) To welcome several new employees to the company
- (D) To announce changes in the company's hiring policy

173. According to the e-mail, what position is currently open?

- (A) Accounting supervisor
- (B) Budget specialist**
- (C) Credit analyst
- (D) Finance manager

174. Who no longer works at Anbaum Company?

- (A) Ms. Jang
- (B) Ms. Moreau
- (C) Mr. Wong
- (D) Mr. Abbas**

175. What is mentioned about Ms. Sandoval?

- (A) She holds a degree in finance.
- (B) She moved to New Zealand seven years ago.
- (C) She was recently hired.**
- (D) She will supervise the accounting department.

Questions 176-180 refer to the following e-mails

E-mail

From: Adam Petrovich <petrovich@skyviewplazaone.com>
To: Gayan De Soysa <gdesoysa56@btmailgroup.com>
Date: Wednesday, October 11, 11:06 A.M
Subject: Service request

Dear Mr. De Soysa:

I received the service request you submitted on October 9 concerning the flickering hallway light and the broken dishwasher in your apartment. Normally, I try to resolve minor service issues within a day or two of receiving an e-mail request. I am sorry it has taken me so long to reply to you. I was busy all day yesterday because of a broken water pipe on the third floor.

If you would like, I will have my electrician come by and repair your light and dishwasher this week. I can schedule him to visit on October 12 between the hours of 3 P.M. and 5 P.M., or on October 13 between the hours of 9 A.M. and 11 A.M. Please let me know as soon as possible which of these times is most convenient for you. If you will not be at home during these times, let me know if you would like me to let the electrician in, since I have access to your apartment.

Regards,

Adam Petrovich

From: Gayan De Soysa <gdesoysa56@btmailgroup.com>
To: Adam Petrovich <petrovich@skyviewplazaone.com>
Date: Wednesday, October 11, 4:05 P.M.
Subject: RE: Service request

Dear Mr. Petrovich:

I had heard about the plumbing issue on the third floor from another tenant, so I was not surprised that it took some time for you to respond. As it turns out, I managed to replace the lightbulb in the hallway on the same day I put in my request, and the light is working fine now. The dishwasher still needs to be repaired, however. I would prefer that the electrician come on Thursday, October 12, since I am planning to fly to Vancouver for a conference the next day and wish to be present during the repair work. Thursday is quite convenient for me, as I will be working from home that day. Please let me know if the electrician is still available that afternoon. Thank you for your attention to this matter.

Sincerely,

176. Who most likely is Mr. Petrovich?

- (A) An electrician
- (B) The manager of a residential building**
- (C) A computer-repair technician
- (D) The supervisor of a plumbing business

177. According to the first e-mail, why was Mr. Petrovich's response to Mr. De Soysa delayed?

- (A) Mr. Petrovich was out of town.
- (B) Mr. Petrovich needed to have his computer fixed.
- (C) One of Mr. Petrovich's employees did not report for work.
- (D) Another job needed Mr. Petrovich's immediate attention.**

178. Why does Mr. Petrovich need information from Mr. De Soysa?

- (A) To schedule a repair**
- (B) To deliver a package
- (C) To process a refund
- (D) To access an account

179. When did Mr. De Soysa resolve the problem with his light?

- (A) On October 9**
- (B) On October 10
- (C) On October 11
- (D) On October 12

180. According to the second e-mail, what is Mr. De Soysa planning to do on October 12?

- (A) Return home from Vancouver
- (B) Attend a conference
- (C) Work at home**
- (D) Send an e-mail

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

VILLAGE BISTRO WEEKLY SCHEDULE				
June 3-9				
	Head Chef	Assistant Chef	Host	Servers
Monday	Restaurant Closed			
Tuesday	Melanie	Yukiko	Luis	Enzo John
Wednesday	William	Ravi	Luis	Enzo Adam
Thursday	Melanie	Yukiko	Luis	Tania Adam
Friday	Ricardo	Ravi	Aisha	Tania Adam
Saturday	Ricardo	Yukiko	Aisha	John Meiying
Sunday	Melanie	Ravi	Aisha	Tania Meiying

From: Melanie <melanie.villagebistro@swiftymail.com>

To: All Staff <staff.villagebistro@swiftymail.com>

Subject: Centerville Food Festival

Date: May 30

Hello everyone,

The Centerville Food Festival will be held next week from June 4--9. Chef Julian Heeley from Forest Inn Restaurant is no longer able to attend and provide cooking demonstrations at the event. I have been asked to take his place. Yukiko and Adam will come along as my assistants. **Ricardo has graciously volunteered to cover my shifts** here at the restaurant next week, and Ravi will be filling in for Yukiko. Meiying has volunteered to work in place of Adam on Wednesday, June 5. However, Adam's shifts on Thursday and Friday are still not covered. Would someone be able to help out with this? Please let me know as soon as possible.

We are excited about participating in the festival this year. **It will give us a chance to show the expected thousands of attendees what Village Bistro has to offer.** It will be a busy week for all of us, but it will be well worth the effort.

Many thanks!

Melanie

181. Why was the e-mail sent?
(A) To encourage attendance at an event
(B) To report a change to a restaurant's
(C) To announce the retirement of a head
(D) To ask employees to work extra hours business hours chef

182. What is indicated about the Centerville Food Festival?
(A) It takes place for the first time in June.
(B) It will likely be well attended.
(C) It takes place over two days.
(D) It is held at Forest Inn Restaurant.

183. According to the e-mail, what benefit does participating in the festival bring to Village Bistro staff members?
(A) They can get new menu ideas.
(B) They will be able to promote the restaurant.
(C) They can get a discount on restaurant supplies.
(D) They can learn new cooking techniques.

184. Which group will NOT be affected by a change in working hours?
(A) Head chefs
(B) Assistant chefs
(C) Hosts
(D) Servers

185. Which day will Ricardo have off during the week of June 3-9?
(A) Tuesday
(B) Wednesday
(C) Thursday
(D) Friday

Questions 186-190 refer to the following e-mails and schedule.

From: Alton Gilman
To: Myeong Kwan
Date: July 21
Subject: Follow-up

Dear Mr. Kwan:

We spoke briefly after your session at the spring World Pipelines Conference about your company, Krestarr Group, **organizing a training session for my engineering team at DQR Corporation**. We had talked about two potential sessions, one on regulations for pipeline engineers regarding land use and one on the impact of pipelines on the environment. I would really like to make this happen when you are in Alberta for the fall conference.

The Krestarr Group Web site states that your company's consulting fees are \$500 for sessions with up to 10 participants, \$750 for sessions with up to 15 participants, **\$1,000 for sessions with up to 20 participants**, and \$1,250 for sessions with more than 20 participants. Is this information correct? I am looking forward to your prompt reply.

Sincerely,

Alton Gilman

From: Myeong Kwan
To: Alton Gilman
Date: July 22
Subject: RE: Follow-up

Dear Mr. Gilman:

I would be happy to give a session on **land-use regulations** to your team. My colleague, Aisha Wright, who handles environmental-impact training for our consulting firm, is also available. We will be at the conference on September 27 and 28. There's no **guarantee** that conference sessions would end early enough for us to give an evening workshop on those days. So it would probably be easiest for us to arrange for a session either right before or immediately after the conference.

I am available to give the training on the 26th, or Ms. Wright, who is staying in Alberta for a few days after I leave, could present her training session on the 29th. The training fees listed in your e-mail are correct. In the future you may be interested in additional seminars we offer on other topics of interest to environmental engineers, such as maintaining environmental sustainability and how to construct buildings that are energy efficient.

Please confirm which date and training session would be best for your company. I look forward to hearing from you soon.

Best,

Myeong Kwan

Training Session Schedule

Session Presenter:	Myeong Kwan
Date:	September 26
Time:	9:00 A.M.-4:30 P.M. (lunch break 12:00 P.M.-1:00 P.M.)
Location:	Keats Conference Centre Conference Room 26B
Number of Participants:	Eighteen engineers

186. What is the purpose of the first e-mail?

- (A) To confirm conference attendance
- (B) To inquire about scheduling a workshop**
- (C) To cancel a presentation
- (D) To request that a Web site be updated

187. What is suggested about DQR Corporation?

- (A) It employs hundreds of engineers.
- (B) It hires outside consultants for training.**
- (C) It is sponsoring an international conference.
- (D) It is located in Alberta.

188. What will be the fee for Krestarr Group's training session in Alberta?

- (A) \$500
- (B) \$750
- (C) \$1,000**
- (D) \$1,250

189. In the second e-mail, the word "guarantee" in paragraph 1, line 4, is closest in meaning to

- (A) permission
- (B) warranty
- (C) notice
- (D) assurance**

190. According to the schedule, which training session was chosen?

- (A) Land-use regulations**
- (B) Environmental impact
- (C) Sustainability
- (D) Energy-efficient building

Questions 191-195 refer to the following Web pages and letter.

<http://www.saltoalliance.com/membership>

Current Promotions for Salto Alliance Members

From 1 July to 31 December, earn points when staying at any of the following Salto Alliance hotels.

Egidio Hotel, Florence, Italy – Earn 40 points when you reserve a single room.	Halinski Hotel, London, England – Earn 60 points when you reserve a double room.
Celova Inn, Siena, Italy – Opens 3 March! Earn 70 points when you reserve a single room.	Neves Pousada, Lisbon, Portugal – Earn 60 points when you reserve a double room.

Plus:

- Members receive free shuttle service to select local attractions and the main airport. Check with the front desk for scheduling.
- Members who rent a car from Avini Rentals receive a 10 percent discount on car rentals.

Ready to use your points?

- 500 points: Get 50 percent off a meal of up to c100 at any Salto Alliance hotel restaurant.
- 600 points: Receive a room upgrade.
- 1,000 points: Enjoy a free overnight stay at any participating Salto Alliance hotel.

For details on promotions and points, go to www.saltoalliance.com/member_rewards.

Salto Alliance SA

3 August

Elsa Dolanski

238 Rose Hill

BECKLEY OX3 25E

England

Dear Ms. Dolanski,

Thank you for staying at a Salto Alliance hotel. Enclosed you will find the Salto Alliance membership card that you requested during your recent stay in Florence. We have already applied the 40 points that you earned during your one-night visit, but you will need to activate your card to keep accruing points. To do so, go to our Web site at www.saltoalliance.com, click "My Account," and follow the instructions provided.

We look forward to hosting you again in the near future.

Regards,

The Guest Relations Team

Salto Alliance

http://www.saltoalliance.com/member_2378273

Ms. Dolanski, thank you for **completing the survey regarding your stay at Celova Inn, 4-5 October**. To show our appreciation. **We have added 20 bonus points to your account!**

Salto Alliance Membership Card: 2378273

Total Accrued Points: 510

To redeem your points, visit www.saltoalliance.com/member_rewards.

191. What is mentioned about Salto Alliance hotels?

- (A) They have three room sizes to choose from.
- (B) They prepare free breakfasts for guests.
- (C) They provide coupons for nearby attractions.
- (D) They offer members free transportation to local sites.

192. At what hotel did Ms. Dolanski request a membership card?

- (A) Egidio Hotel
- (B) Halinski Hotel
- (C) Celova Inn
- (D) Neves Pousada

193. In the letter, the word "keep" in paragraph 1, line 4, is closest in meaning to

- (A) place
- (B) continue
- (C) delay
- (D) hold

194. What is probably true about Ms. Dolanski?

- (A) She stayed at a new hotel.
- (B) She rented a car from Avini Rentals.
- (C) She was unable to activate her card.
- (D) She lost her membership card.

195. Why did Ms. Dolanski receive bonus points?

- (A) For recommending a shuttle service
- (B) For filling out a survey
- (C) For extending her hotel stay
- (D) For checking out early

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

From: Marjorie Greer <mgreer@permiasystems.com>
To: Antonio Lippert <calippert@lkodsn.com>
Subject: Meeting
Date: January 10

Dear Mr. Lippert,

Here are a few points I'd like to **cover** at our upcoming meeting. The lease on our current building expires this year, so we will need to begin moving into the Walden Street location as soon as the construction is completed. Although our budget for this project is extremely tight, we are committed to an aesthetically pleasing design. Also, the local community board needs assurance that this project will be contained in terms of construction dirt and noise, which could be disruptive to those who live and work in the neighborhood.

Our team was impressed with the work they saw on the tour of LKO Design's past projects in the city, and we hope we will be able to come to an agreement.

Sincerely,

Marjorie Greer, President
Permia Systems

January 12

MEETING NOTES

Attending

LKO Design: Antonio Lippert, Bjarte Nielsen
Permia Systems: Marjorie Greer, Lisa Ming

Purpose

Determine next steps for Walden Street construction project

Decisions

- LKO will evaluate whether it is possible to build onto the existing structure and will draw up an initial budget.
- If the project is determined to be too expensive to undertake, **Permia Systems will pay for the assessment; otherwise, it will be complimentary.**
- **The entire project must be finished by the first week in December to ensure adequate time for Permia Systems to move all staff into their new headquarters before the end of the year.**

Amazing Transformation

(November 28)-Those who remember the vacant Quinn Office Services building on Walden Street may find it hard to believe that most of that squat, dull building still stands. That's because the old building is hidden beneath the stunning new national headquarters of Permia Systems, which is now nearly complete. LKO Design was able to use the old building's foundation and some of its existing structure.

196. In the e-mail, the word "cover" in paragraph 1, line 1, is closest in meaning to

- (A) request
- (B) discuss
- (C) pay for
- (D) conceal

197. According to the e-mail, why is Ms. Greer interested in working with LKO Design?

- (A) LKO Design is committed to environmentally friendly construction.
- (B) Permia Systems has worked with LKO Design in the past.
- (C) Ms. Greer would prefer to support a company from the local area.
- (D) Ms. Greer's staff likes the buildings LKO Design has built for other companies.

198. What is suggested about the president of Permia Systems?

- (A) She will move into a new office building in December.
- (B) She serves on the community board.
- (C) She lives in the Walden Street neighborhood.
- (D) She has previous experience with building renovation.

"This was important because the client wanted to avoid disturbance to the community by minimizing the noise and dust," said Bjarte Nielsen, design engineer for LKO Design. "The first thing we did was assess the structure. Our preliminary research indicated that we would be able to save the foundation and the main support walls, which helped us attain the client's goal." --- By Juno Pelletier

199. What is implied about Permia Systems?

- (A) It will not pay an evaluation fee.
- (B) It is a locally owned company
- (C) It overspent its budget on the building project.
- (D) It recently changed its name from Quinn Office Services.

200. According to Mr. Nielsen, why were parts of the Walden Street building's original structure retained?

- (A) To preserve a historically valuable structure
- (B) To comply with a safety requirement
- (C) To reduce disruption to the neighborhood
- (D) To achieve an aesthetically pleasing design