

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. Golden Petrochemical exports products to customers \_\_\_\_\_ the world.

- (A) all
- (B) many
- (C) around
- (D) except

102. Mr. Daoud is expected to \_\_\_\_\_ at the conference center in Dubai at 11:00 A.M.

- (A) get
- (B) arrive
- (C) come
- (D) travel

103. The software is easy to learn and \_\_\_\_\_ increases employee productivity.

- (A) great
- (B) greater
- (C) greatly
- (D) greatness

104. The budget will be made \_\_\_\_\_ on June 9 after a final audit by the finance committee.

- (A) positive
- (B) ultimate
- (C) official
- (D) responsible

105. Eun-Yi Roh \_\_\_\_\_ to assistant deputy attorney after last week's performance review.

- (A) is promoting
- (B) was promoted
- (C) promotes
- (D) to promote

106. Mr. Ling has \_\_\_\_\_ requested funding for the airport terminal improvements.

- (A) ever
- (B) shortly
- (C) yet
- (D) already

107. The \_\_\_\_\_ course on coaching is taught by Lee Wallis of the Peyton Soccer Club.

- (A) introducer
- (B) introduce
- (C) introducing
- (D) introductory

108. Most of the morning \_\_\_\_\_ will take place on the second floor, near the conference registration desk.  
training system.

- (A) sessions
- (B) conditions
- (C) requests
- (D) speakers

109. Mr. Tanaka has decided to employ a payroll service because it is becoming too difficult to manage the payroll accounts \_\_\_\_\_.

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

110. Filmmakers must obtain written consent \_\_\_\_\_ use a corporate logo.

- (A) in contrast to
- (B) in order to
- (C) as a result
- (D) as well

111. To satisfy different tastes, we strive to offer a \_\_\_\_\_ assortment of brands.

- (A) broad
- (B) broadly
- (C) broaden
- (D) broadness

112. To avoid unexpected \_\_\_\_\_, ask the hotel desk clerk to explain which services are complimentary.

- (A) breaks
- (B) returns
- (C) charges

(D) departures

113. For \_\_\_\_\_ residents who use street parking, permits are available at city hall.

(A) them

(B) those

(C) when

(D) each

114. Although they usually leave at 6:00 P.M., the employees are \_\_\_\_\_ in the store preparing for tomorrow's big event.

(A) almost

(B) less

(C) still

(D) easily

115. Renters are most excited about the \_\_\_\_\_ kitchens in the upgraded units.

(A) renovated

(B) renovation

(C) renovate

(D) renovating

116. While at Varner Bank, Ms. Uehara had the opportunity to work \_\_\_\_\_ many influential figures in finance.

(A) throughout

(B) where

(C) with

(D) despite

117. Please print your airline ticket once \_\_\_\_\_ of your credit card payment has been received.

(A) confirmation

(B) confirmed

(C) confirms

(D) confirm

118. The \_\_\_\_\_ warehouse on Front Avenue has been torn down to make room for new construction.

(A) terminated

(B) certain

(C) destructive

(D) abandoned

119. Reviewing architectural plans \_\_\_\_\_ in advance is essential in order to maintain reasonable construction costs.

- (A) care
- (B) careful
- (C) carefully
- (D) most careful

120. The cost of the final product nearly doubled \_\_\_\_\_ a rise in the price of the raw materials used to make it.

- (A) but
- (B) because of
- (C) whereas
- (D) only if

121. Most laptops are not powerful enough to run TYD's advanced gaming software, but the Inqwiri 820 is one of the \_\_\_\_\_ that can.

- (A) little
- (B) small
- (C) any
- (D) few

122. The new workstation dividers help prevent unnecessary \_\_\_\_\_ and ensure that bank tellers stay focused.

- (A) distractions
- (B) responsibilities
- (C) clarifications
- (D) deposits

123. A student turnout of approximately 85 percent \_\_\_\_\_ at the upcoming winter concert.

- (A) expects
- (B) is expected
- (C) will expect
- (D) are expecting

124. We are proud to announce the opening of our newest restaurant, conveniently located on Beverly Road, \_\_\_\_\_ Summerdale Park.

- (A) opposite
- (B) between
- (C) onto
- (D) until

125. For all expenditures over \$1,000, \_\_\_\_\_ in writing will be required.

- (A) justify
- (B) justification

- (C) justified
- (D) justifiably

126. A market analysis shows that sales of sports utility vehicles have decreased \_\_\_\_\_ over the past twelve months.

- (A) considerably
- (B) durably
- (C) concisely
- (D) expressively

127. Questions \_\_\_\_\_ reimbursement for travel expenses should be directed to the payroll office.

- (A) concern
- (B) concerns
- (C) concerned
- (D) concerning

128. Sakai Trucking hired a software specialist to \_\_\_\_\_ its delivery scheduling system.

- (A) notify
- (B) pronounce
- (C) recruit
- (D) modernize

129. Musitto, Inc., has been producing cutting-edge phones with \_\_\_\_\_ long battery-run times.

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

130. \_\_\_\_\_ the new bylaws 内規, all employees of Lovato Marketing are required to participate in professional development each year.

- (A) Under
- (B) Into
- (C) Behind
- (D) Toward

## **PART 6**

**Directions:** Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

**Questions 131-134** refer to the following instructions.

Periodic cleaning of the Huntington Premium Toaster Oven can greatly extend 131. useful life. First, make sure to unplug the toaster, and let it cool off before beginning the cleaning process. 132. Then wipe the interior with a moist sponge. 133. clean the exterior with a mild household cleaning solution. Following this process will keep your 134. looking and working like new.

131.

- (A) a
- (B) its
- (C) that
- (D) another

132.

- (A) Afterwards, reassemble the toaster carefully.
- (B) Next, remove the crumb tray and rinse it with warm water.
- (C) Note that frozen food will take longer to heat.
- (D) Look for the product number on the underside.

133.

- (A) Finally
- (B) Instead
- (C) Otherwise
- (D) In the meantime

134.

- (A) tools
- (B) factory
- (C) fixtures
- (D) appliance

**Questions 135-138** refer to the following e-mail.

From: customerservice@liybank.org

To: jlaurens@mailsygo.com

Subject: LIY Bank Correspondence

Date: April 2

Dear Mr. Laurens,

You requested to be notified when official mail concerning your LIY Bank account is sent to you. 135. is, therefore, to inform you that a new credit card has been issued and mailed to you. It will replace your current credit card that is 136 to expire on May 31. 137 When it arrives, please remember to activate your card through your online account on our Web site.

138., you can go to your nearest bank branch and have it activated there by our representative. If you have any further questions, please contact our Customer Service Center at 610-555-0125.

Customer Service Team  
LIY Bank

135.

- (A) Either
- (B) What
- (C) This
- (D) He

136.

- (A) equal
- (B) true
- (C) due
- (D) fair

137.

- (A) You may spend it as you see fit.
- (B) You should receive it within a week.
- (C) However, deliveries have been on schedule.
- (D) Please confirm receipt of this letter.

138.

- (A) Suddenly
- (B) Specifically
- (C) Accordingly
- (D) Alternatively

**Questions 139-142 refer to the following memo**

To: All Alanaga Corporation Employees  
From: Corporate Travel Office  
Subject: Travel policy update

Over the past year, the Corporate Travel Office has been working hard to save the company money 139 cost-effective travel arrangements. Yesterday we 140 . an agreement with the Bellaria Taxi Company. From this point forward, when traveling on official Alanaga business, you are required to take a Bellaria taxi. 141 Alanaga will receive a large discount from Bellaria for its services. This arrangement will be used primarily for transportation between branch offices. 142. . If you have a suggestion to make your business travel easier, please call the Corporate Travel Office at extension 523.

139.

- (A) it made
- (B) by making
- (C) and makes
- (D) the maker of

140.

- (A) finalized
- (B) canceled
- (C) highlighted
- (D) considered

141.

- (A) If not
- (B) However
- (C) Regardless
- (D) In return

142.

- (A) However, it may also be used for travel to and from the airport.
- (B) On the other hand, taking a train may be more expensive.
- (C) Bellaria Taxi Company has been providing transportation for 25 years.
- (D) The Corporate Travel Office has an emergency phone number.

**Questions 143-146** refer to the following letter.

4 February

Liya Lim  
1228 Dunlop Street  
Singapore 23885

Dear Ms. Lim,

To show appreciation for your continued patronage with the Good Day Cable Company, we invite you to our annual Good Day at the Park event at Paya Park on 20 March. The evening 143 at 5:00 P.M. with a private reception at the Paya Clubhouse. While beverages and appetizers are 144, listen to performances from local musicians. 145 Afterward, dessert will follow in the form of an ice cream social 聯歡會. 146 the social, clients are also invited to participate in a raffle 抽獎 and trivia games 知識競賽. Prizes will be awarded!

Kindly RSVP by 28 February. We hope to see you there!

Sincerely,

Jet Khoo

President of Good Day Cable Company

143.

(A) will have commenced

(B) will commence

(C) commenced

(D) has commenced

144.

(A) seated

(B) dined

(C) served

(D) played

145.

(A) At 6:00 P.M., head to The Firepit for a barbecue dinner.

(B) The Clubhouse had to be reserved two months ago.

(C) Please make sure your account number is written on your check.

(D) Guests may pay for their tickets at the door.

146.

(A) During

(B) Including

(C) Inside

(D) Meanwhile

## **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 instructions.

### **How to Perform a Global Reset**

Resetting your television remote-control device will delete individual settings and restore all functions to the standard manufacturer settings. To perform a global reset, follow the steps below.

#### **Step 1**

Hold the POWER button down for five seconds and release.

**Step 2**

Press the right ARROW button. You will hear a short beep.

**Step 3**

Press CLEAR. The red light at the top should turn off. If it remains lit, press the button again before proceeding to step 4.

**Step 4**

Enter your user code. A green light will flash, indicating that the standard settings are restored.

If desired, you can now reprogram your remote to customize the settings.

147.

What do the instructions explain?

- (A) How to turn on lights remotely
- (B) How to remove customized settings**
- (C) How to order additional television channels
- (D) How to improve picture quality

148. According to the instructions, what step might need to be repeated?

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

**Questions 149-150** refer to the following notice.

**Attention All Manning & Murdoch Employees**

The staff kitchen will be closed from August 15 to August 19. During this period, the kitchen will be painted and a new dishwasher and refrigerator will be installed. Please do not enter the kitchen during this time for any reason, including to make tea or coffee. A temporary beverage station will be set up for your use in the office foyer. Thank you for your cooperation.

149. What is one purpose of the notice?

- (A) To advertise the opening of a company café
- (B) To ask employees to keep the kitchen clean
- (C) To notify employees about upcoming renovations**
- (D) To announce that a building will be closed temporarily

150. What will be available in the office foyer 門廳?

- (A) A catered lunch
- (B) A sign-up sheet
- (C) Snacks for purchase

(D) Tea and coffee

Questions 151-152 refer to the following text-message chain.

**Frances Murphy (11:25 A.M.)**

Hi Debbie. You mentioned you were stopping at the office supply store today. Would you mind picking up some file labels for me?

**Denfte, EERTAGT (11:27 A.M)**

No problem. I'm at Office Check now. What exactly do you need?

**Frances Murphy (11:28 A.M.)**

I need a pack of multicolored labels.

**Debbie Emhof (11:35 A.M.)**

Well, those seem to be out of stock. Do you want me to get a different style? There are white labels available.

**Frances Murphy (11:36 A.M.)**

I can wait. Are we still on for lunch?

**Debbie Emhof (11:37 A.M.)**

Of course. I'll meet you at the cafeteria on the second floor at 12:30 P.M.

Ken Mitani from the billing department is going to join us, too.

151. At 11:36 A.M., what does Ms. Murphy most likely mean when she writes, "I can wait"?

- (A) She is not very hungry.
- (B) She wants only colored labels.
- (C) She needs Ms. Emhof to find an item.
- (D) She can meet Mr. Mitani at a later date.

152. What is probably true about the writers?

- (A) They work in the same building.
- (B) They commute to work together.
- (C) They manage an office supply store.
- (D) They are late for a business lunch.

Questions 153-155 refer to the following advertisement.

***Excelsior Style—Your First Name in Fashion!***

For a short time only, **receive up to 50 percent off on all purchases!**  
**Offer valid through May 31**

Excelsiorstyle.com is your go-to Web fashion hub with thousands of items of women's and children's apparel. Browse our site for the newest styles in coats and jackets, dresses, tops, skirts, swimwear, sleepwear, shoes, and accessories. Plus, we now offer fashions for your home through **our brand-new line of interior decoration products!** Visit Excelsiorstyle.com now to find the latest in home &décor.

Take advantage of our long-standing policy of free delivery for purchases over \$75.00.

153. What is being advertised?

- (A) A department store's new name
- (B) A recently upgraded Web site
- (C) A discount on online purchases**
- (D) A change to a shipping policy

154. Based on the advertisement, what will happen on June 1?

- (A) Customers will pay regular prices.**
- (B) A children's department will open.
- (C) Purchases will be eligible for a free gift.
- (D) All shipping costs will be discounted.

155. What is available for the first time?

- (A) Footwear
- (B) Home-decorating items**
- (C) Outerwear
- (D) Children's clothing

Questions 156-158 refer to the following article.

### Warm Welcome & Special Thanks

(September 7) — *Karimun Post* readers may have noticed the addition of Mei Chandra to this newspaper's masthead. We are pleased to welcome her as our first-ever intern reporter at the paper.

Ms. Chandra recently moved to Jakarta after studying English and journalism in the United States. For her first assignment, she has researched the challenges currently faced by our country's textile industry from an international perspective. Her initial article on this topic appears in this issue.

The addition of internships is just one more way we fulfill our educational mission. For the past year and a half, the *Karimun*

*Post* has been sustained primarily by funding from local academic institutions. The paper is now focused not only on keeping the local community informed but also on serving career-development purposes.

A bonus of this new direction for the paper is the number of students who now contribute to the publication in multiple ways. The editor would like to take this opportunity to thank the many students who volunteer their time each month—including those who deliver the print version of the newspaper to the doorsteps of our subscribers on time every week.

156. What is stated about the intern position?

- (A) It is new to the publication.
- (B) It requires international travel.
- (C) It is based in the United States.
- (D) It requires a degree in journalism.

157. What is suggested about Ms. Chandra?

- (A) She is an experienced translator.
- (B) She is writing a series of articles.
- (C) She will help recruit more interns.
- (D) She used to work in the textile industry.

158. What is indicated about the *Karimun Post*?

- (A) It is free to local residents.
- (B) It is distributed by volunteers.
- (C) It is printed in multiple languages.
- (D) It is funded by advertising revenue.

Questions 159-160 refer to the following memo.

## MEMO

From: Harumi Ohta, Kitchen Manager

To: All Staff

It is essential that all food handlers practice good personal hygiene throughout the year, but it is especially important during the upcoming cold and flu season. Viruses can be carried on hands, linger on work surfaces such as countertops and cutting boards, and find their way onto utensils and plates.

Instructions on the proper method for washing your hands are posted at the entrance to the kitchen, in the restrooms, and in the meeting room next to the lobby. Please follow them diligently.

Harumi

159. What is the memo about?

- (A) Treating a common illness
- (B) Following a safety practice
- (C) Reviewing a sick-leave policy
- (D) Using new kitchen equipment

160. What items are most likely mentioned in the posted instructions?

- (A) Soap and water
- (B) Milk and cheese
- (C) Forks and plates
- (D) Ovens and refrigerators

Questions 161-163 refer to the following e-mail

\*E-mail\*

To: Staff@holmana.co.uk

From: Robin Ruiz, Facilities Manager

Date: 12 October

Subject: New Desks

Dear staff,

We will soon be replacing all employee desks with new hybrid ones that will allow you to work while either seated or standing. The new desks are due to arrive on 20 October.

— [1] —. I have requested that the delivery occur early in the morning before office hours so it does not interrupt our work. — [2] —. To make the transition go faster, **please move the contents of your current desk, including personal items, into a cardboard box on the 19th.**

You can read more about the model we've ordered at [wilsonofficefurniture.com/hybrid56](http://wilsonofficefurniture.com/hybrid56). — [3] —. My research showed this one to be the most user-friendly option.

**The height of the desk can be changed by simply flipping a latch and pushing a button.**

Many of you have been requesting hybrid desks for some time now, so I am glad we are able to make this happen. This is only one of the changes management plans to implement this year in our efforts to make Holmana a healthier and happier workplace.

—[4]—.

Best regards,

Robin Ruiz

161. How can employees help prepare for a delivery?

- (A) **By packing their belongings**
- (B) By collecting cardboard boxes
- (C) By completing their work in the morning
- (D) By moving furniture out of their offices

162. Why has the desk been chosen?

- (A) It has a large storage area.
- (B) **It is easy to adjust.**
- (C) It can be delivered quickly.
- (D) It is the cheapest option available.

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

"Any other ideas you have for us are welcome."

- (A) [1]
- (B) [2]

(C) [3]

(D) [4]

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

**Ann Novak [1:31 P.M.]**

Hello, everyone. Last week when we met, I asked you to come up with strategies to bring attention to the community garden program. Does anyone have progress to report?

**Jay Goodwin [1:32 P.M.]**

I reached out to Stuart Chan of City Wide Now, the local newspaper. You probably know his "City Living" column.

**Mike Louden [1:33 P.M.]**

The one that runs on Mondays? I never miss it!

**Jay Goodwin [1:34 P.M.]**

He has a large online following, too. He'd like to interview me for an upcoming issue. So that's happening next week.

**Ann Novak [1:34 P.M.]**

Wonderful. Will you talk about the community garden in general?

**Jay Goodwin [1:35 P.M.]**

I explained to Stuart that we are surveying members of the garden about issues regarding access to water. So he wants to focus on that.

**Mike Louden [1:36 P.M.]**

Lori and I are writing up the survey results. Ann. I'm getting ready to send you a draft. As soon as you have approved it, I can post it on our Web site.

**Ann Novak [1:37 P.M.]**

OK. I'll look it over this afternoon.

164. What is indicated about Ms. Novak?

- (A) She missed last week's meeting.
- (B) She has just returned from a trip.
- (C) She does not like Mr. Goodwin's idea.
- (D) She gave her colleagues an assignment.

165. Who is Mr. Chan?

- (A) A city official
- (B) A local reporter
- (C) A job candidate
- (D) An expert gardener

166. At 1:33 P.M., what does Mr. Louden most likely mean when he writes, "I never miss it"?

- (A) He enjoys participating in community activities.
- (B) He always meets project deadlines.

(C) He subscribes to City Wide Now.

(D) He reads a column regularly.

167. What does Mr. Loudon indicate he will do?

(A) Conduct a survey

(B) Post a document online

(C) Prepare interview questions

(D) Help improve access to water

Questions 168-171 refer to the following notice.

**Associate Publicist Wanted**  
**Blackhorse Publishing House**

Blackhorse Publishing House produces a variety of contemporary works including fiction, nonfiction, and poetry. **Some of our fiction authors include** Simon **Delacorte**, Peter Simkin-Hall, and Katarina **Sanchez**. — [1] —. Our nonfiction list focuses primarily on the areas of gardening, home design, architecture, and cooking.

**We are looking for an associate publicist to join our busy team.** — [2] —. The successful candidate will support senior staff as well as lead publicity campaigns for authors. **He or she will also organize and oversee event bookings for authors, including national and international speaking tours and other public appearances at festivals and bookstores, among other venues.**

Ideal candidates will have 1-2 years of experience in trade publishing, either in a publicity or an editorial role. — [3] —. Job applicants must have wide knowledge of social media use in publishing as well as expertise with word-processing systems, excellent language and verbal skills, and commendable attention to detail. — [4] —.

If this sounds like you, please e-mail a cover letter and your résumé no later than September 21 to [efine@blackhorsepublishing.com](mailto:efine@blackhorsepublishing.com).

168. What is the purpose of the notice?

(A) To promote an upcoming job fair

(B) To notify employees about changes in senior staffing

(C) To encourage recent graduates to gain internship experience

(D) To invite qualified individuals to apply for a job

169. What do Mr. Delacorte and Ms. Sanchez have in common?

(A) They edit architecture books.

(B) They have the same publisher.

(C) They work as event planners.

(D) They have given international speaking tours.

170. What is mentioned as one of the responsibilities of an associate publicist?

(A) Arranging author appearances

(B) Updating word processing systems

(C) Interviewing prospective interns

(D) Attending professional conferences

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

"Two professional references from these positions are essential."

(A) [1]

(B) [2]

(C) [3]

(D) [4]

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

To: Isla Garrick <igarrick@o-and re.co.au>  
From: Owen Clement oclementO@congrevcads.co.au  
Subject: New service  
Date: January 7

Dear Ms. Garrick,

I noticed that you placed an order recently, and before we fill it, I wanted to tell you about an exciting opportunity. **Congreve Advertising is now offering another way for you to reach your customers: automated text messages.** We're combining our eye-catching lawn advertisements with the latest mobile phone technology to create a quick, easy method of increasing your customer base. **We've already helped many property rental agents in your area, and we're giving free trials to new users.**

Our automated text-messaging service involves just a few simple steps.

1. Go to our Web site, [congreveads.co.au](http://congreveads.co.au). Click on the Registration page and select New User. You will be guided through our quick and easy registration process, which will allow you to set up an account.
2. Once your account is set up, you can start entering the automated responses that you want interested renters to receive. Include the details about each property. You can also add images, audio, and videos, as well as links to Web sites.
3. **Select a unique keyword for each property.** This is what prospective renters will text in

order to receive more information about a rental. The keyword shouldn't be too long or difficult to spell, and it should be easy for customers to remember.

4. Then wait. Apartment seekers will pass by the property and see the keyword. When they text it, they will instantly receive the message you programmed!

As part of your free trial, we'll print new rental signs for one of your properties so that your advertisements include the keyword. And, **if you contact me by Friday, I'll add two more properties to the order. So, in addition to a month of our text-messaging service, you'll get updated signs for three rental units, all at no cost to you.** After the trial period, you can choose from six reasonably priced packages, which include the option of sending daily updates to preferred customers.

I look forward to hearing from you!

Owen Clement

172. What is implied about Ms. Garrick?

- (A) She is interested in finding a rental property.
- (B) She works as a property rental agent.**
- (C) She recently bought a new mobile telephone.
- (D) She sends text messages frequently.

173. What is indicated about Congreve Advertising?

- (A) It is a newly created company.
- (B) It fills orders quickly.
- (C) It is providing a new service.**
- (D) It recently merged with another company.

174. What is mentioned about the automated responses?

- (A) They are different for each property.**
- (B) They can be sent to an e-mail address.
- (C) They include pictures taken by Congreve Advertising.
- (D) They require apartment seekers to create a password.

175. According to the e-mail, why should Ms. Garrick contact Mr. Clement by Friday?

- (A) To renew a subscription
- (B) To talk about fees
- (C) To schedule a property viewing
- (D) To receive free services**

**Questions 176-180** refer to the following article and review.

***New This Week*** .....

After months of editing and several postponed release dates due to production delays, the documentary series *The Hidden Side of Architecture* finally hits television screens this week. The four-part program directed by Michael Moussa and Tina Erskine looks at little-known facts behind the world's most iconic buildings. Fans of actor and comedian Wesley Fleming will be happy to hear that he is the host for the series. The program was produced by Leif Bergen and will appear on the Knowledge Now channel on the dates below.

#### EPISODE

#### AIRDATE

#### 1 "Against All Odds"

April 3

The first part takes us to Ancient Egypt, where builders managed to solve formidable engineering problems.

#### 2 "Building Without Modern Technology"

April 10

How, without modern tools and technology, did medieval builders in Europe construct the great cathedrals that dominated cityscapes for nearly a thousand years?

#### 3 "Modern Cities"

April 17

In this episode, we admire the beauty of modern urban structures, and we learn some gripping stories behind their planning and construction.

#### 4 "Road Ahead"

April 24

The last part looks at ideas still in the making: new designs of ever-taller skyscrapers, bio-inspired buildings with smaller footprints, and other marvels that will one day grace our cities.

#### Drena Kraakevik ★★★★★

After the first episode of *The Hidden Side of Architecture*, I can only say that I can't wait to see the remaining three parts! Fleming does a tremendous job narrating the story; he's informative yet funny. Don't miss the free downloadable booklet accompanying the series on Knowledge Now's Web site. It's a must-have if you want to learn more about the building featured on the program.

176. What is indicated about the making of the program?

- (A) It was very expensive.
- (B) It took longer than planned.
- (C) It was financed by several sponsors.
- (D) It involved a large team of producers.

177. Who appears in the program?

- (A) Mr. Moussa
- (B) Ms. Erskine
- (C) Mr. Fleming
- (D) Mr. Bergen

178. What episode focuses on urban planning?

- (A) Episode 1
- (B) Episode 2
- (C) Episode 3
- (D) Episode 4

179. When did Ms. Kraakevik most likely watch the program?

- (A) On April 3
- (B) On April 10
- (C) On April 17
- (D) On April 24

180. What does Ms. Kraakevik recommend doing?

- (A) Purchasing movies that feature a particular actor
- (B) Visiting the buildings shown in the program
- (C) Obtaining additional materials online
- (D) Watching other programs by the same director

Questions 181-185 refer to the following e-mails.

To: Albert Nguyen<nguyen @want a mivolodge.com>  
From: Janna Zhukowsk y<j z hukow sky (4, mel odi as.com>  
Subject: A new client  
Date: April 12

Good afternoon, Mr. Nguyen:

Once again, **it has been a pleasure working with you and the entire Wantamayo Lodge staff.** My clients greatly enjoyed the rain forest tour. **The couple who stayed in the South Bungalow commented that the room's view of the tropical garden was breathtaking.**

**I would now like to place a reservation for a new client, Robert Vasquez.** Please make the following arrangements for Mr. Vasquez and his guest.

**Arrival:** May 5 (airport shuttle service requested)

**Departure:** May 8 (airport shuttle service requested)

**Room type:** Double occupancy

**Tour type:** Guided rain forest tour (6-hour tour)

**Flight information:**

AirPars Flight 178 from Buenos Aires arriving at 2:50 P.M. May 5

AirPars Flight 152 to Buenos Aires departing at 11:00 A.M. May 8

Thank you again for the high level of attention you show to my clients.

Janna Zhukuwsky  
Travel Associate, Melodias Travel

To: Janna Zhukowsky<jzhukowsky@melodias.com>  
From: Albert Nguyen<nguyen @wantamayolodge.com>  
Subject: Vasquez Reservation  
Date: April 13

Ms. Zhukowsky,

Thank you for your e-mail and for sharing the positive feedback from your clients.

Here are the details regarding the reservation for Mr. Vasquez. Please note that we had limited availability. The room we reserved for him is slightly more expensive than others, but the only other rooms available were single rooms.

**Check-in date:** May 5  
**Check-out date:** May 8  
**Room:** South Bungalow  
**Price:** \$145 USD/night Total: \$435 USD (excluding tax)  
**Tour type:** Guided Rain Forest Tour; May 6, 8:00 A.M. to 2:00 P.M.  
**Tour fee:** \$95 USD

**Note:** Transportation between the airport and the lodge has been arranged. **The bill must be settled in full by May 2.**

**We appreciate the business relationship we have with Melodias Travel.** If you have any questions or concerns, please feel free to contact me.

Albert Nguyen  
Guest Services, Wantamayo Lodge

181. Why did Ms. Zhukowsky write to Mr. Nguyen?

- (A) To suggest a new tour destination
- (B) To request flight information
- (C) To assist a client**
- (D) To revise an itinerary

182. What is suggested about Melodias Travel?

- (A) It has done business with Wantamayo Lodge in the past.**

- (B) It specializes in rain forest destinations
- (C) It is located near Wantamayo Lodge.
- (D) It is owned by Ms. Zhukowsky.

183. What does Mr. Vasquez request?

- (A) A frequent customer discount
- (B) A confirmation of his reservation
- (C) A meal plan
- (D) A transportation service

184. What is indicated about Mr. Vasquez?

- (A) He has visited Wantamayo Lodge on a previous occasion.
- (B) He will stay in a room overlooking a garden.
- (C) He has traveled with Mr. Nguyen.
- (D) He plans to travel alone.

185. By when does Mr. Nguyen expect payment?

- (A) April 13
- (B) May 2
- (C) May 5
- (D) May 8

**Questions 186-190** refer to the following Web page and e-mails.

<http://www.presnellcleaning.com>

## PRESNELL CLZ SINZ

171 Voyager Street, Minneapolis, MN 55401

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Presnell Cleaning offers comprehensive cleaning services that cater to both domestic and commercial clientele. For more than 20 years we have provided exceptional service at competitive prices.

In addition to all regular services, we also offer a **specialized cleaning service that uses all-natural, odor-free cleaning techniques as well as products designed for allergen reduction.**

Clients can select weekly, twice-monthly, or monthly services. Our cleaners arrive on time and finish on time. **We offer a money-back guarantee if you are**

not completely satisfied.

Contact us to schedule a free on-site cleaning assessment and estimate. Call 1-612-555-0108 or visit our Web site at [www.presnellcleaning.com](http://www.presnellcleaning.com). Be sure to visit our testimonials page to read what our many satisfied customers have to say.

To: customerservice@.resnellcleaning.com

From: dcoe@ashbachdesign.com

Re: J Cleaning service

Date: August 13

To Whom It May Concern:

I hired Presnell Cleaning to clean my company's offices. From your advertisement and especially from your customers' recommendations on your Web site, I expected to be completely satisfied with your services. Unfortunately, that was not the case. I requested your specialized service, but your cleaners did not provide that service. Clearly something went wrong. I am considering canceling the next scheduled visit.

Deborah Coe  
Ashbach Design

#### E-Mail Message

To: dcoe@ashbachdesign.com  
From: pmedford@presnellcleaning.com  
Date: August 16  
Subject: Cleaning on August 11

Dear Ms. Coe:

We were very sorry to hear that you weren't happy with the service we provided. We are training several new cleaning staff members and they did not follow the correct cleaning plan. We promise you that we will do better to ensure that their work is properly conducted and inspected in the future.

We would like another opportunity to clean your offices on August 18, at no charge. If the cleaning doesn't meet your standards, we will honor our guarantee. Please let me know if this is acceptable.

Sincerely,

186. What is indicated about Presnell Cleaning?

- (A) It is a new business.
- (B) It offers daily cleaning services.
- (C) It provides complimentary evaluations.**
- (D) It recently added home-cleaning services.

187. What is suggested about Ms. Coe?

- (A) She researched other cleaners before contacting Presnell Cleaning.
- (B) She was referred to Presnell Cleaning by a friend.
- (C) She is interested in applying for a position with Presnell Cleaning.
- (D) She read online testimonials prior to hiring Presnell Cleaning.**

188. In the first e-mail, the word "case" in paragraph 1, line 3, is closest in meaning to

- (A) project
- (B) example
- (C) situation**
- (D) container

189. Why did Ms. Coe write to complain?

- (A) The office floors were not waxed.
- (B) The office kitchen was not sterilized.
- (C) The cleaners did not shampoo the carpets.
- (D) The cleaners did not use natural products.**

190. What does Mr. Medford offer to do if Ms. Coe is not satisfied after August 18?

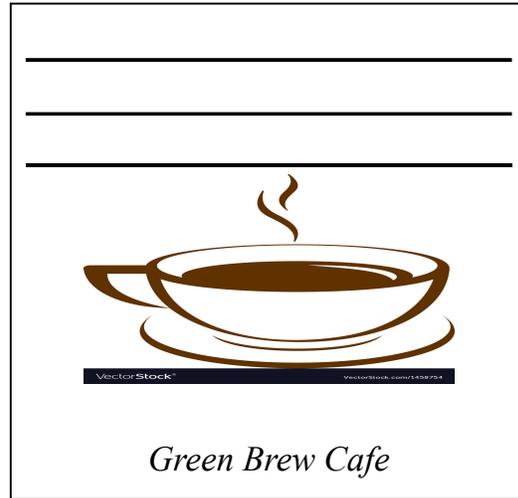
- (A) Refund her money**
- (B) Create a new cleaning plan
- (C) Send different cleaning staff members
- (D) Provide a discount on future cleaning services

**Questions 191-195** refer to the following postcard, Web page, and article.

***Attention Loyal Green Brew Customers!***

Green Brew Café is redesigning our loyalty program—it's not just for coffee anymore!

**As a frequent customer, you're invited to try it.** Interested? Go to [greenbrew.com](http://greenbrew.com) to read more and download the new Green Brew app. Then start accumulating points by enjoying our sandwiches, smoothies, and salads in addition to your favorite coffee drinks. **When you post a review on our Web site, you will receive twenty extra points as a thank-you gift!**



<http://www.greenbrew.com.au/reviews>

**FinnD188 (8 July):** Why is Green Brew changing its loyalty program? With the new program, the points system has changed. I have to buy twice as many coffee drinks to get a free one now. I like using the mobile app to pay, but I don't like the points. I think the

**Alannah08 (14 July):** **Bertha's Beanery still has a punch card to earn free drinks—much simpler than this new system Green Brew is testing.** I'll keep going to Green Brew as long as I can keep using my punch card, but when the new program replaces the old one completely, I'll probably go to Bertha's more often.

**CoffeeBea (29 July):** I was excited about the app, and it does make paying for purchases very easy. But it's much easier to earn free drinks at other nearby cafés, and that's more important to me. I think Green Brew needs to make some changes before introducing the new system.

**A Lesson in Loyalty**

By Hudson Aird

27 August

.....

Maintaining customer loyalty can be difficult. Just ask **Green Brew Café owner Taylah Carver**. She recently began experimenting with a change to the café's loyalty program to reward her regular customers. Instead of the old punch-card system, which rewarded customers for coffee purchases only, the new program allows customers to earn points for buying food items as well. The points are tracked through the Green Brew app, which customers download to their mobile devices. The app can also be used to pay for orders.

The program was originally scheduled to be introduced to the general public in September, but after nearly 60 customers tried out the app for a month, Carver decided to defer the launch. Most users liked the fact that the app allows them to pay using their mobile devices, but there were many complaints about the new points system. It now takes twice as many purchases before customers accumulate enough points to be eligible for a free coffee drink, and that was too much, reviewers said. The lesson, says Ms. Carver: know your customers.

191. Why was the postcard sent?

- (A) To encourage customers to place orders online
- (B) To announce a change in café hours
- (C) To introduce a new price list
- (D) To recruit customers to test a rewards system**

192. What is suggested about the people who posted reviews?

- (A) They received bonus points for reviewing an app.**
- (B) They often meet friends at Green Brew Café.
- (C) They tried some new lunch items at Green Brew Café.
- (D) They are pleased about a reduction in prices.

193. What is implied about Ms. Carver?

- (A) She runs a business that competes with Bertha's Beanery.**
- (B) She is not the original owner of Green Brew Café.
- (C) She expects sales to increase in September.
- (D) She decided to find a new vendor for punch cards.

194. According to the article, what is a common criticism of a new loyalty program?

- (A) It is difficult to download the mobile app.
- (B) Customers must spend more money to earn free items.**
- (C) Food purchases are not included.
- (D) Points are not tracked accurately.

195. In the article, the word "takes" in paragraph 2, line 8, is closest in meaning to

- (A) removes

(B) provides

(C) requires

(D) delivers

**Questions 196-200** refer to the following Web page, letter, and schedule.

<https://www.positivohealth.com>

## Positivo Health Community

Welcome    **Membership**    Services    Locations

Positivo Health Community offers four types of gym memberships. All memberships include access to exercise basketball and tennis courts, and group exercise classes in all five of our Davenport locations. Additionally, each new member receives one free personal-training session.

### Single (\$35/month)

This membership includes basic access to our gym locations as described above.

### Household (\$30/month per person)

This membership includes basic access to our gym locations at a discounted rate for families of two or more individuals who join together.

### Executive (\$60/month)

In addition to basic access to our gym locations, executive membership includes access to our swimming pools and saunas.

### Student (\$25/month)

This membership offers basic access to our gym locations to local Provost University students who present valid student identification.

February 28

Dear Ron Mapleton,

Thank you for making Positivo Health Community a part of your total-body health program. It was so nice to meet you and your family when I showed you around our Davenport Central location in December.

We noticed that you have not yet taken advantage of your free hour of personal training. Each person on your account is entitled to one free session, but this perk expires three months after your contract is signed. Next week, the week of

March 4, is the last week you will be able to use your free sessions. Please contact us today to schedule your personal-training sessions!

As a reminder, we offer one-on-one training for power yoga, Pilates, weight training, and power lifting. If you should choose to make personal training a regular part of your fitness routine, packages start at only \$70 per month in addition to your monthly membership dues.

Your partner in health,

*Janice Park*

Janie Park, Membership Manager

<b>Personal-Training Schedule for Next Week</b> March 4–8 Employee: Kevin Pinto Location: Davenport Central					
	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
8:00 A.M.		Stacey Lin Power Yoga	Ron Mapleton Power Yoga		Kim Dobbs Weight Training
9:00 A.M.	Pilar Hernandez Weight Training				
10:00 A.M.				Jean-Luc Curran Power Lifting	
11:00 A.M.		Jaylon Hill Power Yoga			

196. What is indicated about Positivo Health Community?

- (A) It offers swimming lessons.
- (B) Its members can use multiple facilities.**
- (C) Most of its members are students.
- (D) All new members receive discounts.

197. What type of membership does Mr. Mapleton most likely have?

- (A) Single
- (B) Household**
- (C) Executive
- (D) Student

198. What is indicated about Ms. Park?

- (A) She is a personal trainer.
- (B) She started her job in December.
- (C) She creates weekly schedules for gym employees.
- (D) She gave Mr. Mapleton a tour of the gym.

199. In the letter, the word "packages" in paragraph 3, line 3, is closest in meaning to

- (A) gifts
- (B) boxes
- (C) products
- (D) plans

200. What is probably true about Mr. Pinto?

- (A) He does not work on Fridays.
- (B) He primarily teaches power lifting.
- (C) He has not trained Mr. Mapleton before.
- (D) He has requested a change to his schedule.

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.