

READING TEST

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 the 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. All shelves in the holiday merchandise section need to remain _____ stocked.

- (A) full
- (B) fully
- (C) fuller
- (D) fullest

102. _____ to the exercise room is included with your stay at the Bayland Hotel.

- (A) Access
- (B) Accessed
- (C) Accessing
- (D) Accessible

103. Mr. Okello's promotion means that _____ will supervise a larger team.

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

104. Juniper Worldwide, Inc., will be _____ payroll service providers on January 1.

- (A) changing
- (B) attending
- (C) holding
- (D) turning

105. The Valletta Visitor Centre offers daily boat rides _____ the city's historic waterfront.

- (A) between
- (B) along
- (C) below
- (D) apart

106. Ultrora Action's T-Pro tennis shoe is the lightest _____ on the market right now.

- (A) that
- (B) any
- (C) one
- (D) either

107. Duram Biscuit Corp. is able to _____ good deals with its wholesale suppliers.

- (A) negotiating
- (B) negotiates
- (C) negotiated
- (D) negotiate

108. At Razani Marketing, there are _____ opportunities for professional advancement.

- (A) plenty
- (B) each
- (C) very
- (D) many

109. Parking on Dahakno Street will be prohibited for the next few days _____ emergency repairs to water lines.

- (A) so that
- (B) as a result
- (C) in order to
- (D) because of

110. Accountants applying for the training must obtain a _____ from their supervisor.

- (A) referring
- (B) referred
- (C) referral
- (D) refer

111. The evaluation report will be completed _____ after the auditors inspect the laboratory.

- (A) when
- (B) only
- (C) still
- (D) most

112. In light of our recent expansion, it will be _____ to hire another administrative assistant by June 1.

- (A) necessitating
- (B) necessary
- (C) necessarily
- (D) necessities

113. Due to low registration, the communications workshop scheduled for July 2 will be postponed _____ further notice.

- (A) until
- (B) onto
- (C) since
- (D) all

114. The initial response to the beta version of the software allows us to be _____ optimistic about future product sales.

- (A) fairness
- (B) fairest
- (C) fairly
- (D) fair

115. Orvale School's business mentors are retired executives with a _____ of expertise across a wide range of industries.

- (A) wealth
- (B) height
- (C) labor
- (D) fame

116. Thank you for your interest in our _____ line of compact refrigerators.

- (A) update
- (B) updated
- (C) updates
- (D) updating

117. The judges may begin to review the entries _____ the deadline for submitting slogans has passed.

- (A) how
- (B) nor
- (C) now that
- (D) whether

118. On his daily radio show, Trade Biz, Antonio Koslor _____ business news from all over the globe.

- (A) analysis
- (B) analyzer
- (C) analyzes
- (D) analyzing

119. The purchase of The New Lagos Reporter will not lead to changes _____ editorial staff.

- (A) in
- (B) again
- (C) positions
- (D) ultimately

120. Professor Reginald Layke's proposal for an additional course in business management was approved in a _____ short time.

- (A) surprised
- (B) surprise
- (C) surprisingly
- (D) surprising

121. Caridell Science Museum trustees are expected to be _____ of all the museum's operations.

- (A) aware
- (B) current
- (C) serious
- (D) alert

122. With the completion of its airport, Honokai Island's tourism _____ has improved dramatically.

- (A) economical
- (B) economic
- (C) economize
- (D) economy

123. Brock's Bistro has requested that we _____ the number of dinner guests by Monday.

- (A) personify
- (B) magnify
- (C) specify
- (D) testify

124. Doi Textiles, Inc., is well-known _____ the fashion world as being a trendsetter for young women's clothing.

- (A) toward
- (B) throughout
- (C) regarding
- (D) aboard

125. To sign up for any class at Routen Academy, simply complete the online _____ form at www.routenacademy.edu.

- (A) enrollment
- (B) inventory
- (C) complaint
- (D) solicitation

126. A reception will be held to introduce the newly _____ director of marketing to the employees of Kaulana Industries.

- (A) appoint
- (B) appoints
- (C) appointed
- (D) appointing

127. To fill two vacant positions on its benefits committee, Adidion Labs _____ employees who are ready for a challenge.

- (A) seeking
- (B) is seeking
- (C) are sought
- (D) have been sought

128. The software for tracking orders has been _____ successful as it has greatly decreased time spent on the task.

- (A) haltingly 不完善地、遲疑不決地
- (B) intimately
- (C) permissibly
- (D) markedly

129. Lately the community sports program has had a surplus of volunteers, _____ are students.

- (A) inasmuch as 因為、鑑於
- (B) the reason being
- (C) because of them
- (D) most of whom

130. Please use the attached survey to let us know how _____ your recent stay at the Copper Mine Inn was.

- (A) knowledgeable
- (B) considerable
- (C) enjoyable
- (D) available

PART 6

Directions: Read the texts below. A word or 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 email.

To: jaredkho@pharmacon.com.au
From: angelazucker@umedvic.edu.au
Date: 22 June
Subject: Thanks!

Dear Dr. Kho,

Thanks for 131 our laboratory yesterday. As always, your expertise 132. Our technicians especially benefited from your demonstration of the updated imaging systems, as well as from the general discussion of principles behind the technological advances in the lab setting. Over the next few months, I will be hiring several more technicians. Would 133 be available to lead another session in October? 134. Please let me know so we can discuss the details.

Sincerely,

Angela Zucker

131. (A) calling
(B) opening
(C) visiting
(D) staffing

133. (A) theirs
(B) yours
(C) you
(D) they

132. (A) appreciates
(B) will be appreciated
(C) is appreciating
(D) was appreciated

134. (A) Many of the candidates seem very promising.
(B) If so, it would be a great help to the new employees.
(C) With your input, the process will be quick.
(D) These technicians adhere to strict regulations.

Questions 135-138 refer to the following article.

BRENTON (March 22)--Yesterday, Brenton Railway won a \$37 million grant from the Federal Transit Agency. Thanks to the __135__, construction of the proposed train terminal in Kirk Valley can now begin.

The expansion of the rail system is certainly good news for many in the community. __136__. Drivers, too, are pleased about the grant. Edgar Simental, __137__ lives near the planned Kirk Valley Station, says, "What a relief for commuters like me. We have had to endure steadily worsening road traffic __138__ some time now. I anticipate taking the train instead of my car to work every day as soon as the station opens."

135. (A) funding
(B) policy
(C) design
(D) strategy

137. (A) likewise
(B) another
(C) then
(D) who

136. (A) Riders will no longer be able to park their cars at the terminal.
(B) Officials have confirmed that construction has been postponed indefinitely.
(C) The cost of a monthly train pass, however, is expected to increase.

(D) The project will create about 75 permanent jobs at the station.

138. (A) for
(B) with
(C) about
(D) on

Questions 139-142 refer to the following e-mail.

To: Josephine Blum [fjblum@serenelakerestaurant.net]
From: Charlie Timmer [ctimmer@serenelakerestaurant.net]
Re: Outstanding reviews
Date: April 2

Dear Josephine,

The other managers and I were pleased to read the recent glowing reviews in both the *Gazette Daily Press* and the *Downtowner*. We agree that your contributions to Serene Lake Restaurant have been __139__. Therefore, we are happy __140__ you a bonus that will be paid with your next weekly paycheck on April 8.

__141__, we are raising your salary by 10 percent, effective May 1. Since you began as Executive Chef in December, our sales have more than doubled. __142__. These positive trends are directly linked to your stellar performance.

Many thanks from the management team of Serene Lake Restaurant.

Charlie

139. (A) withdrawn
(B) matched
(C) affordable
(D) exceptional

141. (A) For example
(B) In addition
(C) Nevertheless
(D) On the other hand

140. (A) to award
(B) an award
(C) it awarded
(D) that awards

142. (A) An assistant manager will be hired as soon as possible.
(B) The restaurant will be open late on weekends beginning next month.
(C) You are the only staff member who will receive a raise this year.
(D) Our ratings in local magazines have also risen significantly.

Questions 143-146 refer to the following article.

Education Fair

(9 July)—The annual International Higher Education Fair came to Jakarta for the third consecutive year on Saturday, 7 July. __143__. As usual, American and Australian universities were __144__ represented. __145__, observers noted that participation from European and Asian universities has been increasing year by year. Also noticeable was the fact that many more graduate students attended the __146__ this year than in the past.

143. (A) A teachers' conference was also held at the same hotel.
(B) The fair featured hundreds of institutions from all over the world.
(C) Local student organizations arranged the evening entertainment.
(B) Registration fees were waived for those who volunteered to work at the fair.
144. (A) heavy
(B) heavily
(C) heavier
(D) heaviness
145. (A) Moreover
(B) Rather
(C) Instead
(D) Thus
146. (A) class
(B) demonstration
(C) event
(D) ceremony

Part 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following notice.



The National Birdwatchers Society (NBS) is opening a local chapter 分會 in Wellspoint in September. The group will meet on the second Tuesday of every month at the Wheaton Diner, 1600 Carter Street, at 7:30 P.M. Everyone is welcome.

If you plan to use public transportation to travel to the meetings, Bus #44 stops two blocks away on the corner of Longview and Wedgeworth Streets. If you plan to drive, parking is free along both streets after 6:00 P.M.

We have an exciting year planned, so we hope you'll be able to join us. For a list of monthly speakers, visit us online at www.nbswellspoint.org.

147. Where would the notice most likely appear?

- (A) By a parking area
- (B) In a book about birds
- (C) At a community center
- (D) On a bus schedule

148. According to the notice, what is available on the Web site?

- (A) Registration forms
- (B) Some meeting details
- (C) New wildlife videos
- (D) Membership fee information

Questions 149-150 refer to the following invoice.

 The Regal Hotel		
2979 Haskett Ave. Phoenix, AZ 85023		
Date: March 20 Invoice Number: 816		Bill To: Mariah Ferrell Howells LLC 324 N. Front Street Phoenix, AZ 85086
Invoice for one-day conference to be held on April 28 by Howells LLC		
Item	Rate	Total
Berlot Room	\$350.00/day	\$ 350,00
Conference space (100 guests)		
Audiovisual equipment rental		
3 wireless microphones	\$ 90.00/unit	\$ 270.00
1 projector	\$150.00/unit	\$150.00
1 projection screen	\$ 80.00/unit	\$ 80.00
Breakfast	\$ 10.00/person	\$1,000.00
Lunch	\$ 20.00/person	\$2,000.00
	Subtotal	\$3,850.00
	Tax	\$ 319.55
	Total	\$4,169.55*
*Please send this amount by April 1 to reserve all listed services.		

149. What is NOT included in the total cost of the event?

- (A) Overnight hotel stays
- (B) Microphones
- (C) Meals for participants
- (D) Conference room rental

150. What is Ms. Ferrell asked to do?

- (A) Confirm a reservation
- (B) Return audiovisual equipment
- (C) Make a payment
- (D) Select items from a menu

Questions 151-152 refer to the following online chat discussion.

Pamela Carter [3:44 P.M.]

Hi, Oswaldo. Did you look at the pictures of the East Fourth Street property?

Oswald() Medrano [3:45 P.M.]

Yes, I did. Given that many of our designers and editors are working remotely, is all that space really necessary?

Pamela Carter [3:47 P.M.]

Yes, but as we grow more will be working on site.

Oswaldo Medrano [3:48 P.M.]

That may not be for a while, though.

Pamela Carter [3:50 P.M.]

We should consider both our immediate and long-term needs. The building offers ample room to allow for staff expansion.

Oswaldo Medrano [3:52 P.M.]

That's true. Our requirements may change. Especially when we start signing contracts with more authors.

151. At what type of business do the people most likely work?

- (A) A publishing company
- (B) A moving company
- (C) A real estate agency
- (D) A local interior design firm

152. At 3:52 P.M., what does Mr. Medrano most likely mean when he writes, "That's true"?

- (A) An alternative space should be rented.
- (B) A new space will be too expensive.
- (C) The property may suit their needs in the future.
- (D) The property needs structural improvements.

Questions 153-155 refer to the following e-mail.

To: Theodore Upton
From: Edith Howe
Re: Pelligrine Rental Agreement, 259 Grove Street house
Date: May 4

Ted:

I just received a call from John Pelligrine. According to him, the figures in the rental agreement you e-mailed him this morning reflect the first quote he was given on April 24, **not the negotiated figures agreed upon in the subsequent meeting on April 29.**

Mr. Pelligrine had planned to move into the property this weekend, May 7-8, and he wants to make sure the rental paperwork is in place before he finalizes the moving arrangements. He said that he has been offered another property, also on Grove Street, and will proceed to rent that property if he cannot finalize his agreement with us by the end of office hours today.

Since I'm out of town, I will leave this urgent matter in your hands. **Please contact Mr. Pelligrine immediately and e-mail him a corrected agreement.** Please copy me on all correspondence regarding this matter.

Thank you.

Edith

153. Why was the e-mail written?

- (A) To share a copy of a budget
- (B) To introduce a colleague
- (C) To report a problem**
- (D) To negotiate a contract

155. What would Ms. Howe like Mr. Upton to do?

- (A) Schedule a meeting
- (B) Look at another property
- (C) Visit a potential client
- (D) Send a document**

154. When was the agreement modified?

- (A) On April 24
- (B) On April 29**
- (C) On May 7
- (D) On May 8

Questions 156-157 refer to the following news article.

ADELAIDE (2 February) — According to a recent report, ice cream sales in the region have fallen by nearly twenty percent this year. The decrease has surprised many, especially given the remarkably hot weather this summer. Local vendors pointed to an increase in the wholesale price of milk, which has caused their own prices to rise significantly.

To offset the decrease in sales, many ice cream stores are stocking alternative desserts that do not contain dairy. For example, Giordano's Dessert Shoppe in Wellington has begun selling fruit ices. According to analysts, because ice cream is a specialized market, traditional strategies such as increased advertising and customer discounts are not as effective as they are in other industries.

156. According to the article, why have ice cream sales decreased?

- (A) Consumers' diets have changed.
- (B) Production costs are higher.
- (C) Many people in the area have moved away.
- (D) Recent weather conditions have been unusual.

157. How are vendors responding to the trend?

- (A) By expanding their hours of operation
- (B) By spending more money on advertising
- (C) By offering discounts to customers
- (D) By selling different products

Questions 158-161 refer to the following online chat discussion.

Tamara Elkind / 3:32 P.M.

Thanks for attending the virtual sales meeting earlier this afternoon. Are there any further questions?

Judith Messer / 3:35 P.M.

Georg and I are unclear about how the new sales territory maps affect existing customers. Do the new territories apply only to new customers?

Tamara Elkind / 3:37 P.M.

No, the new territories apply to both new and existing customers.

Judith Messer / 3:38 P.M.

So, does that mean I will no longer get commissions from my Swiss customer, NNC Systems?

Tamara Elkind / 3:39 P.M.

Right. All existing clients in southern Switzerland go to Georg.

Georg Hertz / 3:41 P.M.

But what if I agree to let Judith keep NNC Systems?

Tamara Elkind / 3:42 P.M.

NNC Systems is a big client.

Georg Hertz / 3:44 P.M.

Yes, but I'd rather not interrupt a productive relationship. This one client is not that important to me.

Tamara Elkind / 3:45 P.M.

I don't see it as interrupting, necessarily. However, if you are willing, Georg, I might be able to make an exception if our president approves it.

Judith Messer / 3:47 P.M.

What if I talk to the client?

Tamara Elkind / 3:48 P.M.

I don't think that's appropriate.

Judith Messer / 3:49 P.M.

Understood.

Georg Hertz / 3:49 P.M.

OK. We'll wait to hear back from you.

158. Who most likely is Ms. Elkind?

- (A) A company president
- (B) A sales manager**
- (C) A travel agent
- (D) A human resources officer

159. What is suggested about Ms. Messer?

- (A) She has a good relationship with NNC Systems.**
- (B) She is being transferred to an office in Switzerland.
- (C) She is happy with the new territory assigned to her.
- (D) She did not attend the sales meeting.

160. At 3:42 P.M., what does Ms. Elkind most likely mean when she writes, "NNC Systems is a big client"?

- (A) She doubts Mr. Hertz can meet NNC Systems' needs.
- (B) She believes Mr. Hertz is misinformed.
- (C) She wants Mr. Hertz to visit Switzerland.
- (D) She thinks Mr. Hertz's offer is surprising.**

161. What will most likely happen next?

- (A) Ms. Messer will review the new maps of sales territory.
- (B) Ms. Messer will talk with her client.
- (C) Ms. Elkind will contact the company's president.**
- (D) Mr. Hertz will accept a job offer from NNC Systems.

Questions 162-165 refer to the following e-mail.

To: Roberto Reyes <rreyes@hamwelltc.co.bb>
From: Cynthia Jensen <cjensen@baobablandscaping.co.bb>
Subject: Information
Date: 14 May
Attachment: BLS1

Dear Mr. Reyes:

I am following up on the Baobab Landscaping service proposal I forwarded on 22 April. — [1]-----Our company is one of the best in Barbados, and we would like to add you to our list of satisfied customers. Our clients include many local businesses like yours, among them hotels, restaurants, and banks. — [2]----
In case you overlooked the original proposal, I am attaching it again here.

The proposal is based on the service you inquired about, namely the maintenance of the grounds around **Hamwell Tennis Courts** once a week. — [3] — . Should you wish more extensive work, such as replacing trees, additional fees would apply.

— [4] — . I look forward to hearing from you. I hope our company will have the opportunity to be of service to you in the near future.

Sincerely,

Cynthia Jensen

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

- (A) To request an appointment
- (B) To explain a change in rates
- (C) To resend a previous estimate**
- (D) To submit a revised proposal

163. What is mentioned in the e-mail?

- (A) Mr. Reyes is a satisfied customer.
- (B) Baobab Landscaping is a new business.
- (C) Ms. Jensen met with Mr. Reyes in person.
- (D) Mr. Reyes requested some information from Ms. Jensen.**

164. For what kind of business does Mr. Reyes most likely work?

- (A) A hotel
- (B) A tennis facility**
- (C) A restaurant
- (D) A local bank

165. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "Also, we would reassess your needs continually and communicate recommendations to you once a month."

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

Questions 166-168 refer to the following article.

Matt Alcheri's Adventurous Leap

By Erika Quade, *Badger Dispatch*

MILWAUKEE (12 January)— Matt Alcheri has created music for dozens of films, including *Seeking Eleanor*, which earned him the Cinearts Award for Best Original Music. Recently, he has lent his considerable composing skills to *Final Chance*, a video game produced by Silhouette Gaming Systems (SGS), which has been creating interactive entertainment for 10 years now.

Mr. Alcheri was introduced to the managing director of SGS, Harry Jansson, at a social event hosted by Ms. Chandra Bixby, who, on occasion, has collaborated with Mr. Alcheri in composing film scores. Mr. Jansson proceeded to invite Mr. Alcheri to write the music for *Final Chance*.

In a phone interview, Mr. Alcheri said that he was "quite impressed" with the graphics and animation of *Final Chance*. "It left me with the sense that I was watching a movie, and so I did not hesitate to collaborate on the project," said the renowned composer. He further remarked that writing the score for the video game was virtually identical to composing the music for a movie.

"All I had to do was write music that matches the atmosphere of the various scenes depicted in the game," he added.

As for Mr. Jansson, he said in the same interview that with pre-orders for *Final Chance* standing currently at 200,000 copies, he has no doubt that the latest SGS product, scheduled to be released on March 20, will be a success.

166. Who is Ms. Bixby?

- (A) A film company executive
- (B) A video game developer
- (C) A movie director
- (D) A music composer

167. What most likely is true about Mr. Jansson?

- (A) He became SGS' managing director ten years ago.
- (B) He helped plan Ms. Bixby's social event.
- (C) He has worked with Mr. Alcheri before.
- (D) He spoke to Ms. Quade recently.

168. What is indicated about *Final Chance*?

- (A) It took a year to develop.
- (B) It will be available in March.
- (C) It will be limited to 200,000 copies.
- (D) It is based on the film *Seeking Eleanor*.

Questions 169-171 refer to the following brochure.

TILT SOLAR

*Thinking of converting your home to solar energy? With **Tilt Solar** you can do it in just four simple steps!*

1. Set up a home consultation.

Our experienced energy evaluators will help you determine whether a **full or partial conversion** to solar energy is best for you. Our evaluators will analyze **your energy usage, the amount of sunlight your area receives,** and **the size** and angle of your roof.

2. Approve your design.

Once the evaluators **determine the number of solar panels needed,** our expert designers will create the most energy-efficient system for your home. They will also help you choose the most cost-effective payment plan. Unlike other companies, Tilt Solar offers various financing options.

3. Schedule your installation.

Our certified installers will install your system at your convenience. Installation can typically be completed in one day, depending on the size and angle of your roof. Once installed, the system needs to be serviced only once every five years. Maintenance plans are available.

4. Start saving money on your energy bills!

As soon as your new system is operating, you'll start saving money on your monthly energy bills. It's that easy! The Tilt Solar system will immediately begin collecting energy from the sun. That energy can be used to power lights, household appliances, electronic devices, and much more. Don't be discouraged by **the high price** at the outset 起初—within three to four years, you will save so much money that the system will pay for itself!

169. What is the purpose of the brochure?

- (A) To advertise a company's product
- (B) To discuss a trend in home building
- (C) To compare two different forms of energy
- (D) To provide the steps for operating a system

170. What is NOT evaluated during the home consultation?

- (A) The amount of energy used in the home.
- (B) The amount of sunlight received locally
- (C) The space available for solar panels
- (D) The expected useful life of the pane

171. What does the brochure suggest is one disadvantage of the system?

- (A) It does not fit on all rooftops.
- (B) It requires frequent maintenance.
- (C) It requires a large initial investment.
- (D) It does not work where there is little sunlight.

Questions 172-175 refer to the following article.

Expansion Excites Lonsdale

September 20 — Paso Tech Corporation completed the first phase of its new expansion project last week. Paso Tech, one of the leading producers of elements used in high-definition computer monitors and projectors, completed construction on one of three new factories to be built over the next four years. — [1] —. The first of the factories, built in Australia's Lonsdale, is the company's most sizable factory and will eventually be responsible for 55% of the company's output each year.

The new factory has brought with it an increase in jobs for local residents. --[2]-- More than 1,000 construction workers were hired to help build the massive factory and its surrounding structures.

Paso Tech's President Goro Hashimoto stated, "This was a major endeavor for our company. When we started this construction project, we realized that it was going to take a lot of money, resources, and staff. — [3] —. Not only did we hire locals to expand the physical plant, but we also added many workers to our full-time payroll. We hope to be able to do the same in Japan. We plan to begin building in Tokyo very soon." The company's headquarters are currently located in Osaka, Japan.

Additional factories will be constructed in some of Paso Tech's other locations, including in Brazil and South Africa. While the remaining factories will not be as large as the Lonsdale location, they will still require additional resources and labor. —[4] —.

172. What is true of Paso Tech?

- (A) It manufactures monitor parts.
- (B) It recently merged with another company.
- (C) It is renovating its corporate headquarters.
- (D) It sells construction equipment.

173. What is stated about the Paso Tech factory in Lonsdale?

- (A) It was the second new factory built this year.
- (B) It is the largest factory the company owns.
- (C) It produces over half of the company's output.
- (D) It took more than three years to build.

174. Where will the next Paso Tech factory be built?

- (A) In Australia
- (B) In Japan
- (C) In Brazil
- (D) In South Africa

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

"We were pleased to see the impact our project had on the local workforce."

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

Questions 176-180 refer to the following letter and survey.



22 November

Ms. Helena Artemis
32 Oakhill Road, Apt. 5G
Vancouver, BC V6E 1B2

Dear Ms. Artemis:

Thank you for being a loyal Vogel Home Store customer. Our records show that you recently **made a purchase with your Vogel credit card. We are conducting a brief survey** about our patrons' buying experiences. We would be most appreciative if you would complete the enclosed survey, which should take about five minutes of your time. We have provided a prepaid, addressed envelope for your convenience. Customers who respond before 7 December will receive a limited edition framed print by Chelsea Artworks. **Those who return a completed survey after that date will receive a voucher for 15 percent off of their next purchase.**

Thank you in advance for your participation.

Sincerely,

Rahul Sehri

Rahul Sehri
Customer Relations Manager

By taking our survey, you can help us ensure customers have the best shopping experience possible.

Name: Helena Artemis

Date: 12 December

1. May we call you to further discuss your answers?

Yes—phone number _____ No

2. Where do you go to shop at Vogel Home Store?

To store location To our Web site To both

Please explain your response:

There is a Vogel Home Store close to my apartment, and I like to see your products in person before I buy them.

3. On your most recent visit to Vogel Home Store, did you find what you were looking for?

Yes Not exactly No

Please explain your response:

You have a **great selection of towels** (and other home products), but you did not have the color I wanted for my kitchen. Your very accommodating sales assistant said that he could have the towels I wanted shipped from your warehouse, but I ultimately went with a different color that I could buy that night.

176. Why did Mr. Sehri write to Ms. Artemis?

- (A) To report on some survey results
- (B) To request that she submit a refund form
- (C) To address a complaint that she made
- (D) To ask her to share some feedback**

177. What is indicated about Vogel Home Store?

- (A) It is building a larger warehouse.
- (B) It is hiring customer service personnel.
- (C) It issues credit cards to customers.**
- (D) It carries low-cost merchandise.

178. In the letter, the word "conducting" in paragraph 1, line 2, is closest in meaning to

- (A) administering**
- (B) authorizing
- (C) behaving
- (D) transferring

179. What will Ms. Artemis most likely receive from Vogel Home Store?

- (A) A discount coupon**
- (B) A framed picture
- (C) A follow-up phone call
- (D) An extra set of towels

180. What does Ms. Artemis mention about Vogel Home Store?

- (A) It should open an online shop.
- (B) It has a wide variety of items.**
- (C) Its products are often out of stock.
- (D) Its salespeople are not helpful.

Questions 181-185 refer to the following memo and schedule.

Trubridge Contracting

To: All Trubridge Contracting Employees
From: Trubridge Contracting Acquisitions Committee
Re: Trubridge Estefen
Date: October 12

As you know, Trubridge Contracting will officially merge with Estefen Builders on November 21. We feel that this merger will benefit both companies. **Like us, Estefen specializes in commercial construction, and this merger will solidify our position at the forefront of the ever-growing Lexington City building trade. In addition, the creation of Trubridge Estefen will enable us to take on more complex development projects such as the Faust Center and the Hull Street Mall expansion.**

Members of each department will meet during the week of October 20 to discuss some of the logistical details of the merger, as well as the planned expansion and renovation of the Trubridge offices **so they can effectively accommodate Estefen's 113 employees. If you have questions you would like to see addressed during the meetings, please feel free to e-mail the meeting chairpersons in advance.**

Note that both Stan Trubridge and Zack Estefen will attend each meeting.

Trubridge Contracting Acquisitions Committee

Department	Date/Time	Meeting Chairpersons
Administration	Monday, Oct 20 9:00-11:00 A.M.	Janine Wu, Office Manager (Trubridge Contracting)/ Ronaldo Romo, Office Manager (Estefen Builders)
Public Relations*	Tuesday, Oct 21 1:00-3:00 P.M.	Jim Hoyt, Public Relations Manager (Trubridge Contracting)
Management	Wednesday, Oct 22 1:00-3:00 P.M.	Eileen Crawford, Vice President (Trubridge Contracting)! Larry Field, General Manager (Estefen Builders)
Design	Thursday, Oct 23 9:00-11:00 A.M.	Laura Ward, Design Team Leader (Trubridge Contracting)/ Ann Sykes, Creative Director (Estefen Builders)

*Estefen Builders does not have a public relations department. During this meeting, **Zack Estefen will hear about the role current Trubridge public relations employees will play in the newly merged company.**

181. What is one purpose of the memo?
(A) To announce changes to a company's benefits package
(B) To discuss the importance of a merger
(C) To explain why a department was created
(D) To congratulate employees on a successful project

182. According to the memo, what is Trubridge Contracting's area of expertise?
(A) Architectural design
(B) Residential property development
(C) Commercial construction
(D) Property management

183. What is suggested about the employees of Estefen Builders?
(A) They will relocate their offices.
(B) They must reapply for their jobs.
(C) They work outside of Lexington City.
(D) They developed the meeting agenda.

184. What is indicated about Ms. Ward?
(A) She will attend a department meeting on Monday.
(B) She is a new employee at Trubridge Contracting.
(C) She will answer questions that are sent to her by e-mail.
(D) She is a member of the Trubridge Contracting Acquisitions Committee

185. What will happen at the meeting on **October 21**?
(A) Ms. Crawford and Mr. Field will act as chairpersons.
(B) Trubridge Contracting employees will learn about their new job duties.
(C) Mr. Estefen will be the only Estefen Builders employee attending.
(D) Mr. Trubridge will not be present.

Questions 186-190 refer to the following announcement, instructions, and e-mail.

People Needed for Focus Groups

Westwood Market Research is recruiting adults 22 to 65 years old to participate in a study about travel at Rivergrove Hotel's conference centre at 38 Coe Parkway during the first week of May. Study participants will listen to a series of advertising messages and engage in a discussion led by a moderator. Participants will be compensated for the two-hour session. If you are interested, please call Westwood at 204-555-0172 and mention study 89. You will then be directed to respond to a brief screening questionnaire to ensure that you are eligible to participate.

Mary,

Thanks for agreeing to facilitate four focus groups for Travel Rex at the Rivergrove Hotel. Below is the schedule. As this is a study for a travel industry Web site, the client wanted us to **locate** people who **travel often**, either for work or for leisure. **Each group will be composed of 25 people.**

Ages	Dates for the 5:00 to 7:00 P.M. Sessions
22-30	Monday, 1 May
31—44	Tuesday, 2 May
45—55	Wednesday, 3 May
56 +	Thursday, 4 May

For each group, you'll read the scripts for four advertisements, each emphasizing a different feature of Travelrex.ca.

Advertisement 1—Shopping for airline fares
Advertisement 2—Major travel destinations
Advertisement 3—Group-travel discounts
Advertisement 4—Comparing vehicle rental rates

When recording the group interaction, **make sure participants' name tags can be seen.** **This will allow us to mention participants by name when we review the video and compile our analysis for the client.** Let me know if you have any questions.

Kristina Balu-bal

To: becky_feagan@travelrex.ca

From: kbalubal@westwood.ca

Date: 15 May

Subject: Study 89

Attachment: Study 89 results

Dear Becky,

I just want to let you know that we have completed research for the target markets your company requested. As you can see from the attachment, one message stood out as the most well liked among all **four groups. This message presents overviews of the most common journeys travelers take.** Please let me know when you're available to meet. We can view the video together and go over the results in more detail.

Best regards,

Kiistina Balubal

Client Services Manager, Westwood Market Research

186. What is NOT suggested about focus group participants?

- (A) They have traveled frequently.
- (B) They are Web-site designers.**
- (C) They were paid for their time.
- (D) They had to answer preliminary questions over the phone.

187. In the instructions, the word "locate" in paragraph 1, line 3, is closest in meaning to

- (A) find**
- (B) fix
- (C) notice
- (D) describe

188. What is indicated about **study 89**?

- (A) It included only business travelers.
- (B) It took place all in one day.
- (C) It was conducted at Travel Rex's headquarters.
- (D) It comprised four groups of equal size.**

189. According to the instructions, why were participants provided with name tags?

- (A) So that they could be assigned to the correct group
- (B) So that they could be allowed to enter the conference center
- (C) So that the researchers could easily identify them**
- (D) So that the discussion environment would be relaxed

190. Based on results from the study, what advertisement was the most popular?

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

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

<http://www.magob.org.bs>

[Exhibitions](#)

[Education Programmes](#)

[Tickets](#)

[Membership](#)

Modern Art Gallery of the Bahamas

Scheduled Exhibitions

Dates	Exhibition Title	Description
7 May-5 October	<i>The Moon and Tides</i>	This exceptional collection of paintings and photographs by international artists, including several from Caribbean nations , demonstrates the power the moon and the sea have held over humanity for centuries.
28 May-5 October	<i>Furniture as Art</i>	We tend to think of furniture as functional, but furniture can also be art. This exhibition features a variety of unique antique and contemporary furniture from across Europe .
3 July-18 December	<i>Dance: Movement in Art</i>	Through sculptures, paintings, photographs, and video recordings, this exhibition features dance styles from Albania to Zambia and a host of other countries in between .
24 July-22 August	<i>The Photography of Burt Walters</i>	This exhibition is a collection of extraordinary photographs featuring families from around the world .

For ticket information, visit the Tickets page or e-mail cdeleon@magob.org.bs. **Members receive two complimentary tickets to all exhibitions.** Visit the Membership page to find out how you can become a member!

E-Mail Message

From: Melanie Nichols <mnichols@inet.com.bs>

To: Carleigh De Leon <cdeleon@magob.org.bs>

Subject: Tickets

Date: 1 May

Hello,

I just received my complimentary tickets for this season's exhibitions. I would like to get two more tickets to "**Dance: Movement in Art**." **I believe you have my credit card information on file**, so could you please charge my card and mail the additional tickets? I'm also really excited to see the "**Furniture as Art**" exhibition. Thank you for bringing these magnificent exhibitions to the gallery this year.

Melanie Nichols

3 May

Melanie Nichols
P.O. Box N-123
NASSAU, N.P.

Dear Ms. Nichols,

Thank you for your continued patronage of the Modern Art Gallery of the Bahamas. I apologize again that the exhibition you wanted to see has been canceled. Per our telephone conversation, I have enclosed two additional tickets to its replacement exhibition, "Indigenous Cultures of the Americas," which is a traveling exhibition that will also **run** for the same dates, **3 July-18 December**. Your JPax **credit card ending in 3389 has been charged \$24**.

Sincerely,

Carleigh De Leon

Carleigh De Leon
Modern Art Gallery of the Bahamas

Enclosures

191. According to the Web page, what do all of the exhibitions have in common?

- (A) They include photographs.
- (B) They include live performances.
- (C) They feature works by artists from the Caribbean.
- (D) They feature works from multiple countries.**

192. What is indicated about Ms. Nichols?

- (A) She is requesting a refund.
- (B) She has a membership to the museum.**
- (C) She is a contemporary artist.
- (D) She has already seen the exhibits.

193. Which exhibition has been canceled?

- (A) *The Moon and Tides*
- (B) *Furniture as Art*
- (C) *Dance: Movement in Art***
- (D) *The Photography of Burt Walters*

194. In the letter, the word "**run**" in paragraph 1, line 4, is closest in meaning to

- (A) be shown**
- (B) manage
- (C) move
- (D) be covered

195. According to the letter, what did Ms. De Leon do for Ms. Nichols?

- (A) Mail a list of upcoming events
- (B) Change the date of an exhibition.
- (C) Confirm a reservation
- (D) Charge a credit card**

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

Email

To: Natasha Borzova; Rosana Trujillo ;Marcus Paulet

From: Toni Anyati

Date: June 12 7:54A.M.

Subject: Office space

Attachment: @ Properties

Hi all,

I thoroughly enjoyed our work luncheon at **Motano Grill last Monday. As a fellow Silen Consultants employee**, I am thrilled to be part of the team headed to Edmonton to open our first branch there. At the meeting, I sensed our shared eagerness to land our first clients and begin **advising firms in Edmonton on how best to use information technology** in achieving their goals.

I appreciated the thoughts shared about the kind of office space that would be ideal. I have searched morbushrealty.ca for suites that meet our basic criteria and budget and have come up with a short list of possibilities for everyone to look over. Please see the attached document and respond with your comments.

Tom **Anyati**, Silen Consultants

2185 Rock Falls Boulevard

Open concept office/retail space in a well-developed **suburban area of Edmonton** with plenty of pedestrian traffic. Building has high visibility along Rock Falls Boulevard for your company sign. Super energy-efficient heating system will save you hundreds in bills every winter. Monthly lease: \$1,000.

12440 Trimeck Way

First-floor office suite. Elegantly furnished. Covered on-site parking with security gates. Located at Landon Research Park, adjacent to a station on the city's main rail line, 20 minutes from downtown. **Marvin Park, whose trails are very popular with joggers, is nearby.** User-friendly Zemtron phone system already installed for your use. Monthly lease: \$950.

5123 Office Park Drive

Free-standing, single-story building. Comes with designer furniture. Secure city parking across the street with a prearranged parking discount for renters. High-speed Internet access that can be customized to your requirements is provided. Located west of the city centre, in the 17th Street shopping district. Monthly lease: \$875.

9982 Croton Avenue

Fourth-floor office suite. Covered parking garage with security access controls. **Located within Edmonton's central business district.** Color copier/scanner/printer/fax on-site for your use. State-of-the-art videoconferencing studio and free high-speed wireless Internet. Monthly lease: \$1,000.

Email

To: Natasha Borzova; Tom Anyati; Rosana Trujillo

From: Marcus Paulet

Date: June 15, 4:39 P.M.

Re: Office space

Dear all,

Thank you, Tom, for narrowing down our search to these options. It sounds like last **Monday's team-planning meeting was very productive**. I had hoped to be there, but my last-minute trip to Toronto couldn't be helped. Also, **it looks like I am the last to comment on this e-mail discussion, so thank you for your patience**.

Rosana, I appreciate the desire to locate in a spacious executive-style office, but I really feel we shouldn't compromise on the priority of being right **in the heart of downtown**. Is anyone familiar with **Edmonton's public transit system**? It would help to know if using it to commute would be a possibility.

I also agree with Tom's idea that we should have a presence at the technology fair in Edmonton. I will try to look into it next weekend when my wife and I go up to view some housing options. Also, I will be having lunch with an Edmonton executive who used to work for Silen Consultants, **thanks to a connection made by Rosana**. I will report any new insights learned.

Marcus **Paulet**, Silen Consultants

196. Who most likely is Mr. Anyati?

- (A) **A technology consultant**
- (B) A worker at Motano Grill
- (C) A conference organizer
- (D) A real estate agent

199. What is indicated about Ms. Trujillo?

- (A) She just relocated to a new home.
- (B) She will meet a former colleague.
- (C) **She sent an e-mail to her coworkers.**
- (D) She used to live in Edmonton.

197. What is one property feature that is mentioned in the attachment?

- (A) A shower room for employees
- (B) A popular restaurant in the building
- (C) Electricity bills paid for by the owner
- (D) **Location close to exercise trails**

200. Which property does Mr. Paulet likely favor?

- (A) 2185 Rock Falls Boulevard
- (B) 12440 Trimeck Way
- (C) 5123 Office Park Drive
- (D) **9982 Croton Avenue**

198. What is suggested about Mr. Paulet?

- (A) **He missed the gathering at Motano Grill.**
- (B) He is considering selling his car.
- (C) He plans to attend a performance.
- (D) He hopes to tour Edmonton by bus.