

## 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. If you have any questions about Maxiel Corporation's services, please visit ----- Web site.  
(A) we  
(B) us  
(C) our  
(D) ourselves
102. Tickets to ----- the variety show and the comedy show can now be purchased at special group rates.  
(A) what  
(B) both  
(C) and  
(D) with
103. The ----- of the Municipal Park Restoration Project was announced yesterday by the local hospitality 好客、懇勤招待 association.  
(A) completed  
(B) completes  
(C) completion  
(D) complete
104. The loan application process at Palau Bay Bank is very -----.  
(A) efficient  
(B) efficiency  
(C) efficiently  
(D) efficiencies
105. Highly ----- craftspeople are needed for the renovation and repair of the plumbing systems.  
(A) turned  
(B) skilled  
(C) mended v. 彌補  
(D) natured adj. 本性的

106. The Rio jacket comes with a specially shaped pocket that prevents loose coins from ----- out.  
(A) drop  
(B) drops  
(C) dropped  
(D) dropping
107. Most residents of Vilica rely----- agriculture for their livelihood.  
(A) on  
(B) from  
(C) into  
(D) of
108. Mr. Schweizer has worked under my ----- as an editorial assistant for the past five years.  
(A) supervise  
(B) supervises  
(C) supervised  
(D) supervision
109. Marburg Electro Company is ----- to report a significant increase in profits for the year.  
(A) earned  
(B) outgrown adj. 長得比...快  
(C) expected  
(D) risen
110. Participation in the Louisville Business Workshops is ----- to all business owners.  
(A) open  
(B) opener  
(C) opens  
(D) openly
111. All products on ----- in the store window are available at reduced prices.  
(A) example  
(B) display  
(C) measure  
(D) assembly
112. Unlike traditional book publishers, P-Gram Books focuses ----- on producing audio books that can be downloaded from the Internet.  
(A) exclusively  
(B) exclusive  
(C) exclusives  
(D) exclusivity

113. The rear seats in the new Omaha Motors family car can be folded -----.
- (A) before
  - (B) forward
  - (C) nearly
  - (D) only
114. Mr. Uemura declined to 拒絶 ----- on rumors about how many medicines the drug manufacturer had in development.
- (A) commenting
  - (B) commentary
  - (C) comment
  - (D) comments
115. Job seekers are advised to avoid discussing confidential business knowledge acquired ----- working for former employers.
- (A) even
  - (B) beside
  - (C) while
  - (D) throughout
116. Before leaving the Hakodate assembly facility, each unit is carefully checked ----- imperfections.
- (A) like
  - (B) for
  - (C) to
  - (D) among
117. Audiris, a chemical produced by Laken Biotech, has ----- to be an effective fertilizer for apple trees.
- (A) proved
  - (B) attended
  - (C) searched
  - (D) examined
118. Recent sales figures contrast ----- with those prior to the launch of Lido Foods' aggressive advertising campaign.
- (A) sharp
  - (B) sharper
  - (C) sharply
  - (D) sharpness

119. The license for the trial version of Exi 2.0 software is valid for the 30-day period immediately ----- the date of issue.  
(A) will follow  
(B) follows  
(C) followed  
(D) following
120. Frequent changes in the market make it hard for stereo equipment producers to anticipate 預期 demand with much confidence ----- precision 精準.  
(A) nor  
(B) than  
(C) or  
(D) but
121. An extended----- of rainy weather would be favorable news to the farmers in the Challeys Valley.  
(A) motion  
(B) position  
(C) breadth n. 寬度  
(D) period
122. OE Furniture Company is ----- to providing contemporary furniture at old-fashioned prices.  
(A) dedication  
(B) dedicates  
(C) dedicated adj. 致力於  
(D) dedicating
123. The accounting department will ----- a retirement reception for Mr. Jiles next Wednesday at 4:00 P.M.  
(A) hold  
(B) raise  
(C) happen  
(D) regard
124. While offering similar vacation packages, travel agencies may charge ----- different prices.  
(A) markedly adv. 顯著地  
(B) marked  
(C) marks  
(D) marking

125. Please note that products ordered from Herb Emporium 商業中心 Online will not be shipped ----- full payment is received.  
(A) within  
(B) until  
(C) during  
(D) inside
126. Aliflora, Inc., grows fifty varieties of roses ----- and is now the second largest exporter in the region.  
(A) commerce  
(B) commercial  
(C) commercially  
(D) commercials
127. Researchers at Gasnite Company have developed an improved method of ----- fuel from industrial waste materials.  
(A) extraction  
(B) extracts  
(C) extracted  
(D) extracting v. 提煉、萃取
128. ----- inexpensive, most batteries available today will last much longer than those produced a decade ago.  
(A) Nevertheless  
(B) However conj. = No matter how inexpensive they are,  
(C) Anyway  
(D) Yet
129. The Yunof brand of tears, ----- entered the market in Norway only three years ago, is already among the top five best-selling brands.  
(A) when  
(B) who  
(C) where  
(D) which
130. The afternoon ----- includes a trip to the Mitchell Art Museum and a tour of Ostar Island.  
(A) duration  
(B) schedule  
(C) organization  
(D) correspondence n. 通信

131. Most reports suggest that Hahm Plastic Corporation is currently deciding ----- to open new offices in Jeju City.  
(A) **whether**  
(B) since  
(C) whereas conj. = while  
(D) if
132. Because the statistics she used came from a ----- source, Ms.Unger was confident that her model for predicting weather patterns would give accurate results.  
(A) reliably  
(B) **reliable**  
(C) relying  
(D) relies
133. The staff of the document storage facility followed the auditor's suggestions for corrective action in ----- detail.  
(A) other  
(B) **every**  
(C) either  
(D) any
134. Emone Motor Company has not ----- any delays in production or delivery to dealerships this quarter.  
(A) exerted v. 運用、使用  
(B) submitted  
(C) represented  
(D) **experienced**
135. Avoid placing the digital scale ----- a source of excessive heat, as this may damage sensitive electronic components.  
(A) between  
(B) through  
(C) despite  
(D) **near**
136. Presidential candidate Christine Witherby spoke ----- yesterday about her proposals for budget reform.  
(A) expensively  
(B) numerously  
(C) previously  
(D) **publicly**

137. Despite heavy competition from established carriers, Sopot Airlines has managed to do more than just ----- in the narrow luxury niche.
- (A) survived
  - (B) survives
  - (C) survive = (to) survive
  - (D) survivor
138. Since its repair, the central heating system in the Rayburn Building is now in ----- order.
- (A) working 正常運轉
  - (B) practical
  - (C) realistic
  - (D) useful
139. No new investments or acquisitions will be made without the ----- of Kolsen Records' board of directors.
- (A) event
  - (B) sanction n. 認可、批准
  - (C) adoption
  - (D) convenience
140. Although the possibility of damage in transit is -----, the client has requested that the shipment of equipment to the Vadeleux facility be insured.
- (A) contrary adj. 相反地
  - (B) concerned
  - (C) detached adj. 分離的
  - (D) remote adj. 微乎其微的

## PART 6

Directions: Read the texts below. A word or phrase is missing in some of the sentences.

For each empty space un the text, select the best answer to complete the text. Then mark the letter (A) , (B) ,(C) , or(D) on your answer sheet.

Questions 141-143 refer to the following notice.

Ross & Bloom Publishing Group ----- an associate editor for the gardening section.

141. (A) hiring  
(B) has hired  
(C) is hiring = is going to hire  
(D) hired

This full-time position requires a dynamic individual who will provide support for the editorial ----- of the magazine by researching and writing feature stories and columns

142. (A) assistance  
(B) reinforcement  
(C) locations  
(D) functions 職責

under the direction of the managing editor. A university degree in journalism or a related field and at least two years of newspaper editing experience are required. ----- superb

143. (A) Compared to  
(B) As well as  
(C) In spite of  
(D) Ever since

writing and editing skills, the qualified candidate is expected to demonstrate computer literacy. The work will involve some travel. Send a cover letter and a resume to Sandy Meyers at [jobs@rossbloom.com](mailto:jobs@rossbloom.com).

Questions 144-146 refer to the following article.

The City Council of Montville would like to thank all those who participated in the fifteenth annual Montville Festival events on September 3-4 for making them a resounding 轟動的 success. Special thanks are ----- to the sponsors of the event, Montville Electronics and Jeffers

144. (A) ready  
(B) proper adj. 適合的  
(C) due adj. owed to someone either as a debt or because they have a right to it  
(D) apt adj. be apt to V 有...傾向

Furniture. ----- donated the prizes (which were) handed out 分給 on the first evening to children participating

145. (A) What  
(B) Some  
(C) Theirs  
(D) They

in the History of Montville Quiz. At the end of the second day, attendees were entertained with an exciting fireworks show followed by a live performance by the pop band Dinosaur Horizon. This annual event ----- with the help of many, many volunteers. Thank you to all

146. (A) found out  
(B) took place  
(C) went into  
(D) threw away

of the people who contributed their time and talents to our days of community celebration!

Questions 147-149 refer to the following article.

When you order a product from the Dress Access shopping catalog, your name and address will be placed in our customer file. We collect customer ----- in order to enhance your shipping

147. (A) informs  
(B) informed  
(C) information  
(D) informational

experience and to communicate with you about new products and sales. We do not make customer names and postal addresses ----- to other companies or any third parties, but we occasionally

148. (A) inclined adj. 傾向的  
(B) comfortable  
(C) available  
(D) vacant

mail out printed catalogs featuring new items or special bargains. ----- if you do wish to receive our

149. (A) However  
(B) Moreover  
(C) Until then  
(D) In order that

printed catalog or other correspondence, please indicate that under your address on the order form, and we will not include you on our mailing list.

Questions 150-152 refer to the following letter.

### Booking at the Salvador Dourado Hotel

Reserving a room at the Salvador Dourado Hotel is possible online at [www.salvador-hotel.com](http://www.salvador-hotel.com). It is recommended that room reservations be made ----- in advance. Guests

150. (A) better  
(B) best  
(C) good  
(D) well

----- that some services available on the premises, including telephone and fax, are charged

151. (A) reminded

- (B) are reminded  
(C) would remind  
(D) had been reminded

separately from the room fee. ----- a more enjoyable stay, guests are requested to advise the

152. (A) For  
(B) After  
(C) Unlike  
(D) Without

hotel at the time of booking if particular services are required.

## 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 153-154 refer to the following invitation.

You are invited to attend

**The 7<sup>th</sup> Annual  
European Household Appliances Exhibition**

Lucien Pernet Hall, Geneva, Switzerland

October 19-23

***“New Solutions in Home Equipment”***

A wide range of products, from kitchen appliances to air conditioning equipment, will be displayed throughout the five days of the exhibition. **This year's focus will be on cleaning systems**, with **laundry appliances** representing over half of the exhibits.

153. When does the event start?

- (A) On October 5
- (B) On October 7
- (C) On October 19**
- (D) On October 23

154. What type of products will be emphasized?

- (A) Refrigerators
- (B) Cooking ranges
- (C) Air conditioners
- (D) Washing machines**

**Question 155-156** refer to the following advertisement.

## **The perfect Gift**

Imagine sharing a new, special picture every day of the year with friends and loved ones! Gold Coast Imagination, Inc., will use images that you provide to create a **personalized daily calendar** using images of special people, memorable places, or important events.

Just go through your photo album and select the pictures you want to include. We will use your digital images or traditional print photographs to create a personalized gift. Birthdays, anniversaries, and the dates of special events can be indicated for no additional fee!

One of our **consultants will help you choose from dozens of formats and styles**. For more information, give us a call at (07) 7010 2390 or visit us online at [www.gci.co.au](http://www.gci.co.au).

**155.** What is being advertised?

- (A) Travel postcards
- (B) Photograph albums
- (C) Birthday cards
- (D) Personalized calendars**

**156.** According to the advertisement, what will the consultant do?

- (A) Provide free price estimates
- (B) Give advice about design options**
- (C) Photograph family members
- (D) Create an online gallery of photographs

Questions 157-159 refer to the following email.

<b>From:</b> aviera@e-last.com
<b>TO:</b> <a href="mailto:hmiyakawa@e-last.com">hmiyakawa@e-last.com</a>
<b>Subject:</b> Repair crews
<b>Date:</b> May 10
<p>Dear Mr. Miyakawa,</p> <p>The executive committee met this morning to discuss some <b>complaints</b> from our residential Internet subscribers. <b>More and more of them are being asked to wait a week or longer for service from a repair crew.</b> It seems that our customer base has expanded more quickly than projected, and technical support requests have increased by about 30 percent. This means that <b>the number of technicians available to assist customers is now insufficient.</b></p> <p>The committee feels <b>an expansion of the repair team</b> is necessary to restore customer satisfaction. We are expecting even more customers to have our equipment installed in their homes, and with the present number of technical crews, we may not be able to handle their service needs. <b>The committee has authorized you to recruit five more people</b> who have the appropriate training.</p> <p>Best regards,</p> <p>Adelina Viera, Personnel Director E-last Internet, Inc.</p>

157. For whom is this message probably intended?

- (A) A repair technician
- (B) A hiring supervisor**
- (C) An Internet subscriber
- (D) A customer service representative

158. What problem have customers been reporting?

- (A) Frequent disconnections
- (B) A high subscription charge
- (C) Low speeds on the Internet
- (D) A long wait for repairs**

159. What did the executive committee approve?

- (A) Offering better equipment to customers
- (B) Improving training for technical crews
- (C) Employing more repair workers**
- (D) Reducing service fees

Questions 160-162 refer to the following memo.

<b>From:</b> Liam Petty, marketing director
<b>To:</b> All marketing staff
<b>Date:</b> August 5
<b>Re:</b> New line of juice products

Last week was the end of the free-sample program for our new line of fruit juices. Potential customers received **complimentary bottles** of the drinks and 15% discount **coupons** for future purchases. They were then asked to complete feedback **questionnaires**. The program ran from July 15 to July 31, and the discount, which applies to our full range of products, will be good until October 1.

**The following briefly summarizes information gathered through the program:**

- Three varieties were measured, listed here in descending order of customer popularity: Mango Mountain, Great Guava, and Yum Cocoplum
- Analysis of the feed back questionnaires showed **that customers felt Yum Cocoplum contained too much sugar**. (This is a surprising finding because none of the brands are artificially flavored and they all preserve the natural taste of the fruit they are based on.)
- Many customers rated the flavor combinations in Mango Mountain and Great Guava as “superb.”

I would like to hold a meeting with you next week to discuss these points in more detail. Jess Bronsky is putting together the agenda for the meeting and will notify you soon of the time and place.

160. What is the purpose of the memo?

- (A) To report the results of a study
- (B) To request a deadline extension
- (C) To recommend new product names
- (D) To propose a new discount

161. What did potential customers NOT receive?

- (A) A **discount** certificate
- (B) A **list of ingredients**
- (C) A **free** sample of juice
- (D) A feedback **form**

162. What concern was reported by potential customers?

- (A) Artificial ingredients were used.
- (B) This discount procedure was confusing.
- (C) The juice portions were too small.
- (D) **One of the juices was too sweet.**

Questions 163-165 refer to the following instructions.

## Aquapedra Water Filters

The Aquapedra A5 water filter improves the taste and quality of drinking water. Once it is installed on a tap with cold running water, it is ready for frequent use with minimum maintenance. Periodic replacement of the filtering cartridge 濾心 is all that is necessary. On average, **after four months of use, the cartridge will lose effectiveness and should be replaced** (there are three spare cartridges in the package). In most cases, little visible deposit 沈澱物 accumulates in the cartridge for up to two months.

**To extend the lifetime of a cartridge, the filter is equipped with a switch that changes the mode from “filtered” to “unfiltered.” When the water dispensed from the tap is to be used for purposes other than**

163. What do the instructions explain?

- (A) How to use a filter cartridge effectively
- (B) How to choose the appropriate water filter
- (C) How to order necessary repairs on the filter
- (D) How to analyze the quality of running water

164. How often should the cartridges be replaced?

- (A) Every two months
- (B) Every three months
- (C) Every four months
- (D) Every five months

165. What is the purpose of the switch?

- (A) To release the filter for removal
- (B) To clean the cartridge
- (C) To adjust the water temperature
- (D) To select the filtering mode

**Questions 166-170** refer to the following letter.

Olsenburg Business Association  
110 Cornell Rd  
Olsenburg City, WI 530030

January 17

Mr. Kenneth Damian  
Olsenburg City Mayor  
City Hall  
Olsenburg City, WI 23090

Dear Mr. Mayor:

I am writing on behalf of the Olsenburg Business Association **to urge you to support legislation modifying the ban on overnight parking of large vehicles in our area.** The number of tourists who travel in campers, motor homes, and other recreational vehicles (RVs) has increased significantly nationwide. While the proportion of visitors who arrive by RV is still small compared to more traditional tourists, I am sure you will agree that forcing RV tourists to leave every evening only **compromises** our efforts to promote tourism, which is connected to a substantial amount of income for our city. We are confident that making Olsenburg "RV friendly" will benefit the local tourism industry and its employees.

Three nearby cities that have lifted similar bans have reported positive results. Tocasta Town, Gamma Village, and Arcoda City are evidence that welcome RV tourists can promote tourism, **generating more revenue for restaurants** and local shops. Next month, **Arcoda City will even begin adding special RV parking areas in its parks.**

As you know, **the tourism and food service industries employ over 25 percent of our workforce.** Currently, however, many of our visitors are here only during the daytime, so we are losing business to neighboring cities. RV tourism would not compete with hotel tourism. In fact, it would only increase the total number of visitors to our city.

I look forward to seeing you **at the meeting next Thursday, where the city council will address this important issue.**

Respectfully yours,  
*Linda Defrey*  
Senior Vice President of Governmental Affairs  
Olsenburg Business Association

166. What is the purpose of the letter?
- (A) To inquire about local tourism
  - (B) To advertise a new organization
  - (C) To recommend a change in the city law
  - (D) To support cooperation with neighboring cities
167. The word “compromises” in paragraph 1, line 7, is closest in meaning to
- (A) weakens
  - (B) adjusts
  - (C) matches
  - (D) determines
168. What is suggested about Arcoda City?
- (A) It is building a new hotel.
  - (B) It has more parks than Tocasta Town.
  - (C) It is away from Olsenburg City.
  - (D) It expects to attract more visitors.
169. What is indicated about tourism in Olsenburg City?
- (A) The number of tourists decreased last year.
  - (B) Local hotels are frequently overbooked.
  - (C) Most tourists arrive in recreational vehicles.
  - (D) Local restaurants rely on business from tourists.
170. What will be discussed during next week’s meeting?
- (A) Increasing advertising rates
  - (B) Permitting overnight parking
  - (C) Establishing a tourism committee
  - (D) Attracting workers to the area

**Questions 171-174 refer to the following memo.**

From: James Bell

To: Renaissance Table executive chefs

Date: March 20

Re: Our twentieth anniversary

To commemorate the twentieth anniversary of the Renaissance Table restaurant chain, **we are assembling a cookbook** containing for some of our customer's favorite dishes. In addition to a selection of recipes for our traditional French dishes and desserts, we would also like to include recipes invented by our chefs especially for the cookbook. The best submissions for original recipes will be included in **a special chapter entitled "Kitchen Table Renaissance."**

Bear in mind the following points as you prepare submissions for "Kitchen Table Renaissance."

- The final book will include a serving guide of dishes that go well together. If your recipe is for a dessert, soup, or other item recommended as a side course, **please make sure your submission includes suggestions for main dishes that it would complement.**
- We are looking for recipes characterized by unique flavors but also commonly available ingredients and methods of preparation familiar to the average amateur cooking enthusiast.
- The cost of ingredients and nutritional variety are important, but dishes in this section need to be, **above all, easily made by the average person at home in a minimum of time.**
- Selected dishes will be photographed later by a professional, so there is no need to include pictures with your submissions.

All submissions should be sent by e-mail to [cookbook@renaissancetable.com](mailto:cookbook@renaissancetable.com) by the end of April. We expect the selection process to take a little over month, and the authors of the winning recipes **will be notified in June.** In addition to inclusion in the final cookbook, winning submissions will also be rewarded with a small cash bonus. We expect to have the manuscript prepared by the end of July so that we can publish the collection in time for the restaurant's anniversary in November.

**171.** What does the memo announce?

- (A) The revision of nutritional guidelines
- (B) Changes to a restaurant menu
- (C) New sources of ingredients
- (D) The publication of a new book**

**172.** What is most important about the recipes in the special chapter?

- (A) They contain unique ingredients.
- (B) They require little time to prepare.**
- (C) They are popular with customers.
- (D) They are not expensive to make.

173. According to the memo, what should be included with submissions?

- (A) Serving suggestions
- (B) Estimated preparation time
- (C) Color photographs
- (D) Nutritional data

174. When will selections be announced?

- (A) In April
- (B) In June
- (C) In July
- (D) In November

Question 175-176 refer to the following new article.

Due to rising fuel costs, many airlines have recently reduced the allowable weight limits on checked luggage. Here are some things you can do before you fly to avoid any unexpected surprises at the airport.

- Find out what your airline charges for over weight bags before you arrive at the airport. You can find this information on your airline's Web site.
- When shopping for luggage, choose a product made of **lightweight materials**. Some bags are heavier than others, even when empty.
- Bring travel-sized containers of **shampoo** and other toiletry items instead of full-sized containers. Also, **avoid packing more clothing than necessary**.

175. For whom is this article most likely intended?

- (A) Airport employees
- (B) Airline travelers
- (C) Travel industry experts
- (D) Luggage manufacturers

176. What is NOT mentioned as a way to reduce the weight of luggage?

- (A) Choosing bags recommended on airline Web sites
- (B) Packing **smaller bottles** of shampoo
- (C) Limiting the amount of **clothing** that is packed
- (D) Purchasing **lightweight pieces** of luggage

Questions 177-180 refer to the following information.

# Tylart Electronics

## Service&Support

Tylart Warranty Service is provided for all Tylart computers purchases directly from a Tylart store or from an official Tylart retailer. Warranty service does not extend to computers repurchased from another seller or from a third party.

To report a defect, call our **national service hotline** 24 hours a day at (310) 555-9807 or send an e-mail to [warranty@tylart.co.ca](mailto:warranty@tylart.co.ca) If the problem cannot be solved over the phone or by e-mail, **you will be given a case number** and referred to technicians at an authorized service center in your area.

**If a Tylart computer develops a defect within three (3) years of the purchase date, the customer is entitled to free repair at Tylart service center.** For a fee, customers can also have **repairs done on site at their homes or offices.** This requires making special arrangements with a **local service center.** Service centers require a case number for all repairs.

Computers in the first two (2) years of the warranty period are eligible for the Tylart Quality Exchange (TQE) program. **TQE replacements can only be authorized by the national service hotline** and are not provided at local service centers. Under the TQE program, a replacement will be shipped free of charge to the customer if Tylart determines that a replacement is necessary. Once the replacement unit has been received by the customer, the defective computer should be returned to Tylart. It is the customer's responsibility to obtain an exchange authorization letter from Tylart and to arrange for proper shipping. Failure to return the defective item within five (5) business days of receiving the replacement will result in a charge for the full price of the item.

177. Who issues a **case number**?

- (A) The Tylart Quality Exchange
- (B) An authorized service center
- (C) The national hotline**
- (D) An official Tylart retailer

178. How long is the warranty period?

- (A) Two years
- (B) Three years**
- (C) Four years
- (D) Five years

179. What is indicated about **local service centers**?

- (A) They perform on-site repairs.
- (B) They charge for repairs at the center.
- (C) They provide telephone support.
- (D) They are open 24 hours a day.

180. Under the **TQE program**, what are customers required to do?

- (A) Contact the authorized service center in their area
- (B) Return the defective item before receiving the replacement
- (C) Get authorization from the national service hotline
- (D) Pay for the shipping of the replacement

Questions 181-185 refer to the following survey and report.

**ALSBERG International Airport**

Dear Traveler,

**Please take a moment to answer two questions about your experience at the Alsberg International Airport.**

1. What about our airport would you most like to see changed?

(Please select only one option.)

- A. **Distance between gates**
- B. Selection of food
- C. Number of shops
- D. Information signs
- E. Other \_\_\_\_\_

**(Please use the reverse side if you would like to add any comments.)**

2. In the past five years, how often have you used Alsberg International Airport?

- A. Less than once a year
- B. Once a year
- C. Once a month
- D. More than once a month

**Thank you for your time and suggestions. Please leave your questionnaire in any of the boxes located in the Main Terminal.**

Space below this line to be left blank.

Alsberg IA .....  
Ref. DD2 .....

## REPORT ON FINDINGS

Thursday, August 10, Alsberg

This is to present the results of a study conducted to learn more about and better attend to the needs of **the passengers** at the Alsberg airport. The survey was carried out this week from Monday to Wednesday (typically the busiest days of the week at the airport.) **Survey sheets were picked up from the collection boxes yesterday evening.** A total of 623 individuals completed the survey.

In question #1, as expected, **the first option was marked by most respondents** (450 altogether). Option C was indicated 156 times. Options B and D were chosen by only 10 and 7 respondents, respectively, and they were marked by those frequent travelers who marked options C and D in question #2.

This pilot study included only two questions. **An additional survey with more questions is planned** so that we can be better informed about changes we may need to make to service at Alsberg. The new, more extensive questionnaires have already been prepared and will be distributed next week.

**181.** Where are respondents told to write any additional comments?

- (A) **On the back of the page**
- (B) On the suggestion board
- (C) On another sheet of paper
- (D) At the bottom of the survey

**182.** Who was surveyed?

- (A) Airplane pilots
- (B) **Airline passengers**
- (C) Airport employees
- (D) Flight attendants

**183.** When were the surveys collected?

- (A) On Monday
- (B) On Tuesday
- (C) **On Wednesday**
- (D) On Thursday

**184.** What did most survey respondents indicate about the airport?

- (A) **The gates are too far apart.**
- (B) There are not enough varieties of food.
- (C) There are not enough shops.
- (D) The signs are confusing.

185. What is indicated about the next survey?

- (A) More individuals will be asked to participate.
- (B) The questionnaires will be translated into more languages.
- (C) The sheets will be distributed on board planes.
- (D) A greater number of questions will be included.

Question 186-190 refer to the following e-mails.

From: [amgarcia@mail.evertontimes.com](mailto:amgarcia@mail.evertontimes.com)

To: [mskoski@vierramotors.com](mailto:mskoski@vierramotors.com)

Date: June 19

Subject: Vierra Motors story

Dear Mr. Skolski,

Your assistant Betsy Kim gave me your e-mail address when I spoke with her on the phone earlier today. She suggested that this would be best way to contact you, as you are checking e-mail regularly.

The reason I am writing is that we are planning to run a story about automakers in the inaugural 首發的 issue of the Sunday magazine supplement of the Everton Times. We would like to accompany this article with an interview focusing on your experience as executive manager of design at Vierra Motors. Would you be willing to talk to Dave Clarkson about your work in the car manufacturing industry? The conversation would be published in the second week of August.

Mr. Clarkson would like to interview you in person but could certainly arrange a discussion by telephone or videoconference. In fact, we have already scheduled with your assistant a tentative meeting for July 30. We are hoping to include photos of you at your office, so please let us know if we can hold this date for a photo session or whether your office has suitable photos available that we could use if we do an interview by distance instead. Of course, we are happy to leave logistics 實際安排 regarding the meeting and photo session to your discretion.

Please let me know if you need more information concerning the interview. I look forward to hearing from you.

Ana Marta Garcia  
Assistant International Section Editor  
Everton Times

From: martin@vierramotors.com

To: amgarcia@mail.evertontimes.com

Date: June 20

Subject: Re: Vierra Motors story

Dear Ms. Garcia,

It is a pleasure — and an honor — to be considered for this. **I'm currently away on extended business, and I don't think it's likely that I'll be back in the country before the first week in August.** Perhaps Dave and I could arrange to speak on the phone sometime this week on next? If so, I'm sure you can get the photos you'll need from Betsy.

With best regards,

Martin Skolski

**186.** Why did Ms. Garcia write her e-mail?

- (A) To thank Mr. Skolski for reviewing an article
- (B) To request photographs of cars
- (C) To ask Mr. Skolski to meet with a reporter**
- (D) To advertise a job opportunity

**187.** Who is Mr. Skolski?

- (A) A company executive**
- (B) A newspaper editor
- (C) A photographer
- (D) A journalist

**188.** In the first e-mail, the word "discretion" in paragraph 3, line 7, is closest in meaning to?

- (A) separation
- (B) judgment**
- (C) feature
- (D) tact

**189.** What is suggested about Mr. Skolski?

- (A) He will be unable to attend a meeting.**
- (B) He wants to change the design of a car.
- (C) He will shorten a business trip.
- (D) He will talk to Mr. Clarkson after August 1.

**190.** What is indicated in Mr. Skolski's e-mail?

- (A) He has received a copy of the magazine.
- (B) He has not received an invitation.
- (C) He is currently out of the country.**
- (D) He refuses to give interviews.

**Question 191-195** refer to the following e-mail and order log.

From: jettinger@mmail.net  
To: JLOnline@jl.co.ie  
Date: November 23  
Subject: Order confirmation

Dear Mr. **Ettinger**,

Thank you for ordering from the J&L Online Store. This is to confirm that payment for your order has been received. While your order is being prepared for dispatch 發送, we need further information about your preferred method of delivery. **One item is currently out of stock (marked “WD” on the online shipment-status log 記錄簿)** and is not **due** for delivery to our warehouse until tomorrow. The items marked “AO” (“in stock”) can be mailed out immediately along with “PP” and “TN” (“preferred order” and “regular order”) items. **Do you want your order delivered in two separate shipments, or should they be dispatched together when all items become available?**

*Note:* In the unlikely event that you are not satisfied with your delivery, returns can be made within fifteen days of purchase, except for special offer items (**available at less than€8**), which cannot be returned. **All items on your order list qualify for return.** The cost of a return shipment for defective or damaged items not exceeding €30 is reimbursed by the J&L Online Store.

Sincerely,  
Maria Delgado  
Shipping Department

# J&L

Online Store

## ORDER TRACKING LOG

**Customer:** **Ettinger**

**Customer ID:** 21352

**Order number:** 909322

**Order placed:** Nov 23, 04:24

**Last updated:** Nov 23, 16:24

Title/ Item Description	Quantity	Item Status
1. Enjoy Cooking Series (DVD)	1	AO
2. April Piano Concerto (CD)	1	TN
3. Ecuador -Live (travel guidebook)	1	PP
<b>4. Sleight of Hand (novel by J. Ochoa)</b>	<b>2</b>	<b>WD</b>
5. Kegworth Flight (video game)	1	AO

*Important: You may want to check this log again later, as status updates are posted online in regular four-hour intervals.*

**191.** What is Mr. Ettinger to do?

- (A) Make a payment
- (B) Choose a shipping option**
- (C) Order a special offer item
- (D) Confirm the quantities of items ordered

**192.** In the e-mail, the word “due” in paragraph 1, line 4, is closest in meaning to?

- (A) owed
- (B) proper
- (C) delayed
- (D) expected**

**193.** What is suggested about the items ordered by Mr. Ettinger?

- (A) They each cost over €8.**
- (B) They need to be returned.
- (C) They will be shipped for free.
- (D) They were not found to be defective.

**194.** What item is not yet available for delivery?

- (A) April Piano Concerto
- (B) Ecuador-Live
- (C) Sleight of Hand**
- (D) Kegworth Flight

**195.** What is NOT indicated on the order log?

- (A) The customer’s name
- (B) When the items were ordered
- (C) How frequently the log is updated
- (D) When the order will be delivered**

**Question 196-200** refer to the following e-mails.

From: jtobin@wosmag.com

To: dgerard@wosmag.com

Date: May 12

Subject: Cumulative edition of World of Science

Dear Mr. Gerard,

We have received quite a few requests from our readers to release an archive of World of Science magazine on CD. Both Andrew Stevenson and I have experience with designing computer interfaces that allow users to browse articles on a CD. Using articles from the last three years, we have put together a small-scale sample presentation of what a World of Science archive could look like. If the idea is approved, we would be happy to create a comprehensive graphic interface for a large-scale version that includes all issues, starting from the first one put out nine years ago.

Janet Tobin

Graphic Division

From: dgerard@wosmag.com

To: jtobin@wosmag.com

Date: May 13

Subject: Re: Cumulative edition of World of Science

Dear Ms. Tobin,

This sounds like a good idea that is definitely worth implementing. You will be happy to learn that our editor in chief had been suggesting exactly the same thing and would be interested to see what you and Andrew have designed. I suggest we all meet tomorrow at 10:00 A.M. in room 12 so you can show us how it would work.

In the meantime, do you think another year of World of Science would fit on the CD? Next year, on January 12, we'll be celebrating ten years of our existence, and that would be an excellent opportunity to offer a larger archive to our subscriber.

Warm regards,

Dennis Gerard

Assistant to Editor in Chief

- 196.** Why did Ms. Tobin write to Mr. Gerard?
- (A) To suggest changing a magazine's content
  - (B) To recommend publishing a reader's letter
  - (C) To propose a new product**
  - (D) To order a sample CD
- 197.** For how long has the magazine been?
- (A) One year
  - (B) Three years
  - (C) Nine years**
  - (D) Ten years.
- 198.** What has the editor in chief suggested?
- (A) Releasing an archive of a magazine**
  - (B) Offering an extended subscription
  - (C) Designing a new magazine cover
  - (D) Writing a review of a CD
- 199.** What is Ms. Tobin asked to do?
- (A) Find an old article in the archive
  - (B) Write a story for the next issue
  - (C) Call the editor's office
  - (D) Give a demonstration**
- 200.** What will happen on January 12?
- (A) The magazine will celebrate its anniversary.**
  - (B) The editorial board will meet with readers.
  - (C) The editor in chief will retire.
  - (D) The best magazine photographs will be exhibited.