

TEST 73

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. The newest technology presents _____ opportunities for the development of new products.
(A) excite
(B) excitement
(C) exciting
(D) excited
102. Send an email to the customer service representative for _____ with removal of the program.
(A) direction 方向
(B) assistance 協助
(C) computer
(D) technology
103. Due to increases in the cost of fuel, the average _____ of consumer 消費者 goods rose dramatically. 劇烈
(A) pricey 昂貴的
(B) priceless 無價的
(C) price
(D) priced
104. He had the souvenirs shipped to _____ home address.
(A) he
- (B) himself
(C) him
(D) his
105. The people _____ to the event were expected to respond by the end of the week.
(A) invited 邀請 (~~who are invited~~)
(B) notified 告知
(C) reserved 預定
(D) inquired 詢問
106. Downloads of the new software were _____ available on the internet before the bug was discovered.
(A) fortunately 幸運地
(B) relatively 相對地
(C) temporarily 暫時地
(D) practically 實際地
107. The intermittent 時斷時續 problems resulted in _____ power outages 中斷供應
(A) repeated 重複
(B) finalized
(C) fixed 固定地
(D) unguarded 無防守的

108. _____ the fact the training session ran late, Hal still made it in time for his 7:00 speech.

(A) If

109. Although the plan presented by the clerk was rejected, he presented it _____.

(A) reasonable

(B) reasonably

(C) reasoning

(D) reasoned

110. Without getting into specifics, the CEO indicated that the company would attempt to finance the acquisitions 取得 through a _____ of financing options.

(A) loan

(B) variety 各種 (a variety of + Ns)

(C) tendency 傾向

(D) cost

111. Interest rates are expected to continue _____ unless the central bank makes some adjustments to the money supply.

(A) increase

(B) increasing (continue + Ving)

(C) to be increasing

(D) will increase

112. The supervisor thought that the new measures would result in an immediately _____ reallocation 重新分配 of resources.

(A) benefit

(B) benefited

(C) beneficial

(D) beneficially

113. We chose the company that seemed most capable of providing _____ superior service.

(A) consistently 持續地

(B) recently

(B) Though 句尾

(C) Regardless 不顧一切

(D) Despite 儘管

(C) potently 強有力地

(D) heavily

114. We do not charge a service fee so your Gratuities are _____ by the staff.

(A) appreciation

(B) appreciating

(C) appreciated

(D) appreciative

115. Because the employees reacted so negatively to the new computer system, _____ job satisfaction has suffered.

(A) their

(B) his

(C) its

(D) it is

116. The new landscaping around our corporate offices is only the most obvious of the _____ that have been made in the past month.

(A) change

(B) changes

(C) changed

(D) changeability

117. Everyone was _____ to hear the news that the strike was averted at the last minute.

(A) assisted 協助

(B) relieved 減輕

(C) complied 順從

(D) believable

118. The nutritional supplement included _____ the meal pack was designed to

offset the health effects of a high-altitude
海拔 environment.

(A) in

(B) at

119. The software suite 套組 is intended to
_____ our award-winning accounting
platform.

(A) complement 補充

(B) complementary

(C) complementing

(D) complemented

120. _____ behind the yellow line until the
work area has been cleared.

(A) Remain 留在

(B) Remaining

(C) Remained

(D) Remains

121. Employee turnover is high, as can be
seen from the list of _____ posted on
the corporate website.

(A) vacant

(B) vacancy

(C) vacantly

(D) vacancies 空缺

122. There is very _____ opportunity to
judge the suitability of the product
before purchase.

(A) few

(B) small

(C) little

(D) less

123. The bills were _____ at the end of last
month.

(A) cost

(B) paid

(C) bought

(D) expended

(C) of

(D) over

124. Before going ahead with the proposal,
make sure you first fill out the necessary
_____ required for each submission.

(A) assembly 組裝

(B) paperwork

(C) approval 許可

(D) program

125. My supervisor encourages competition
with rival 敵人 companies, but _____
among workers in the same department.

(A) promotion 升官

(B) monitoring 監控

(C) resignation 辭職

(D) cooperation 合作

126. Despite her _____ attempts 嘗試,
Janice never quite got the hang of 熟悉 golf.

(A) occasional 偶然的

(B) amounting 合計

(C) growing

(D) numerous 許多

127. Part of the key to our success has been
our ability to _____ our commercials
on local television stations during prime
viewing hours.

(A) broadcast 廣播

(B) publish 出版

(C) revisit

(D) distribute 分配

128. The chairman of the board wondered
why a _____ couldn't be conducted to

provide more concrete data.

(A) monument 紀念碑

(B) treatment 治療

(C) display 展示

(D) survey 調查

129. The board has _____ to adopt
採取 the resolutions 決心, 決議
before they meet with the
shareholders.

(A) to persuade

(B) been persuading

(C) to be persuaded 口服

(D) persuaded

has to be + Vpp 必須被、 、 、

130. _____ the several options that
remain viable, two come at a cost of over
five hundred thousand euros.

(A) Between

(B) Of之中的,的成員

(C) Regards 把...視為

(D) Alone

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.

Forgive me for not _____131_____ my name to this note, but I wish to remain anonymous. I need to report that one of the temporary secretaries brought in to deal with the tax season rush has been stealing office supplies.

On more than one _____132_____, I have seen one of the temporary secretaries scurrying into the supply room with her over-the-shoulder bag and emerging with the bag looking noticeably heavier. _____133_____. **However, it seems likely that she is stealing** materials for her own personal use. I don't want to cause any problems, but I fear that the thefts won't be discovered until after the temps have been released. I fear that one of our regular staff may take the blame _____134_____ the missing items. Please have someone do a discreet inventory of the 4th floor supply closet just to see if anything is missing.

131. (A) **attaching** 附上
(B) requiring 要求
(C) discerning 分辨
(D) expecting

132. (A) situation
(B) observation 觀察
(C) intrusion 侵入
(D) **occasion**

133. (A) I guess it's a little too early to call the shots.
(B) I haven't called the police.
(C) **I haven't confirmed my suspicions.**
(D) I am not in a position to say anything.

134. (A) on
(B) **for**
(C) because
(D) with

Questions 135-138 refer to the following news report.

Gubernatorial 州長的 candidate, Alexei Vodkanov, announced his withdrawal from the November election _____135_____ yesterday afternoon. In a press conference, a spokesman for the candidate said that Mr. Vodkanov has decided that the election was taking too large a toll on his family and he has, therefore, decided to end his _____136_____ public career.

Mr. Vodkanov entered politics nearly twenty years ago when he successfully ran for mayor of Newberg. _____137_____.

There had been widespread _____138_____ that Mr. Vodkanov would withdraw when recent polls showed him losing ground to 被追上 congresswoman Jill Fitzsimmons.

135. (A) late

(B) later

(C) latest

(D) lately

136. (A) tremendous 巨大的

(B) colorful

(C) outstanding

(D) vivacious 活潑的

137. (A) He is a rising star in his party.

(B) His strong views on crime fighting made him loved by the people.

(C) Rumor has it that he has a love affair with his assistant.

(D) He denies he's aiming for president.

138. (A) speculation 推測

(B) articulation 發音清楚

(C) matriculation 大學許可

She matriculated in 2002.

(D) revelation 暴露 (reveal – v.) 暴露

Questions 139-142 refer to the following advertisement

Sell Nutraceuticals!

Be a millionaire!

Get in on the ground floor of the burgeoning 迅速增長 nutraceuticals 保健食品 market! It's a multimillion-dollar industry and it's growing larger every year!

What are nutraceuticals? They are natural compounds that have health benefits too _____139_____ to mention. These all-natural substances have _____140_____ health benefits.

_____141_____. Because nutraceuticals are not currently regulated by the Food and Medicine Bureau of the government, **you do not need a license to recommend or sell nutraceutical products.** You can sell them to your friends, from the comfort of your own home, or on the Internet.

How do I get in on 參與 this? _____142_____ Far East Nutraceutical at 1-888-PLACEBO and order our free DVD and be on your way to becoming a nutraceutical mogul.大亨

- 139.(A) number
(B) much
(C) many
(D) amount

- 140.(A) prove
(B) proving
(C) proven
(D) been proven

- 141.(A) How can you make money selling nutraceuticals?
(B) What are you waiting for?
(C) Why don't you give it a shot?
(D) Where can you find our products?

- 142.(A) Call
(B) Calling
(C) Callers
(D) Called

Questions 143-146 refer to the following advertisement.

Make the Most of Your Sales Ability

The hottest media outlet in the area is looking to expand its sales force, and you may be the right person for the job. WADD FM 107, the hottest rock and roll station in the west, and our sister station WBAA Talk Radio 680 AM, _____143_____ looking for advertisement executives 廣告主管 who are reliable, energetic, motivated, and _____144_____ to lead us into the future.

You know you're good. You know you're talented. But do you have the support that you need in your present position? _____145_____. Advertisement executives with us enjoy the benefits of a strong support staff and a product that practically sells itself. Consistently _____146_____ the largest market share and highest ratings in the area, our stations sell ads is like selling water in the desert.

143.

- (A) is
- (B) are**
- (C) had been
- (D) has been

144.

- (A) ambition
- (B) ambitions
- (C) ambitious**
- (D) ambitiously

145.

- (A) Are you comfortable with the job you have now?
- (B) Are you selling a product you can be proud of?**
- (C) Are you a lone wolf?
- (D) Are you not up to the job you're doing?

146.

- (A) garner
- (B) garnered
- (C) garnering 獲得 (Ving..., S + V...)**
- (D) garners

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 e-mail.

From: Tenpin Software
To: Bethany Plummer
Subject: Software purchase and download

Thank you for **buying Vid-Clipper video editing suite 一套** from Tenpin Software.

If you have not yet downloaded your software, you can follow this link:

<http://tenpinsoft.com/vidclipper.php>

Login using your user name and password.

Your user name: **BBPlum**

Your Password: **yhyh78**

Before you install the software, you should remove the trial version of Vid-Clipper from your hard drive if you have previously installed it. Failure to do so may result in a software conflict making the registered version unusable.

After installing the registered version, you will need to enter your order number and your confirmation code the first time you use the software.

order number: **998969879868856**

confirmation code: **8764789hh74ynd894**

Please keep these numbers. If you ever need to reinstall the software, it will be necessary to enter these numbers again.

For your convenience, you can access our help files and FAQ on our homepage at **tenpinsoft.com**.

Please do not respond to this email. Inquiries should be directed to
<support.vid.clip@tenpinsoft.com>

147. Why was this email generated?

- (A) In response to a complaint
- (B) As a result of a software conflict
- (C) In preparation for a trial

148. When is the reader directed to enter a password?

- (A) Prior to downloading software
- (B) When viewing an FAQ

(D) Because of a software purchase

(C) During the installation process

(D) When sending an email

Questions 149-150 refer to the following itinerary.

Travelbug Travel Agency

Itinerary for: Melba Simons

Friday, June 11

9:00 am Departure: Flight # 343 Redmond Airlines

11:47 am Arrival: Fargo, ND

Friday Evening Celestine Bed and Breakfast

Dinner reservations at Kelly's Irish Pub

Saturday, June 12

Saturday Morning Breakfast at Celestine and checkout

10:00 am Van leaves for the Badlands trailhead

Saturday Afternoon Badlands nature hike led by Dr. Kelty Brickwold

Saturday Evening Dinner and accommodations at the Badlands National Park

Stonewall Lodge

Sunday, June 13

Sunday Morning Breakfast at Stonewall Lodge

8:30 am (weather permitting) Flyfishing lessons led by Frank
Shmelt on the Hyperion River

12:00 pm Barbecue at the Stonewall Lodge

2:00 pm Van departs for the Fargo airport

6:20pm Departure: Flight # 345 Redmond Airlines

8:10pm Arrival: Sioux City

If you have any questions or wish to change any of your itinerary, please notify Travelbug at least 48 hours prior to departure. Payment for all travel and travel related activities must be made at least 24 hours prior to departure.

149. Who is Melba Simons?

(A) A travel agent

(B) A flight attendant

(C) A vacationer

(D) A fisherman

150. Which of the following may NOT occur?

(A) Dinner at a pub

(B) A nature walk

(C) A barbecue

(D) Fishing lessons(weather permitting)

Questions 151-153 refer to the following information.

Green Links Golf Symposium

Bring Your Game to the Next Level

(conference, convention, workshop, seminar, forum, summit, hearing, panel discussion)

Sure, it's just a hobby, but like anything you do, you want to be the best. The Green Links Golf Symposium is a **three-day jump-start for your golf game**. Designed for the avid golfer, the symposium features **three former Golf Tour Champions, including veteran 經驗豐富 golfer Grady O'Shanahan**.

Friday, May 4

Topic: Woods

Session led by Jeeman Pukman

Jeeman Pukman, consistently one of the longest drivers 長打 on the tour will spend the day taking participants through the key points of his trademark 招牌 backstroke 反擊, the proper way to **swing through the ball from the hips instead of the arms, and the ways to avoid slices.歪球**

Saturday, May 5

Topic: Irons

Session led by Gil Marconi

Irons 鐵竿 are the key to reaching the green. 果嶺 Gil Marconi will focus on three aspects of the approach shot using irons, how to achieve the proper height, ways to increase backspin 逆轉 on the ball, and how to hit the ball farther using a shorter stroke.

Sunday, May 6

Topic: Putting

Session led by Grady O'Shanahan

As everyone knows, great putting 推竿 is the key that allows you into the clubhouse of great golfers, but poor skills will keep you forever an outsider. Grady O'Shanahan, one of the best putters of all time will take you from reading the green to controlling the club head.

Call now for reservations: 1-888-luv-golf. Registration fee \$1999.00.

Location: George Palmer Golf Course

151. What is the main purpose of the symposium?

- (A) To encourage young golfers
- (B) To increase participation in golf by poor

152. Who will teach participants to control specific parts of their bodies?

- (A) Jeeman Pukman
- (B) Gil Marconi

people

(C) To help good golfers get better

(D) To allow participants to meet professional golfers

(C) Grady O'Shanahan

(D) George Palmer

153. What do the symposium session leaders have in common?

(A) They have participated in the symposium before.

(B) They are all champion golfers.

(C) They all excel at putting.

(D) They all hope to become avid golfers

Questions 154-155 refer to the following advertisement.

Archibald Events

Let us make your function 宴會 unforgettable!

With over twenty years in the business of catering, Janey Archibald and her staff have the expertise to make your function a memorable and successful one. Call for ideas and estimates for your:

weddings + receptions + grand openings + wakes
graduations + baby showers
promotions + birthdays + retirements + anniversaries

Theme parties available!

Special orders are our specialty!

Kosher and Vegetarian Meals available

We also do invitations and videography!

Call: 1-800-999-1111

or visit our webpage

www.archibaldcaterer.com

154. What kind of business is Archibald Events?

(A) Event coordinator

(B) Web page designer

(C) Caterer

(D) Videographer

155. What is NOT mentioned as an available service?

(A) Special meals

(B) Invitation printing

(C) Theme parties

(D) Engagement parties

Questions 156-158 refer to the following text messages.

<p>Ben, 10:45 A.M. Hi, Mr. Ryan. I heard your company is going green. We at the Greenworld Project, a non-profitable organization can help you achieve that.</p>
<p>Mr. Ryan, 10:49 A.M. Hello, Ben, it sounds tempting. Could you be more specific about what kind of help you can offer?</p>
<p>Ben, 11:02 A.M. We can send our representatives to travel to your company to give presentations, speeches, or seminars on those topics, such as energy saving and reduction, recycling, green packaging, natural plumbing, alternative energy sources, etc.</p>
<p>Mr. Ryan, 11:19 A.M. Great. I'm interested, but I'd like to see a few samples of the kind of presentations you can offer before making a decision. Is it possible?</p>
<p>Ben, 11:22 A.M. Sure, please visit our website: www.marxwashere.com.</p>

156. What is the Greenworld Project?

- (A) A trade organization
- (B) A plumbing company
- (C) A travel agency
- (D) An environmental activist group**

157. Which of the following would NOT likely be the title of a speech given by a Greenworld Project representatives?

- (A) The Advantages of Solar Power
- (B) Increase Quality of Life with Petrochemicals**
- (C) Reduce, Reuse, Recycle!
- (D) Water-saving Toilets are the Future

158. At 10:45 A.M. what does Ben most likely mean when he writes, "I heard your company is going green."?

- (A) Ben is aware that Mr. Ryan's company is going to be environmentally friendly.**
- (B) Ben knows that Mr. Ryan's company is going to build a greenhouse.
- (C) Ben realizes that Mr. Ryan's company is going to innovate its products and services.
- (D) Ben is cognizant of the public financing of Mr. Ryan's company.

Questions 159-162 refer to the following letter of inquiry.

Harold Blankquist
Consult-u-temps
2231 Chang Chun Rd.
Beijing, China

Mr. Blankquist,

I own a small **manufacturing concern** [1] that I run with my two sons. My eldest thinks that we should be expanding into China like other large manufacturers. [1]. I frankly don't know enough about it to know whether his opinion has any merit. **He gave me your article you recently published in Asia Industries Monthly and suggested that I read it and contact your firm about your consulting services.**

[2]. We are just a small company and can't really afford to fly anyone over to Beijing on a fact-finding tour or anything like that, but I wondered if we might consult by phone. If you'd prefer, my younger son, the computer whiz, says that he could set up an Internet teleconference.

[3]. **Nevertheless, I'd appreciate the chance to talk with you.** We are, of course, willing to pay the same fee as a normal face-to-face session.

I look forward to hearing back from you on this matter. [4]. If you have any questions, you can contact me or either of my boys by using the contact information at the bottom of the page.

Yours truly,

Bill Brighton

Brighton & Sons Ltd.

1-909-989-9090

<http://brightonandsonsltdmnmfctrng.com>

159. What can be inferred about Bill Brighton?

- (A) He favors his company's expansion in China.
- (B) He rarely listens to his sons.
- (C) He read an article in a trade magazine.**
- (D) He wants to travel to Asia.

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

161. What is special about Mr. Brighton's request?

- (A) He wants to meet in China.
- (B) He wants to consult over the telephone.**
- (C) He is willing to pay an extra fee.
- (D) He will only meet face to face.

162. The word "concern" in the first paragraph is closest in meaning to _____.

"It may be that your firm doesn't do phone consultations."

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

- (A) company (firm) corporation, enterprise
- (B) worry
- (C) regulation
- (D) problem

Questions 163-166 refer to the following document.

Timmons Landscaping
3545 Forest Lane
Podunk MA, 01843

Lawn care specialists since 1997
Homes * Businesses * Parks
555-7878

The following is an estimate for the Grange Rd. Doctor's Park landscaping and lawn care contract.

300 sq feet Bluegrass sod	\$1,500
18 small juniper bushes	\$250
Waterite Sprinkler Sys.	\$8,500
1 yr lawn care service	\$2,200
Total	\$12,450
Early-Bird Discount	-10%
Total	\$11,205

Early Bird Discount in effect only for orders finalized by March 31. 20% payment due at time of order. Balance is due at time of inspection. Yearly service fee is non-refundable once the service commences.

163. What type of document is this?

- (A) A bill
- (B) A schedule
- (C) A proposal
- (D) A request for a refund

165. What happens after March 31?

- (A) The work will be completed.
- (B) The balance must be paid.
- (C) Yearly service will begin.
- (D) The price will increase.

164. Who is requesting the information?

- (A) A landscaper
- (B) A group of doctors
- (C) A parking lot attendant
- (D) A homeowner

166. The word "once" in the final paragraph is closest in meaning to _____.

- (A) after
- (B) only
- (C) a single time
- (D) not very often

Questions 167-169 refer to the following agreement.

Artsy Fartsy Craft Shop
Consignment Contract

Artsy Fartsy provides consignment sales services for local artists in accordance with the following conditions. (a consignment of medicines)

Product: Once your product has been accepted for consignment sales, the artist will be responsible for keeping his/her products sufficiently stocked. The artist assumes all responsibility for the craftsmanship of all products sold. **Consignment items will not be accepted by Artsy Fartsy for return or refund. Customers will be put in contact with the individual artist.**

Fees: There are **no special consignment fees**. Artsy Fartsy will charge the artist 15% of the purchase price. (Note: If a customer demands a refund of the artist, he/she will be responsible for refunding the full amount.)

Payment: When an artist's piece is sold, he/she will be contacted at the address provided below. For cash sales, the artist will receive payment immediately. **For check or credit card sales, the artist will receive payment on the 5th of the following month.**

Artsy Fartsy reserves the right to refuse any piece it feels may be offensive to our clientele or the community. Past acceptance of an artist's work on consignment does not imply acceptance of future pieces.

I hereby request that Artsy Fartsy accept the following products for consignment sale:

Please describe your product. Include price for each piece. (Continue on the back of this sheet if necessary)

Signed _____ Date _____

167. According to the agreement, what service does Artsy Fartsy offer?
- (A) Art lessons
 - (B) Selling art for artists**
 - (C) Selling stock to artists
 - (D) Refunds for defective products
168. What does the agreement say about payments?
- (A) Artists must check for payments each month.
 - (B) Artists will receive five payments per
169. Which of the following is NOT mentioned in the agreement?
- (A) Consignment fees
 - (B) Refund policy
 - (C) Rights of refusal
 - (D) Purchase price limitations**

month.

(C) Artists will receive 15% of the purchase price.

(D) Artists' payments will take longer on credit card purchases.

Questions 170-173 refer to the following magazine article.

Casual Dining Continues to Expand but will it last...?

The past ten years have seen an explosion in what has come to be known "casual dining." Restaurants such as "February's," "The Cherry Garden," and "Scooters" have taken advantage of the growth of the baby boom generation with disposable income and busy schedules. From a negligible sliver of the restaurant pie to a 500 million dollar chunk, the past decade has seen nothing short of a revolution in the restaurant industry. ___[1]___.

Naysayers, however, are predicting catastrophe for the sector in the coming months as a once solid economy has been shaken by increasing unemployment and inflation. ___[2]___ Belle Merewether, a financial analyst who follows the restaurant industry closely, says that a **downturn is inevitable**. She emphasized that the casual dining would suffer the most. "The middle-class is always the first to have their consumer confidence shaken, and at the first sign of a slowing economy, folks tend to start implementing cost-cutting measures. The axe usually falls first on dining out."

Already many national chains, such as February's are test **marketing lower-priced menu items** and other similar promotions in an attempt to keep diners coming in for more. ___[3]___ The casual dining sector of the restaurant industry continued to expand through last quarter, with sales up an average of 1.5%. **Investors, however, are not convinced that the trend will continue**, sending the stock prices of several well-known casual dining chains **spiraling downward over the past two weeks**. ___[4]___.

170. What does the article imply about the casual dining sector?

- (A) It will be affected by general economic conditions.
- (B) It is larger than the fast-food sector.
- (C) It needs to be revolutionized.

172. What are some casual dining restaurants beginning to do?

- (A) Cut costs
- (B) Promote workers
- (C) Offer lower-priced food
- (D) Expand into new markets

(D) It has caused an increase in unemployment.

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

“For now, the picture still seems quite rosy.”□□□□

(A) [1]

(B) [2]

(C) [3]

(D) [4]

173. What can be inferred from the behavior of investors?

(A) They don't often dine out.

(B) They don't believe recent sales figures.

(C) They want cheaper food.

(D) They concur □□ with Belle Merewether.

Questions 174-175 refer to the following online messages.

Anita, 06:35 P.M.	How can I access your "chat now" service? I'm in Mexico at the moment. I have to wire money to my son in Africa immediately. Please help!
CT Bank Support, 06:36 P.M.	Hi, Anita, you can access our chat service by logging into your online banking using a computer or one of your mobile devices. Once you've signed in, you'll see an orange button that says "chat now" in the bottom right hand of the page. Please let me know if you are still unable to access this. Thanks!
Anita, 06:40 P.M.	I followed your instructions, but the button is all grayed out. I clicked it several times but there was no response. Is your system down?
CT Bank Support, 06:42 P.M.	I'm sorry for that. The grey button means that all of our consultants are currently engaged in chats and will appear as orange as soon as someone becomes available. If your enquiry is urgent, it may be best to give us a ring on 0800-885-885 so we can assist ASAP. Thanks!

174. At 06:40 P.M., what does Anita most likely mean when she writes, “Is your system down”?

(A) She thinks that she has to go down to the bank in person.

- (B) She thinks that the service of the bank really lets her down.
(C) She thinks that the online banking system is not working properly.
(D) She thinks that the bank needs to upgrade its network system immediately.

175. What is indicated about CT bank?

- (A) Its online banking system is out of service at times.
(B) It urges the customers to call them if they require immediate action or attention.
(C) It is severely understaffed.
(D) It has no toll-free number.

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

Kiddie Dough Recipe

For a safe, inexpensive batch of modeling clay just right for young children, mix the following ingredients to the right consistency (You may not need all of the water). If you want to save your child's sculpture, simply set the piece aside to dry.

2 cups all-purpose flour
1 cup table salt
3/4 cup warm water
assorted food coloring

This concoction only costs pennies to make and is safe for those youngsters who tend to stick everything they touch in their mouths.

Parents Life Magazine
34565 Dustin Blvd.
Van Nuys CA

Dear Editor,

I simply had to take exception to the recipe for the so-called "safe" Kiddie Dough that you featured in your May 2010 issue. Although I have valued the advice that I have gotten from your publication over the years, this one is way off base.

First, as for the recipe itself, it works fine. My problem is with your characterization of it as "safe." I understand that it may seem safer than

many commercially available modeling clays because it doesn't have any artificial chemicals and the ingredients are all food grade. However, that does not mean that the Kiddie Dough is actually good for children to be eating. The level of salt (sodium chloride, a chemical!) in your Kiddie Dough recipe is terribly high. **If a child were to ingest that much sodium, the child should be taken to a doctor immediately.** A taste here or there won't harm a child, but swallowing a good-sized piece could still prove dangerous.

Finally, **instead of using the artificial food colorings available in supermarkets, I like to color my homemade kiddie dough with natural ingredients like tomato or grape juice.** You might consider that for the next time you publish this recipe.

Sincerely,
Erma Beckenbaum

176. According to the recipe, how is Kiddie Dough prepared?

- (A) By baking the ingredients
- (B) By drying the ingredients
- (C) By combining the ingredients**
- (D) By sticking the ingredients in your mouth

177. The amount of which ingredient in the recipe is inexact?

- (A) Flour
- (B) Salt
- (C) Water**
- (D) Food coloring

178. Who is Erma Beckenbaum?

- (A) A recipe developer
- (B) A teacher of small children
- (C) A nurse
- (D) A magazine reader**

179. What is Ms. Beckenbaum's main objection?

- (A) The ingredient proportions are incorrect.
- (B) The temperature of the water is too high.
- (C) The food coloring is artificial.
- (D) The recipe contains high levels of sodium.**

180. What suggestion does Ms. Beckenbaum make?

- (A) The dough should only be used under a doctor's supervision.
- (B) Parents should only feed children a small amount of the recipe at any meal.
- (C) Only natural salt should be used in the recipe.
- (D) The use of artificial coloring should be discouraged.**

Questions 181-185 refer to the following brochure and information.

**Energy Saving Benefits of Using
Harborway Tankless Water Heaters**

Traditional water heaters can now become a thing of the past with the introduction of the revolutionary Harborway Tankless Water Heater.

Traditional water heaters have two major disadvantages. First, they waste energy (and money!) by heating up a large amount of water and storing it in a tank. The efficiency of even the most modern tanks is low. Energy (and money!) must be **constantly added to keep the water in the tank at the desired temperature** as it sits and waits for someone to use it. No one keeps a pot of coffee burning all day and night just for the sake of their morning cup. Why do that for your hot water?

The second disadvantage is evident when you finally do use the water. **The amount of hot water available to you is limited**, as anyone who gets stuck taking the second shower knows.

Harborway Tankless water heaters solve these two problems **by heating the water as it runs through the water pipes in your home**. Hot, fast and efficient, Harborway Tankless Water Heaters deliver as much hot water as you need when you need it, and when you don't, you're not wasting money waiting for when you do.

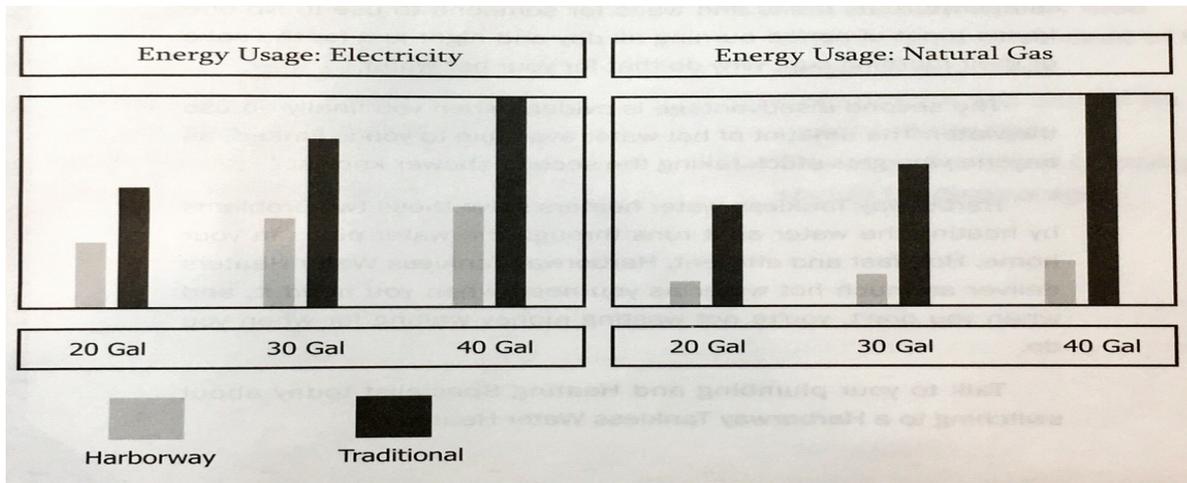
Talk to your plumbing and Heating Specialist today about switching to a Harborway Tankless Water Heater.

JBD Plumbing Supply

Mount Vernon, Lotville, Missaugua

Ms. Fenton,

Thank you for your interest in the Model 23WW Harborway Tankless. **Here are the energy usage comparison charts you requested.** Call if you have any more questions.



181. Which of the following is NOT a characteristic of a traditional water heater?
- (A) The water can be heated to a desired temperature.
 - (B) The water is kept hot continuously.
 - (C) It can be used to brew coffee.
 - (D) It often runs out of hot water.

182. In what way is a Harborway model different from a traditional model?
- (A) It has a smaller tank.
 - (B) It comes with its special water pipes.
 - (C) It can run on electricity.
 - (D) It heats water on demand.

183. What can be inferred from the brochure?
- (A) A Harborway Water Heater can save consumers money.
 - (B) Harborway Water Heaters come in different sizes.
 - (C) Installing a Harborway Water Heater is simple.
 - (D) Delivery of new Harborway Water Heaters is fast and efficient.

184. What is Ms. Fenton likely most concerned about?
- (A) How to save the most energy
 - (B) How much the 23WW model costs
 - (C) When she can have her water heater installed
 - (D) Switching from gas to electric power

185. What can be inferred from the information sent to Ms. Fenton?
- (A) Harborway Water Heaters are more efficient using gas than electricity.
 - (B) Traditional water heaters are less expensive than Harborways.
 - (C) JBD Plumbing Supply only sells Harborway Water Heaters.
 - (D) Ms. Fenton desires a Harborway model with a tank.

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

TO: Gatling Enterprises

From: Zell Ningfert <zningfert@kopl.mmklo.com>

I am writing in regard to one of your products that I purchased last week at the Gatling Outlet in Tempesberg. I purchased a Hide-a-way Sofa Bed for a sale price of \$499 at the outlet store. The regular price was \$799. Of course, I asked **the sales clerk** why the price was so low and I was told that it was because the only model they had in stock was damaged. The clerk, a woman whose last name **was Sheldon**, told me that the damage was minimal, a slight tear in the sofa fabric in the back, and she insisted that the flaw wouldn't be seen if the sofa were placed against a wall. I examined the sofa, saw the damage, but I purchased the unit because the damage I was shown was **cosmetic and the price was so reasonable**.

When I got the unit home, however, I found the real damage. The "bed" part of the Sofa Bed was badly damaged. The hinged frame that allows the bed to be pulled out from the sofa was horribly bent, making it impossible to extend the bed out of the unit. Needless to say, I called to complain. **I was told that I had no right to complain because I knew the sofa was damaged when I purchased it. The store manager refused to refund my money.**

When I **called my lawyer, she said that consumer protection laws allow me to sue for 25 times the price of the item.** I told her that would not be necessary. All that I want is a working Sofa Bed. Therefore, **I am notifying you that I expect to see a delivery truck at my home by the end of this week to pick up this damaged piece of furniture and deliver my new one. If you do not comply, I will be forced to ask my lawyer to handle all further correspondence.**

Zell Ningfert

The Law Offices of Trenton and Bueller

Summary of grounds for suit: We feel you can sue successfully on several grounds.

1. **Misrepresentation and fraud:** You were lied to by the clerk.
2. **Failure to comply with a request for a refund:** Consumer protection laws frown on behavior such as that exhibited by the store manager
3. **Endangerment:** You might have been injured by the faulty bed frame.
4. **Mental anguish and sleep deprivation:** You have been forced to sleep on the floor for an extended period of time due to the Gatling Outlet's negligent and fraudulent behavior.

TO: Zell Ningfert zningfert@kopl.mmklo.com

From: Gatling Enterprises

Dear Ms. Ningfert:

I'm very sorry about that. After checking with Ms. Sheldon, I realized the whole situation. You are right, and I completely understand how frustrated you are. We'll resolve this issue as per your request.

Again, sorry for the inconvenience and **we'll get it fixed as quickly as we can.**

Best,

James Bond,
Customer Care Manager

P.S. Just want you to know **Ms. Sheldon was made redundant** for her behavior in this matter is unprofessional and unacceptable.

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

- (A) To request a refund
- (B) To inquire about a new sofa
- (C) To threaten a company with legal action**
- (D) To suggest a way to improve sofa sales

187. Why did Zell Ningfert purchase the item?

- (A) She didn't know it was damaged.
- (B) The price was low.**
- (C) She was offered free delivery.
- (D) She didn't intend to use the bed.

188. Why has Ms. Ningfert contacted a lawyer?

- (A) She was injured by the sofa bed.
- (B) The tear in the fabric was worse than expected.
- (C) She was dissatisfied with the store's response to her demands.**
- (D) She fears the manager of the store may sue her.

189. What does the second e-mail imply?

- (A) Ms. Sheldon was let go because of her inappropriate behavior.**
- (B) Mr. Bond decides to give Ms. Ningfert her money back.
- (C) The store manager was demoted to a clerk as a disciplinary measure.
- (D) The customer care manager declines to comment about the whole thing.

190. According to the summary, which of the following is NOT grounds for a lawsuit?

- (A) The store was not truthful.
- (B) The woman was overcharged.**
- (C) The store manager acted in an inappropriate manner.
- (D) The sofa put her safety at risk.

Questions 191-195 refer to the following release, designs, and e-mail.

Press Release:

Technocrom Inc

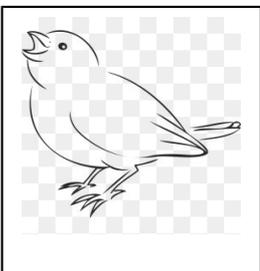
April 1, 2010

Technocrom Incorporated announces the completion of its newest computer peripheral **XXXX**, the **Technosnake**. A replacement for the traditional computer mouse, the Technosnake unit allows users to manipulate **XX** their computers by **slithering XX a wireless snake-like device** across their desktops.

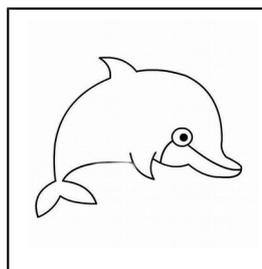
"The Technosnake is really a revolutionary new product," said Gary Hartman, director of marketing for the company. "Instead of pushing a piece of plastic that somewhat resembles **XX** a rodent **XX** while operating their computers, folks can now use a short length of **rubber and silicone** that looks just like a reptile **XX** to accomplish their tasks."

The development of the Technosnake was led by **23-year-old** Doug Altman, the innovative whiz **XX** kid who was responsible for bringing glow-in-the-dark keyboards into the mainstream. Technocrom also teamed up with fashion expert, Kelvin Crime, for the design of the Technosnake's colorful diamond-back pattern. Consumers who find the Technosnake's **colors too bold XX** can look forward to the company's **Technoamphibian XXXX product series**, due out next year and designed to be both waterproof and dirtproof, just as their names imply.

Design A

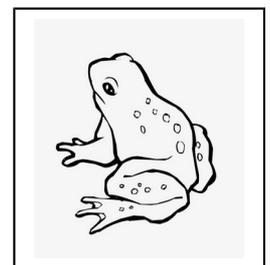
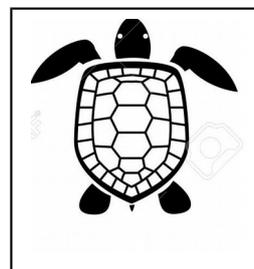


Design B



Design C

Design D



From: Technocrom Sales

To: Felicia Sanchez <happysanchez@compucrud.com.zt>

This is Felicia Sanchez at Compucrud. I just saw a posting of a press release on the Internet regarding your newest product, the Technosnake. I'd really like to stock this product in all of our stores. It sounds like the type of item that will really generate floor traffic. **If it would be possible, could you send me a few samples of the Technosnake?** I'd like to preview it to my sales staff and get their reaction. Also, if we do decide to stock the Technosnake, I'll require quite a large volume of product. That being the case, will you be able to assure me that I will be adequately supplied?

Finally, one last question. **Is Technocrom planning to offer any marketing support? Advertising? Any point-of-purchase materials? Brochures?** Needless to say, anything along these lines would certainly make selling the Technosnake easier.

Thanks,
F.S.

191. What is the press release announcing?
(A) The hiring of a new product developer
(B) The invention of a new type of computer hardware
(C) The development of a special kind of plastic
(D) A new application for the Technosnake
192. Which of the following is NOT a characteristic of the Technosnake?
(A) It operates wirelessly.
(B) It is made of rubber.
(C) It is brightly colored.
(D) It was designed by a child.
193. According to the press release, what design will Technocrom most likely select for their new series of products coming out next year?
194. Why does Felicia Sanchez write to Technocrom?
(A) To inquire about a delayed delivery
(B) To ask about Technocrom's stock price
(C) To warn technocrom about a traffic problem
(D) To request samples of Technocrom merchandise
195. What can be inferred from the email?
(A) Felicia Sanchez hopes for marketing assistance.
(B) Compucrud and Technocrom have done business in the past.
(C) Felicia Sanchez is a former Technocrom employee.
(D) The Technosnake may not be loud enough for Compucrud stores.

- (A) Design A
- (B) Design B
- (C) Design C
- (D) Design D amphibian □□□□

Questions 196-200 refer to the following two brochures and invitation

AAA Office Cleaners

AAA Office Cleaners provides low-cost, high quality cleaning for any size office. Our staff of courteous, well-trained cleaners provide top-notch service. We were recently voted one of the 10 best cleaning services in the industry (Mop and Pail, December 2010 issue).

Our services

- ✓ Trash disposal
- ✓ Document shredding and disposal
- ✓ Furniture disposal and removal
- ✓ Floor maintenance (Any surface: tile, wood, linoleum, carpet, etc...)
- ✓ Restroom cleaning and basic maintenance

Call today to discuss how we can help you clean up! Got an estimate from somewhere else? We'll meet or beat their price!

1-888-AAA-CLNR (1-888-222-2567)

SOP Sanitation Engineers

For the industry leader in cleaning and waste removal service, contact SOP Sanitation Engineers. Specializing in large commercial and public projects, we are ready to assume responsibility for the cleaning and basic maintenance of buildings from 50,000 to 500,000 sq feet. **All of our employees are screened by our security staff, and insured and trained by our experts** so you know you can trust our workers in your office. Our services include:

Office cleaning	"Clean Room" cleaning
Trash removal	Chemical waste disposal
Restroom maintenance	Floor maintenance
Grounds keeping (Outdoor or "Atrium style")	

Short-term contracts available.

Call one of our engineers to set up an appointment to discuss how we can meet your needs.

Northern District (999) 555-5432	Central District (992) 555- 2345	Southern District and Coast (343) 555-7654
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Spielberg Village Community Center

Invitation to Bid: Janitorial Services

Spielberg Village Community Center is soliciting proposals for office janitorial service and invites you to provide proposals for:

- # Initial cleaning
- # Monthly service with one visit per week
- # Annual window washing
- # Carpet cleaning.

The areas to be serviced include: lobby, offices, restrooms, and conference rooms (approximately 250,000 sq feet). Submit names and phone numbers of five references for previous and/or current commercial/government clients with your proposal.

Note: **Contractor should procure (obtain/acquire) and maintain for the duration of the contract, insurance against claims for injuries to persons or damage to property** which may arise from or in connection with the performance of work hereunder by the contractor, his agents, representatives, employees or subcontractors.

196. Which of the following services is available from both companies?

- (A) Document shredding
- (B) Clean room maintenance
- (C) Floor cleaning
- (D) Grounds keeping

197. What feature do workers from both companies share?

- (A) They are insured.
- (B) They are trained.
- (C) They are highly paid.
- (D) They undergo a security check.

198. Why does the AAA Office Cleaners brochure mention Mop and Pail magazine?

- (A) Because their advertisement can be found there
- (B) Because they clean the magazine offices
- (C) In order to call attention to the quality of their services
- (D) As a way to encourage recycling of paper

199. What can be inferred about AAA Office Cleaners?

- (A) They compete with other companies by offering lower prices.
- (B) They are successful because of their unique services.
- (C) They only work in small office environments.
- (D) They are a subsidiary of SOP Sanitation Engineers.

200. Which company may most likely win the cleaning contract?

- (A) AAA Office Cleaners
- (B) Mop and Pail Magazine
- (C) SOP Sanitation Engineers
- (D) Spielberg Village Community Center

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.