

## 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. Kant manager expressed \_\_\_\_\_ for the efficiency gains that we have made on the assembly line.  
(A) admire  
(B) admires  
(C) admiringly  
(D) admiration
102. Not only is newspaper circulation down, but Internet based news sites are experiencing a drop in readership \_\_\_\_\_.  
(A) more  
(B) either  
(C) so much  
(D) too
103. As part of your duties, you may be asked to give training seminars in our overseas offices, though that will occur \_\_\_\_\_.  
(A) unlikely  
(B) infrequently  
(C) hardly  
(D) impractically
104. Rather than sue the company, Miss Gabriel has \_\_\_\_\_ to accept the out-of-court settlement.  
(A) choice  
(B) choose  
(C) choosing  
(D) chosen
105. During the mayor's visit to the complex, security procedures will be \_\_\_\_\_ enforced without exception.  
(A) strictly  
(B) very  
(C) darkly  
(D) easily
106. The files need to be moved from the basement, \_\_\_\_\_ they are currently stored, up to the new document archive on the third floor.  
(A) how  
(B) why  
(C) that  
(D) where
107. Employee \_\_\_\_\_ has been the reason for several sensational lawsuits targeting the retailer.  
(A) overlook  
(B) insult  
(C) safe  
(D) negligence
108. There were several reasons behind the decision to lay off people, and \_\_\_\_\_ reason is to cut costs in some way.  
(A) common  
(B) more common  
(C) commonly  
(D) the most common

109. Shortfalls 差額 in the budget \_\_\_\_\_ to exceed two million dollars in the first year alone.  
(A) projected  
(B) are projected  
(C) have projected  
(D) projection
110. The quality of our products is so consistently high because inferior parts are never \_\_\_\_\_ for our premium quality ones.  
(A) substitute  
(B) substitution  
(C) substituting  
(D) substituted
111. \_\_\_\_\_ from the templates included in the basic package, custom pages are also available at an extra charge.  
(A) Aside  
(B) Due  
(C) Come  
(D) Unless
112. The gains occurred \_\_\_\_\_ the course of the day, with the largest movement coming after BMJ Corporation announced their quarterly earnings.  
(A) without  
(B) over  
(C) despite  
(D) for
113. As far as résumés go, his qualifications are much better than \_\_\_\_\_.  
(A) her  
(B) hers  
(C) herself  
(D) she is
114. While the statistics are concrete and immutable, \_\_\_\_\_ them is subject to manipulation.  
(A) interpreted by  
(B) interpret  
(C) interprets  
(D) interpretation of
115. I can't forecast the future, but, at the \_\_\_\_\_, we do not need to make any changes.  
(A) time  
(B) currency  
(C) moment  
(D) instance
116. Regulators \_\_\_\_\_ the new measures to produce results so quickly, though they were pleased with the news.  
(A) unexpected  
(B) had not expected  
(C) would not expect  
(D) not expect
117. \_\_\_\_\_ a person presents themselves at an interview can sometimes be more important than what they actually say during the interview.  
(A) Although  
(B) When  
(C) How  
(D) Which
118. If you \_\_\_\_\_ to a credit check, you have certain legal rights which are detailed on the following pages.  
(A) present  
(B) regret  
(C) aspire  
(D) consent

119. No one admitted it at **that** time, but we all found Steve's proposals at the conference \_\_\_\_\_ naive.  
(A) amuse  
(B) amused  
(C) amusing  
(D) **amusingly**
120. The data conversion process has been slowed by fading ink and \_\_\_\_\_ writing on the documents.  
(A) **illegible**  
(B) improbable  
(C) illegal  
(D) innocuous
121. Richard Grandee mentioned several reasons why we should protect \_\_\_\_\_ from competitors' industrial espionage plans.  
(A) themselves  
(B) himself  
(C) **ourselves**  
(D) yourself
122. If you find any of the required forms missing from your orientation packet, please contact Ms. Cathy \_\_\_\_\_ in order to get the paperwork completed as soon as possible.  
(A) recently  
(B) frequently  
(C) **promptly**  
(D) actually
123. Exposure \_\_\_\_\_ violent images at a young age is one purported 據說 cause of antisocial behavior among people as they age.  
(A) **to**  
(B) with  
(C) from  
(D) opposite
124. The erroneous specifications \_\_\_\_\_ through the quality control process were serious enough to delay the fourth quarter shipment.  
(A) discover  
(B) **discovered**  
(C) discovery  
(D) discovering
125. For years, the cooperation between the two firms was evident but was recently \_\_\_\_\_ through a sponsorship agreement.  
(A) formal  
(B) formality  
(C) formally  
(D) **formalized**
126. I was assured that the arrangements would be taken care of \_\_\_\_\_, but when I arrived, the conference room was still in disarray.  
(A) advance  
(B) **beforehand**  
(C) least  
(D) priority
127. Joan Garland announced the \_\_\_\_\_ of the terms by the management of the workers' demands.  
(A) refuse  
(B) refusing  
(C) **refusal**  
(D) refuses
128. \_\_\_\_\_ just last year, the converted factory is modern in every way.  
(A) Renovation  
(B) Renovate  
(C) **Renovated**  
(D) Renovating

129. Our latest product offering allows \_\_\_\_\_ our existing modules into the newest available framework.

- (A) that incorporates
- (B) incorporation
- (C) incorporating
- (D) has been incorporated

130. Unless you buy a ticket with reserved seating, you had better plan \_\_\_\_\_ at least 20 minutes before departure.

- (A) boarding
- (B) board
- (C) to board
- (D) have boarded

## 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 message.

Researchers at Chevlin University have announced a \_\_131\_\_ in the field of nanotechnology. Scientists working at the Gilbert Hutchins School of Technology produced a unique fiber composed of carbon nanotubes which is \_\_132\_\_ stronger than steel and highly conductive.

\_\_133\_\_. According to the press release issued by the head of the research group, Dr. Salim Mansoor, he \_\_134\_\_ that the fiber was only 4 centimeters in length, so practical applications were still far off in the future.

131. (A) period  
(B) nuisance  
(C) breakthrough  
(D) developer

132. (A) also  
(B) both  
(C) further  
(D) too

133. (A) The new carbon-made fiber, promising as it seems, is still far from perfect.  
(B) Products made of such a fiber will be coming next year.  
(C) The applications of it are fairly clear and obvious.  
(D) Several companies have shown great interest in the fiber.

134. (A) stress  
(B) stressfully  
(C) stressed  
(D) has been stressing

Questions 135-138 refer to the following report.

The business world lost an icon yesterday with the passing of Walter Buonanno, \_\_\_135\_\_\_ of the Pet Rock. Lauded by many as a marketing genius, Mr. Buonanno began selling rocks as pets way back in the 1950s, at first as a joke, but \_\_\_136\_\_\_ as a multimillion dollar business.

Always quotable, the ill-tempered Buonanno once claimed that the world's consumers were "too dumb to be trusted with money." \_\_\_137\_\_\_. Many government officials attempted to \_\_\_138\_\_\_ him for fraud several times in the 70s and 80s, without success.

135. (A) create  
(B) creation  
(C) creator  
(D) created

136. (A) more  
(B) soon  
(C) later  
(D) fast

137. (A) Of course, Mr. Buonanno also had his detractor.  
(B) Whatever Mr. Buonanno said, his fans still loved him.  
(C) Moreover, Mr. Buonanno had a difficult relationship with the media.  
(D) Therefore, Mr. Buonanno had been put behind bars for more than once.

138. (A) prosecute  
(B) compliment  
(C) disrespect  
(D) legislate

Questions 139-142 refer to the following advertisement.

Preston Antique Gifts  
(333) 777-7777  
www.pagcatalog.com

\_\_139\_\_. Preston Antique Gifts is the \_\_140\_\_ to that age-old problem of what to give the person who has everything. Our unique antique gifts are sure to please. We feature small objects, ideal for gift-giving, from ancient Greece, Rome, China, Japan, and South and Central America indigenous cultures.

We have potsherds (available mounted or unmounted), complete vases, beads, and \_\_141\_\_ small, handheld objects. We offer gift-wrapping at no extra charge and \_\_142\_\_ anywhere in the world. Call today to order a catalog or view our collection online.

139. (A) High tech gifts are always the most desired ones!  
(B) What holiday gifts do you want to receive this year?  
**(C) Make a present of the Past!**  
(D) Pick out the perfect presents for your kids!
140. (A) gift  
(B) artifact  
(C) decision  
**(D) solution**
141. **(A) other**  
(B) either  
(C) included  
(D) too
142. (A) delivers  
(B) delivery  
(C) deliverable  
**(D) delivering**

Questions 143-146 refer to the following information.

Some of the best resources available for investors are the conference calls that are made each quarter, \_\_\_143\_\_\_ a firm's financial reports. \_\_\_144\_\_\_. Most importantly, however, listeners can listen to the leaders of the company discuss their opinions about future of the company. This information can be key when choosing whether to make an investment.

In most cases, following the remarks of the participants, a question-and-answer period begins, \_\_\_145\_\_\_ financial analysts with major brokerage houses can ask for further information or clarification. An investor who pays close attention can gain important \_\_\_146\_\_\_ into what lies beneath the numbers on a company's balance sheet.

143. (A) accompany  
(B) accompanies  
(C) accompanied  
(D) **accompanying**

145. (A) **during which**  
(B) then  
(C) previous  
(D) simultaneously to

144. (A) The reports can serve as fairly reliable indicators of future performance.  
(B) The company's quarterly reports are no less important than its annual reports.  
(C) **The calls, commonly available on the Net, provide a summary of the most recent quarter's financial results.**  
(D) The calls also offer potential investors a chance to directly talk with the management.

146. (A) profits  
(B) notoriety  
(C) **insight**  
(D) procedures

## Part 7

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

**Questions 147-148** refer to the following e-mail message.

From: Mabel Vallone  
To: Dave Garrison  
Subject: Your Voice Mail

Dave,

**Something is up with my cell phone.** I can see that you've left me a voice mail, but I can't seem to access my answering service. Could you respond to this e-mail and let me know what you were calling about? **Or, better yet, you could text me. I can still send and receive messages.** Until I get this answering service thing smoothed out, it's probably best not to leave any more messages in my voicemail.

147. Why has this e-mail been sent?

- (A) To ask for cell phone service
- (B) To notify someone of a problem**
- (C) To inquire about a text message
- (D) To cancel an answering service

148. What does Mabel suggest that Dave do?

- (A) Leave another message
- (B) Attach his voicemail to an e-mail message
- (C) Send a text message to her cell phone**
- (D) Check his voicemail for her response



Questions 149-151 refer to the following text message chain.

### Chats

**Terry Kuo**

Dec 26, 3:05 p.m.

Hi, Rosanne. I'm on my way back to Taipei. The meeting in Tokyo was successful. Mr. Suzuki promised to place a big order for our stuff!

**Rosanne**

Dec 26, 3:08 p.m.

It's great to hear that! I met Mr. Suzuki at the trade show in Seoul. He was really interested in our products. I remember I showed him how to use our **mouse and joystick in the games**, and he loved them so much!

**Terry Kuo**

Dec 26, 3:12 p.m.

Yes, I talked to him about you. He remembered you and said you did a fantastic job at the trade fair. I wanna say thanks to you! Without your help, we won't **get this far!** Let's celebrate and find somewhere nice to eat when I get back!

**Rosanne**

Dec 26, 3:18 p.m.

Mr. Suzuki is too kind. I was only doing my job. Speaking of celebration, eating in a fancy restaurant sounds fine to me. Or, **I can cook a few dishes at home and then bring them to the office tomorrow morning.** And I need you to go to the supermarket, just right across the street, to buy us a nice bottle of champagne. What do you say?

**Terry Kuo**

Dec 26, 3:20 p.m.

**The latter sounds much more appealing!** OK, let's do that!

**Rosanne**

Dec 26, 3:22 p.m.

Great! See you then!

149. For what type of business does

Rosanne most likely work?

- (A) A show business company

(B) A toy company

(C) A catering company

(D) A computer peripheral company

150. At 3:12 p.m., what does this phrase "get this far" mean?

(A) Make progress

(B) Travel to Tokyo

(C) Become close friends

(D) Keep a safe distance

151. Where do they celebrate in the end?

(A) At home

(B) In the office

(C) On the street

(D) In a restaurant

Questions 152-154 refer to the following letter.

Department of Motor Vehicles  
Renewals and Amendments Department  
Government Plaza  
Central City

Dear APPLICANT # 765787765099098,

We were unable to process your request for automatic renewal of your driver's license for one or more of the following reason(s)

- you are 70 years of age or older
- you are **deceased**
- you **have unpaid parking fines** on a vehicle registered in your name

In order to have your license renewed, you must appear in person at a Department of Motor Vehicles office before February 28, 2020.

Also, as a friendly reminder, persons operating a motor vehicle without a valid license are subject to fines and extensive jail sentences. Have a nice day.

Yours truly,  
AUTOMATED MAILER 363  
CENTRAL CITY

152. What is the main purpose of the letter?

- (A) To threaten legal action
- (B) To provide requested information
- (C) To remind someone of a court date
- (D) To reject an application**

153. What is the reader requested to do?

- (A) Stop driving
- (B) Apply for renewal at an office**
- (C) Pay a fine
- (D) Register a vehicle

154. What is NOT suggested about the automatic license renewal?

- (A) Those who **pass away** are not allowed to renew their driver's licenses automatically.
- (B) People who are **over 70-year-old** can't have their licenses renewed automatically.
- (C) DMV would reject anyone who has **unpaid parking tickets** for an automatic renewal.
- (D) Those who have no car insurance cannot renew their licenses automatically**

Questions 155-157 refer to the following letter.

Rexalon Pharmaceuticals

88 Chemburn Dr.

London

Dear Rachel Carson,

Welcome to the Rexalon team. Below, you will find information regarding the orientation program which all trainees must attend from 9:00 am through 6:00pm on Friday, 23 January. If you have not registered via our automated registration phone system, please do so as soon as possible.—[1]—.

Orientation for all laboratory trainees:

Rexalon prides itself on being one of the **safest working environments** in the industry. —[2]—.

You must attend the following:

9:00-10:00 Biohazards and You: how to avoid contaminating yourself and your coworkers.

10:00-11:00 Radiation Suits--Deployment and Decontamination: Basic knowledge for all of our employees.

11:00-12:00 Caution Flammable! A talk from Frederick Jorgesen, just back from an extended stay in the St Helena Hospital Burn Ward

—[3]—. **Following lunch, all trainees will spend the afternoon in small seminar groups focused on common lab procedures.** The scheduling of these sessions will be announced during the lunch hour. —[4]—. Once again, we welcome you to the Rexalon team. We look forward to your becoming a vital member of our staff.

Sincerely,  
Thomas Lipton  
Personnel development manager  
Human Resources Department  
Rexalon

155. When will Ms. Carson learn about **laboratory procedures**?

- (A) From 9:00 to 10:00
- (B) From 10:00 to 11:00
- (C) From 11:00 to 12:00
- (D) **After 12:00**

156. What will be the focus of the morning sessions?

- (A) **Preventing accidents**
- (B) Treating burns
- (C) Proper attire for the lab
- (D) Protecting the environment

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

“We maintain our admirable record by training new employees in every facet of accident prevention and response.”

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

Questions 158-160 refer to the following article.

### Land Development Project Announced


The zoning board of Grafton announced that it has decided to grant a development license to PJ Mathers Real Estate for the development of the now defunct waterfront plaza. The application had been bitterly debated in committee with some members of the zoning board wishing to see the site return to its natural state while others adamantly favored economic development of the area.

The waterfront plaza area has been an eyesore since 1991 when the builders of a proposed multimillion-dollar hotel and shopping complex went belly up leaving the site a half-finished disaster area. A spokesman for JP Mathers said that they are prepared to turn the fortunes of the site around. "The people of Grafton were the ones harmed by the waterfront plaza fiasco. We're planning to move in a start from scratch. We'll make the area the heart of Grafton."

Zoning board members who supported the JP Mathers application cited several reasons for their approval, including the increased tax revenue that the development would bring in, the willingness of JP Mather to hire local workers, and the success of JP Mathers's recent project, The Commons, located in nearby Breesburg. Opponents insisted that environmental protection should be considered before economic development.

158. What is the article mainly about?
- (A) New jobs
  - (B) A development project
  - (C) Real estate values
  - (D) Environmental protection
159. Why is the waterfront plaza described as a "disaster"?
- (A) It was never completely finished.
  - (B) It ruined the environment.
  - (C) The cost of development was too high.
  - (D) The area is subject to flooding
160. Which of the following was NOT cited as a reason for support of the application?
- (A) JP Mathers is a member of the zoning board.
  - (B) Approval might improve employment conditions.
  - (C) Similar projects have been successful in the past.
  - (D) The government could increase revenue.

Questions 161-164 refer to the following online chat discussion.

Pecsflex Customer Representative	End Chat
You are now chatting with: Jackie	
<b>Pecsflex Jackie</b> Hi, I'm Jackie, and I'll be your Pecsflex expert. How may I help you today?	[15:14:36]
<b>Me</b> Hello Jackie. This is James. <b>About a year ago</b> , I bought a Pecsflex Home Gym to rehabilitate my leg following knee surgery. Janice, the clerk in the store, recommended this unit would meet my need because of its <b>compactness</b> and durability. However, this <b>product has not been as durable</b> as she claimed, <b>though It does not occupy much space</b> , indeed.	[15:15:28]
<b>Pecsflex Jackie</b> Sorry to hear that. But what seems to be the problem, Sir?	[15:15:52]
<b>Me</b> Yesterday, while I was using it, I found several pulleys of the unit showed signs of wear, and one of them even began to crack. Is this normal? If I continue using this equipment, am I running the risk of getting hurt?	[15:16:44]
<b>Pecsflex Jackie</b> I am going to connect you with the <b>technical department</b> , and <b>Jack</b> can help you with this. I have also briefed him about your situation. So, you won't have to re-explain anything.	[15:17:05]
<b>Me</b> OK, thanks!	[15:17:13]
<b>Pecsflex Jack</b> Our record shows this unit is <b>still under warranty, valid until the end of next month</b> , so I'm going to send someone to replace all of the pulleys free of charge. Please let me know when is the most convenient time for you.	[15:17:59]
<b>Me</b> Great. Basically, I will be available every morning from Monday to Friday. If your guy is coming, please give me a ring first.	[15:18:38]
<b>Pecsflex Jack</b> Sure, we will. Thanks for supporting us. Have a nice day!	[15:19:20]
<div style="border: 1px solid black; padding: 5px; display: flex; justify-content: space-between;"><div style="border-top: 1px dashed black; width: 400px;"></div><div style="border: 1px solid black; padding: 2px;"> -----</div></div> <div style="border: 1px solid black; width: 60px; height: 20px; margin: 5px auto;"></div>	

161. With what is James dissatisfied?
- (A) The durability of a product
  - (B) The quality of service
  - (C) The treatment of an injury
  - (D) The size of a piece of equipment

162. What can be inferred from the online chat discussion?
- (A) James was injured by the Pecsflex Home Gym.
  - (B) The product has a one-year warranty.
  - (C) James was cheated by Janice.
  - (D) The pulleys were damaged due to misuse of the equipment.

163. At 15:15:28, what does the word “compactness” possibly mean?
- (A) being small in size
  - (B) strong material
  - (C) something useful
  - (D) feeling physically relaxed

164. Who is Jack?
- (A) a paying customer
  - (B) a customer service representative
  - (C) a recruiter
  - (D) a technician

Questions 165-167 refer to the following notice.

### Notice To All Employees

Management has discovered a disturbing trend in the use of company resources. Several recent incidents involving employees borrowing projectors, computers and LCD screens for personal use have come to light. These materials are for the exclusive use of company employees engaged in company business.

Future application for use of company property must include:

- signed approval from a department manager
- detailed description of the purpose the equipment will be used for

Further, upon return of the equipment, photographic proof of use at a company-sanctioned event must be provided. Failure to comply may result in prosecution for misappropriation of company resources and termination of employment.

165. What problem does the notice address?

- (A) Theft of company property
- (B) Damage to company equipment
- (C) Failure to comply with recent trends
- (D) Inappropriate use of company property

166. Which of the following is NOT a new requirement?

- (A) A department manager's signature
- (B) A photograph
- (C) Proper identification
- (D) An explanation of the need for the equipment

167. What does the notice imply?

- (A) Equipment can be borrowed for personal use under certain circumstances.
- (B) Some supervisor signatures have been forged.
- (C) Non-compliant employees may face serious consequences.
- (D) The company will no longer sanction events.

Questions 168-171 refer to the following letter.

November 11

Xing Xiao Marketing

Taipei, Taiwan

Dear Sir,

I recently saw your help wanted ad on the Internet. I feel I am a very strong candidate for the position.

Although I have included my résumé with this letter, I do not feel it tells my complete story. For example, while it is easy to see that my MBA from Harvard identifies me as a highly educated marketing specialist, I tend to think that it is my

practical experience and background that make me such a perfect fit for your company.

You see, as a younger woman, I lived and worked in Taiwan (Kaohsiung) as an English teacher at a children's English school. This experience, while not pertaining to anything I would do on my job, has given me an excellent understanding of Taiwan and the Taiwanese people. In other words, you would not need to fear "culture shock" in hiring me for the position; I have already lived and worked within the Taiwanese culture.

Further, I also spent several years in Mainland China working as an advisor to the United Nations Economic Development Council. In this role, I came to understand a great deal about the expansion of markets in China, one of the areas your ad stressed was an important requirement.

Finally, my husband is a Taiwanese native and he wishes to relocate back to Taiwan. Thus, you can be assured that I am interested in this position as a long-term employment opportunity, not as a temporary position to enhance my international credentials.

I have not included letters of reference, but I could do so at your request. If you wish to contact me, feel free to do so at any time. I am also fluent in Mandarin, so you need not fear communication difficulties.

One final note, I will be in Taipei from December 15th through the 27th. If you wish interview me in person, this would be the ideal opportunity.

Sincerely,  
Karen Quentin-Chung

168. Which of the following does Ms. Quentin-Chung feel is her greatest strength?

- (A) Her degree
- (B) Her marketing experience
- (C) Her language skills
- (D) Her previous time in Kaohsiung

169. Why does the letter mention Mainland China?

- (A) She wishes to work there.
- (B) She has previous experience there.
- (C) Her husband was born there.
- (D) She enjoys shopping in the markets there.

170. What is stated as evidence of her long-term commitment to the position?

- (A) The length of her marriage
- (B) Her international credentials
- (C) Her experience with the United Nations
- (D) Her husband's future plans

171. What does Ms. Quentin-Chung NOT offer to do?

- (A) Relocate to Taiwan
- (B) Be interviewed in Taipei
- (C) Study Mandarin
- (D) Provide reference letters



Questions 172-175 refer to the following information.

Summary: Newbaum Associates Corporate Board Meeting

Date: June 15

Recording Secretary: Kim Bunsen

Opening remarks: The meeting opened with general comments about the direction of the business from the chairman. —[1]—. The floor was then opened for general questions. There were no questions.

Detailed financial discussion: Opening remarks were followed by Mike Haynes detailed analysis of last quarter's performance. —[2]—. He credited the improvements in margin to **Hanna Macintyre's** cost-cutting measures implemented earlier in the year. He expressed optimism that margins might continue to increase throughout the year. He speculated that if Vic Nadal could do in personnel what Ms. Macintyre accomplished in manufacturing, the company could see record earnings per share. —[3]—.

Newbaum Fund: Reba Stanton also reported on the Newbaum Fund. She was pleased to report that **the Fund disbursed over \$400,000 in the past quarter to the Gilbert Children's Cancer Center**. She reported that talks regarding sponsorship of the local leukemia walkathon in April were ongoing.

Closing remarks: —[4]—. The meeting was closed with a renewed plea from the chairman for ideas regarding morale boosting activities.

Submitted: June 15, 4:00 pm **KB**

172. Who wrote the document?

- (A) The chairman
- (B) Kim Bunsen
- (C) Vic Nadal
- (D) Reba Stanton

173. What department does Hanna Macintyre likely work in?

- (A) Marketing
- (B) Manufacturing
- (C) Personnel
- (D) Finance

174. What can be inferred about the Newbaum Fund?

- (A) It is a charitable organization.
- (B) It is a hospital.
- (C) It boosts morale.
- (D) It needs more money.

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

“He touched on Asian expansion and domestic distribution and logistical strategies.”

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

Questions 176-180 refer to the following document and list.

**Progress Report**

Bangladesh Call Center

May 21

Submitted by: Angela Ortiz

I have just returned from my four-day visit to the Bangladesh Call Center, and I can't say that I'm very optimistic about **an August 1st opening**.

**The local project leader, Anand Dorma**, seems capable enough but there seem to be no end to the delays. At the time of my visit, the **hardware** had not yet been installed. In fact, it had not yet even been delivered. Of course, even if it had, it couldn't have been installed because the **wiring was also incomplete**. Also, only 13 of the expected 37 (see the list below) employees have been hired and none of them have begun training courses as of yet. The only thing on schedule was the **interior work**: the desks, chairs, and other office furniture look OK.

My recommendation is for a greater degree of supervision for the project. Perhaps headquarters should send someone to act as on onsite coordinator. That might light a fire under Mr. Dorma and jumpstart the work. At this pace, however, **I think we'll be lucky to get the call center online before October**.

A. Ortiz

Job Titles	Openings	Hires
Customer Service Manager	1	1
Customer Service Representatives	<b>30</b>	<b>9</b>
Customer Service Tech Support Specialists	6	3

176. What is the main purpose of the document?
- (A) To report on the progress of a project
  - (B) To suggest a schedule revision
  - (C) To analyze the efficacy of new equipment
  - (D) To inform a friend about a recent vacation

177. Who is Anand Dorma?
- (A) A representative from headquarters
  - (B) Angela Ortiz's supervisor
  - (C) A hardware installer
  - (D) The head of a project

178. Which of the following has NOT been delayed?
- (A) Wiring installation
  - (B) Hardware delivery
  - (C) Hiring

(D) Interior work

179. What does the document imply?
- (A) Mr. Dorma should be replaced by someone from headquarters.
  - (B) Ms. Ortiz wants to remain in Bangladesh.
  - (C) The project is at least two months behind schedule.
  - (D) Some furniture will need to be reordered.

180. How many more customer service representatives does the call center have to recruit?
- (A) 9
  - (B) 21
  - (C) 24
  - (D) 30

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

**Calling All Creative Employees...**

It's that time of year again when we're looking for additions to our holiday line of cookies and cakes. As in past years, we're looking within to find the freshest new flavors and design ideas for our holiday offerings.

So, do you have a family recipe that you would like to see added to the fine line of Francine's Pastries? Simply access the corporate web site page at [www.franpast.com/submission](http://www.franpast.com/submission) to print a recipe submission form.

Remember! Our top selling "Choc-o-brittle" began as a holiday submission by Henrietta Davis, who is now vice-president of our experimental kitchen division. Who knows? You might be the next innovative newcomer to make it big.

If you have any questions, you can contact the experimental kitchen department at < [exkitch@franpast.com](mailto:exkitch@franpast.com) >

From: Nigel Rickenbach  
To: [exkitch@franpast.com](mailto:exkitch@franpast.com)  
Subject: Recipe submission for holiday line

I saw the notice posted in the break room and wanted to ask a couple of questions before I made my submission. One idea I have is a way to improve a current product of ours. Would this be the appropriate place to share that idea, or are you looking for entirely new recipes? Also, a new recipe idea I have requires some specialty ingredients. Would that be acceptable? I'd like to know before I spend time completing the submission form. You can reply to my email or call me in the shipping department at ext 785.

181. What is the purpose of the announcement?  
(A) To announce a new product  
(B) To solicit recipe ideas  
(C) To encourage participation in a holiday party  
(D) To recruit workers for the experimental kitchen
182. What does the announcement imply?  
(A) A good submission might lead to promotion.  
(B) The kitchen staff has run out of ideas.  
(C) Henrietta Davis will retire soon.  
(D) Family recipes tend to be more successful than other kinds.
183. How can submissions be made?  
(A) By delivering it to the kitchen  
(B) By emailing it  
(C) By filling out a downloaded form  
(D) By contacting Henrietta Davis
184. Who is Nigel Rickenbach?  
(A) A chef  
(B) A customer  
(C) A job seeker  
(D) An employee of Francine's Pastries
185. Which of the following is NOT a concern expressed in the e-mail?  
(A) Wasting time  
(B) Making improvements to an existing product  
(C) Finding an appropriate place to bake a sample  
(D) Using ingredients that are not readily available.

Questions 186-190 refer to the following advertisement and letters.

## Wanted

### Administrative Assistant

Head of northeastern district sales for Haptacom requires the services of an experienced administrative assistant. **Two years of experience** in a similar position is the minimum requirement. An educational background in sales, marketing, or administration is a plus. Applicants who are **multilingual** (English, Spanish, Japanese) are also preferred. Send a letter indicating your interest, qualifications and **salary requirements**, and a **résumé** to Northeastern District Sales Hub, Care of **Juanita Halperin, Haptacom Telecom Inc.**, 38 Science Park Plaza, Suite 1717, Toronto, Canada. **Electronic responses are discouraged.**

October 10

The Sales Office for the Northeastern District  
Haptacom Telecom Inc.

Dear Sir/Madam,

I am responding to your advertisement for an experienced administrative assistant. I feel that I am a strong candidate for the position you listed. I have worked as an **administrative assistant in the financial services industry for eighteen months**. I have a Master's degree in sales and marketing. Further, I grew up in France, and I was a Spanish major in college. After graduating from university, I studied abroad in Japan for two years. You can see my enclosed résumé for details.

I am on contract with my present employer through the end of this month and I will not be renewing that contract. I would be, therefore, available to begin as early as the first of next month.

Thank you for your consideration. I look forward to hearing from you.

Sincerely,  
Lily Matsuzaka

Hi Lily,

Thank you for your interest in joining the Haptacom Telecom team. We wanted to let you know that although your resume and cover letter were very competitive, **our hiring team reviewed your application and did not select it for further consideration.** However, we will keep your resume on record and get in touch with you once you are able to meet all of the job requirements. We hope we will have the chance to consider you for a similar role in the near future.

Sincerely,  
Henry Lee

Director of the Sales Office  
Haptacom Telecom

186. Where does Juanita Halperin work?

- (A) At an advertising agency
- (B) At a telecom company**
- (C) At a marketing firm
- (D) A financial service company

187. Which of the following is NOT requested of applicants?

- (A) Experience
- (B) Language skills
- (C) A résumé
- (D) An e-mail response**

188. Why does Lily Matsuzaka mention studying in Japan?

- (A) To prove that she has a degree
- (B) To express her willingness to travel
- (C) To indicate her ability to speak several**

**languages**

- (D) To emphasize her cultural heritage

189. What does Lily Matsuzaka neglect to include in her letter?

- (A) The amount of money she wishes to earn**
- (B) The name of her university
- (C) Which country's passport she holds
- (D) Her e-mail address

190. Why does Lily Mstsuzaka not get this job?

- (A) Because she is overqualified.
- (B) Because she is too young.
- (C) Because she missed the application deadline.
- (D) Because she does not have enough work experience.**



Questions 191-195 refer to the following news story, e-mail, and notice.

### e-NOVA Computers Unveils Cheap-u-ter

Reggie Nedfrom, the lead designer for e-NOVA Computers, once again promises to revolutionize the computer industry with his newest offering the Cheap-u-ter Laptop. The concept behind the Cheap-u-ter is simple; produce and sell the least expensive, fully functional computer possible. The production of prototypes has already become a reality. **But will they sell?**

We were sent a prototype of the Cheap-u-ter here at the offices of Computer Day Magazine and were invited to put the machine through its paces. Here are our early impressions.

The unit is very light. It seems that the shell is made mostly of lightweight plastic. Also, because the unit is powered by a solid-state flash drive, there is no heavy hard disk to weigh the unit down.

The LCD screen is small and of poor quality compared with other low-end monitors. However, it is useable and functionality is the point with the Cheap-u-ter.

The unit is wireless-Internet-capable, but we were unable to get it working. Perhaps in an effort to cut costs, the quality of the wireless antenna was sacrificed. **Given the prevalence of wireless Internet connections in the world today, this is an issue that ought to be addressed.** Also, had we been able to connect, according to the user's manual, we could only have achieved a 10MB connection. **In this broadband world, however, won't such a slow connection be a deal breaker?**

All in all, the unit does deliver on its promise: **it's cheap at only \$99.99. The question remains, "Is it too cheap?"**

-- Computer Day editorial staff

From: Reggie Nedfrom

To: <editor@computerdaymag.com>

Subject: **Unfair commentary**

Of course, you are entitled to your opinion, but your criticism of the Cheap-u-ter is ridiculous. **You disparage it for not being something it is NOT INTENDED TO BE.** The unit is designed for use in the developing world, not for use by spoiled Americans.

As for your complaints about not being able to achieve a wireless connection, it is not likely a problem with the unit. It's more likely an issue with your network. I assume you use a broadband 802.11g intranet. However, the Cheap-u-ter will only connect to an 802.11b, the standard in Africa and South America. **Why don't you think before you write?**

Finally, as to your comment about the unit being TOO cheap, ask some poor school child living in a third world slum if it's too cheap. I'm trying to bring technology to the world while you have

nothing but smug criticism.

### Setting the Record Straight

We received Mr. Nedfrom's letter right after we published a story in our magazine under the headline "e-NOVA Computers Unveils Cheap-u-ter." After checking what Mr. Nedfrom said with our computer technology editor, Phil Kurz, in Brazil, we find that we owe Mr. Nedfrom an apology. Reporter Edward Wang, who joined our news team two months ago and wrote this article that inflamed Mr. Nedfrom, said he was sorry for the mistakes he made, though he did everything he could to get the story right. Computer Day Editorial Staff rang Mr. Nedfrom to express our apology, and Mr. Nedfrom gladly accepted it. He gave us more details about his Cheap-u-ter on the line, and agreed that all the detailed, correct information of Cheap-u-ter can be published in our next issue.

Computer Day Editorial Staff

191. What is the main advantage of the Cheap-u-ter?
- (A) Its availability in the third world
  - (B) Its light weight
  - (C) Its functionality
  - (D) Its price
192. What do the writers of the article imply?
- (A) The new product may not sell well.
  - (B) The computer needs a hard drive.
  - (C) There is already a similar product available on the market.
  - (D) e-NOVA Computers needs to do more advertising.
193. What do the writers of the article criticize most harshly?
- (A) The size of the monitor.
  - (B) The Internet connection
  - (C) The weight of the hard drive.
  - (D) The effort to cut costs
194. What is the tone of the e-mail?
- (A) Confrontational
  - (B) Conciliatory
  - (C) Pleasant
  - (D) Laudatory
195. Which of the following is NOT true in the notice?
- (A) The name of the reporter who wrote the article was revealed in the notice.
  - (B) Computer Day Editorial Staff made a phone call to Mr. Nedfrom.
  - (C) It is Mr. Nedfrom that requested Computer Day magazine to apologize to him.
  - (D) Phil Kurz also works for Computer Day magazine.

Questions 196-200 refer to the following letters.

Mr. Robert Farnsworth  
6645 Houston Dr.  
Missoula, Montana

Mr. Farnsworth,

We have received your request to cancel your cable service effective as of March 31. We here at Big Sky Cable are sorry to lose you as a customer. This letter is our attempt to convince you to change your mind.

Did you know that...

- In addition to all of your favorite cable channels, Big Sky also offers **broadband Internet** service. Bundling your cable service with your Internet service can result in significant savings.
- Big Sky Cable is high-definition compliant. Enjoy all of your favorite shows in crisp, clear, HD digital splendor.
- We now offer rentals of hard-drive video recorders.
- Our 24 hour customer service line is always at your disposal. Whether it's a request for service or simply a question about your equipment, we'll be there to answer the call.

Your termination request is being processed. If you wish to cancel your termination and continue as a Big Sky customer, please contact us at 555-5545, ext 919.

Sincerely,

Fran Jilberg  
Big Sky Cable

**Far Horizons Cable**  
**Missoula, Montana**  
**555-4454**

To: Robert Farnsworth  
Reason: Your cable service

Mr. Farnsworth,

This is just a reminder that we will be out to connect your Far Horizon's cable service on the morning of April 1st. According to our work order, you have asked to have the following services installed.

1. Basic cable service (76 channels)
2. Premium Service (BHO & Fuzzy Wuzzy Kids)
3. 1 GB broadband

You also requested help in hooking up our service to your newly purchased High Definition

television. Unfortunately, we are not yet HD compliant. Our HD service will begin later this year. We will provide installation service beginning in late September.

To Whom It May Concern,

Thanks for the reminder, but I am afraid I have to put it off a bit. **My landlord asked me to vacate the house by the end of March for some unknown reasons.** Anyway, once everything is settled, I will let you know when and where to have the cable and broadband services installed for me.

Sincerely,

Robert Farnsworth

196. Who is Fran Jilberg?  
(A) A cable installer  
**(B) A Big Sky employee**  
(C) An associate of Robert Farnsworth  
(D) A cable customer
197. Which service is provided by both companies?  
(A) Video rentals  
(B) High definition programming  
**(C) Internet service**  
(D) 24 hour service
198. What can be inferred from the letters?  
(A) Mr. Farnsworth is currently a Far Horizon's customer.  
(B) High definition service is not available to residents of Missoula.  
(C) Big Sky Cable is in danger of bankruptcy.  
**(D) Mr. Farnsworth has decided to switch cable providers.**
199. What is the purpose of the letter from Big Sky?  
(A) To advertise new services  
(B) To schedule an installation  
**(C) To persuade a customer**  
(D) To respond to a request for service
200. Why can Mr. Farnsworth not have the cable service installed on April 1<sup>st</sup>?  
(A) Because Mr. Farnsworth will be on vacation then.  
(B) Because Mr. Farnsworth has cancelled the contract with Far Horizon's.  
**(C) Because Mr. Farnsworth will not live in that place any longer.**  
(D) Because Mr. Farnsworth's landlord asked him not to do that.