

## 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 your test book.

### PART 5

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

101. This discounted train ticket is \_\_\_\_\_ only at certain times of the day.

- (A) valid
- (B) validate
- (C) validating
- (D) validation

102. To participate in the Advantage Discount program, \_\_\_\_\_ the registration form on our Web site.

- (A) reply
- (B) inquire
- (C) complete
- (D) apply

103. Ms. Srisati is unavailable today \_\_\_\_\_ she is flying to Mumbai.

- (A) because
- (B) how
- (C) regarding
- (D) sooner

104. The contract \_\_\_\_\_ states that the tenants must renew their rental-property agreement by March 1.

- (A) clear
- (B) clearly
- (C) clearer
- (D) cleared

105. Aiko Arts plans to host a reception \_\_\_\_\_ the artist, Remco Koeman.

- (A) except
- (B) for
- (C) off
- (D) into

106. Unfortunately, replacing the copy machine will cost more than \_\_\_\_ had anticipated.

- (A) we
- (B) us
- (C) our
- (D) ours

107. Your Polytonics e-mail account will be set up \_\_\_\_ you arrive on your first day.

- (A) at
- (B) around
- (C) until
- (D) before

108. Oaza Electronics worked \_\_\_\_ with our team to facilitate the development of the computerized training system.

- (A) hardly
- (B) nearly
- (C) closely
- (D) relatively

109. Financial adviser Jenna Sotulo helps professionals devise a \_\_\_\_ for managing their finances.

- (A) prediction
- (B) gesture
- (C) strategy
- (D) request

110. Each employee must coordinate with management so that \_\_\_\_ time off can be properly scheduled.

- (A) alone
- (B) individual
- (C) isolating
- (D) separated

111. The cost of building Juniper High Towers exceeded the contractor's original \_\_\_\_ by over £5,000.00.

- (A) estimating
- (B) estimate
- (C) estimated
- (D) estimator

112. At Links Fine Meats, we pride \_\_\_\_ on providing the highest-quality products on the market.

- (A) oneself
- (B) yourselves
- (C) itself
- (D) ourselves

113. \_\_\_\_\_ he is usually quiet around the office, Mr. Heineman is known for his witty and engaging public speeches.

- (A) Although
- (B) Otherwise
- (C) Despite
- (D) Instead

114. Ancient Chitimacha baskets are \_\_\_\_\_ featured in the Louisiana Museum of Archeology.

- (A) prominent
- (B) prominently
- (C) prominence
- (D) prominences

115. \_\_\_\_\_ tea and coffee are available in the lobby for all guests of the Farrison Hotel.

- (A) Compliment
- (B) To compliment
- (C) Complimented
- (D) Complimentary

116. \_\_\_\_\_ representatives of Light Cloud Airlines, flights are rarely overbooked.

- (A) As opposed to
- (B) In addition to
- (C) According to
- (D) Prior to

117. Mr. Krause will reorganize the supply room \_\_\_\_\_ the cabinets are delivered.

- (A) overall
- (B) due to
- (C) once
- (D) soon

118. By completing employee-satisfaction surveys anonymously, workers can more \_\_\_\_\_ state their concerns about the workplace.

- (A) wholly
- (B) openly
- (C) favorably
- (D) laboriously

119. The final blueprints must \_\_\_\_\_ by Ms. Ito after the final draft is produced.

- (A) approve
- (B) be approved
- (C) approving

(D) to approve

120. This sewing workshop is ideal for beginner tailors \_\_\_\_\_ professionals who would like to refresh their knowledge.

(A) but

(B) either

(C) as well as

(D) additionally

121. All posters and flyers must be removed from the bulletin board \_\_\_\_\_ 48 hours after the event has occurred.

(A) within

(B) among

(C) unless

(D) while

122. The \_\_\_\_\_ technology used in pots by Claypol Housewares keeps the handles from getting too hot to touch.

(A) warm

(B) frequent

(C) unattached

(D) innovative

123. There are a number of free Web-based \_\_\_\_\_ that provide tips for locating information in historical databases.

(A) tutorials

(B) tutoring

(C) tutored

(D) tutor

124. The person hired must be able to adapt \_\_\_\_\_ to changes in work assignments and schedules.

(A) readies

(B) readily

(C) readiness

(D) ready

125. Organizational behavior specialist Ray Majory believes a good sense of humor in a leader can increase the quality of \_\_\_\_\_ in the team.

(A) declaration

(B) statement

(C) message

(D) communication

126. Portsmouth's agricultural industry has always found ways to \_\_\_\_\_ itself by growing different crops and finding new markets.

- (A) reinvest
- (B) reuse
- (C) reassess
- (D) reinvent

127. While some countries have made huge investments in the Caribbean lately, others have reduced \_\_\_\_\_.

- (A) themselves
- (B) theirs
- (C) their
- (D) they

128. The ethics committee cited the potential benefits of the research project while \_\_\_\_\_ its high cost.

- (A) acknowledging
- (B) to acknowledge
- (C) has acknowledged
- (D) acknowledge

129. The report describes the environmental impact on lakes and rivers of using \_\_\_\_\_ energy sources.

- (A) together
- (B) hopeful
- (C) regulatory
- (D) renewable

130. Any decorations on the ceilings or walls must be fully removed, including any material used to \_\_\_\_\_ them to the surfaces.

- (A) adhere
- (B) attract
- (C) construct
- (D) sustain

## **PART 6**

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

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

### Bakery Gets Technological

MOMBASA (June 10)—Incredible Cravings, a nationwide bakery and pastry chain with more than 28 store locations' 131 a new way to use technology to better serve its customers. During the last quarter, the company began using an infrared-sensor system that 132 monitors products in the store as they are added and removed from shelves.

Personnel from each bakery can see 133 in real time as it is analyzed and updated by the computer. 134 For example, when many customers purchase a certain type of bread, employees who are monitoring the screen can immediately restock the popular item.

131.

- (A) is to introduce
- (B) was introducing
- (C) has introduced
- (D) would have introduced

132.

- (A) precise
- (B) precisely
- (C) precision
- (D) preciseness

133.

- (A) inventory
- (B) scheduling
- (C) vendors
- (D) ingredients

134.

- (A) This system ensures that shoppers can always find what they want.
- (B) This computer sends data to store security staff.
- (C) The Mombasa store is gaining more and more customers.
- (D) The most popular item at Incredible Cravings is the chocolate croissant.

**Questions 135-138** refer to the following information.

#### Mifflin Moving services

#### Frequently Asked Questions (FAQs): When is the best time to move?

There are several factors to consider as you decide when to schedule your move. It may be helpful to know that being flexible with your scheduling can often save you money. 135 moving costs

are higher during the summer months when the volume of shipments being handled by your moving company tends to increase. Conversely, moving costs are relatively low during the winter months. 136.

Moreover, regardless of the time of year that you move, being flexible about your loading and delivery dates can also be 137. For example, by giving your moving company a seven-day window to load your shipment, you 138 the chance that your goods will sit in a truck for a long period of time.

135.

- (A) Equally
- (B) Rather
- (C) In general
- (D) As a result

136.

- (A) This is true for both residential and commercial moves.
- (B) Therefore, allow one to two weeks for your shipment to arrive.
- (C) Most moving companies are based in large cities.
- (D) Moving is stressful at any time of the year.

137.

- (A) frustrating
- (B) similar
- (C) beneficial
- (D) unusual

138.

- (A) reduced
- (B) reduces
- (C) reducing
- (D) reduce

**Questions 139-142 refer to the following advertisement.**

The Durham Fitness and Health Expo (DFHE) is an international event that brings the fitness and health industries together for three days in one place, 139. the perfect opportunity for these industries to showcase their products and services. The award-winning DFHE is now heading into its fifth year, and plans are in place to make it the largest and most diverse exposition 140 with record numbers of consumers and industry professionals expected to attend.

141 Both large and small booths in the vendor exhibition area are still available. Call 1 (800) 555-0156 for more information or to reserve your 142

139.

- (A) provided
- (B) provides
- (C) will provide
- (D) providing

140.

- (A) late
- (B) well
- (C) still
- (D) yet

141.

- (A) The event will take place August 6 to 8 at the Durham Convention Center.
- (B) Changes to the schedule will be announced in the coming weeks.
- (C) Most reviews of the event have been positive.
- (D) It is not necessary to provide a credit card number at this time.

142.

- (A) vehicle
- (B) space
- (C) upgrade
- (D) date

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

Milo Ferris  
1690 Ascot Road Kenilworth  
Cape Town 7708

19 October

Dear Mr. Ferris,

This letter is to advise you that the water main in your area will be 143 between the hours of 1:00 A.M. and 6:00 A.M. on 29 and 30 October.

The system is 144 some urgent work to accommodate the increasing demand for water use in Kenilworth. 145. The entire project will be completed within the next three months.

We apologize for the inconvenience that the interruption in your water supply will cause. These upgrades, however, are 146. We will make every effort to complete the work as efficiently as possible.

Sincerely,

Kagiso Pillay

Operations Manager, Cape Town Water Supply and Maintenance

kpillay@ctwsm.za / (021-555-0012)

143.

- (A) left out
- (B) put down
- (C) let go
- (D) shut off

144.

- (A) needed
- (B) in need of
- (C) a need for
- (D) necessary

145.

- (A) The total cost is still not known.
- (B) The hours of operation are subject to change.
- (C) Sales are expected to increase steadily.
- (D) The work will be done in several stages.

146.

- (A) essential
- (B) temporary
- (C) expensive
- (D) unexpected

## **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 advertisement.

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### Immediate Opening

Shagani Construction needs two general construction workers for **carpentry** and other work. Must have **own tools**. Two years plumbing **experience preferred**. Work guaranteed **July through September**. Must have valid **driver's license**. Send resume to [lblock@saganaw.com](mailto:lblock@saganaw.com) by June 4. **No phone calls please. Qualified candidates will be contacted.**

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147. What is NOT a requirement for the job?

- (A) Personal **tools**
- (B) Carpentry skills
- (C) A driver's license
- (D) **Plumbing experience**

148. What is suggested about the job?

- (A) It will start on June 4.
- (B) **It is a temporary position.**
- (C) It takes place in an office.
- (D) It will involve training other workers.

Questions 149-150 refer to the following form.

<b>Kuala Lumpur International Express Service</b> <b>Delivery Attempt</b>
To: <i>Insook Park</i> Date: <i>May 17</i> Tracking Number: <i>KES5022</i>
We're sorry we missed you. Please see below for the status of your delivery.
<input type="radio"/> You must sign for your package. Sign here: _____ Then leave this form in your mailbox.
<input type="radio"/> Someone must be present for delivery and to sign for your package. <b>We will attempt to deliver your package again tomorrow between the hours of 10 A.M. and 2 P.M.</b>
<input type="radio"/> This is our second attempt to deliver your package and obtain your signature. <b>Please call us at 03-2522-6423 or go to <a href="http://www.kliexpressservice.com">www.kliexpressservice.com</a></b> to schedule pickup or delivery. You will need to reference your tracking number.

149. What is indicated about the package?

- (A) It was damaged during shipping.
- (B) It must be picked up at the post office.
- (C) **It could not be delivered previously.**
- (D) It does not require a signature.

150. What is Ms. Park asked to do?

- (A) Obtain a tracking number
- (B) Contact a delivery company**
- (C) Leave a document in her mailbox
- (D) Pay an overnight delivery fee

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

Arthur Chun (8:31 A.M.) Can you give me a hand? <b>I can't get the projector to work in the conference room.</b>
Hannah Lind (8:31 A.M.) Sure. What's the problem?
Arthur Chun (8:32 A.M.) <b>No idea. I keep getting an error message when I press the power button.</b>
Hannah Lind (8:33 A.M.) Are the cables connected?
Arthur Chun (8:33 A.M.) Yes. Would you be able to come over here? My presentation starts soon!
Hannah Lind (8:34 A.M.) It's probably just a setting. I can show you. <b>Give me a minute to get there.</b>
<input type="text" value="Enter message"/>

151. At 8:32 A.M., what does Mr. Chun most likely mean when he writes, "No idea"?

- (A) He does not know when the event begins.
- (B) He does not know whether the cables are connected.
- (C) He does not know where to deliver a message.
- (D) He does not know why the equipment is not working.**

152. What will Ms. Lind most likely do next?

- (A) Call for technical support
- (B) Purchase a new projector
- (C) Go to the conference room**
- (D) Make a short presentation

Questions 153-155 refer to the following notice.

Critically acclaimed poet and Northlander University professor **Jeremiah Hines will give a poetry reading at the Café Metropolitan on Friday, June 16, from 7:00 P.M. to 8:30 P.M.** Dr. Hines will preview five poems from his latest collection, *Book*, to be published in August by Northlander University Press.

In addition to Dr. Hines, several of **his creative-writing students** will also read their work. They include Annabelle Rothman, **Richard Lefevre**, and Dina Fernandez. All have had one or more poems published in the most recent issue of *Northlander Fiction Today*.

**Two additional spots have been reserved for members of the public to read their own poetry. If you would like to be considered, e-mail one original poem** (250 words or less) to Alicia Wilson at [awilson@cafemetropolitan.org](mailto:awilson@cafemetropolitan.org) before 5:00 P.M. on June 1.

Tickets to the poetry reading are \$10 and can be purchased at the Café Metropolitan or through its Web site.

[www.cafemetropolitan.biz](http://www.cafemetropolitan.biz)  
(520) 555-0177

**Café Metropolitan**

153. What is the purpose of the notice?

- (A) To advertise new job openings
- (B) To publicize an upcoming event**
- (C) To confirm a change in schedule
- (D) To announce an employee promotion

154. Who is Mr. Lefevre?

- (A) A café manager
- (B) A writing professor
- (C) A university student**
- (D) A professional writer

155. What are members of the public invited to do?

- (A) Submit a writing sample for consideration**
- (B) Apply for a position in person
- (C) Enroll in a creative-writing class

(D) Purchase a book released in June

Questions 156-158 refer to the following Web page.

<http://www.reallyreal.co.nz>

[About Us](#)

[Sign In](#)

[Search Reviews](#)

[Write a Review](#)

Our goal here at Really Real is to help the people of New Zealand make informed decisions about their planned purchases. — [1] —. This service features honest and unbiased consumer reviews of products available on the market. These products are currently **limited to electronics and appliances**. — [2] —.

We are a nonprofit service. We are not an online store, and we do not sell any of the products that are rated on our site. If you set up an account, you are welcome to share your own experience about your recent purchases. — [3] —. To register for an account, simply type your e-mail address in the box provided on our home page. **We promise that you will not receive any e-mail promotions from us**. Many manufacturers use our free service to gain insight into consumer trends; by sharing your views, **you will be helping companies develop better offerings**. — [4] —.

156. What is mentioned about Really Real?

- (A) It must approve all reviews.
- (B) It does not verify product information.
- (C) It will not advertise by e-mail.**
- (D) It charges a fee for registration.

157. What does Really Real's service allow companies to do?

- (A) Advertise new offerings
- (B) Improve their products**
- (C) Contact consumers directly
- (D) Host an online store

158. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?  
"Beginning in January, we plan to include furniture as well."

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

Questions 159-160 refer to the following form.

<p style="text-align: center;"><b>Caivarto Printing Services</b> Level 4, 468 Wickham Street Sydney NSW 2001</p> <p style="text-align: center;">Work Order Form</p> <p>Date of order: <u>20 September</u> Employee Name: <u>Amelia Cates</u> <b>Date of pickup: <u>1 October, between 2 p.m. and 3 p.m.</u></b></p> <p>Customer Information: Name: <u>Johanna Garza</u> Organisation: <u>Sydney Medical Research Forum</u> Phone: <u>5555-9823</u></p> <p><b>Instructions:</b></p> <p>The customer sent the graphic electronically; see e-mail of 20 September with subject line "Garza order." <b>She asked for the image to be enlarged enough that all words and numbers can be seen clearly from about 3 metres away.</b></p> <p>Prints: Four standard medium posters</p> <p><b>Special Notes:</b></p> <p><b>The customer needs these items for a conference on 2 October, so she stressed that they absolutely must be ready on time. She paid in full on 20 September with her organisation's credit card.</b></p>
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159. What did Ms. Garza ask Caivano Printing Services to do?

- (A) Call her when an order is ready
- (B) Use certain colors in a printing job
- (C) Ensure that text is visible from a distance**
- (D) Reprint posters to correct a mistake that was made

160. What is true about the posters?

- (A) They are not a standard size.
- (B) Ms. Garza still owes money for them.
- (C) Each conference participant will receive one of them.
- (D) Ms. Garza will pick them up the day before a conference.**

Questions 161-163 refer to the following Web page.

<http://www.youngroboticistscanada.com>

## Young Roboticists Canada

[About Us](#)   [Registration](#)   [Instructors](#)   [Courses](#)   [Locations](#)

Young Roboticists Canada lets kids experience the exciting world of robotics! Our courses motivate young learners through hands-on experiences **constructing robots in laboratory settings**. We offer a wide variety of options for children ages 7-15, including after-school and Saturday courses as well as summer camps.

The courses at Young Roboticists Canada are created by top-rated professors and professional roboticists from around the world. **Visit the Instructors page to learn more about their research**. In addition, many of our **participants have received scholarships** to study computer science at prestigious universities and have gone on to work for top companies.

Registering your child is easy. Higher-level courses build on information learned in our introductory courses, so **read the course descriptions to ensure that your child meets all prerequisites**. Then select the course that fits your child's interests and complete the online form. Seats fill up quickly, so be sure to register at least one month before the course begins.

161. What is NOT indicated about Young Roboticists Canada?

- (A) Its participants have received **university scholarships**.
- (B) It teaches children **how to build robots**.
- (C) **It prepares children for international competitions**.
- (D) It gives young students the chance **to work in a laboratory**.

162. What is mentioned about the instructors?

- (A) They provide references for their students.
- (B) They give tours of their laboratories.
- (C) **They are involved in research**.
- (D) They have written many publications.

163. What are parents asked to do?

- (A) Complete scholarship applications
- (B) **Check course requirements**
- (C) Attend an information session
- (D) Purchase some equipment

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

**Bradley Sento** [11:14 A.M.]: Hi Cheng and Zara. We've finished painting the office walls. We'll be installing the blinds next. We need your decision on the **tile pattern for the restroom floor**.

**Cheng Han** [11:15 A.M.]: Hi Bradley. **Zara's on the phone right now**. Might be a while. Will get back to you.

**Bradley Sento** [11:15 A.M.]: OK.

**Cheng Han** [11:17 A.M.]: **Never mind**. That call took less time than I expected. Give us a few minutes to decide.

**Bradley Sento** [11:18 A.M.]: Take your time.

**Zara Charbel** [11:23 A.M.]: Hi Bradley. We'll go with the Roman mosaic floor tiles.

**Bradley Sento** [11:24 A.M.]: Great choice. I can have them here sometime tomorrow.

**Zara Charbel** [11:25 A.M.]: Will this selection cause us to go over our budget?

**Bradley Sento** [11:25 A.M.]: And I forgot to mention that the carpet installation has also been completed.

**Cheng Han** [11:26 A.M.]: Good to know. I will call Ideafinity and have them deliver the furniture.

**Bradley Sento** [11:27 A.M.]: OK. Let me know the delivery time so I can make space for the furniture van. About the budget, I'll check with my flooring contractor. **I'll have an answer for you by the end of the day**.

**Zara Charbel** [11:29 A.M.]: OK, thanks.

**Cheng Han** [11:30 A.M.]: And thanks for **transforming a traditional office into a modern one**.

164. What information does Mr. Sento ask for?

- (A) The floor plan of the office
- (B) The color selection for the walls
- (C) The quality of the blinds
- (D) The design of the flooring materials**

165. At 11:17 A.M., what does Mr. Han most likely mean when he writes, "Never mind"?

- (A) He is not concerned with the estimated cost.
- (B) He has changed his mind about the color choice.
- (C) Ms. Charbel is no longer talking on the phone.**
- (D) Mr. Sento does not need to install the blinds.

166. What is a promise Mr. Sento made to Ms. Charbel?

- (A) He will obtain some information for her.**
- (B) He will put her in touch with his flooring contractor.
- (C) He will complete the work by the end of the week.
- (D) He will take the furniture out of a delivery truck.

167. Why most likely is the work being done?

- (A) A new business is opening soon.
- (B) An office space is going to be sold.
- (C) A business wanted to update its work space.**
- (D) A property owner needed to remove some damaged materials.

Questions 168-171 refer to the following article.

### Candy-Selling Youth Finds Wallet

THURMONT (April 22) — On Tuesday a wallet containing a sizable amount of money was discovered in Thurmont by 13-year-old Tim Suderman. That morning, **Tim was out selling candy bars door-to-door to earn money for the new uniforms needed by his middle school football team.** "I was on the sidewalk along Fount Street when I noticed a wallet just sitting there," Tim recounts. According to Tim, the wallet contained several large **bills, two credit cards, and a family picture.** The name on the credit cards was William Bradlin, but there was nothing in the wallet that provided an address.

Wanting to return the wallet to Mr. Bradlin as soon as possible, Tim walked to nearby Forest View Market to see if anyone could help him with his search.

"The first clerk I talked to immediately recognized Mr. Bradlin's name," said Tim. "He knew that Mr. Bradlin was the owner of Thurmont Bicycles, just around the corner from the market."

The clerk made a quick phone call to Mr. Bradlin, who rushed over to Forest View Market.

"I must have lost my wallet walking from the market back to work," said Mr. Bradlin, who was delighted with the return of his lost property. He was so pleased that he opened up his wallet and bought all 20 candy bars that Tim had for sale. **And he gave him an extra \$50 to further boost the uniform fund.**

"A good **deed** like that deserves a reward!" added Mr. Bradlin.

168. What is indicated about Tim?

- (A) He wants to work at a bicycle shop.
- (B) He is a member of a sports team.**
- (C) He found something at the park.
- (D) His father works as a clerk.

169. What was NOT included in the wallet?

- (A) Cash
- (B) Credit cards
- (C) A photograph
- (D) A driver's license**

170. What did Tim receive as a reward?

- (A) A new bicycle
- (B) Clothes
- (C) A donation
- (D) Candy

171. The word "deed" in paragraph 6, line 1, is closest in meaning to

- (A) act
- (B) law
- (C) sale
- (D) property

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

From: Ellen Alves  
To: Andrew Ruzinski  
Cc: Hyun Shik Nam  
Subject: Substitute for Carla Cunha  
Date: March 23

Hello, Mr. Ruzinski,

I'll need your help on our team for the next two weeks. — [1] —. We handle Gartera Stores' **finances**, and with Carla Cunha on medical leave, the team is struggling to meet deadlines. — [2] —. To be specific, I would like you to finish Carla's work. She started preparing **year-end financial documents** for Gartera, but they need to be verified.

I have notified your team leader, **Hyun Shik, who has agreed to let me borrow you for a few days.** — [3] —.

Gartera's software for recording **inventory and cash flow patterns** differs from the program you are familiar with. — [4] —. I would be happy to meet with you to **show you how to use the software to accomplish those tasks.**

Best regards,

**Ellen Alves**

172. Who most likely is Mr. Ruzinski?

- (A) A salesperson
- (B) An accountant

- (C) An insurance agent
- (D) A software designer

173. What has Ms. Alves requested?

- (A) Permission to reassign an employee
- (B) Instructions for handling new clients
- (C) An evaluation of the team's effectiveness
- (D) A record of the current inventory

174. Why does Ms. Alves offer to meet with Mr. Ruzinski?

- (A) To demonstrate a software program
- (B) To review his recent performance
- (C) To plan the hiring of new employees
- (D) To share tips on meeting deadlines

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

"He says your team can take over your work for the time being."

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

Questions 176-180 refer to the following Web site and e-mail.

<http://www.giveandtakebooks.com>

## GIVE-AND-TAKE BOOKSTORE

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Posted on 02 July

### Calling All Book Collectors!

Give-and-Take Bookstore is collecting used books, in any condition, for resale at deeply discounted prices. Our £3-or-less guaranteed pricing allows us to offer affordable reading materials. Remember, **10 percent of all proceeds from our book sales are donated to projects in the community.** This month's focus is the restoration of Delford Park.

We currently need books in the following genres:

- o Historical Fiction
- o Poetry
- o How-to Guides
- o Science Fiction
- o Autobiographies
- o Sports

Any book donation will be rewarded with a **merchandise credit** (based on

20 percent of the cash value of each book) for use on a one-time purchase at either our Delford or our Stratton location.

Book pickups are available to donors of 25 or more books. **To schedule a book pickup within a 10-kilometre radius of our stores**, please e-mail us at [donations@giveandtakebooks.co.uk](mailto:donations@giveandtakebooks.co.uk) or call our store in Delford at 0114 496 0835.

To: [<cplum@homeemail.co.uk>](mailto:cplum@homeemail.co.uk)

From: [<clonations@giveandtakebooks.co.uk>](mailto:clonations@giveandtakebooks.co.uk)

Date: 22 July

Subject: Re: Donation

Hello Mr. Plum,

Thank you very much for your offer to donate 100 books to our shop! I would be happy to **arrange** to have the books picked up at your home. For such a large number of books, **we are happy to go the extra distance**. To expedite the pickup process, **please stack the books by genre to the best of your ability**. Our driver will pack the books into boxes for you.

Our next available appointment for pickup is this Tuesday, 25 July, at 2 P.M. Let me know if this time works for you.

Thank you,

Tina Voss, Manager

Give-and-Take Bookstore

176. What is indicated about Give-and-Take Bookstore?

- (A) It has two locations in Delford.
- (B) It supports community projects.**
- (C) It is located next to Delford Park.
- (D) It sells both new and used books.

177. According to the Web site, what do book donors receive?

- (A) A free book
- (B) A £3 cash payment
- (C) A merchandise credit**
- (D) A 10 percent discount coupon

178. In the e-mail, the word "arrange" in paragraph 1, line 2, is closest in meaning to

- (A) put away
- (B) place in order**

- (C) do a favor for  
(D) make preparations

179. What store policy was waived for Mr. Plum?  
(A) The distance traveled to collect books  
(B) The genres of books that are accepted for donation  
(C) The condition of books that are given to the store  
(D) The minimum number of books that can be picked up

180. In the e-mail, what is Mr. Plum asked to do?  
(A) Seal books in a box  
(B) Deliver books by 2 P.M.  
(C) Provide a list of book titles  
(D) Organize books by category

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

To: Greta Myers <gmyers@wingstar.com.bm>  
From: Maurice Tolliver <mtolliver@bermudasciencemuseum.bm>  
Date: 25 June  
Subject: Membership campaign  
Attachment: @ survey

Dear Ms. Myers:

The Bermuda Science Museum's September membership campaign will soon begin. In order to serve our present members the best way we can and attract new members, we are asking for your feedback. We are interested in how we can best meet your needs and expectations and would like to know how you feel about the permanent and special museum exhibitions, our newly renovated cafés, and the parking area.

Perhaps you were one of the many visitors who enjoyed our special seafaring exhibition in April. Do you think any part of your experience visiting the replica of the eighteenth-century ship, the Betsy, could have been better?

Please help us improve our museum and its programs by completing the attached survey. Thank you, and I look forward to seeing you again at the museum.

Maurice Tolliver  
Director of Museum Services

<http://www.bermudasciencemuseum.com>

## Bermuda Science Museum

Thank you for participating in our survey. Please select the responses that best describe the experiences you have had at the Bermuda Science Museum.

**Member Name:** Greta Myers    **Date:** 1 July

1. How often do you attend the following?

EVENT	Regularly	Occasionally	Seldom	Never
Permanent Exhibition		X		
Special Exhibitions	X			
Noontime Lectures				X

2. How would you rate the following facilities?

FACILITY	Excellent	Good	Satisfactory	Poor
Cafés		X		
Gift Shop		X		
Parking			X	

Additional Comments:

I always enjoy the special exhibitions. **Walking through the Betsy was so interesting!**  
I plan to return to the museum soon.

181. Who most likely is Ms. Myers?

- (A) An exhibitor at the museum
- (B) A museum services representative
- (C) A first-time visitor to the museum
- (D) A current museum member**

182. In the e-mail, the word "meet" in paragraph 1, line 3, is closest in meaning to

- (A) get together
- (B) be introduced
- (C) join
- (D) satisfy**

183. What was recently improved at the museum?

- (A) Exhibition halls
- (B) Dining facilities**
- (C) Ticketing procedures
- (D) Parking

184. What activity at the museum is Ms. Myers least likely to participate in?

- (A) Eating in the cafés
- (B) Attending lectures**

- (C) Shopping for gifts
- (D) Seeing the special exhibitions

185. When did Ms. Myers visit the museum?

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

Questions 186-190 refer to the following brochure, e-mail, and policy statement.

<b>STELLAR AUTO RENTAL</b>		
Stellar Auto Rental offers four classes of vehicle rentals at each of our worldwide locations to accommodate your travel needs.		
Class	Description	Daily Rate
Economy	2-door ultracompact car for 2 passengers	\$45
Standard	4-door compact car for 4 passengers	\$55
<b>Premium</b>	4-door midsize car for <b>5 passengers</b>	\$70
Oversize	4-door light-duty truck for 4 passengers or van for up to 12 passengers	\$120

To: info@stellarautorental.com  
 From: lmartinez@hmail.com  
 Date: 18 September  
 Re: Car rental

Dear Stellar Auto Rental:

Last month, I booked a compact car to drive from Sofia, Bulgaria, to Istanbul, Turkey, on **August 27. Shortly** thereafter, I learned that four colleagues would need to travel with me, so I called Stellar Auto Rental to change the reservation. A customer service representative told me, though, that a car to accommodate **five adults was not available**. Although I could have rented a van, I didn't want to drive such a large vehicle. Therefore, I canceled the reservation. Yesterday, however, I received my credit card statement and noticed that **I have been charged \$50 by Stellar Auto Rental. Why am I being charged this amount?**

Lucinda Martinez

<b>Rental Terms and Conditions</b>
<p>Drivers:</p> <ul style="list-style-type: none"> <li>• Only the driver(s) listed on the rental agreement may drive the vehicle.</li> </ul>

Required Documents:

- You must present a valid driver's license and proof of insurance when picking up the vehicle.
- You must also present the credit card you used to prepay for your rental vehicle.

Payment:

- **Payment must be made in full when the vehicle is reserved.** Additional fees may be charged at the end of the rental term for length of distance driven, fuel costs, late return, and/or damages to the vehicle. Please review your rental agreement for complete details.

Cancellation of Agreement:

- Cancellations made **prior to the scheduled pickup date** will result in a refund of the full prepaid amount, less a **\$50 administration fee**.
- Cancellations made on the day of scheduled pickup will result in a refund of the full prepaid amount, less a \$100 administration fee.

186. What vehicle was Ms. Martinez unable to reserve?

- (A) An economy vehicle
- (B) A standard vehicle
- (C) A premium vehicle**
- (D) An oversize vehicle

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

- (A) To stop a payment
- (B) To question a charge**
- (C) To cancel a reservation
- (D) To complain about a service

188. In the e-mail, the word "Shortly" in paragraph 1, line 2, is closest in meaning to

- (A) soon**
- (B) still
- (C) rudely
- (D) concisely

189. What is probably true about Ms. Martinez?

- (A) She does not have a valid driver's license.
- (B) She did not need to travel to Istanbul.
- (C) She canceled her reservation before August 27.**
- (D) She wanted a colleague to drive the rental vehicle.

190. What is indicated about Stellar Auto Rental?

- (A) It provides local maps at no additional cost.

- (B) It charges \$100 per week for auto insurance.
- (C) It has a membership program for frequent customers.
- (D) It requires a payment upon reservation of a vehicle.

Questions 191-195 refer to the following Web page, letter to the editor, and article.

[www.norviewcityfm.co.uk/programmeskandid-talk/transcript](http://www.norviewcityfm.co.uk/programmeskandid-talk/transcript)

[Latest Show](#) \_ [Past Shows](#) \_ [Schedule](#) \_ [Meet the Team](#) \_

### **Mayor Says MI Crucial for Community**

Heard on Candid Talk, a Norview City FM original production, on 28 February.

#### Transcript

**Noah Peavy, host:** Mayor Swaraj, would you explain the reasoning behind the Infrastructure Redevelopment Initiative, also known as the IRI?

**Mayor Swaraj:** Sure. **Over the last 25 years, Norview City's population has grown from roughly 20,000 to nearly 50,000.** This has put an enormous strain on our roads and bridges. The IRI will allow us to overhaul this network to meet the increased demands. We also need a more robust and reliable communications system. To pay for these improvements, **the city council has proposed increasing local taxes by 1.3 percent.**

**Noah Peavy:** Critics argue that the funds needed to implement the IRI should be generated by budget cuts and the elimination of some government-sponsored programmes. How do you respond?

**Mayor Swaraj:** No other government in this city's history has done more to trim the budget and eliminate ineffectual programmes than this one. However, overuse of this strategy might disrupt vital community services.

### **Norview City Observer**

To the Editor:

A poll **conducted** last week by the Centre for Civic Engagement has shown **that only 19 percent of respondents approve of the IRI.**

Critics of the IRI are most concerned that it will be paid for by raising local taxes. This will leave residents like me with less money for food, clothing, and toiletries, which, in turn, will mean less revenue for businesses in the area. It may also encourage high-income earners to leave Norview City or spend their disposable income elsewhere. Any gains made

by higher taxation would be offset by corresponding losses. The city government should look into other options to fund the project.

Manami Ishida, Norview City

### Happy Days for Norview City Council

(22 July) —This week brought some welcome news for the Norview City Council. Just a few months ago, the council's proposed Infrastructure Redevelopment Initiative seemed unlikely to succeed; a poll released on 14 April by the Centre for Civic Engagement (CCE) revealed that just 19 percent of respondents backed the plan. Since then, the council has

held a series of public hearings, and a number of adjustments have been made to the proposal.

A CCE poll released earlier this week shows that now 52 percent of respondents are willing to fund the programme by paying 0.5 percent more in taxes. Two more public hearings on the IRI have been scheduled. The first will be held next Wednesday, 27 July, at 7:00 P.M. at the Norview City Community Centre.

191. What information about Norview City is mentioned in the interview?

- (A) The size of its population
- (B) The number of its municipal employees
- (C) A list of its community services
- (D) A description of its communications network

192. In the letter to the editor, the word "conducted" in paragraph 1, line 1, is closest in meaning to

- (A) determined
- (B) behaved
- (C) administered
- (D) designated

193. What most likely is true about the letter to the editor?

- (A) It was written by a business owner.
- (B) It was discussed at July's public hearing.
- (C) It was read aloud on a radio program.
- (D) It was published in April.

194. What is the purpose of the article?

- (A) To describe a change in public opinion
- (B) To release information about a new community center
- (C) To predict the outcome of a public hearing

(D) To explain the reason for a survey

195. What most likely did the city council do to get more support for the IRI?

(A) It improved the quality of government-sponsored programs.

(B) It used the media to provide more information to the public.

(C) It reduced the tax rate it had initially proposed.

(D) It contacted more than half of Norview City's residents.

Questions 196-200 refer to the following online profile, e-mail, and evaluation form.

<http://www.avanisingh.co.nz>

**Avani Singh**

Having served as president of Comet Investing Group and **as chief executive officer at several prestigious financial firms in New Zealand**, Avani Singh now dedicates her time to public speaking. **Drawing on** her extensive experience, Ms. Singh provides expert guidance to help businesses become more forward thinking and achieve consistent growth in changing times.

**Sampling of recent speeches**

- **Sustaining Imagination (Makey School of Business)**
- Overcoming Financial Obstacles (Wellington Entrepreneurs Society)
- The Future of Finance (International Investment Banking Convention)
- How to Be a Dynamic Leader (NFI Foundation)

For Ms. Singh's résumé, availability and fees, please contact Julia Hays, [jbays@avanisingh.co.nz](mailto:jbays@avanisingh.co.nz)

To: [jbays@avanisingh.co.nz](mailto:jbays@avanisingh.co.nz)

From: [laudon@cbe.co.nz](mailto:laudon@cbe.co.nz)

Date: 19 August

Subject: City Business Expo

Dear Ms. Hays,

I saw **Avani Singh present at Makey School of Business last year** and was impressed by her powerful message. I believe Ms. Singh would be an ideal keynote speaker for this year's City Business Expo, particularly since the expo theme is Corporate Creativity and Innovation.

**The expo will take place from 7-10 March at the Auckland Convention Hall.** We would like the keynote speaker to present on the first day of the expo; however, the schedule is fairly open, and we would be happy to have Ms. Singh give a speech at any time during

the  
expo that suits her schedule.

Would you kindly share her availability as well as her fee for this type of keynote address?

Regards,

Landon Beaumont

Organizer, City Business Expo

### City Business Expo Evaluation Form

Name, company, position (optional): Martin Katoa Westbank Services senior an s

1. Why did you attend the expo?

Professional development    Networking    Other; please list: \_\_\_\_\_

2. Which speaker was most effective and engaging?

Opening day speaker    Day 2 speaker    Day 3 speaker    Closing day speaker

Why?

Ms. Singh's speech was inspirational! Her use of personal anecdotes to illustrate points made the material engagingly clear and memorable.

3. Indicate your satisfaction with the expo.

	Satisfied	Neutral	Dissatisfied
Registration process	X		
Location			X
Training workshops	X		

4. Additional comments:

The convention hall wasn't the right fit for this event; the workshop rooms were too small and there weren't enough food vendors—I always had a long wait.

Please drop your survey in one of the collection boxes located throughout the convention hall.

Thank you!

196. What is suggested about Ms. Singh?

(A) She is a financial consultant for Comet Investing Group.

(B) She is an experienced financial professional.

(C) She gave a speech at City Business Expo last year.

(D) She provides one-on-one training for managers.

197. In the online profile, the phrase "Drawing on" in paragraph 1, line 3, is closest in meaning to

(A) making use of

(B) removing from

(C) attracting to

(D) marking up

198. What presentation by Ms. Singh did Mr. Beaumont attend?

(A) Sustaining Imagination

(B) Overcoming Financial Obstacles

(C) The Future of Finance

(D) How to Be a Dynamic Leader

199. When did Ms. Singh most likely present at City Business Expo?

(A) On March 7

(B) On March 8

(C) On March 9

(D) On March 10

200. What critique did Mr. Katoa provide?

(A) The registration process took longer than expected.

(B) The opportunities for networking were limited.

(C) The venue for the expo was not ideal.

(D) The tips from the speakers were not practical.

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.