실전 TEST
06
LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

Statement (C), "They’re sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.
PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
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24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.
PART 3

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. What does the man want to do at the bank?
(A) Close an account
(B) Make a deposit
(C) Apply for a loan
(D) Interview for a job

33. What new policy are the speakers discussing?
(A) Extending business hours
(B) Charging a maintenance fee
(C) Increasing online security
(D) Offering membership benefits

34. What will the woman do next?
(A) Go to lunch
(B) Speak to her manager
(C) Provide a document
(D) Schedule an appointment

35. What event is taking place?
(A) A retirement dinner
(B) A client meeting
(C) An industry conference
(D) An award ceremony

36. What problem does the man have?
(A) His car broke down.
(B) He is at the wrong location.
(C) He forgot some tickets.
(D) He has a schedule conflict.

37. Why will the man go to his office?
(A) To sign for a delivery
(B) To meet a colleague
(C) To print out a document
(D) To pick up a gift

38. What type of business is Kelfern Limited?
(A) A furniture company
(B) An automobile manufacturer
(C) A restaurant supply store
(D) An architectural design firm

39. According to the man, what was the cause of a problem?
(A) A delivery was late.
(B) A part was missing.
(C) A product was damaged.
(D) A code was entered incorrectly.

40. What will the woman offer Kelfern Limited?
(A) Free installation
(B) Next-day delivery
(C) A discount
(D) A full refund

41. What industry do the speakers work in?
(A) Transportation
(B) Tourism
(C) Food service
(D) Journalism

42. According to the woman, what event will be held on Saturday?
(A) A farmers market
(B) A theater performance
(C) A sports competition
(D) A community festival

43. What is the man concerned about?
(A) Getting enough tickets
(B) Having the appropriate permit
(C) Publicizing an event
(D) Preparing for rain
44. Who most likely is the woman?
   (A) An antiques appraiser
   (B) An interior decorator
   (C) A graphic artist
   (D) A repair technician

45. What does the man say he plans to do with an item?
   (A) Give it to a family member
   (B) Donate it to a museum
   (C) Display it in his home
   (D) Sell it at an auction

46. What will the woman give the man?
   (A) A brochure
   (B) A list of contacts
   (C) A bill
   (D) An event schedule

47. What problem are the speakers discussing?
   (A) An office space is too small.
   (B) Some medical forms are incomplete.
   (C) Some patients are missing appointments.
   (D) The wrong supplies were delivered.

48. What does the man suggest doing?
   (A) Purchasing some software
   (B) Hiring an additional staff member
   (C) Contacting an equipment vendor
   (D) Locating a confirmation number

49. What does the woman say she will do next?
   (A) Get recommendations
   (B) Confirm a budget
   (C) Call in a prescription order
   (D) Update patient contact details

50. What industry do the men work in?
   (A) Fishing
   (B) Tourism
   (C) Trucking
   (D) Manufacturing

51. What problem are the speakers discussing?
   (A) The weather is unpredictable.
   (B) A machine is broken.
   (C) An employee is absent.
   (D) Operating costs have risen.

52. What will the woman most likely do next?
   (A) Lead a group outing
   (B) Open a weather application
   (C) Check a schedule
   (D) Negotiate a discount

53. Why is the man going to a conference?
   (A) To promote his products
   (B) To earn a certification
   (C) To facilitate a workshop
   (D) To learn about new technology

54. Why does the woman say, “there are no presentations in the evenings”?
   (A) To decline an invitation
   (B) To express surprise
   (C) To make a suggestion
   (D) To complain about an event

55. What does the woman remind the man to do?
   (A) Keep some receipts
   (B) Confirm a reservation
   (C) Make a phone call
   (D) Check a map
56. Where do the women work?
   (A) At a research laboratory
   (B) At a wildlife park
   (C) At a newspaper
   (D) At an event venue

57. What will the women most likely purchase from the man?
   (A) Outdoor cameras
   (B) Construction supplies
   (C) Printing materials
   (D) Safety equipment

58. What advantage do the women mention?
   (A) Training opportunities
   (B) Cost savings
   (C) Increased publicity
   (D) Efficient staff scheduling

59. Where do the speakers most likely work?
   (A) At an electronics store
   (B) At a bank
   (C) At a medical clinic
   (D) At a radio station

60. What will the woman do on Tuesday?
   (A) Take inventory
   (B) Speak at a convention
   (C) Conduct an interview
   (D) Respond to e-mails

61. What does the woman mean when she says, "but the program isn't completely accurate"?
   (A) Some software needs to be upgraded.
   (B) Some transcripts should be checked.
   (C) There was a mistake in the budget.
   (D) A schedule will need to be confirmed.

62. What is the woman preparing?
   (A) An owner's manual
   (B) A media release
   (C) A financial report
   (D) A questionnaire

63. Look at the graphic. According to the woman, which is the most successful model?
   (A) 10G
   (B) 15EW
   (C) 20AB
   (D) 50SP

64. What does the man think consumers like about a product?
   (A) It has an extended warranty.
   (B) It is widely available.
   (C) It is easy to install.
   (D) It is reasonably priced.
65. What has the man been hired to decorate?
(A) A museum entrance
(B) A client's office
(C) A hotel lobby
(D) A rooftop garden

66. Look at the graphic. Which item does the man choose?
(A) Item 1
(B) Item 2
(C) Item 3
(D) Item 4

67. What will the woman talk to a colleague about?
(A) A delivery date
(B) An employee discount
(C) A payment method
(D) A product substitution

68. Why is the man interested in taking a tour?
(A) To do research for a book
(B) To choose an area to live in
(C) To evaluate a company's service
(D) To take photographs for a Web site

69. Look at the graphic. What time does the most popular tour begin?
(A) At 9 A.M.
(B) At 10 A.M.
(C) At 11 A.M.
(D) At 12 P.M.

70. What will the man most likely do?
(A) Book tickets in advance
(B) Rent an audio device
(C) Visit the library
(D) Wait for cooler weather
PART 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

71. What product is being advertised?
(A) A refrigerator
(B) An automobile
(C) A blender
(D) A fan

72. Why is the company proud of the product?
(A) It is available worldwide.
(B) It is quiet.
(C) It is affordable.
(D) It won an award.

73. How can the listeners receive a discount?
(A) By creating an online profile
(B) By purchasing multiple products
(C) By using a special code
(D) By writing a product review

74. Where does the talk most likely take place?
(A) At a restaurant
(B) At a print shop
(C) At a computer store
(D) At a manufacturing plant

75. According to the speaker, why is a change being made?
(A) To save storage space
(B) To address customer feedback
(C) To be environmentally responsible
(D) To improve employee satisfaction

76. What does the speaker ask the listeners to do?
(A) Review a safety manual
(B) Record time accurately
(C) Wear appropriate clothing
(D) Assist customers with a process

77. What does the speaker’s company sell?
(A) Children’s clothing
(B) Office furniture
(C) Bottled drinks
(D) Sports equipment

78. What did Claudia suggest doing?
(A) Holding a contest for customers
(B) Placing advertisements on social media
(C) Hiring a celebrity spokesperson
(D) Sponsoring a music festival

79. What will the listeners receive on June 3?
(A) A salary bonus
(B) A day off
(C) A new ID card
(D) A product sample

80. Why do the listeners have to follow a protocol?
(A) To secure the building
(B) To ensure accurate data
(C) To protect delicate items
(D) To obtain certification

81. Where should the listeners place their belongings?
(A) On a shelf
(B) In lockers
(C) On study tables
(D) In a filing cabinet

82. What information does the speaker provide about the cafeteria?
(A) Its menu
(B) Its seating capacity
(C) Its hours of operation
(D) Its location
83. What type of business does the speaker work for?
   (A) An accounting firm  
   (B) A law firm  
   (C) A graphic design service  
   (D) An editing service

84. According to the speaker, what will the listener receive by e-mail?
   (A) An updated price list  
   (B) A system notification  
   (C) A calendar invitation  
   (D) A revised agenda

85. What does the speaker imply when she says, "We guarantee a turnaround time of ten days"?
   (A) A request may not be met.  
   (B) A refund will be issued soon.  
   (C) Additional staff is needed.  
   (D) High rates are justified.

86. What is the podcast about?
   (A) Real estate  
   (B) Forestry  
   (C) Sports management  
   (D) Solar energy

87. What job benefit does Jessica Williams mention?
   (A) Meeting new people  
   (B) Having flexible hours  
   (C) Being outdoors  
   (D) Working remotely

88. What will the speaker ask Jessica Williams about?
   (A) Her teaching experience  
   (B) Her publications  
   (C) Her travels  
   (D) Her education

89. Where is the announcement taking place?
   (A) On a boat  
   (B) On a bus  
   (C) On a train  
   (D) On an airplane

90. What information does the speaker say he will provide?
   (A) Historical facts  
   (B) Sightseeing suggestions  
   (C) Details about special events  
   (D) Safety instructions

91. Why does the speaker say, "the path is too wet from last night's rain"?
   (A) To request directions  
   (B) To make a recommendation  
   (C) To announce a change of plans  
   (D) To decline an invitation

92. What industry does the speaker most likely work in?
   (A) Aviation  
   (B) Construction  
   (C) Automotive  
   (D) Shipping

93. Why does the speaker say, "But we'll always need workers here''?
   (A) To complain about a staff shortage  
   (B) To address a concern  
   (C) To suggest a schedule change  
   (D) To disagree with a proposal

94. What will the speaker do next?
   (A) Distribute a document  
   (B) Begin a slideshow  
   (C) Demonstrate a product  
   (D) Hand out awards
95. Who most likely is the speaker?
   (A) A tour guide
   (B) An artist
   (C) A security guard
   (D) An exhibit curator

96. What does the speaker recommend?
   (A) Eating outside on a terrace
   (B) Becoming museum members
   (C) Purchasing souvenirs
   (D) Viewing a film

97. Look at the graphic. Where will the listeners meet in one hour?
   (A) At Door 1
   (B) At Door 2
   (C) At Door 3
   (D) At Door 4

98. Look at the graphic. Which dentist will the listener see?
   (A) Dr. Sugiyama
   (B) Dr. Stewart
   (C) Dr. Kim
   (D) Dr. Alabi

99. Why is the speaker calling?
   (A) To explain a procedure
   (B) To reschedule an appointment
   (C) To ask about a payment
   (D) To confirm insurance information

100. What does the speaker recommend that the listener do?
    (A) Review the dentist’s instructions
    (B) Park on the street
    (C) Fill out some paperwork
    (D) Use a different credit card

This is the end of the Listening test.
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. Mobile phone upgrades will be discounted with the ______ of a one-year service plan.
   (A) purchase
   (B) purchaser
   (C) purchased
   (D) purchasers

102. Meeting coordinators are ______ to make sure the projection equipment is turned off after each use.
   (A) proposed
   (B) supported
   (C) reminded
   (D) suggested

103. For questions ______ to the use of personal time off, please contact Ms. Matz in the human resources department.
   (A) relate
   (B) related
   (C) relation
   (D) relates

104. Ammeco software ______ team members to view project-related schedules, resources, and costs.
   (A) allowance
   (B) allows
   (C) allowing
   (D) allowable

105. Customer service representatives are ______ to answer your inquiries 24 hours a day.
   (A) urgent
   (B) invested
   (C) available
   (D) secure

106. The audience laughed so ______ during the play that some of the actors’ lines were drowned out.
   (A) loudest
   (B) louder
   (C) loudness
   (D) loudly

107. Customers may request parking validation ______ before or after they dine with us.
   (A) either
   (B) since
   (C) if
   (D) as

108. Prestige Apartment Homes offers ______ apartments for an additional cost.
   (A) furnishing
   (B) furnished
   (C) furnishes
   (D) furnish
109. Mr. Park must wait for ______ from human resources before posting the job announcement.
(A) admission
(B) approval
(C) favor
(D) opinion

110. Please direct inquiries to the appropriate person listed in our ______ staff directory.
(A) update
(B) updated
(C) updates
(D) updating

111. The Blakewood store had been waiting for the shipment of gift boxes ______ finally arrived on Friday morning.
(A) that
(B) though
(C) over
(D) still

112. Whelle's software tools make market research quick and easy ______ any entrepreneur.
(A) onto
(B) except
(C) upon
(D) for

113. Da-Xia Ting is seeking a patent for the heat-exchange valve she ______.
(A) inventor
(B) inventing
(C) invented
(D) invention

114. The library has newspapers dating from the 1700s and is ______ a prime destination for historians.
(A) toward
(B) where
(C) thus
(D) yet

115. A small water leak often leads to major problems if not fixed ______.
(A) immediately
(B) especially
(C) previously
(D) relatively

116. ______ construction, more than 400 meters of public water pipes will be replaced.
(A) Until
(B) Within
(C) During
(D) Among

117. The electrical work in the lobby today is not expected to interfere with normal business ______.
(A) operator
(B) operates
(C) operations
(D) operational

118. Because the accounting team worked so ______, the report was completed ahead of schedule.
(A) securely
(B) efficiently
(C) respectively
(D) usually

119. The proposal submitted by Ferrisa Associates did not ______ an itemized budget.
(A) contain
(B) fold
(C) count
(D) refuse

120. The employee handbook ______ states that uniforms must be worn by all customer service providers.
(A) clear
(B) clears
(C) clearer
(D) clearly
121. Andara Ebele taught ——— to paint by copying the styles of famous portrait and landscape artists.
   (A) hers
   (B) her own
   (C) she
   (D) herself

122. Mr. Zasio will need to reschedule his appointment today as his train was unexpectedly ———.
   (A) delay
   (B) delays
   (C) delayed
   (D) delaying

123. The bottling machine should be turned off ——— it is being cleaned.
   (A) while
   (B) so
   (C) whereas
   (D) also

124. Ms. Ogawa is adamantly ——— to the redevelopment project in its current form.
   (A) objectionable
   (B) negative
   (C) close
   (D) opposed

125. ——— the statistical report is drafted, Ms. Arista will edit it.
   (A) How
   (B) Then
   (C) When
   (D) Where

126. Having strong partnerships throughout Southeast Asia has been ——— to Srisati Company’s success.
   (A) critical
   (B) criticize
   (C) critic
   (D) critically

127. Sarah Davidson ——— Chikara Architects’ creative vision more enthusiastically than any other associate did.
   (A) caught up
   (B) gave away
   (C) prepared
   (D) embraced

128. ——— with more than a year of employment can apply for tuition assistance if they wish to pursue an academic degree.
   (A) Those
   (B) These
   (C) Whoever
   (D) Who

129. Factils Capital is mainly concerned about the enormous ——— of the Ito Wind Farm project.
   (A) difference
   (B) confusion
   (C) scale
   (D) spiral

130. All Loreen wristwatches come with ——— black, white, and blue bands.
   (A) variable
   (B) probable
   (C) companionable
   (D) interchangeable
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.

A New Season at the Farmers Market

Lee Valley Farmers Market is ——— exciting changes. Jerry Carver, who has been the market’s ——— for the last three years, stepped down last week. He was replaced by Paul Frankson, who ——— oversaw operations at Garden Haven Farm.

The main market area is expanding from ten to fifteen booths to include more than just produce. ———. There are also plans for a coffee stand and a craft section. "We really appreciate our loyal customers who have been purchasing produce from us for many years," said Frankson. "We hope that by offering a ——— range of products, we can encourage more people to shop locally."

Lee Valley Farmers Market is open year-round, seven days a week, from 8:00 A.M. to 6:00 P.M.

131. (A) resulting
    (B) attaching
    (C) competing
    (D) undergoing

132. (A) shopper
    (B) grower
    (C) driver
    (D) manager

133. (A) However, there is a pharmacy next door.
    (B) It will be closed over the winter months.
    (C) Meat, cheese, and honey are among the raw products.
    (D) Currently, parking is available in the garage across the street.

134. (A) widen
    (B) wider
    (C) widest
    (D) widely
Questions 135-138 refer to the following advertisement.

MARCHETTI TIRES

Don't let tires that are cracked, bulging, or worn slow you down. Cruise into the new year on fresh Marchetti premium tires! Now at all Greenback Discount Warehouse Club locations, members can save $75 on a _____ of four this month. 135.

______. Sign up for an annual membership before December 31 and take an extra $20 off tire installation. Some exclusions _____, and sizes may not be available for all vehicle makes and models. For _____ details, go to your nearest Greenback Discount Warehouse Club or visit the Web site at www.gdwc.com/tires. 137.

135. (A) file  (B) packet  (C) set  (D) round

136. (A) Are you tired of sitting in traffic?  (B) Would you like to become a member?  (C) Do you need a trusted mechanic?  (D) Are you interested in a new car?

137. (A) apply  (B) to apply  (C) applying  (D) had applied

138. (A) modern  (B) optional  (C) inflated  (D) further
Questions 139-142 refer to the following e-mail.

To: Ezgi Inan  
From: Tina Yun  
Date: 15 April  
Subject: Event Confirmation

Dear Ms. Inan,

It was a pleasure _______ with you today. Thank you for booking your 21 May team-building event _______. at Bonner Trampoline Park. As I mentioned, Bonner offers a variety of lunch packages. I have put you down for the basic option. This _______ one slice of pizza, one can of lemonade, and one _______ small beg of crisps for £8 per person. You may upgrade your package to add a fruit or vegetable tray for £35. Bonner can also provide a sheet cake for an additional £30. _______ , you may bring your own cake or another dessert. _______. Food orders can be changed up to 48 hours prior to your event.

Sincerely,

Tina Yun  
Events Manager, Bonner Trampoline Park

139. (A) speaking  
(B) presenting  
(C) performing  
(D) celebrating

140. (A) includes  
(B) including  
(C) has included  
(D) would have included

141. (A) Similarly  
(B) In short  
(C) Alternatively  
(D) For example

142. (A) Our vegetable tray is a popular item.  
(B) Check-in for your party begins at noon.  
(C) Each guest will need to sign a waiver prior to the event.  
(D) Please reply to this message if you would like to upgrade your menu.
Questions 143-146 refer to the following notice.

Thank you for initiating the setup of your Paxton Mobile Banking account. 143.

Once your account is fully activated, you will receive notifications of any account activity,
deposits, withdrawals, and fund transfers. You can mention your notification settings on the
"My Account" page on our mobile app or Web site. For security purposes, you will be prompted
to request a one-time mention code before changing your settings. If you have any questions,
please visit www.paxtonmobilebanking.com/FAQ.

143. (A) To open a new line of credit, call your local branch office.
    (B) To complete the process, follow the instructions we sent to your e-mail.
    (C) Please respond to this survey so we can learn how to serve you better.
    (D) You can order a replacement bank card directly from the app.

144. (A) without
    (B) as soon as
    (C) instead of
    (D) such as

145. (A) adjust
    (B) interrupt
    (C) spend
    (D) allow

146. (A) verify
    (B) verifies
    (C) verifiability
    (D) verification
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 article.

Mayor Lizette Set to Deliver State of the City Address

FALCON HEIGHTS (21 April)—Mayor Loretta Lizette will deliver her fifth State of the City address at Falcon Heights City Hall, Room 101, on Wednesday, 30 April, beginning at 7:00 P.M. The event is open to the public, but seating is first come, first served.

Mayor Lizette, who was reelected to her second four-year term last month, will discuss her vision for the future of the city. One issue on her agenda is the controversial application by Panhandle Eatery, a fast-food restaurant, to open a location on historic Hedgerow Boulevard. The speech will be followed by a question-and-answer period. Doors open at 6:30 P.M.

147. What is NOT mentioned about the event?
   (A) Its starting time
   (B) Its main purpose
   (C) Its location
   (D) Its duration

148. What is indicated about Mayor Lizette?
   (A) She owns a fast-food restaurant.
   (B) She recently won an election.
   (C) She has a home on Hedgerow Boulevard.
   (D) She will present an award to a city employee.
Questions 149-150 refer to the following invitation.

YOU’RE INVITED!

Corozal Digital’s
Tenth Anniversary

Join us to celebrate your hard work and dedication
that got us to this milestone!

Saturday, June 15

6:00 P.M. Appetizers and Music
7:00 P.M. Dinner

Bayshore Hotel
22 Atlantic Avenue

RSVP by June 1 to j.bovel@corozaldigital.com.

149. For whom is the invitation intended?
(A) Corozal Digital’s clients
(B) Corozal Digital’s employees
(C) Bayshore Hotel staff
(D) Bayshore Hotel patrons

150. What is mentioned about the event?
(A) It will mark a retirement.
(B) No response is required.
(C) Food will be served.
(D) Guests of invitees are welcome.
Questions 151-152 refer to the following Web page.

https://www.firststreetcinema.com/classic_film

<table>
<thead>
<tr>
<th>Season Program</th>
<th>News</th>
<th>Tickets</th>
<th>Contact</th>
</tr>
</thead>
</table>

**Classic Film Festival**

The new First Street Cinema is celebrating its opening in June by welcoming filmgoers with these free screenings for fans of classic films. The films will start at 7:00 PM. Seating is limited, and guests are asked to reserve tickets on our Web site, as tickets will not be offered on-site.

- **The Hillside Farm** Saturday, June 2
  The story features a mysterious farm on a hill and three generations of the family living there.

- **Just Two Wheels** Saturday, June 9
  A young cyclist spends years preparing for an elite race. This is a heartwarming story of overcoming adversity.

- **The Missing Papers** Saturday, June 16
  The puzzling theft of a writer's manuscript causes a search for the culprit.

- **A Rambling Homecoming** Saturday, June 23
  The Khan's family reunion celebration is marked by a series of comical incidents and misunderstandings. If you need a good laugh, this is the film for you.

151. What is true about the classic film screenings?

(A) They are offered to the public for a small fee.

(B) They are scheduled throughout one month.

(C) They are shown during the morning.

(D) They are being held outdoors.

152. What film is most likely to be humorous?

(A) The Hillside Farm

(B) Just Two Wheels

(C) The Missing Papers

(D) A Rambling Homecoming
Questions 153-156 refer to the following online chat discussion.

Aisa Ito [10:08 A.M.] I'm so glad I found this forum for users of Canomatik products! Has anyone tried the S20 can opener? The electric can opener I've had for years finally broke.

Tanveer Kumar [10:10 A.M.] I bought one several years ago, but I don't think it was worth the money I spent.

Ingrid Vogel [11:15 A.M.] I like mine. I used to struggle opening cans. This one makes it easier to open cans of all sizes.

Laurie Jacobs [2:12 P.M.] The commercial version is expensive, but there is also a consumer version that costs less.

John Burwood [2:14 P.M.] I ordered mine online, and it was defective. I contacted the company's customer service department, and they sent me a new one that works just fine.

Laurie Jacobs [2:16 P.M.] I used to be a cook at a restaurant years ago, and we had a commercial-grade Canomatik can opener back then. I've been using the consumer version at home for nearly a decade. It opens cans safely and easily.

Aisa Ito [5:15 P.M.] Thanks, everyone. I'll give it a try.

153. Who responded to Ms. Ito’s question?
(A) Customer service agents
(B) Advertising sales representatives
(C) Participants in an online cooking course
(D) Owners of a particular type of appliance

154. What is Mr. Kumar’s opinion of the Canomatik product?
(A) He likes its size.
(B) He is dissatisfied with its quality.
(C) He finds it convenient to use.
(D) He is concerned that it might break.

155. Who once worked in the food-service industry?
(A) Ms. Vogel
(B) Ms. Jacobs
(C) Mr. Burwood
(D) Mr. Kumar

156. At 5:15 p.m., what does Ms. Ito most likely mean when she writes, “I'll give it a try”?
(A) She will make a purchase.
(B) She will eat at a restaurant.
(C) She will contact a manufacturer.
(D) She will attempt to open a container.
Questions 157-158 refer to the following text-message chain.

Gerald Anast [8:58 A.M.]
Hi, Laura. You have enough people to work in our showroom this morning, right?

Laura Huu [8:59 A.M.]
I do. Brenda, our part-time helper, is here now.

Gerald Anast [9:01 A.M.]
Good. I'm at the distributor's warehouse on Crosby Street. It turns out they have the exact style of pendant lights we need for our latest client, Alsford Guesthouse.

Laura Huu [9:02 A.M.]
I'm surprised you had to go there. We have such a large variety of styles here.

Gerald Anast [9:04 A.M.]
Well, Alsford's management was very specific about their design preference. I'm just glad we'll be able to get those lights. I should be back by late morning. Have you looked over our purchase orders and inventory spreadsheets?

Laura Huu [9:05 A.M.]
I've only been here about ten minutes.

Gerald Anast [9:06 A.M.]
No problem. When you are caught up, let me know if we're short on any items.

Laura Huu [9:07 A.M.]
Will do.

157. Where most likely do the writers work?
(A) A: a guesthouse  
(B) A: an accounting firm  
(C) A: a lighting store  
(D) A: a manufacturing company

158. At 9:05 A.M., what does Ms. Huu most likely mean when she writes, "I've only been here about ten minutes"?
(A) She has not yet reviewed some documents.  
(B) She had to make a delivery to a client.  
(C) She will not be able to substitute for an absent employee.  
(D) She has not had time to unpack some boxes.
Dear Mr. Foster,

Thank you for your recent purchase of a Serene Bird Bath from Natural Spring Garden Products. Its steady, cascading flow of water down several levels will attract native birds to your garden and is sure to provide a cool, calming environment.

I see that your order was placed on October 21 and arrived on October 24. I hope that you have been pleased with the product thus far. Please remember that your purchase is covered by a three-year warranty. If you experience any issues with its operation, feel free to reach out to our customer service team at 1-800-555-0168.

Would you mind taking two minutes to complete a brief survey? Your responses will enable us to learn more about our customers so that we can more effectively market our products and services. To access the survey, please visit our Web site at www.naturalspringgardencenters.com/review.

Sincerely,

Ken Iwata
Customer Support, Natural Spring Garden Products

159. What product did Mr. Foster most likely purchase?
(A) A water purifier
(B) A bird feeder
(C) A book about gardens
(D) An outdoor fountain

160. What is Mr. Foster asked to do?
(A) Write an online review
(B) Provide feedback
(C) Confirm a delivery date
(D) Update his address

161. The word "covered" in paragraph 2, line 3, is closest in meaning to
(A) described
(B) protected
(C) continued
(D) allowed
Questions 162-164 refer to the following article.

Home Style Clothing Line Debuts
MANILA (September 18)—Inspired by the handmade crafts of the Philippines, local designer Maritess Bautista has introduced Home Style, a clothing brand that features fabrics woven by area artisans using traditional practices.

Bautista first learned basic weaving techniques from her mother and aunts in her youth and built on that knowledge as she studied at the Manila School of Fashion Design. —[1]—. She then spent the next ten years working as a junior designer for Trendy Today. —[2]—. Finally, she returned to her hometown of San Jacinto to found Home Style.

Home Style’s debut collection includes clothing and hair accessories that utilize the weaving techniques and designs that the area is known for. —[3]—. Ms. Bautista purchases all the textiles she uses from local craftspeople.

Currently, Home Style merchandise is available only in select San Jacinto-area stores. —[4]—.

“I want to keep production local,” said Ms. Bautista. “That’s good for the artisans, and it’s authentic. But I don’t want the products to remain local. I want to bring our designs to the whole country—maybe even the world.”

162. Who introduced Ms. Bautista to weaving?
(A) Her family
(B) Her teachers
(C) Senior designers
(D) Local craftspeople

163. What is indicated about Ms. Bautista?
(A) She was born in Manila.
(B) She buys materials from nearby sources.
(C) She has started many businesses.
(D) She regularly travels around the world.

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

“However, Ms. Bautista has broader goals.”

(A) [1]
(B) [2]
(C) [3]
(D) [4]
Questions 165-167 refer to the following Web page.

Make your mark with your logo on our products!

There is no better way to advertise your organization than with our attractive fashion apparel featuring your logo or company slogan. Provide us with your logo file, and Brandmark Products, Inc., will adorn selected items and deliver your order within four business days. We will produce your order with color printing or embroidery of the highest quality.

Our 25 years in operation have revealed one important fact about developing name recognition. Forget water bottles and key chains—items that are frequently put aside or misplaced. Your message will be more effective and longer lasting with our quality shirts, sweatshirts, jackets, and hats.

To place an order, use the “Start Here” tab or call 1-800-555-0155 to speak with a customer service representative.

165. What is indicated about Brandmark Products, Inc.?
(A) It has discontinued making some products.
(B) It offers discounts on large orders.
(C) It specializes in making athletic uniforms.
(D) It helps companies promote themselves.

166. The phrase “put aside” in paragraph 2, line 3, is closest in meaning to
(A) saved up
(B) classified
(C) ignored
(D) closed up

167. According to the Web page, why should someone contact customer service?
(A) To get assistance with an order
(B) To request a sample product
(C) To set up an appointment
(D) To finalize the design of a logo
Questions 168-171 refer to the following Web page.

Welcome to the Clarrell Estate—Ballarton’s premier centre for the arts! The exquisite grounds of the estate are situated on 60 hectares of hilly terrain featuring lush English gardens and an impressive manor house that was designed by noted architect Owen Barton. Ten years ago, the Clarrell Foundation decided to transform the estate into an arts centre. Initially, the foundation opened the manor house to the public, highlighting the Clarrell family art collection. In the last three years, a large, multiuse complex was built near the property entrance, complete with art studios and a theatre.

The Clarrell Estate’s museum and gardens are open to the public free of charge. In addition, the theatre hosts public lectures as well as musical performances, and the studios showcase individual artists’ curated works. For a complete schedule, a list of current artists, and information on admission fees for the theatre and studios, please visit the Events page.

Join the Clarrell Foundation to enjoy members-only special events and discounts on performances. Members also have the opportunity to reserve the gardens for private events. To become a member, contact Alicia Ji at aji@clarrellestate.com.au.

168. What does the Web page focus on?
   (A) An overview of an attraction
   (B) A town’s cultural festival
   (C) A local gardening club
   (D) An opportunity to buy art

169. What is indicated about the manor house?
   (A) It is available for private parties.
   (B) It is part of an old estate.
   (C) It hosts concerts by local musicians.
   (D) It has recently been renovated.

170. According to the Web page, what has happened over the last three years?
   (A) A new building has been constructed.
   (B) A school of arts has been founded.
   (C) A public park has been cleaned up.
   (D) A film about Mr. Barton has been made.

171. According to the Web page, why should a person e-mail Ms. Ji?
   (A) To purchase tickets to a performance
   (B) To get help in using a Web page
   (C) To request an updated event schedule
   (D) To inquire about a foundation membership
Questions 172-175 refer to the following job advertisement.

Finance Director

The Palliz Foundation seeks a finance director to be a member of our senior leadership team. This is a supervisory position reporting directly to the foundation president. —[1]—. The finance director manages the seven-member finance department, including the payroll manager and accounting director. The finance director is responsible for the oversight and maintenance of accounting and purchasing systems. —[2]—. The person in this position monitors internal control procedures and ensures compliance with legal obligations. —[3]—. Additional responsibilities include disbursement, investment, and management of all company funds, development of financial policies and practices, budget preparation, and creation of reports for the board of directors.

Preference will be given to current employees. —[4]—. Interested parties should submit a résumé listing their qualifications to the human resources department at humanresources@pallizfoundation.org no later than 4:30 P.M. on Friday, April 23.
172. Who supervises the finance director?
(A) The foundation president
(B) The payroll manager
(C) The accounting director
(D) The board of directors

173. What information about the position is included in the job advertisement?
(A) Salary
(B) Schedule
(C) Qualifications
(D) Duties

174. How can candidates apply for the position?
(A) By visiting a booth at a job fair
(B) By e-mailing a résumé to the personnel office
(C) By uploading a résumé to a Web page
(D) By completing an online application form

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

"However, highly qualified external candidates are encouraged to apply."

(A) [1]
(B) [2]
(C) [3]
(D) [4]
Questions 176-180 refer to the following e-mails.

<table>
<thead>
<tr>
<th>To:</th>
<th>Bridget Morandi</th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
<td>Marybeth Wright</td>
</tr>
<tr>
<td>Date:</td>
<td>March 23</td>
</tr>
<tr>
<td>Subject:</td>
<td>Refund request</td>
</tr>
</tbody>
</table>

Hi Bridget,

I was wondering if you have heard from Sujata Reddy. She was enrolled in the painting class I teach on Tuesday and Thursday. She was only able to attend for the first week because another commitment came up. She said she asked someone in the Tucson Adult School office if she could drop the class, and she has requested a refund of the course tuition.

She said she hasn’t received her refund yet. Did she contact you?

Best,

Marybeth Wright

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<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
<td>Bridget Morandi</td>
</tr>
<tr>
<td>Date:</td>
<td>March 24</td>
</tr>
<tr>
<td>Subject:</td>
<td>Re: Refund request</td>
</tr>
</tbody>
</table>

Hi Marybeth,

The name is familiar, but Ms. Reddy hasn’t been in touch with me personally. Actually, I’m not the person she should contact. I just handle the scheduling as well as ordering supplies for the art classes.

I don’t know who Ms. Reddy spoke to. According to our refund policy on the Tucson Adult School Web site, refunds are only granted if they are requested before the class begins or if there is a documented health reason for dropping the class. In the case of a health reason, the amount of the refund will be based on the number of classes completed.

Maybe Ms. Reddy can attend your second semester class instead of this semester’s. That would be my suggestion.

Bridget Morandi
176. Who most likely is Ms. Wright?
   (A) A scheduling coordinator
   (B) A vice principal
   (C) An art gallery owner
   (D) An adult education teacher

177. Why did Ms. Wright send an e-mail to Ms. Morandi?
   (A) To decline an invitation
   (B) To propose a solution
   (C) To ask for information
   (D) To reschedule a meeting

178. In the first e-mail, the word "drop" in paragraph 1, line 4, is closest in meaning to
   (A) slip
   (B) quit
   (C) lower
   (D) slow

179. Why most likely has Ms. Reddy not yet received a tuition refund?
   (A) The registration office has been closed.
   (B) The refund check is still in the mail.
   (C) She failed to submit her request in writing.
   (D) She already attended part of the class.

180. What does Ms. Morandi suggest that Ms. Reddy may be able to do?
   (A) Use her previously paid tuition to take a future class
   (B) Find the same class at another adult school
   (C) Attend half the class and still receive credit
   (D) Contact the teacher to arrange for private tutoring
New Bakery Coming to Town

OREVALE CITY (October 14)—A Cresson’s Bakery is opening soon at the corner of Canton Avenue and Ridley Street. The location will be the national chain’s first within the city limits. Like all Cresson’s Bakery stores, it will operate seven days a week.

The only similar business in the vicinity is the Donut Station on the Kupferman University campus. Cresson’s Bakery will offer breakfast sandwiches and fruit juices in addition to its signature coffee and baked goods. The company is following its revised business model to open compact facilities rather than sit-down eateries. This means the Orevale City location will offer takeout and drive-through service only.

The bakery will occupy Canton Avenue’s smallest vacant lot. Approval for the project followed a public hearing where area residents voiced mixed opinions.

Gina Holton, who lives on Paxton Road, said she liked the idea of having a new bakery in her neighborhood but worries about traffic congestion on Ridley Street. As evidence, she presented pictures of heavy vehicle traffic there. Wofford Drive resident Steven Lu said he would enjoy having a convenient place to grab a quick snack.

Cresson’s Bakery is slated to welcome its first customers in early March.

Dear Editor,

As a lifelong resident of Orevale City, I appreciate your coverage of Cresson’s Bakery. Unfortunately, the October 14 article contained some inaccurate information. The photos that I shared during the public hearing captured images of traffic congestion in front of my house. Also, as a member of the city’s Historic Preservation Committee, I was primarily concerned about the bakery’s architecture. The initial building design for Cresson’s Bakery was contemporary. I am pleased to report that the chain has agreed to modify the exterior so that it blends in better with the older structures surrounding it.

Sincerely,
Gina Holton
181. What is indicated about Orevale City?
   (A) It has little open land for development.
   (B) It has two warehouse districts.
   (C) It is home to a university.
   (D) It has a growing population.

182. What is different about new Cresson's Bakery locations?
   (A) They replicate historic architectural features.
   (B) They offer a wider variety of baked goods.
   (C) They do not offer seating for customers.
   (D) They are located outside of city centers.

183. What is indicated about Mr. Lu?
   (A) He is Ms. Holton's next-door neighbor.
   (B) He plans to patronize Cresson's Bakery.
   (C) He recently moved to Orevale City.
   (D) He is a member of a historic preservation group.

184. Where did Ms. Holton take photos of vehicle traffic?
   (A) On Canton Avenue
   (B) On Wofford Drive
   (C) On Ridley Street
   (D) On Paxton Road

185. What does the letter suggest about Ms. Holton?
   (A) She is happy that a building design was changed.
   (B) She is planning to start her own bakery business.
   (C) She did not attend a public hearing.
   (D) She wants to submit an article to the newspaper.
Questions 186-190 refer to the following letter, article, and notice.

Brandy Mortimer  
Raxconnect, Inc.  
620 Weir Road  
Glasgow G91 9HX

11 March

Alyssa Susilo  
29 Lefroy Street  
Glasgow G3 7BQ

Dear Ms. Susilo,

As you may know, Raxconnect has been expanding its services in the Glasgow area over the past year. Our new fibre-optic cable lines offer faster and more reliable service and eliminate the need for aboveground wiring. In order for the system to work, we need to install Internet connection devices throughout the city. Phase 1 of our construction work involved City Centre. Phase 2 involved West End. Although Phase 2 took longer than expected, we were able to expedite Phase 3 and get back on schedule. Phase 4 is now ready to begin in your area.

Raxconnect would like to place a small Internet connection hub on your property at 29 Lefroy Street. Because of its central location on the street, your front yard would make an optimal connection point. Please call us at 0141 496 0001 by 10 April to let us know whether we may proceed. Thank you.

Sincerely,

Brandy Mortimer  
Brandy Mortimer, Utilities Adviser

**Raxconnect Expands Service**

GLASGOW (14 March)—After unexpected delays in West End, Raxconnect has finally completed the latest phase of its project to install fibre-optic cable throughout the city. Residents and businesses in Southside are now enjoying faster Internet service.

For the next phase of the project, in Finnieston, Raxconnect has identified key locations for connection hubs and is currently reaching out to residents and homeowners so that work can begin as soon as possible.

The moves follow an announcement made earlier this year that Raxconnect had invested £350 million to expand its network. Local officials hope that the project brings new business and spending to their neighbourhoods.
Notice of Temporary Road Closure

Please be aware that construction at 29 Lefroy Street will result in the closure of the entire street. The closure will last from Monday, 31 May, until Tuesday, 8 June. During that period, automobile access will be limited to residents who live on Lefroy Street.

186. What is the main purpose of the letter?
(A) To apologize for poor Internet service
(B) To seek permission from a property owner
(C) To provide an explanation for a delay
(D) To persuade a customer to switch Internet providers

187. What is suggested about Finnieston in the article?
(A) It recently experienced power outages.
(B) It houses Raxconnect’s headquarters.
(C) It will require only one connection hub.
(D) It will soon have upgraded Internet service.

188. Which phase of Raxconnect’s project took place in Southside?
(A) Phase 1
(B) Phase 2
(C) Phase 3
(D) Phase 4

189. What can be concluded about Ms. Susilo?
(A) She agreed to Ms. Mortimer’s request.
(B) She is employed by Raxconnect.
(C) She plans to move to a different Glasgow neighborhood.
(D) She produces video content for the Internet.

190. What does the notice suggest about people who live on Lefroy Street?
(A) They will have access to a shuttle service to their homes.
(B) They will receive free Internet service for one week.
(C) They will be asked to fill out a form when Raxconnect’s work is done.
(D) They will be able to use the street during construction.
Questions 191-195 refer to the following press release, e-mail, and review.

FOR IMMEDIATE RELEASE

Contact: Kevin Oessenich, kevin.o@albertandannies.com.au

GOOLWA (2 November) — Yesterday, Albert and Annie's, a leading maker of gourmet frozen desserts, unveiled several new treats: Triple Time Chocolate ice cream, a waltz of light and dark chocolate with a chocolate crumb swirl; Toffee Spree, a vanilla and toffee ice cream with sweet biscuit infusions; and a raspberry sorbet, featuring bits of real fruit. The new products are expected to be in Australian stores by mid-November.

The company was founded 25 years ago by Albert and Annie Grundon, president and CEO, respectively. Earlier this year, they announced the opening of a South African division. South African retailers will get access to a number of Albert and Annie's products in mid-December.

To: Kevin Oessenich <kevin.o@albertandannies.com.au>
From: Skye Botha <sbotha@westerncapeeats.co.za>
Date: 3 November
Subject: Interview request

Dear Mr. Oessenich,

I am a reporter for Western Cape Eats, a news site for food lovers in the Cape Town area. I would very much like to interview one or both of your company's founders about your products and to find out which products will be available here in South Africa. My readers are eager to know what to expect. Readers would also like to know if Albert and Annie's will be promoting itself at this year's Wooden Sailboat Festival. Most local businesses rent booths there as it is a major event.

The interview can be conducted by phone or video chat. I look forward to your reply.

Sincerely,

Skye Botha
Jiri Sato, 31 December

Your article informing me about Albert and Annie’s, an ice-cream company that just came to South Africa, gave me one more reason to attend the annual Wooden Sailboat Festival. I got to sample some sensational ice creams at Albert and Annie’s booth. The booth offered three amazing flavours: Coffee Truffle, Fudge Mint, and Chocolate Pretzel Delight. In your article, Mr. Oessenich stated that these would be the first flavours to be rolled out to grocery outlets in South Africa and that more will become available over time. I can’t wait!

191. What is announced in the press release?
   (A) The merger of two companies
   (B) The retirement of a company’s leaders
   (C) The expansion of a product line
   (D) The relocation of a production plant

192. What does the press release suggest about Albert and Annie’s South African division?
   (A) It will open in mid-November.
   (B) It will not be hiring until mid-December.
   (C) It will soon launch its own Web site.
   (D) It will not sell ice cream directly to consumers.

193. According to the e-mail, what are Ms. Botha’s readers interested in?
   (A) Tasting new foods
   (B) Renting a festival booth
   (C) Opening a business
   (D) Writing reviews of food products

194. What is indicated about Ms. Botha?
   (A) She plans to attend the Wooden Sailboat Festival.
   (B) She grew up in the Cape Town area.
   (C) She wants to talk to Mr. and Ms. Grundon.
   (D) She applied for a job in Albert and Annie’s South African division.

195. What can be concluded about Albert and Annie’s booth at the festival?
   (A) It was staffed by Mr. Oessenich.
   (B) It did not have coffee ice cream when Mr. Sato arrived.
   (C) It was one of three booths featuring frozen desserts.
   (D) It did not offer samples of the company’s newest flavors.
Questions 196-200 refer to the following blog post and online forms.

Ben's Nonprofit Burst—Resources for those who work in the nonprofit sector

Getting Grants

Posted on August 18 by Ben Fineman

Grant writing is the art of completing applications for financial aid offered by government agencies, schools, corporations, or other entities. There is huge competition for grants and no room for mediocrity in grant writing. To improve your grant-writing skills, consider taking an online course taught by Kristina Gilliam of Meadow Park University. Her Writing Great Grants course is divided into four 90-minute interactive sessions. It is designed for people with some basic knowledge of grant writing. These Monday evening classes run from November 15 to December 6. For details and registration, visit www.kristinagilliam.ca/course. Use the promo code NPBURST at checkout to get 15 percent off the $350 tuition. This code expires on September 30. On October 1, only full-price registration will be available until the final registration day, November 1.

www.kristinagilliam.ca/feedback

Thank you for participating in my Writing Great Grants course. Please take a moment to tell me about your experience by filling out the form below.

Name: Natalie Ballard

Location: Winnipeg

Comment: Relatively short compared to other writing courses I've taken, Writing Great Grants provided a decent overview. I was impressed to learn that the instructor helped companies get millions of dollars in grants during her career, and I'm glad to now have her as a resource if I ever get hired as a grant writer. Fortunately, I used Ben's Nonprofit Burst's promo code when I registered. Otherwise, I'd have considered the tuition too high. The website gave me the impression that Ms. Gilliam would include more specifics about the actual writing process than she did.
Thank you for participating in my Writing Great Grants course. Please take a moment to tell me about your experience by filling out the form below.

Name: Paul Voigt
Location: Toronto

Comment: This was a great course overall. The instructor shared a wealth of valuable insights, including her experiences as the founder of Orden International. I never realized that grant-writing firms even existed! I might start one of my own if I ever leave my current grant-writing job. The course focused mainly on researching grant opportunities and analyzing samples of successful grant applications. When several of us asked for specific writing tips during the final session, Ms. Gilliam simply referred us to other resources. The course description on her Web site was a bit misleading in that regard.

196. What is the purpose of the blog post?
   (A) To provide grant-writing tips
   (B) To recommend a learning experience
   (C) To spotlight an employee
   (D) To preview changes to a Web site

197. According to Mr. Fineman, when does the registration period end?
   (A) On September 30
   (B) On October 1
   (C) On November 1
   (D) On December 6

198. What is indicated about Ms. Ballard?
   (A) She registered for the grant-writing course before October 1.
   (B) She currently works as a grant writer.
   (C) She took a course from Ms. Gilliam on a previous occasion.
   (D) She edits Mr. Fineman’s blog posts.

199. What is true about Ms. Ballard and Mr. Volgt?
   (A) They attended a class together in Winnipeg.
   (B) They have been interviewed by Mr. Fineman.
   (C) They want to learn how to research grant opportunities.
   (D) They noticed the same weakness in the Writing Great Grants course.

200. What does Mr. Voigt indicate about Ms. Gilliam?
   (A) She lives in Toronto.
   (B) She started a grant-writing firm.
   (C) She wrote a grant for Mr. Fineman.
   (D) She authored a grant-writing manual.

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.