ETS TOEIC

출제기관 독점제공

토익® 정기시험 기출문제집

기출 7회 + ETS 예상문제 3회

1000 READING

ETS 무료어플 공식카페

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YBM

점수 환산표 및 산출법

점수 환산표

이 책에 수록된 각 Test를 풀고 난 후, 맞은 개수를 세어 점수를 환산해 보세요.

LISTENING Raw Score (맞은 개수)	LISTENING Scaled Score (환산 점수)	READING Raw Score (맞은 개수)	READING Scaled Score (환산 점수)
96–100	475–495	96–100	460–495
91–95	435–495	91–95	425–490
86–90	405–475	86–90	395–465
81–85	370–450	81–85	370–440
76–80	345–420	76–80	335–415
71–75	320–390	71–75	310–390
66–70	290–360	66–70	280–365
61–65	265–335	61–65	250–335
56–60	235–310	56–60	220–305
51–55	210–280	51–55	195–270
46–50	180–255	46–50	165–240
41–45	155–230	41–45	140–215
36–40	125–205	36–40	115–180
31–35	105–175	31–35	95–145
26–30	85–145	26–30	75–120
21–25	60–115	21–25	60–95
16–20	30–90	16–20	45–75
11–15	5–70	11–15	30–55
6–10	5–60	6–10	10–40
1–5	5–50	1–5	5–30
0	5–35	0	5–15

RC

기출 TEST

01

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. Ms. Durkin asked for volunteers to help ------- with the employee fitness program.
(A) she
(B) her
(C) hers
(D) herself

102. Lasner Electronics' staff have extensive ------- of current hardware systems.
(A) know
(B) known
(C) knowledge
(D) knowledgeable

103. ------- a year, Tarrin Industrial Supply audits the accounts of all of its factories.
(A) Once
(B) Immediately
(C) Directly
(D) Yet

104. Ms. Pham requested a refund ------- the coffeemaker she received was damaged.
(A) despite
(B) why
(C) concerning
(D) because

105. Information ------- the artwork in the lobby is available at the reception desk.
(A) across
(B) about
(C) upon
(D) except

106. With the Gema XTI binoculars, users can ------- see objects that are more than 100 meters away.
(A) ease
(B) easy
(C) easily
(D) easier

107. The Physical Therapy Association is committed to keeping costs ------- for its certification programs.
(A) affordable
(B) permitted
(C) cutting
(D) necessary

108. Mr. Brennel ------- positions in various areas of the company before he became president.
(A) occupation
(B) occupational
(C) occupying
(D) occupied

109. To remain on schedule, editors must submit all ------- to the book to the authors by Friday.

(A) ideas
(B) essays
(C) revisions
(D) suggestions

110. ------- industry professionals are allowed to purchase tickets to the Kuo Photography Fair.

(A) Only
(B) Until
(C) Unless
(D) Quite

111. At Pharmbeck's banquet, Mr. Jones ------- a trophy for his performance in this year's quality-improvement initiative.

(A) accepted
(B) congratulated
(C) nominated
(D) hoped

112. Ms. Suto claims that important market trends become ------- with the use of data analysis.

(A) predict
(B) prediction
(C) predictable
(D) predictably

113. One of Grommer Consulting's goals is to enhance the relationship ------- salespeople and their customers.

(A) inside
(B) within
(C) around
(D) between

114. Depending on your answers to the survey, we ------- you to collect additional information.

(A) may call
(B) are calling
(C) have been called
(D) must be calling

115. ------- Jemburger opened its newest franchise, the first 100 customers were given free hamburgers.

(A) Now
(B) When
(C) As if
(D) After all

116. Please include the serial number of your product in any ------- with the customer service department.

(A) corresponds
(B) correspondence
(C) correspondingly
(D) correspondent

117. The award-winning film *Underwater Secrets* promotes awareness ------- ocean pollution and its effects on our planet.

(A) of
(B) to
(C) from
(D) with

118. BYF Company specializes in ------- promotional items to help companies advertise their brand.

(A) personally
(B) personalized
(C) personality
(D) personalizes

119. ------- the rent increase is less than 2 percent, Selwin Electrical Supply will continue to lease the space.

(A) As long as
(B) Along with
(C) Not only
(D) Otherwise

120. Belden Hospital's chief of staff meets regularly with the staff to ensure that procedures ------- correctly.

(A) to be performed
(B) would have performed
(C) had been performed
(D) are being performed

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121. Any requests for time off should be addressed to the ------- department supervisor.

(A) urgent
(B) appropriate
(C) subsequent
(D) deliverable

122. World Fish Supply delivers the freshest fish possible thanks to innovative ------- and shipping methods.

(A) preserves
(B) preserved
(C) preserve
(D) preservation

123. Company executives are currently reviewing the annual budget ------- submitted to them by the Financial Planning department.

(A) requirements
(B) deliveries
(C) developers
(D) qualities

124. Even the CEO had to admit that Prasma Designs' win was ------- the result of fortunate timing.

(A) parts
(B) parted
(C) partly
(D) parting

125. Mr. Singh took notes on ------- the focus group discussed during the morning session.

(A) each
(B) several
(C) another
(D) everything

126. Last year, Tadaka Computer Solutions ranked third ------- in regional earnings.

(A) together
(B) overall
(C) consecutively
(D) generally

127. ------- the popularity of the BPT39 wireless speaker, production will be increased fivefold starting next month.

(A) On behalf of
(B) Whether
(C) Moreover
(D) As a result of

128. Zypo Properties has just signed a lease agreement with the law firm ------- offices are on the third floor.

(A) how
(B) what
(C) whose
(D) wherever

129. ------- events this year caused profits in the second and third quarters to differ significantly from original projections.

(A) Total
(B) Marginal
(C) Representative
(D) Unforeseen

130. The timeline for the pathway lighting project was extended to ------- input from the environmental commission.

(A) use up
(B) believe in
(C) make into
(D) allow for

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 advertisement.

With Global Strength Gym's 30-day trial period, you get the opportunity to try out our classes, equipment, and facilities. -------- **131.** . It's completely risk-free! To sign up, we require your contact information and payment details, but you will only be charged if you are a member for -------- **132.** 30 days. If you decide within this time that you no longer want to be a member of Global Strength, -------- **133.** visit our Web site at www.gsgym.com. On the Membership page, elect to -------- **134.** your membership and enter the necessary information. It's that easy!

131. (A) Throughout the trial, you pay nothing and sign no contract.
(B) Weight-lifting classes are not currently available.
(C) A cash deposit is required when you sign up for membership.
(D) All questions should be e-mailed to customerservice@gsgym.com.

132. (A) not even
(B) almost
(C) over
(D) less than

133. (A) justly
(B) regularly
(C) evenly
(D) simply

134. (A) extend
(B) renew
(C) cancel
(D) initiate

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Questions 135-138 refer to the following instructions.

As a Hanson-Roves employee, you are entitled to sick absences, during which you will be paid for time off work for health ------- **135.** . To avoid deductions to your pay, you ------- **136.** to provide a physician-signed note as documentation of your illness. ------- **137.** should include the date you were seen by the doctor, a statement certifying that you are unable to perform the duties of your position, and your expected date of return. Your supervisor will then forward the documentation to Human Resources. ------- **138.** . Employee health records can be accessed only by those with a valid business reason for reviewing them.

135. (A) reasons
(B) origins
(C) senses
(D) contributions

136. (A) were required
(B) require
(C) are required
(D) are requiring

137. (A) Those
(B) They
(C) I
(D) It

138. (A) Hanson-Roves ensures the privacy of your health information.
(B) Absences may be caused by a number of factors.
(C) You should then explain why a physician's note is not available.
(D) Take note of the duties you were originally assigned.

Questions 139-142 refer to the following e-mail.

To: fcontini@attmail.com
From: btakemoto@arolischems.co.uk
Date: 15 July
Subject: Your first day at Arolis

Dear Mr. Contini,

Welcome to Arolis Chemicals! Thank you for ------- **139.** the full-time, permanent position of laboratory assistant. We look forward to your arrival on 1 August in the Harris Building. Please report to the front desk and ask for Jack McNolan. He ------- **140.** you to the Human Resources office. There, you will obtain your employee badge ------- **141.** all documents necessary to start work. Note that because of its large size, the Leicester campus of Arolis can be difficult to navigate. Studying a campus map will help orient you to the location of the different buildings. ------- **142.** .

Should you have any questions, please do not hesitate to contact me.

Sincerely,

Brandon Takemoto
HR Administrative Officer

139. (A) offering
(B) accepting
(C) discussing
(D) advertising

140. (A) accompany
(B) did accompany
(C) accompanies
(D) will accompany

141. (A) too
(B) also
(C) as well as
(D) additionally

142. (A) Please sign all the documents.
(B) I will provide you with a replacement.
(C) Construction will be completed next year.
(D) You can download one from our Web site.

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Questions 143-146 refer to the following article.

(18 April)—MKZ Foods, Inc., the region's largest exporter of pecans, expects its outgoing shipments to increase significantly over the next few months. This -------- **143.** is based on the fact that the region's pecan farmers expanded their land area by 20 percent last year. According to spokesperson Katharina Seiler, MKZ's exports could reach a colossal 50,000 metric tons this year. -------- **144.** .

MKZ buys most of the yield from the region's pecan farms and processes it -------- **145.** export throughout the world. "The availability of new land for -------- **146.** in the region is creating opportunities for growth," said Ms. Seiler. "I believe MKZ is going to have a truly outstanding year."

143. (A) cost
(B) delay
(C) decision
(D) forecast

144. (A) Such a figure is unprecedented in the company's history.
(B) Moreover, Ms. Seiler holds an advanced degree in economics.
(C) Pecans are high in vitamins and minerals.
(D) Still, MKZ shares have been profitable in recent years.

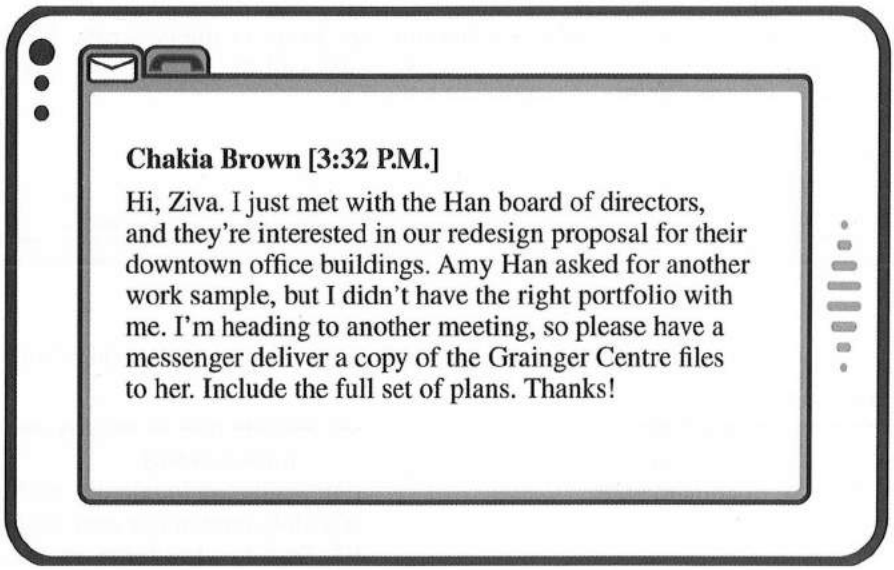
145. (A) on
(B) for
(C) in
(D) by

146. (A) farming
(B) farmer
(C) farmed
(D) farm

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 text message.



147. Where does Ms. Brown most likely work?

(A) At an accounting firm
(B) At an architectural firm
(C) At a Web design company
(D) At a market research company

148. What is Ziva asked to do?

(A) Reply to a text message
(B) Create a portfolio
(C) Set up a meeting
(D) Send a work sample

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Questions 149-150 refer to the following e-mail.

E-Mail Message

To: Oak Lane Fashion cashiers
From: Jane Benson
Date: July 8
Subject: Update

Beginning August 1, Oak Lane Fashion will only accept returns or exchanges of unworn and undamaged clothing that has the original receipt.

This information will be posted at all checkout counters by next week. We will also send an e-mail to our existing customers so that they are aware of the new rule. If a customer wishes to make a return without a receipt, please call the manager on duty for assistance. Thanks for your help.

Jane Benson
Director of Operations

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

(A) To request a sales report
(B) To announce a new policy
(C) To discuss a fashion trend
(D) To describe an upcoming sale

150. According to the e-mail, what will managers do?

(A) Decide how to display new merchandise
(B) Train staff to use the cash register
(C) Help customers with special requests
(D) Decide what items get price discounts

Questions 151-152 refer to the following Web page.

https://www.carmontmedia.co.tt

Carmont Media's Culture

Home | Programs | Services | **About Us** | Contact Us

At Carmont Media, our work culture is mission driven. We hire people who share a common goal of enriching listeners' minds through engaging and truthful news stories. We also actively recruit a diverse staff to reflect our Trinidadian and Tobagonian audiences. Carmont Media's diversity contributes to its Star teams. These teams, composed of workers from all levels of the organization, meet regularly to hold brainstorming sessions aimed at improving efficiency and productivity. Carmont Media offers opportunities for professional advancement and encourages work-life balance.

151. What is mentioned about Carmont Media's employees?

(A) They get experience in various departments.
(B) They enjoy working for the organization.
(C) They come from a variety of backgrounds.
(D) They are recruited through a staffing agency.

152. What is a purpose of Carmont Media's Star teams?

(A) Seeking new employees
(B) Raising funds for projects
(C) Promoting work-life balance
(D) Finding creative solutions

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Questions 153-154 refer to the following text-message chain.

Louisa Santos **9:30 A.M.**
Kenji, where are you? The job candidates are here.

Kenji Muro **9:31 A.M.**
Sorry! The bridge is closed. My bus had to take a detour. I should be there in 30 minutes. Please start without me.

Louisa Santos **9:34 A.M.**
OK. I'm going to interview Elena Crenshaw first.

Kenji Muro **9:34 A.M.**
Good. She's the one with experience at another T-shirt company.

Louisa Santos **9:35 A.M.**
Yes. Can you believe our small company has grown so much that we need to hire someone just to process orders?

Kenji Muro **9:36 A.M.**
I know! OK. I'll see you soon.

153. What does Mr. Muro want Ms. Santos to do?

(A) Process some orders
(B) Make a hiring decision
(C) Reschedule a meeting
(D) Talk to a job candidate

154. At 9:36 A.M., what does Mr. Muro mean when he writes, "I know"?

(A) He is also surprised by the company's growth.
(B) He thinks salaries should be higher.
(C) He has met Ms. Crenshaw before.
(D) He is certain his bus will arrive in 30 minutes.

Questions 155-157 refer to the following article from a company newsletter.

Mark Chandler is Back!

The Administrative Services Division welcomes back to headquarters Associate Director Mark Chandler. —[1]—. Mark spent the last month in Ottawa attending an advanced training session about corporate information security. Corporate-security training allows a company to safeguard its sensitive, confidential, and proprietary information.

Mark is among a growing number of corporate executives who have successfully graduated from this rigorous course. —[2]—. A member of the National Organization of Corporate Security Officers (NOCSO), Mark was formally recognized by the organization for his part in developing software that keeps electronic documents safe. —[3]—. Well done, Mark! —[4]—.

155. What is the purpose of the article?

(A) To recognize an employee's accomplishments
(B) To introduce a new staff member
(C) To clarify what information is considered confidential
(D) To describe the challenges of corporate security

156. How did Mr. Chandler improve corporate security?

(A) He trained his company's security officers.
(B) He helped design a system for securely storing documents.
(C) He assisted in developing new safety guidelines.
(D) He recruited employees who specialize in corporate security.

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

"The training included 60 hours of instruction and a comprehensive written exam."

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

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Questions 158-160 refer to the following card.

Congratulations on purchasing Megagroome, the world's finest rechargeable shaver! To keep your shaver in top condition, clean your shaver weekly by running it under hot water. Once a month, disassemble the shaver and clean the internal portion thoroughly as shown in the owner's manual. The shaving heads should be replaced every year with the replacement parts listed in the manual.

The Megagroome shaver has a lithium ion battery that should last for several years. Please charge the shaver as often as needed. It is not necessary to fully discharge the battery before recharging it. Use only the included charger, because use of any other charger may void the warranty. Complete instructions and details can be found in the owner's manual.

158. Where would the card most likely be found?

(A) Inside a box with a product
(B) On a bulletin board
(C) In a product display at a store
(D) In the pages of a magazine

159. How often should the shaver be taken apart?

(A) Daily
(B) Weekly
(C) Monthly
(D) Annually

160. What is indicated about the shaver's battery?

(A) It must run out before charging.
(B) It may be charged whenever necessary.
(C) It is able to hold a charge for a week.
(D) It will work with different chargers.

Questions 161-163 refer to the following Web page.

http://www.diversifymuseum.org

DIVERSIFY MUSEUM

A Museum of Cross-Cultural History and Artifacts

We are proud to announce our newest exhibit: *South American Art.*

The exhibit will open on 7 June as part of the museum's ongoing Arts Around the World programme. All museum patrons who have paid the museum entrance fee may view the exhibit. It will feature historical and contemporary artwork displays from renowned South American artists.

The curator of the six-week exhibition, Julio Carrera, will bring his vast expertise to the museum. Before joining the museum's management in March of this year, Mr. Carrera was the curator for the Brazilian Institute of the Arts for six years and spent three years studying ancient artifacts for the Centro de la Historia del Arte, an art preservation centre in Venezuela.

The *South American Art* exhibit will include paintings, sculptures, crafting tools, clothing, jewellery, murals, and clay pottery from six South American countries. Visiting artists from these countries will provide art workshops on select dates in July. The cost for each workshop is £10 in addition to the regular admission fee and includes basic art supplies.

161. What is indicated about the *South American Art* exhibit?

(A) It is the first exhibit in the Arts Around the World program.
(B) It will be on display only through the end of June.
(C) It includes both old and new art.
(D) It focuses on wall hangings and murals.

162. Who is Mr. Carrera?

(A) A visiting artist
(B) An art journalist
(C) A volunteer tour guide
(D) A museum employee

163. According to the Web page, what can museum patrons do for an extra fee?

(A) Watch a video on South America
(B) Attend an art class
(C) Explore a new exhibit
(D) Sponsor an upcoming exhibit

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

Oliver Koh (10:15 A.M.)
Hi, Aaron and Denise. Do you know if a package has arrived for me? I was supposed to get a delivery of some documents today, but maybe they were sent to someone else by mistake. It's from Schrantz Farm Organics and should be labeled urgent.

Aaron Koskinen (10:17 A.M.)
There's nothing for you here at the front desk. You might want to check with the print shop on the ground floor.

Denise Matova (10:18 A.M.)
There's a package from Schrantz Farm Organics here in the mail room, but there's no name on it.

Oliver Koh (10:18 A.M.)
That must be the one for me. Could you please look at the delivery slip again?

Denise Matova (10:19 A.M.)
Sorry, it does have your name on it. It was so small I didn't notice it.

Oliver Koh (10:20 A.M.)
Great! Could you have the package sent up to my office please?

Denise Matova (10:20 A.M.)
No problem. I'm going upstairs in a minute anyway.

Oliver Koh (10:21 A.M.)
OK, thanks for your help.

164. Why did Mr. Koh start the online chat discussion?

(A) He received a damaged package.
(B) He has a meeting with a client soon.
(C) He is expecting some important documents.
(D) He delivered a shipment to the wrong person.

165. What does Mr. Koskinen recommend doing?

(A) Calling Schrantz Farm Organics
(B) Changing a meeting place
(C) Going to the front desk
(D) Checking a different location

166. At 10:19 A.M., what does Ms. Matova most likely mean when she writes, "Sorry"?

(A) She misplaced a delivery slip.
(B) She arrived late to work today.
(C) She would like Mr. Koh to repeat his instructions.
(D) She made a mistake reading a label.

167. What will Ms. Matova probably do with the package?

(A) Take it to Mr. Koh
(B) Send it out by express mail
(C) Leave it at the front desk
(D) Remove the items from it

Questions 168-171 refer to the following e-mail.

From:	Won Ho Kim
To:	Management Team
Date:	12 August
Subject:	Improving employee satisfaction

Management Team:

— [1] —. Over the next few months, the Human Resources department will be engaging with the Management Team in a variety of conversations about increasing productivity and employee satisfaction. — [2] —.

Telecommuting, in which employees are permitted to work from home all or part of the time, is an approach that many companies are using because it allows employees to work on tasks that may be difficult to complete in an office full of disruptions. With the building reconfiguration project coming up in January, we would like to take the opportunity to consider whether telecommuting would be a good solution for our company. Our final decision on this matter will influence the way in which the work space is reorganized.

I am writing to ask for your feedback. — [3] —. At this point, Human Resources is simply gathering information. Please complete the telecommuting survey, which is found on the Human Resources Web site. — [4] —. Just look for the link on the left side of the home page.

Thank you in advance, and please let me know if you have any questions.

Won Ho Kim
Human Resources Manager
GHTY Engineering, Inc.

168. Why was the e-mail sent?

(A) To remind employees about a policy
(B) To request participation in a survey
(C) To discuss upcoming meetings
(D) To encourage employees to attend an event

169. What is mentioned as a benefit of telecommuting?

(A) It helps employees work without interruptions.
(B) It frees up space in the building for new workers.
(C) It is good for the environment.
(D) It saves the company money.

170. What is the company planning to do in the new year?

(A) Hire a new human resources manager
(B) Reorganize the management team
(C) Change the layout of its building
(D) Introduce a new Web site

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

"It should be noted that no decisions about telecommuting have been made."

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

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Questions 172-175 refer to the following schedule of events.

The Uppsala International Book Fair
22–24 September • Berglund Conference Hall • Uppsala, Sweden

Schedule for Friday, 22 September

Outthinking Public Opinion **12:00 noon–1:00 P.M., Salon A**
Touring to promote his latest book, *Outthinking Public Opinion*, author Damian Schnauz makes a stop at the Uppsala International Book Fair to discuss his latest subject, take questions, and sign his books.

Introductory Course in Graphic Design **1:30–2:30 P.M., Visual Media Centre**
Professional digital designers Allen Doubek and Ivanette Lacasse will present useful techniques and provide attendees with hands-on practice opportunities.

Seminar on Online Publishing **3:00–4:30 P.M., Lindqvist Auditorium**
Releasing and promoting e-books and audiobooks on the Internet. Speakers: Kenneth Pulaski, editor-in-chief of Vendler Publishing, and Tina Savona, marketing manager at Vendler Publishing. All accompanying materials will be sold at the venue immediately before and after the seminar.

Readership in the Digital Age **5:00–6:30 P.M., Room 210**
Is literacy promoted or inhibited by digital media? Debate moderated by Greg Gunnarson.

- To attend these or any other sessions, purchase a daily admission ticket for 100 kr.
- Note that reservations are not required for any session, but seating is limited, so please arrive a few minutes before the scheduled time to ensure a seat. Also note that while photos are permitted, no video recordings may be made of any presentation.
- Meals are available for purchase at locations throughout Berglund Conference Hall. Information about accommodations may be obtained on our Web site at uibf.se/hotels.

172. What is suggested about the first day of the Uppsala International Book Fair?

(A) It is being organized by a team of publishers.
(B) No sessions are scheduled for the morning hours.
(C) Attendance is expected to be the highest on that day.
(D) Mr. Schnauz will announce the subject of his next book.

173. Where will book fair attendees be able to participate in interactive activities?

(A) In Salon A
(B) In the Visual Media Centre
(C) In Lindqvist Auditorium
(D) In Room 210

174. What is mentioned about the accompanying materials for the seminar?

(A) They can be purchased on-site.
(B) They can be downloaded online.
(C) They are available in limited numbers.
(D) They should be ordered from the presenters.

175. What are book fair attendees encouraged to do?

(A) Ask questions after sessions
(B) Post photos on social media
(C) Rearrange seats as necessary
(D) Arrive early for sessions

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

http://www.mountainandforest.ca/custserv/shippinginfo

Clothing | Gear | **Customer Service** | About Us

Mountain and Forest Company

The Leader in Quality Camping and Hiking Gear

Please note that most regular electronic or phone orders can be processed and made ready for shipping almost immediately. Custom and personalized orders may take up to five days for processing before they are shipped.

Please direct any questions or concerns to our customer service department at service@mountainandforest.ca. We will respond within 24 hours.

Our shipping rates:

Order cost with tax	Overnight shipping (1 day)	Express shipping (3 days)	Standard (6–8 days)
Under $25	$8	$5	$3
$25 to $100	$13	$7	$5
Over $100	$18	$15	FREE

To: service@mountainandforest.ca

From: jinheeshin@sharemail.ca

Date: 10 January

Subject: Order B75022

I recently placed an order for $135 for hiking boots and a thermal jacket intended for a camping trip this weekend. According to the confirmation I received at the time of my purchase, my order should have arrived yesterday. Since I paid an additional fee for three-day shipping, I was expecting that my order would arrive in a timely fashion. As it has not, I am requesting a refund of the shipping cost. Additionally, if my order has not been delivered by tomorrow, please cancel my order as I will have to purchase similar items at a local shop.

Sincerely,

Jin-Hee Shin

176. In the Web page, what is indicated about Mountain and Forest's shipping?

(A) Standard shipping is free for orders under $25.
(B) Some shipped orders may take up to eight days to arrive.
(C) The shipping cost depends on the total weight of an order.
(D) Custom orders are not eligible for standard delivery.

177. In the Web page, the word "direct" in paragraph 2, line 1, is closest in meaning to

(A) address
(B) supervise
(C) prescribe
(D) handle

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

(A) To suggest a new service policy
(B) To inquire about an order packing error
(C) To request a personalized item
(D) To report a delivery problem

179. How much did Ms. Shin pay for shipping?

(A) $5
(B) $8
(C) $15
(D) $18

180. According to the e-mail, why might Ms. Shin decide to visit a local shop?

(A) She expects to purchase her items for a lower price.
(B) She wants to support businesses in her town.
(C) She needs to have her items before a certain date.
(D) She hopes to find a greater selection of sportswear.

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

Society for Trade and Industry (STI) **"The Role of Distance Education in Professional Training"** **City University of Abu Dhabi, 11–13 October** DRAFT: Schedule for Wednesday, 11 October	
7:30 A.M.–9:00 A.M.	Conference Registration
9:00 A.M.–9:10 A.M.	Welcome and Opening Remarks: Yasmin Al Gaood, Conference Chair
9:15 A.M.–10:00 A.M.	Opening Keynote Address: Ayumi Murakami, STI President
10:05 A.M.–10:50 A.M.	Title of presentation unknown: representative to be selected, Yaoundé College of Agriculture, Cameroon
10:55 A.M.–11:40 A.M.	Innovative Online Resources: Chia Po Cheng, Taipei Business Management Institute, Taiwan
11:45 A.M.–1:20 P.M.	Lunch (Turquoise Center, central campus)
1:30 P.M.–2:15 P.M.	Distance Education in the Film Industry: representative from Scotland to be selected
2:20 P.M.–3:05 P.M.	Improving Course Content Quality: Andrei Durchenko, Moscow Journalism Academy, Russia
3:10 P.M.–4:00 P.M.	Learner Support Systems: Marcel Peralta, School of Pediatric Dentistry, Asunción, Paraguay

From:	Ayumi Murakami <amurakami@sti.org>
To:	Yasmin Al Gaood <yasmin.algaood@cuad.ac.ae>
Subject:	Re: Draft conference schedule for Wednesday
Date:	25 August

Hello, Yasmin,

As per your request, I have filled the slots that were listed as still available on the tentative conference schedule for Wednesday. Dr. Alban Buchanan in Scotland says that he is eager to talk about distance education as it is practiced within the film academies in his country. Also, my contact in Yaoundé wrote to let me know that Ms. Marie-Thérèse Tchangou will be the school's representative.

Mr. Andrei Durchenko has informed me that he is withdrawing from the conference. His replacement from the same school, Ms. Melina Vakhitova, will submit the title of her presentation shortly.

I also wanted to add that I will be arriving in Abu Dhabi at 6:00 A.M. on Wednesday. That should give me plenty of time to set up for my presentation.

Regards,

Ayumi

181. What is indicated about Ms. Murakami?

(A) She will speak on the first day of the conference.
(B) She was recently elected STI president.
(C) She will be available to answer questions.
(D) She is scheduled to present in the afternoon.

182. When will a specialist in business management be speaking?

(A) At 10:05 A.M.
(B) At 10:55 A.M.
(C) At 2:20 P.M.
(D) At 3:10 P.M.

183. In the e-mail, in paragraph 1, line 1, the word "slots" is closest in meaning to

(A) reservations
(B) machines
(C) openings
(D) buildings

184. What presentation will have to be canceled?

(A) Innovative Online Resources
(B) Distance Education in the Film Industry
(C) Improving Course Content Quality
(D) Learner Support Systems

185. According to the e-mail, what information is Ms. Murakami expecting to receive?

(A) The title of a presentation
(B) The name of a replacement speaker
(C) The conference schedule for Thursday
(D) The contact information for Mr. Buchanan

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Questions 186-190 refer to the following e-mail, list, and article.

From:	mstoch@hesidionclinic.com
To:	lstawinski@nostilde.com
Date:	March 20
Subject:	Hesidion Clinic's Health Awareness Day

Dear Ms. Stawinski,

In appreciation of your loyalty as a long-time patient of Hesidion Clinic, we are pleased to invite you to our clinic's Health Awareness Day to be held at the clinic on Saturday, April 10. We would be delighted to see you attend, as we will offer a number of activities designed to promote health awareness in our community. If you sign up for this special event by responding to this e-mail by March 31, you will receive a code to present at the clinic for a surprise benefit.

Martin Stoch, Communications Director, Hesidion Clinic

Hesidion Clinic Health Awareness Day, April 10
Tasks and Responsibilities

- Communications: Martin Stoch
- Advertising: Adilene Walker
- Presentations: Jillian Opala (Nutrition), Lance Verhoeven (Fitness)
- Kids' Health Game: Susan Hayashi
- Health Checkups/Talks: Anne Spillane, Rami Al-Araj, Kurt Yin, Thierry Daumas

Health Day at Hesidion Clinic

by Shai Herzog on April 14

Hesidion Clinic hosted a successful Health Awareness Day this past Saturday. The event was held as a way to thank the community for supporting the clinic over the past 15 years. It was well attended by both Hesidion Clinic patients and members of the general public.

Attendees participated in a variety of presentations and everyone received free water bottles, notepads, and other items from event sponsors. Participants who provided a special code were offered a complimentary physical checkup from the team of clinic physicians.

During the event, a sizable line formed at Dr. Thierry Daumas' table. "I came out today to learn about skin care and advances in eye-care technology. But Dr. Daumas' talk about how to prevent cavities and improve oral health provided me with the most helpful information," said attendee Liana Stawinski.

By far the most popular event was nutritionist Jillian Opala's presentation on healthy eating habits. More than 100 people, many of them retirees, flocked to hear the latest on super foods. The event took nearly twice as long as expected, as Ms. Opala answered a steady stream of participant questions.

Children were delighted to take part in a health contest involving questions about general health and hygiene. The winners received toys and certificates from the game host. The day was such a success that Hesidion Clinic director, Lance Verhoeven, is already considering making it an annual event.

186. What is Ms. Stawinski encouraged to do?

(A) Complete a survey
(B) Go to an event
(C) Organize some activities
(D) Meet with Mr. Stoch

187. How did some attendees get a free health checkup?

(A) By arriving when the clinic opened
(B) By attending Dr. Daumas' talk
(C) By responding to an e-mail from Mr. Stoch
(D) By winning a competition

188. What does Dr. Daumas most likely specialize in?

(A) Skin
(B) Ears
(C) Eyes
(D) Teeth

189. What is indicated about the presentation on food?

(A) It was filmed.
(B) It was postponed.
(C) It attracted a lot of attention.
(D) It was given by a retired clinic employee.

190. Who most likely distributed certificates?

(A) Mr. Stoch
(B) Ms. Hayashi
(C) Ms. Spillane
(D) Mr. Verhoeven

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Questions 191-195 refer to the following brochure, review, and e-mail.

STUDY BUSINESS IN SINGAPORE

The Singapore Business School (SBS) is located in the heart of Singapore's financial district. We offer a range of high-quality courses aimed at preparing students for graduate school. Between classroom sessions you can explore the city and cultivate business connections. We offer content-based classes, such as finance, economics, and international marketing, as well as classes on preparing graduate school applications, including developing CVs and writing personal statements.

We have helped thousands of students gain entry into graduate programmes around the world. We boast a number of high-profile part-time instructors who are experts in their fields, including Diara Rhodes, chief financial officer of Auto Drive Korea, and Farah Wan, vice president of the Kuala Lumpur Union Lenders. For more information about our impressive faculty and course offerings, or to enroll online, visit our Web site at www.sbs.edu.sg.

http://www.sbs.edu.sg/reviews

Home | Classes | **Reviews** | Contact Us

What Our Students Are Saying

3 June by Atsushi Koshi

I took a finance course at SBS. The school I am now attending in the United Kingdom had a prerequisite that I had not fulfilled while earning my Bachelor's degree, so the eight-week course was convenient. However, I couldn't afford the high rent in the area, so I had to commute, and the traffic in that area is terrible. I wish SBS offered a dormitory for students at the school. The quality of instruction was superb. My lecturer was Diara Rhodes. Though she tended to rush through lectures, discussing a wide range of topics in a small amount of time, I did learn a lot from the reading and from her descriptions of real-world experiences. The way she solved business problems was a source of inspiration during my graduate school interview, and it is also helping me in my current classes.

E-mail

To: atsushi.koshi@scholarmail.co.uk

From: lsommersell@sbs.edu.sg

Subject: Your review

Date: 15 August

Dear Mr. Koshi,

Thank you for your feedback. You're not the first person to voice this particular concern. Just so you know, we plan on addressing it by following your recommendation. Students who take classes with us starting as early as 1 January will be able to take advantage of this new benefit. Please be sure to mention this to anyone you know who is thinking about taking a class with us.

Kind regards,

Lauri Sommersell

191. Who is the brochure intended for?

(A) Business professionals
(B) Potential graduate students
(C) Instructors seeking employment
(D) Aspiring writers

192. What is indicated about SBS?

(A) It is located in a busy area.
(B) It offers financial assistance.
(C) It provides internship opportunities.
(D) It has employment-assistance services.

193. What does Mr. Koshi mention about his lecturer?

(A) She required a lot of reading.
(B) She covered topics quickly.
(C) She provided few examples.
(D) She encouraged in-class participation.

194. Where does Mr. Koshi's instructor work when she is not teaching?

(A) At SBS
(B) At a bank in Singapore's financial district
(C) At Auto Drive Korea
(D) At Kuala Lumpur Union Lenders

195. How will SBS be addressing Mr. Koshi's complaint?

(A) By hiring more faculty
(B) By reducing the length of classes
(C) By adding more transportation options
(D) By building student housing on campus

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Questions 196-200 refer to the following advertisement, application, and letter.

SEEKING FULL-TIME LINE COOK

The Delphine Street Grill is a high-profile restaurant serving New Orleans since 1924. We are seeking a line cook to prepare select sautéed items and sauces under the supervision of the executive chef. The ideal candidate will have at least one year of related cooking experience or will have completed a two-year apprenticeship in a well-established restaurant. Demonstrated ability to prepare innovative dishes as well as classic Cajun-style cuisine is required. To apply, go to www.delphinestreetgrill.com/careers.

www.delphinestreetgrill.com/careers/line_cook/apply

Name: Anton Hoang
E-mail: antonh94@textmail.com
Phone: 504.555.0177
Related education: Associates degree in culinary arts, Boudreau Community College
Current employer/title: River Ferry Café, Line Cook **Time employed:** Six months
Previous employer/title: Hotel Lenoir, Apprentice **Time employed:** Two years
Previous employer/title: Picard Seafood, Intern **Time employed:** Three months
Résumé: ☑ Attached
Reference list: ☑ Attached

Cover letter:

I am very interested in the position of line cook at the Delphine Street Grill. For the past six months, I have been the line cook for a café serving traditional Cajun meals. Since the café has only recently been opened, I am responsible for preparing nearly all menu items. I completed my apprenticeship at the famous Hotel Lenoir, working side-by-side with Celebrity Chef Eugénie Mirone. In addition, as Ted Overbeck (my mentor and instructor at Boudreau Community College) can confirm, I am able to develop creative new recipes. In fact, while at the college, I was awarded the Excellence in Innovation Prize for a Vietnamese-style sandwich recipe I crafted, which is now on the menu at the college's cafeteria.

SUBMIT APPLICATION

BOUDREAU COMMUNITY COLLEGE
School of Culinary Arts

Marie Beaumont
Delphine Street Grill
3248 Delphine Street
New Orleans, LA 70117

Dear Ms. Beaumont:

I am writing in regard to Anton Hoang's application for employment. Since Mr. Overbeck is on leave this semester, he asked me to respond in his place. Mr. Hoang, who graduated in the top five of his class, demonstrated exceptional culinary skill and a strong desire to learn. He received a glowing review from Sabine Riou, the renowned chef who supervised his three-month internship. I am confident Mr. Hoang will be a valuable asset to your establishment.

Sincerely,

Liz Flores

Liz Flores
Associate Director of Culinary Arts

196. What is indicated about the line cook position?
(A) It is a two-year contract.
(B) It requires working the late-night shift.
(C) It includes supervising the apprentices.
(D) It involves preparing a limited variety of dishes.

197. What is true about Mr. Hoang?
(A) He is applying to work at several restaurants.
(B) He meets the requirements of the position.
(C) He has appeared on television with Ms. Mirone.
(D) He taught at a culinary school in Vietnam.

198. Who is Mr. Overbeck?
(A) An executive chef
(B) An associate director
(C) A culinary teacher
(D) A restaurant owner

199. What is suggested about Boudreau Community College?
(A) It gives out culinary awards.
(B) It offers free cooking workshops.
(C) It needs a new chef for its cafeteria.
(D) It invites celebrity chefs as guest speakers.

200. Where does Ms. Riou most likely work?
(A) At the River Ferry Café
(B) At Hotel Lenoir
(C) At Picard Seafood
(D) At the Delphine Street Grill

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.

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RC

기출 TEST

02

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. Ms. Carpenter will be attending the conference with ------- marketing team.

(A) she
(B) her
(C) hers
(D) herself

102. ------- the last ten years, Bay City's population has grown by about 27 percent.

(A) As
(B) Against
(C) During
(D) Below

103. Please congratulate Alan Schmit, ------- of the Leadership Award in Nursing at Knoll Hospital.

(A) won
(B) wins
(C) winning
(D) winner

104. Ireland's largest software producer will ------- be opening a large facility in Cork.

(A) soon
(B) such
(C) ever
(D) like

105. Ashburn Bank's online service has been in high demand -------.

(A) lateness
(B) later
(C) lately
(D) latest

106. The ------- of videos to electronic press releases can help companies showcase their products.

(A) content
(B) addition
(C) pictures
(D) promotion

107. Ms. Hyun is reviewing the training manual to see if updates -------.

(A) have need
(B) needing
(C) are needed
(D) to be needed

108. When leaving the auditorium, please exit ------- the doors on the lower level.

(A) except
(B) inside
(C) without
(D) through

109. The judges for this year's screenplay competition include ------- from Hanovi Studios.

(A) represents
(B) representatives
(C) represented
(D) represent

110. I have attached my résumé detailing my ------- experience in the hotel industry.

(A) extensive
(B) punctual
(C) prospective
(D) accepted

111. Remember to check the spelling of Mr. Kamashi's name when ------- the document.

(A) revising
(B) revises
(C) revised
(D) revise

112. Residents visited City Hall to ask ------- developers will preserve the historic properties.

(A) although
(B) since
(C) whether
(D) both

113. The Ford Group's proposed advertising campaign is by far the most ------- we have seen so far.

(A) innovate
(B) innovative
(C) innovations
(D) innovatively

114. Solei Landscaping announced that the design for the Cherry Hill building complex is ------- complete.

(A) almost
(B) nearby
(C) anytime
(D) yet

115. Daniel Nishida, the chief supply officer, asked that ------- be given full responsibility for approving all invoices.

(A) he
(B) him
(C) his
(D) himself

116. In preparation for Mr. Kumar's retirement at the end of March, the Carolex Corporation will need to ------- a new facilities director.

(A) resume
(B) compete
(C) recruit
(D) conduct

117. The team's contributions to the Ripton Group's marketing plan were very ------- acknowledged.

(A) favor
(B) favorably
(C) favorable
(D) favored

118. ------- receiving the engineering award, Ms. Kwon made a point of thanking longtime mentors.

(A) Onto
(B) Unlike
(C) About
(D) Upon

119. Please read the list of ------- qualifications to ensure that you have the necessary education and experience for the position.

(A) slight
(B) equal
(C) obliged
(D) essential

120. Choosing the best software tool to eliminate computer viruses is rarely simple, ------- it is important to seek expert advice.

(A) why
(B) then
(C) nor
(D) so

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121. Ms. Delgado would like to meet with all loan officers ------- reviewing any more loan applications.

(A) now that
(B) as though
(C) before
(D) often

122. Cedar Branch Hill has a ------- as a business-friendly environment that provides efficient licensing and other legal processes.

(A) prediction
(B) courtesy
(C) reputation
(D) statement

123. The actors held an additional rehearsal ------- perfect their performance in the final scene.

(A) considerably
(B) in order to
(C) nevertheless
(D) as a result of

124. RZT Technology will double the size of its Toronto laboratory to ------- the organization's rapid growth.

(A) assign
(B) investigate
(C) experience
(D) accommodate

125. Even though Smithton Electronics' second quarter was not -------, the company plans to invest large sums on research.

(A) profitable
(B) profiting
(C) profitability
(D) profitably

126. The Williamsport Hotel is an ideal venue for the conference because of its ------- to the airport.

(A) achievement
(B) proximity
(C) competence
(D) exception

127. The second training session is for employees ------- responsibilities include processing payroll forms.

(A) whose
(B) which
(C) what
(D) who

128. ------- poorly the high-speed printer may be functioning, it is still making copies that are adequate for our purposes.

(A) Rather
(B) Seldom
(C) However
(D) Thoroughly

129. The long-awaited Weka 2XG digital camera will finally be ------- at a product exhibition on August 16.

(A) reduced
(B) unveiled
(C) consulted
(D) resolved

130. Northeast Community Finance ------- an online system in order to shorten service lines at branch locations.

(A) has implemented
(B) to be implementing
(C) to have been implementing
(D) is implemented

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 advertisement.

Garden Shade Tree Landscaping

Garden Shade creates tree landscapes and hedges to suit every garden, no matter the size. Our designs have ------- **131.** small urban gardens as well as large-scale projects commissioned by architects and property developers. ------- **132.** . However, no single nursery can offer trees of all species and sizes. That is why Garden Shade has developed close relationships with many specialist growers ------- **133.** to provide us with the trees we need. Such resources give us the variety necessary to complete any ------- **134.** . In other words, whatever your landscape design dream, we can make it happen.

131. (A) transformed
(B) related
(C) collected
(D) planted

132. (A) We are here to answer your landscaping questions.
(B) For most projects, we use trees from our own nurseries.
(C) Some trees have specific growing requirements.
(D) Under normal conditions, nursery stock is guaranteed for one year.

133. (A) readiness
(B) readies
(C) readiest
(D) ready

134. (A) study
(B) form
(C) order
(D) survey

Questions 135-138 refer to the following e-mail.

To: Staff
From: Amy Henwith
Date: 15 January
Subject: Exciting news

Dear Staff,

Thanks for a great year! In case you haven't heard, Henwith Home Supply will be ------- **135.** our second store this spring. This additional retail site will be located in the shopping centre at the corner of Aberton Parkway and Sutton Avenue in Derbyshire.

We will be accepting applications for cashiers and sales positions ------- **136.** 1 April. The personnel director will review applicants' qualifications from 2 April to 6 April, and ------- **137.** is scheduled to begin one week later. ------- **138.** .

Best,

Amy Henwith, CEO
Henwith Home Supply

135. (A) moving
(B) renovating
(C) expanding
(D) opening

136. (A) until
(B) following
(C) according to
(D) for

137. (A) trainer
(B) training
(C) train
(D) trained

138. (A) Feel free to share this news with any interested friends.
(B) Make sure you have received all of the material.
(C) Contact Henwith Home Supply if you are still waiting for a response.
(D) Access to the main entrance will be blocked by construction.

Questions 139-142 refer to the following article.

Amon Donates to Music School in Grenel City

A spokesperson for Brenda Amon -------- (139.) that the pianist made a sizeable donation toward the expansion of the Grenel City Conservatory of Music. "Without her generous support," said Marc Diaz, director of facility planning, "we would have been limited in our renovation plans going forward."

-------- (140.) . Now, a new wing will be constructed on the south end of the -------- (141.) conservatory. Once completed, the building will boast a 700-seat auditorium, state-of-the-art recording studios, and new faculty and administrative offices. Additionally, private practice rooms will be located -------- (142.) the current student lounge.

139. (A) confirm
(B) confirmation
(C) has confirmed
(D) will confirm

140. (A) Ms. Amon's performance at the conservatory was outstanding.
(B) The project had been delayed because of budget cuts.
(C) Student enrollment has decreased over the past few years.
(D) The original conservatory is being converted into student housing.

141. (A) temporary
(B) existing
(C) corrected
(D) proposed

142. (A) adjacent to
(B) even though
(C) instead of
(D) as well as

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Questions 143-146 refer to the following e-mail.

Date: 11 January
To: Mitchell Parker <mparker@allmail.co.za>
From: Inez Lofaro <ilofaro@daqtex.co.za>
Subject: Product recall

Dear Mr. Parker,

Thank you for your recent ------- **143.** of the Daqtex Mini-V camera. We are contacting everyone who has recently bought this product to inform them that certain models are being recalled for repair. In these models, the electronic chip that enables the digital conversion of light is faulty. ------- **144.** . Please ------- **145.** whether your camera has this problem by checking the serial number on the bottom of the camera. If it ends with the letters TVX, a repair will be required. Daqtex will pay all shipping costs for sending your Mini-V back to us. In addition, we will repair ------- **146.** free of charge.

Thank you,

Inez Lofaro, Customer Service Manager
Daqtex Industries

143. (A) purchase
(B) review
(C) gift
(D) demonstration

144. (A) We hope you will enjoy the product for many years to come.
(B) It is covered in the troubleshooting section of the manual.
(C) This defect will eventually interfere with the clarity of your images.
(D) This special feature is unavailable on some older models.

145. (A) verification
(B) verified
(C) verify
(D) verifies

146. (A) mine
(B) it
(C) theirs
(D) these

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 notice.

Fastest Fleet

RATE OUR SERVICES AND WIN FREE TRAVEL!

Visit our Web site at www.fastestfleet.com/feedback and fill out the 5-minute questionnaire. You could win one of 10 FREE round-trip bus trips to any destination within the continental United States!

You must be 18 or older to participate. Only customers who have previously traveled with Fastest Fleet are eligible to enter.

147. Where would the notice likely be seen?

(A) In an airport
(B) In a bus station
(C) In a train station
(D) In a ferry terminal

148. What are customers asked to do?

(A) Provide feedback
(B) Buy a round-trip ticket
(C) Take advantage of a discount
(D) Join a customer loyalty program

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Questions 149-150 refer to the following online chat discussion.

Daniel Mather (9:38 A.M.)
Hi Sue, are you working at home today?

Susan Maldini (9:39 A.M.)
No, but I'm at an off-site meeting. What's up?

Daniel Mather (9:41 A.M.)
The manager asked me to make hard copies of some contract agreements for our records. I forgot my printer card at home. Could I borrow yours?

Susan Maldini (9:42 A.M.)
Sure thing. It's in the business card holder on my desk.

Daniel Mather (9:55 A.M.)
Okay, done. Thank you! I put it back on your desk.

149. What task was Mr. Mather given?
(A) To send out contracts
(B) To repair the photocopier
(C) To monitor employee attendance
(D) To make copies of some documents

150. At 9:42 A.M., what does Ms. Maldini most likely mean when she writes "Sure thing"?
(A) She can lend Mr. Mather her card.
(B) She will return to the office.
(C) She will contact the manager.
(D) She can copy the agreements.

Questions 151-152 refer to the following memo.

MEMO

To: Westhauser Laboratories Staff
From: Area manager
Date: March 22
Re: Break-time beverages

Beginning immediately, staff members are asked to contribute toward the cost of hot beverages available in our kitchenette. For each cup of coffee or tea you pour for yourself, we are requesting that you leave fifty cents. Please note that this amount is still far less than what you would pay at the café next to our building.

Each time you prepare a beverage, just place your payment in the marked can on the counter next to the sink. As in the past, a variety of high-quality tea and coffee supplies will be made available, and products will be restocked monthly. Your understanding is appreciated so that everyone can continue to enjoy conveniently located hot beverages throughout the workday.

151. What is the purpose of the memo?

(A) To explain a new policy
(B) To discourage long breaks
(C) To provide a budget update
(D) To address staff complaints

152. What are staff members asked to do?

(A) Bring their own beverages to work
(B) Leave payments in a container
(C) Submit requests for supplies
(D) Keep the kitchenette tidy

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Questions 153-155 refer to the following notice.

Attention Milwaukee Modern Art Museum Visitors

The Meacham Room is closed temporarily as we prepare the space for the Modern Artist Showcase, which will run from April 1 to June 30.

We encourage you to return to experience this much-anticipated exhibit that will feature paintings, sculpture, and multimedia works by acclaimed international artists such as Sally Acosta, Frank Kember, Kimberly Hong, and Matilda Breeland. Of note is newcomer Theodore Carmody's sculpture collection that was dubbed "most exciting debut of the decade" by Ethan Lerner, renowned and respected critic of the *Ireland Arts Chronicle.* More information about the featured artists and the exhibit can be found at www.milwaukeemodernart.org. Or download our museum app to keep current with all upcoming events.

153. What is indicated about the museum?

(A) It is promoting an upcoming exhibit on its Web site.
(B) It is known for its sculpture exhibits.
(C) It will be closed for renovations in April.
(D) Its upcoming exhibit is free for museum members.

154. Who is Ms. Breeland?

(A) A journalist
(B) An artist
(C) A museum curator
(D) An art critic

155. Who was praised by Mr. Lerner?

(A) Ms. Acosta
(B) Mr. Kember
(C) Ms. Hong
(D) Mr. Carmody

Questions 156-157 refer to the following form.

Change of Work Order

General Contractor:
Howard Kleiber, Mercrest Construction
106 Pickens Way, Columbus, OH 43211

Property Owner: Oscar Copeland, 866 Andell Road, Columbus, OH 43215

Project Start Date: July 10

Project End Date: July 15

The contractor is hereby instructed to make the following changes to the contract documents:
Description of Work Added/Deleted:
Client will now be supplying the countertops and faucet in addition to the kitchen cabinets. Therefore, the total project cost will be adjusted to only include the cost of installation.

Original Contract Price: $3,496

Net Reduction from Previous Contract: -$2,412

Total Project Cost with Approved Changes: $1,084

Revised Payment Schedule:
15% of total project cost ($162) is due upfront to secure contractor, $222 is due on project start date, and the remainder ($700) is due upon project completion.

Accepted by:

Contractor: Howard Kleiber

Property Owner: Oscar Copeland

156. Why has the price of a project been adjusted?

(A) The client is providing all the materials.
(B) The client wants to match a competitor's price.
(C) The contractor installed countertops incorrectly.
(D) The contractor overestimated the cost of labor.

157. How much money will Mr. Copeland most likely give Mr. Kleiber on July 15 ?

(A) $162
(B) $222
(C) $700
(D) $1,084

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Questions 158-160 refer to the following e-mail.

To:	Dahlia Pawar <dpawar@bronsonco.ca>
From:	Anna Bondell <abondell@noaaa.com>
Subject:	Information
Date:	August 25

Dear Ms. Pawar:

Thank you for your continued membership in the North American Architects Association. I'm writing to remind you that preregistration for the annual conference closes on September 15. — [1] —. This year's conference features more than 100 sessions, an exhibit hall, and special workshops. — [2] —.

Preregistration will save you $30 off the regular registration fee. — [3] —. At the same time, you'll be able to sign up in advance for a group tour of the city and for the VIP Banquet, which always fills up quickly. Visit our Web site to register online. — [4] —. If you prefer to register by telephone, contact us at 1-249-555-0177. Please have your membership number available.

Looking forward to seeing you in Mexico City!

Sincerely,

Anna Bondell
Membership Coordinator

158. What most likely is Ms. Pawar's occupation?

(A) Architect
(B) Writer
(C) Travel agent
(D) Conference organizer

159. What is NOT a benefit of conference preregistration?

(A) A tour of Mexico City
(B) A hotel room upgrade
(C) Admission to a dinner
(D) Reduced registration fees

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

"You will also find the complete conference program there."

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

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

File Meet Now Tools Help

Kurt Webber (4:30 P.M.)
Jake and I are grabbing a bite to eat after work, around 5:30. Anyone care to join us?

Davi Avril (4:31 P.M.)
Maybe. I still have some work to do on the midyear report. Where are you planning to go?

Kurt Webber (4:32 P.M.)
We're thinking of trying the new Mexican place on Slate Road. It's called Ocho Coronas.

Tim Foxx (4:33 P.M.)
You're out of luck. That place closed a few days ago.

Kurt Webber (4:34 P.M.)
That's too bad. I heard great things about it.

Tim Foxx (4:36 P.M.)
How about Lotus Tacos around the corner? They always have a special menu on Fridays.

Kurt Webber (4:37 P.M.)
That would be great. Do you want to go to Lotus Tacos, Jake?

Davi Avril (4:38 P.M.)
OK, but I won't be able to get there till about six.

Jake Rivas (4:39 P.M.)
Sounds good to me. And Davi, I just sent you the updated figures for the report.

161. What are the writers discussing?
(A) Where to hold a company banquet
(B) What restaurant serves the best food
(C) What is on the menu at Ocho Coronas
(D) Where to go for dinner

162. What information does Mr. Foxx provide about Ocho Coronas?
(A) People have recommended it to him.
(B) It usually opens early on Fridays.
(C) The food there is not very authentic.
(D) It is no longer in business.

163. At 4:34 P.M., why most likely does Mr. Webber write, "That's too bad"?
(A) He wanted to try a new restaurant.
(B) Mr. Foxx cannot complete a project.
(C) Slate Road is too far away.
(D) He has a scheduling conflict.

164. What does Mr. Avril decide to do?
(A) Research nearby restaurants
(B) Work extra hours tomorrow
(C) Join his coworkers for a meal
(D) Have food delivered to the office

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Questions 165-167 refer to the following letter.

Multinational Voice Magazine
PO Box 17999
Greenlane
Auckland 1546

Tuata Wehi
16 Page Street
Wellington 6023

Dear Mr. Wehi,

On 25 March, your three-month trial subscription to *Multinational Voice Magazine* will expire. To continue to receive this vital news resource, please fill out the postage-paid renewal card included with this letter and mail it in before the end of this month. You may select from a three-month, six-month, one-year, or two-year subscription. Do note that our two-year offer is by far the most economical. Also, the one- and two-year options include the "Notable People of the Year" special edition.

Thank you once again for choosing *Multinational Voice Magazine*. We continually strive to provide the best commentary on global affairs from a New Zealand perspective. To provide your feedback, please visit www.mvmagazine.co.nz and fill out our online comment form.

Sincerely,
Estelle Pearson, Customer Service Representative

165. Why was the letter sent to Mr. Wehi?
(A) To report a late payment
(B) To offer him a refund
(C) To promote a new service
(D) To remind him to resubscribe

166. For about how long has Mr. Wehi been receiving *Multinational Voice Magazine*?
(A) For three months
(B) For six months
(C) For one year
(D) For two years

167. What is one thing that Mr. Wehi is encouraged to do?
(A) Call Ms. Pearson directly
(B) Offer his opinion
(C) Attend an event
(D) Confirm his address

Questions 168-171 refer to the following e-mail.

E-mail

From: info@morganairportshuttle.com
To: tgrant@tivimail.com
Subject: re: Suitcase on board
Date: January 19

Dear Mr. Grant,

Thanks for your inquiry. There are a number of suitcases in our storeroom that match the description you provided, but we have not found one bearing a name tag identifying you as the owner. You will need to come over and find yours on-site at 620 Baker St. Please note that you will be asked to indicate what time your bus left the airport terminal or, better yet, to present your ticket if you still have it.

We are open 6 A.M.–10 P.M. every day. Please do not delay. Due to the large number of items found by our drivers, we have no choice but to limit storage time to 7 days only, after which we dispose of the item.

Regards,

Gina Steiner
Morgan Airport Shuttle

168. Where does Ms. Steiner work?
(A) At a transportation service
(B) At an insurance company
(C) At a car rental company
(D) At a travel agency

169. What did Mr. Grant most likely inquire about?
(A) Reservation options
(B) Luggage limitations
(C) Travel expenses
(D) Lost property

170. What information will Mr. Grant be asked to provide?
(A) His address
(B) His phone number
(C) His departure time
(D) His final destination

171. What is Mr. Grant advised to do?
(A) Take advantage of a discount
(B) Compare payment options
(C) Visit the office as soon as possible
(D) Print out an electronic ticket

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Questions 172-175 refer to the following article.

Spectacular Bridge Created with Super Cranes

By Marcia Brunon

March 14

Five years ago, the town of Stonewell, situated at the foot of the Marshall Mountains, decided to finance the building of a bridge across the Stonewell River. It was planned as a much-needed northern route for the town. — [1] —. The efficiency of the project was directly attributable to two RWC451 cranes, manufactured by Ronsonworks, a company based in England.

The two identical tower cranes were owned by the construction firm Redding Builders. One crane was assembled at the south bank of the river, while the other one was placed on a concrete pylon in the center of the Stonewell River. — [2] —. The assembly of the second crane was particularly challenging, as it required the use of another crane on a floating barge.

"Any large project is going to require unforeseen adjustments that may disrupt an official construction schedule," said Roger Lee, chief engineer of Redding Builders. — [3] —. In this case, the metal anchors that connected the bridge to the pylons were determined to be too small. The new anchors weighed 22 tons, which is within the safe lifting capacity of an RWC451 crane. — [4] —. Engineers reinforced the existing cranes for extra security, and the cranes performed well.

Today, this postcard-worthy bridge is the pride of Stonewell, featuring viewing platforms for pedestrians, hikers, and visitors at the base of each pier overlooking the mountainous valley. Construction materials and colors harmonize beautifully with the local environment. All design elements, including the piers, viewing platforms, and railings, complement the natural landscape, making the bridge a hit with everyone from hikers to the truck drivers who now include it in their regular route.

172. What is mentioned about the cranes?

(A) They are owned by Ronsonworks.
(B) They were designed specifically for the Stonewell Bridge project.
(C) They were assembled on the Stonewell Bridge construction site.
(D) They weigh more than 22 tons.

173. What is indicated by Mr. Lee?

(A) His professional specialty is bridge construction.
(B) He believes that projects like the Stonewell Bridge always present problems.
(C) He delayed the Stonewell Bridge project for budgetary reasons.
(D) His first project as a chief engineer was the Stonewell Bridge.

174. What is NOT suggested about the Stonewell Bridge?

(A) It provides a northward exit out of town.
(B) It was designed for both pedestrians and vehicles.
(C) It was designed to blend with the natural setting.
(D) It required more workers than first estimated.

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

"The project, which was expected to take four years, was completed in less than three."

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

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Questions 176-180 refer to the following memo and schedule.

To: Absalom and Twigg Law Firm employees
From: Shawna Montgomery, Office Manager
Subject: March plans
Sent: February 12
Attachment: Schedule

As most of you are aware, our schedule will be a bit challenging during the first week in March. Various rooms and offices will need to be vacated for certain periods to allow work crews to repaint, recarpet, and replace old furniture. Affected employees will need to box up *all* their office items by 3 P.M. on the day before their room is scheduled for work (please see the attached schedule). Two teams of workers will be on-site, so more than one room at a time will need to be vacated. Note that any rooms due for work on Monday must be packed up and vacated by Friday afternoon, February 27.

Boxes will be provided. Leave your boxes in the rooms for the work crews to remove. Please label them with your name and office number so that the crews can return them to the correct offices once the work is complete.

Please make arrangements to continue working on your assignments while the work crews are in your rooms. The conference room (Room 409) will remain available to be used as a workspace during the entire week. Another possible option is to request permission from your supervisor to telecommute for one or two days.

Please have patience with these temporary inconveniences and do not hesitate to contact me with any questions or concerns.

WORK SCHEDULE–March 2 to March 6		
MONDAY, March 2	Room 401 (Meeting room)	Room 403 (Allie Stevens & Matt Beale)
TUESDAY, March 3		
WEDNESDAY, March 4	Room 402 (Marlene Asbury & Luke Roe)	Room 408 (Meeting room)
THURSDAY, March 5		
FRIDAY, March 6	Room 407 (Jung Li)	Room 404 (Elliot Hagburg & Ana Keller)

176. Why was the memo sent to employees?

(A) To alert them to upcoming renovations
(B) To announce that the firm will be relocating
(C) To request feedback about new workplace facilities
(D) To address their complaints about building maintenance

177. What are employees instructed to do?

(A) Report for work early
(B) Schedule a meeting with a manager
(C) Indicate which office supplies are theirs
(D) Update their contact information online

178. What is stated about Room 409 ?

(A) It will be available for videoconferencing.
(B) Employees may gather there for work.
(C) A scheduling meeting will be held there.
(D) Its furniture will be removed temporarily.

179. When should Ms. Asbury be ready to vacate her office?

(A) On February 12
(B) On February 27
(C) On March 3
(D) On March 4

180. What is suggested about Mr. Hagburg?

(A) He shares an office with a colleague.
(B) He will work off-site on March 5.
(C) He is the head of a department.
(D) He requested the use of a conference room.

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Questions 181-185 refer to the following flyer and form.

Livrou Farm

Fresh Organic Produce—From Our Farm to Your Home

Livrou Farm in Bromont, Quebec, invites you to participate in its community-supported agriculture program. Members enjoy fresh farm produce during our growing season from June to November.

Sign up for a farm share and receive these benefits:

- More than 30 varieties of in-season vegetables, fruits, and herbs, harvested by our farm staff and prepared for you to pick up at our barn
- A selection of pick-your-own strawberries, apples, and other fruits
- Access to our member Web site with recipes, farm updates, and a farm newsletter
- Discounts on events at the farm, such as the annual summer music festival. Events typically cost $15, but members pay $10.

Members pick up their shares once a week at the farm. A full-size share is $700 per season, and a half-size share is $350. Half-size shareholders receive half the amount of produce each week. All other benefits remain the same.

Our farm produce is grown without the use of pesticides or herbicides, and we use only naturally occurring fertilizers. For more information or to register for a membership, please see our Web site at www.livroufarm.ca.

http://www.livroufarm.ca

Livrou Farm

Membership | Home | Locations | Reviews

Name: Julien Bernard

Address: 78 Dorion Street, Bromont, QC J2L 2K7

First choice pick-up day:	Thursday [X]	Friday [ ]	Saturday [ ]	Sunday [ ]
Second choice pick-up day:	Thursday [ ]	Friday [X]	Saturday [ ]	Sunday [ ]
Size of share:	Full [ ]	Half [X]		

NOTE: Pick-up is between 3 P.M. and 6 P.M.

Please provide the names of other individuals in your household. These are the only other individuals who will be permitted to pick up your weekly share.

Names: Margaux Bernard, Laurent Bernard

Click HERE to enter payment information on the next page.

181. What is the purpose of the flyer?

(A) To invite people to a farm festival
(B) To promote community service opportunities
(C) To share recipes for healthy eating
(D) To advertise a farm program

182. What is suggested about the workers at Livrou Farm?

(A) They collect farm produce from June to November.
(B) They update the farm's Web site once a week.
(C) They create meals using the farm's products.
(D) They sell farm products at several local markets.

183. What is NOT indicated about Livrou Farm?

(A) It publishes a newsletter.
(B) It uses natural fertilizers.
(C) It hosts musical performances.
(D) It offers cooking classes.

184. What is true about Mr. Bernard's membership?

(A) He must pick up his produce on Sundays.
(B) He is the only person allowed to pick up his farm share.
(C) He will be allowed to pick some of his own fruit.
(D) He will be able to plant and grow his own vegetables.

185. How much should Mr. Bernard pay for the membership?

(A) $10
(B) $15
(C) $350
(D) $700

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Questions 186-190 refer to the following advertisements and e-mail.

http://www.communitylinkforum.org/burlingtonvermont

Professional Seeking Apartment in Burlington
Jorge Janssen <jjanssen@blitzer.com>

Topic: Real Estate and Housing
Date: June 23

I accepted a new position in Burlington and need to relocate near the downtown area before my start date on August 15. I'm seeking a simple, clean, one-bedroom rental or larger, depending on price. A relaxing location with outdoor seating for entertaining friends or family would be a plus. I do have a car, but I'd appreciate having good access to public transportation. I have a budget of around $1,400 monthly to cover all housing costs, including utilities.

http://www.communitylinkforum.org/burlingtonvermont

Apartment for Rent in Burlington
Eloise McMahon <mcmahonrental@hmail.com>

Topic: Real Estate and Housing
Date: June 23

Be the first to rent this two-bedroom apartment upon completion of extensive renovations. This property is anticipated to be move-in ready on August 1. It will feature a clean modern look, new floors throughout, and all-new appliances. The apartment is situated downtown, and students are welcome as it's less than ten minutes by bus to Denton University. On-street parking is available with a decal from the City Transportation Office. Cats or small dogs are potentially permitted, but with conditions, so please inquire. $1,400 rent also pays for water, sewer, garbage pickups, and general upkeep of the property. Electricity and natural gas will be the responsibility of the tenant. A one-time security deposit equal to one month's rent should be paid upon signing the rental agreement.

To:	Eloise McMahon <mcmahonrental@hmail.com>
From:	Jorge Janssen <jjanssen@blitzer.com>
Re:	Apartment
Date:	June 24

Dear Ms. McMahon,

I noticed your rental listing on communitylinkforum.org. From the description it sounds as if it may be just what I've been looking for. I'm eager to look over the apartment, and I just happen to be in Burlington all this week. My last day in town will be Sunday, June 30. If the place suits me, I'd want to move in the same day that it's expected to be available. The timing would be perfect! I hope to hear from you soon.

Thank you.

Jorge Janssen
(802) 555-0122

186. Why is Mr. Janssen relocating?

(A) To begin a new job
(B) To return to his hometown
(C) To study part-time
(D) To start his retirement

187. What aspect of the property does NOT match Mr. Janssen's preferences?

(A) The location
(B) The monthly costs
(C) The parking availability
(D) The size

188. For what situation does Ms. McMahon mention that she will need additional information?

(A) When changes to the decor are preferred
(B) When a tenant is ready to pay a security deposit
(C) When repairs to the apartment are needed
(D) When someone wants to keep an indoor pet

189. Why does Mr. Janssen send the e-mail?

(A) To agree to the terms of a rental contract
(B) To change the details of a residential advertisement
(C) To ask about a feature of an apartment
(D) To make arrangements to view a property

190. When does Mr. Janssen wish to start living in the residence?

(A) On June 24
(B) On June 30
(C) On August 1
(D) On August 15

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Questions 191-195 refer to the following product description, customer review, and online response.

Kitchenware Utopia Food Processor–Model C3

You will never need to buy another food processor! Our best-selling model, the C3, is made of high-quality plastic and easy-to-clean stainless steel.

FEATURES The unique blade design and powerful motor make this a professional-grade appliance, ideal for busy restaurants of any size.

WARRANTY We include a seven-year warranty on all parts and labor—a reassurance to you that our food processor will last a long time.

Special purchase price: $319.00/KU Club Members: $299.00

www.kitchenwareutopia.com/C3/reviews/454

Rating: ★★★★★

Review: This product is amazing! I work as a caterer, and I've used a lot of different food processors. Kitchenware Utopia's C3 is by far the best I've found. Its motor is very powerful, and the many different blades and settings make it extremely versatile. The settings are also straightforward. It's expensive but well worth the investment, and since I'm a loyalty club member, the price was reasonable. My only complaint would be that it's very heavy and therefore not as portable as I'd hoped. Overall, though, I'm exceptionally satisfied with this product.

Posted by Eli Perles on March 27

We are very glad to hear you are happy with our C3 food processor. Customer satisfaction is our number one priority. We would like to respond to your complaint and provide a suggestion regarding your concerns. Our C2 processor might be better suited to your professional needs. The C2 offers the same motor size as the C3, but it is much smaller than the C3 in general. However, this model does cost slightly more than the C3. You can view the product description by visiting www.kitchenwareutopia.com/C2.

Posted by Kitchenware Utopia Customer Service on March 28

191. What is NOT mentioned in the product description as a feature of the C3 food processor?

(A) It is very durable.
(B) It is suitable for commercial kitchens.
(C) It is larger than competitors' food processors.
(D) It is a popular model.

192. What is indicated in the customer review?

(A) The C3 comes with detailed instructions.
(B) Mr. Perles is pleased with his purchase.
(C) Kitchenware Utopia's customer service is very good.
(D) Users find the C3 difficult to clean.

193. What is suggested about Mr. Perles?

(A) He paid $299 for the food processor.
(B) He purchased some optional parts for the processor.
(C) He catered a large-scale event on March 27.
(D) He has never used a food processor before.

194. Why would the C2 processor likely be recommended as more suitable for Mr. Perles?

(A) It is inexpensive.
(B) It is dishwasher safe.
(C) It is easy to assemble.
(D) It is lightweight.

195. In the online response, the word "regarding" in paragraph 1, line 3, is closest in meaning to

(A) looking after
(B) about
(C) in comparison
(D) admiring

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Questions 196-200 refer to the following article, schedule, and news update.

Ment Hall to Host Piasek Cup Final

Ment Hall, which is currently undergoing extensive renovation, will be ready to host the final game of the Piasek Cup Volleyball Championship to be held in Warsaw this June. Although the project has been in the works for some time, it was the opportunity to host this championship that provided the economic incentive to push the project to its completion. City officials have confirmed that the construction is progressing according to schedule and will be complete well before the finals of the championship.

Since Ment Hall is the only major arena in the country that has never hosted a Piasek Cup event, the hall's owners were proud to have been chosen to host this year's finale. The final game will inaugurate the refurbished hall. The event is expected to draw thousands of volleyball fans, and the organizers are confident that Ment Hall will live up to the occasion. Seating 19,000 spectators, Ment Hall will be double its previous size.

Piasek Cup Volleyball Championship			
Quarterfinal Games			
Venezuela-Australia 10 June, 3:00 P.M. Loave Arena, Bydgoszcz	Poland-France 10 June, 6:00 P.M. Timpani Hall, Katowice	Brazil-USA 11 June, 3:00 P.M. Polana Center, Cracow	Cuba-Egypt 11 June, 6:00 P.M. Mistrz Arena, Wroclaw
Semifinal Games			
Winners of 10 June games 13 June, 3:00 P.M. Timpani Hall, Katowice		Winners of 11 June games 13 June, 3:00 P.M. Polana Center, Cracow	
Final Game			
16 June, 6:00 P.M. Ment Hall, Warsaw			
NOTE: Tickets for the final game are selling fast, so don't wait until after the semifinal games to order. Reserved seating only, no general admission. No refunds.			

News Update
HALLAX RADIO 108.3 FM

Sports—Volleyball, 10 June

At 3:00 P.M., Venezuela will take on Australia for qualification to the semifinals. Our guest announcer will be Vin Cote, retired coach of last year's winning team from Canada.

At 6:00 P.M., host team Poland will face off against France. The game will be covered live by Jeremy Bosko.

196. In the article, the word "draw" in paragraph 2, line 7, is closest in meaning to

(A) promote
(B) attract
(C) sketch
(D) remove

197. What will be changed about Ment Hall?

(A) Its ownership
(B) Its ticket prices
(C) Its seating capacity
(D) Its location

198. When will the first game be held at a new host venue?

(A) On June 10
(B) On June 13
(C) On June 14
(D) On June 16

199. In the schedule, what are people advised to do?

(A) Request a refund for tickets that they do not plan to use
(B) Order tickets immediately after the semifinal games
(C) Buy tickets for the final game as soon as possible
(D) Arrive at the final game early

200. Where will Mr. Cote be reporting from?

(A) Bydgoszcz
(B) Katowice
(C) Cracow
(D) Wroclaw

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.

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기출 TEST

03

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. York Development Corporation marked the ------- of the Ford Road office complex with a ribbon-cutting ceremony.
(A) opens
(B) opening
(C) opened
(D) openly

102. Staff at the Bismarck Hotel were ------- helpful to us during our stay.
(A) quite
(B) enough
(C) far
(D) early

103. Ms. Luo will explain some possible consequences of the ------- merger with the Wilson-Peek Corporation.
(A) proposed
(B) proposal
(C) proposition
(D) proposing

104. The Springdale supermarket survey ------- will be released a week after they are evaluated.
(A) events
(B) stores
(C) results
(D) coupons

105. The new printer operates more ------- than the previous model did.
(A) quickest
(B) quickness
(C) quick
(D) quickly

106. Here at Vanguard Buying Club, ------- help members find quality merchandise at the lowest possible prices.
(A) us
(B) our
(C) we
(D) ourselves

107. Management announced that all salespeople would be receiving a bonus this year, ------- in time for summer vacations.
(A) just
(B) as
(C) only
(D) by

108. According to *Florida Digital Designer Magazine*, many graphic designers do not consider ------- to be traditional artists.
(A) it
(B) their
(C) themselves
(D) itself

109. A wooden bridge crossing the wading pond ------- to the hotel's nine-hole golf course.

(A) prepares
(B) leads
(C) presents
(D) takes

110. A special sale on stationery ------- on the Write Things Web site yesterday.

(A) was announced
(B) announced
(C) was announcing
(D) to announce

111. All produce transported by Gocargo Trucking is refrigerated ------- upon pickup to prevent spoilage.

(A) lately
(B) promptly
(C) potentially
(D) clearly

112. The Ferrera Museum plans to exhibit a collection of Lucia Almeida's most ------- sculptures.

(A) innovative
(B) innovation
(C) innovatively
(D) innovate

113. The bank's cashier windows are open daily from 8:00 A.M. to 4:00 P.M. ------- on Sundays.

(A) except
(B) until
(C) nor
(D) yet

114. Inventory control and warehousing strategies ------- within the responsibilities of the supply chain manager.

(A) have
(B) cover
(C) mark
(D) fall

115. Of all the truck models available today, it can be difficult to figure out ------- would best suit your company's needs.

(A) when
(B) why
(C) which
(D) where

116. CEO Yoshiro Kasai has expressed complete faith in Fairway Maritime's ------- to deliver the product on time.

(A) belief
(B) measure
(C) problem
(D) ability

117. At Derwin Securities, trainees alternate ------- attending information sessions and working closely with assigned mentors.

(A) along
(B) against
(C) between
(D) near

118. Company Vice President Astrid Barretto had no ------- to being considered for the position of CEO.

(A) objected
(B) objecting
(C) objects
(D) objection

119. Belinda McKay fans who are ------- to the author's formal writing style will be surprised by her latest biography.

(A) fortunate
(B) readable
(C) comparable
(D) accustomed

120. The Southeast Asia Business Convention will feature ------- known and respected leaders from countries across the region.

(A) widen
(B) wider
(C) widely
(D) wide

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121. ------- the high cost of fuel, customers are buying smaller, more efficient cars.

(A) Together with
(B) Instead of
(C) As well as
(D) Because of

122. Over the past ten years, Bellworth Medical Clinic ------- Atlan Protection officers for all security needs.

(A) is hiring
(B) were hiring
(C) has hired
(D) was hired

123. The driver will make three ------- to deliver the package before it is returned to our warehouse.

(A) attempts
(B) pursuits
(C) aims
(D) experiences

124. We congratulate all Riverside employees, whose ------- effort has resulted in a 20 percent reduction in waste disposal costs.

(A) collect
(B) collective
(C) collects
(D) collector

125. Andrzej Ptak's photography Web site will be available online ------- we have finished organizing and cataloging his work.

(A) how
(B) once
(C) so too
(D) not only

126. The initial feedback from early buyers of the Sunbell XC2 mobile phone indicates that they found it ------- to use.

(A) conveniences
(B) conveniently
(C) convenience
(D) convenient

127. ------- space in the bathroom was limited, the contractor managed to fit in two sinks and a shower.

(A) Both
(B) So that
(C) Whether
(D) Even though

128. The staff must ------- as much market-research data as possible before planning the advertising campaign.

(A) equip
(B) compile
(C) endorse
(D) compose

129. ------- a national holiday falls on a Thursday, the Barstow Company allows employees to take off Friday as well.

(A) Even
(B) For
(C) Nearly
(D) Whenever

130. ------- materials for the advanced Farsi course include an audio CD and a DVD.

(A) Supplementary
(B) Consequential
(C) Persistent
(D) Cooperative

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.

(3 September)—Five years ago, Brian Trang signed a five-year lease to open his restaurant, Trang's Bistro, at 30 Luray Place. Mr. Trang admits that the first two years of operation were quite -------- **131.** . "We offer spicy food from Vietnam's central region," he explains. "We didn't do well at first -------- **132.** the cuisine is based on unfamiliar herbs and hot flavors. It took a while to catch on with customers." But Mr. Trang was confident the food would gain in popularity, and he was correct. -------- **133.** . Mr. Trang has just signed another five-year lease, and he is planning -------- **134.** the space next year.

131. (A) competitive
(B) potential
(C) challenging
(D) rewarding

132. (A) because
(B) unless
(C) despite
(D) besides

133. (A) Originally from Hue, Mr. Trang moved to London at age five with his family.
(B) Reservations at Trang's Bistro must now be made a week in advance.
(C) This situation was not expected to last so long.
(D) The restaurant will relocate in March.

134. (A) renovate
(B) being renovated
(C) renovates
(D) to renovate

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Questions 135-138 refer to the following excerpt from a manual.

> This manual provides guidelines for inventory control at Malanta facilities. Our advanced manufacturing procedures depend on ------- **135.** inventory control. Only by maintaining a precise flow of inventory ------- **136.** minimize costs and ensure prompt shipments. To achieve this goal, we must avoid shortages. When stock is in the correct location at the time it is ordered, shipments are made at regular shipping costs and within estimated time frames. ------- **137.** . Therefore, the procedures in this manual must always be faithfully ------- **138.** .

135. (A) accurate
(B) seasonal
(C) expensive
(D) industrialized

136. (A) is able to
(B) to be able
(C) our ability to
(D) are we able to

137. (A) We have calculated the costs for you.
(B) Please allow at least two weeks for delivery.
(C) Unfortunately, some items are currently not in stock.
(D) However, this is not possible when unexpected shortages occur.

138. (A) implemented
(B) reproduced
(C) corrected
(D) recorded

Questions 139-142 refer to the following e-mail.

To: Alan Porto <aporto@silverwing.ky>
From: Tuchman's Billing <billing@tuchmans.ky>
Subject: Autopay
Date: 19 February

Dear Mr. Porto:

Congratulations on your recent -------- **139.** in Tuchman's Autopay system. Thank you for signing up for this convenient billing system. Your automatic payments will begin with the next billing cycle on 1 March. -------- **140.** . Your statements will come to you electronically and your payment will be deducted from your designated bank account. You may -------- **141.** the account from which the funds are withdrawn. Simply log in to the My Account section on our Web site https://www.tuchmans.ky, select Autopay, and follow the instructions to enter the alternate account information. Please contact customer service if you have -------- **142.** using Tuchman's Autopay.

Tuchman's Billing Department

139. (A) enroll
(B) enrolled
(C) enrolls
(D) enrollment

140. (A) Our billing clerks are happy to serve you.
(B) You will no longer receive a bill by post.
(C) We appreciate our loyal customers.
(D) Take advantage of our special offers.

141. (A) own
(B) settle
(C) open
(D) change

142. (A) any difficulties
(B) more difficult
(C) the difficulty
(D) too difficult

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Questions 143-146 refer to the following letter.

12 December
Lenny Howe
222 Easton Boulevard
Port Douglas QLD 4877

Dear Mr. Howe,

The Irwin Neighbourhood Association is proud to ------- **143.** a summer event called Park Fest, to be held at Fern Park on 10 January, from 1 P.M. to 8 P.M. Park Fest will feature numerous family-friendly activities and a delicious picnic dinner to be served at 6 P.M. A per person fee of ten dollars will be collected. The proceeds will ------- **144.** go towards a park enhancement project. The plan is to hire a contractor to landscape the park grounds, while a smaller portion will be spent on an advertising campaign. This event ------- **145.** to be great fun. ------- **146.** .

Regards,

Faye Mason-Jones
Director, Irwin Neighbourhood Association

143. (A) announce
(B) admit
(C) recall
(D) state

144. (A) entirely
(B) often
(C) primarily
(D) together

145. (A) promise
(B) promises
(C) promising
(D) promised

146. (A) You can help by disposing of all rubbish.
(B) The park was established 75 years ago.
(C) We hope you will be able to attend.
(D) Fern Park attracts over 20,000 visitors a year.

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 form.

Lastico Employee Badge
Application Form

To receive a new Lastico employee badge, please fill out the following form. Write in pen only. Please PRINT clearly.

Name LAURA CONSTANTINI Division CUSTOMER SUPPORT

Employee No. 2378 Employed at Lastico since FEB 10

My previous badge ☑ expired ☐ was lost ☐ was damaged
(Leave blank if you are applying for the first time)

Submitted AUG 2 Signed Constantini

147. Why did Ms. Constantini fill out the form?
(A) To authorize a charge to her credit card
(B) To be assigned to a new company division
(C) To request a document renewal
(D) To report lost equipment

148. What instructions are included?
(A) Where to send the form
(B) How to complete the form
(C) When to submit the application
(D) What documentation to attach

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Questions 149-150 refer to the following advertisement.

★★★★★★★★

VACANCY

The Golden Lagoon has been serving Montego Bay for 18 years. We are an award-winning restaurant with a reputation that spans the Caribbean. Currently we have vacancies for the position of waitstaff. Duties include taking customers' orders, serving food and beverages, preparing itemized bills, and accepting payments. Experience is preferred but not required. We offer an excellent hourly rate and flexible work schedule. Apply in person, supplying a résumé and three employment references.

The Golden Lagoon
Shahine Kincaid, Manager
135 Concertina Dr.
Montego Bay, Jamaica
Business hours: Monday–Friday, 11:00 A.M.–11:00 P.M.
Saturday and Sunday, noon–10:00 P.M.

★★★★★★★★

149. What is stated about The Golden Lagoon?

(A) It is closed on Sundays.
(B) It regularly has positions available.
(C) It has been in business for over a decade.
(D) It was bought by Ms. Kincaid eighteen years ago.

150. What is mentioned about job applicants?

(A) They will be working on a fixed schedule.
(B) They must go to the restaurant to file their job request.
(C) They must have worked in a restaurant before.
(D) They will learn how to cook Jamaican dishes.

Questions 151-152 refer to the following e-mail.

E-mail

To:	Staff
From:	Asta Lindstrom
Subject:	Reminder
Date:	11 April

To All Staff:

This is a reminder that the water in the Tolliver building will be temporarily shut off tomorrow at 8 a.m. while repairs are completed. I understand that most employees who work in the building will be off-site at a software training session and will not be affected.

For those of you who will be working in Tolliver tomorrow, the Hillcrest Water Department has assured me that the water will be off for no more than four hours. We will provide complimentary bottled water in the lobby for all staff during this time. The cafeteria will remain closed until the water has been turned on again. At that point meal service and food sales will resume. I apologize for the inconvenience.

Sincerely,

Asta Lindstrom
Facilities Manager

151. What will happen tomorrow?

(A) New computers will arrive.
(B) Maintenance work will be done.
(C) A new employment policy will take effect.
(D) The location of a training session will be announced.

152. What will employees NOT be able to do in the Tolliver building in the morning?

(A) Use new software
(B) Drink bottled water
(C) Purchase food items
(D) Walk through the lobby

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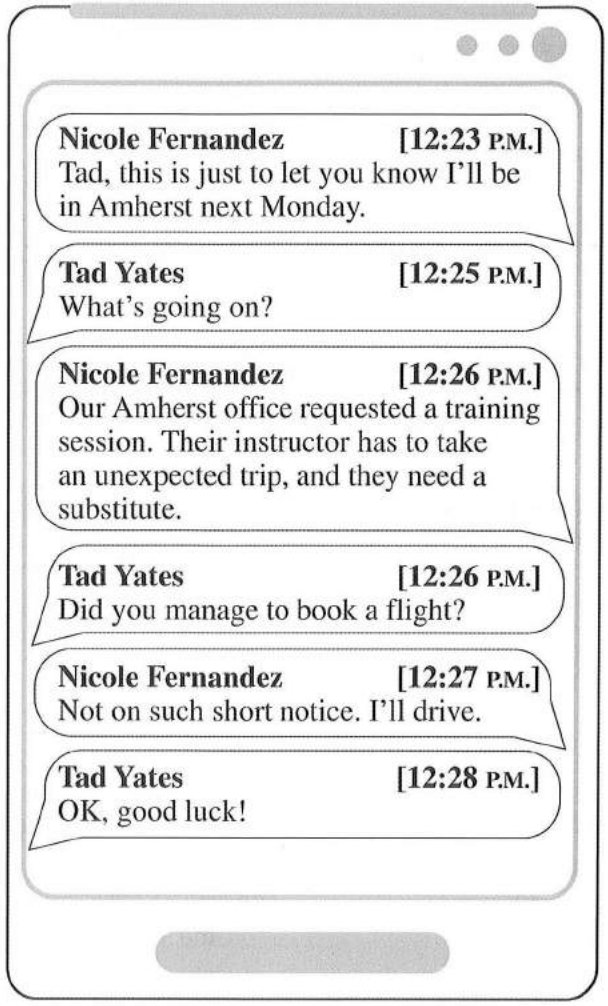
Questions 153-154 refer to the following text-message chain.



153. What will Ms. Fernandez do next Monday?

(A) Teach a training course
(B) Meet an instructor
(C) Go on a vacation
(D) Apply for a job

154. At 12:27 P.M., what does Ms. Fernandez mean when she writes, "Not on such short notice"?

(A) She will not arrive on time.
(B) She will not travel by plane.
(C) She cannot accept an invitation.
(D) She cannot make a payment.

Questions 155-157 refer to the following e-mail.

To:	Jake Taera <jtaera@tritmail.com>
From:	Natalie Satter <nsatter@coldings.com>
Subject:	Information
Date:	30 September
Attachment:	Coldings1

Dear Mr. Taera:

Welcome to the Coldings Home Store family! You have been hired as a sales associate. Your training session begins on 8 October at 8:30 A.M. at the Auckland store, 42 Crossbill Road. Please report to Human Resources to begin your orientation as a Coldings Home Store team member. During your first two weeks with our company, you will learn about our team approach and the many benefits of working at Coldings Home Store. You will be working from 8:30 A.M. to 5:00 P.M. After training, you might be assigned to a different work shift and you will be eligible for benefits including flexible days off, sick days, and our employee discount.

Please sign and return the attached document indicating your willingness to accept the position as sales associate. Please let me know if you have any questions or need directions. I look forward to seeing you at the Auckland store on 8 October.

Sincerely,

Natalie Satter
Human Resources Coordinator

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

(A) To thank an employee
(B) To provide job information
(C) To explain a new policy
(D) To announce a special sales event

156. According to Ms. Satter, what might happen after two weeks?

(A) Mr. Taera's work schedule might change.
(B) Mr. Taera's might be transferred to another location.
(C) The company might train Mr. Taera for a new responsibility.
(D) The company might mail Mr. Taera new benefits information.

157. What did Ms. Satter send with the e-mail?

(A) A store map
(B) An events calendar
(C) A list of benefits
(D) An employment agreement

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Questions 158-160 refer to the following press release.

For immediate release

Contact: Desmond Hawkes, Office of Public Relations
Telephone: (02) 5555 6506
E-mail: dhawkes@carlisle.org.au

New Exhibition at Sydney's
Carlisle Art Museum

SYDNEY (3 June)—The Carlisle Art Museum's latest exhibition, *Deep Waters*, will open on 15 June. The exhibition will feature 38 realist and abstract paintings portraying the beauty and vastness of the world's oceans. All the works were created by Australian artists based in Sydney, and among them will be six by the critically acclaimed oil painter Harold Bernstein.

The exhibition will run until 15 July. Tickets are $10. Museum visitors may view the exhibition between 9 A.M. and 4 P.M. on Tuesdays, Wednesdays, and Thursdays, and between 2 P.M. and 9 P.M. on Fridays and Saturdays. On each day of the exhibition, at least one of the artists will be present and available to answer visitors' questions about the creative process. Mr. Bernstein will be available on 30 June only.

On 23 July, the exhibition will open at the Muriel Art Gallery in Melbourne, where ocean-themed paintings from Melbourne artists will be added to the collection.

158. What is one purpose of the press release?
(A) To advertise an upcoming art show
(B) To publicize paintings available for purchase
(C) To profile an art gallery owner
(D) To announce the opening of a new museum

159. Who is Mr. Bernstein?
(A) An art critic
(B) A museum director
(C) A public relations specialist
(D) An artist

160. What is implied about the exhibition in Melbourne?
(A) It will be open to the public in the evenings only.
(B) It will include more paintings than the exhibition in Sydney will.
(C) It will feature demonstrations of painting techniques by artists.
(D) It will include paintings of landscapes in addition to paintings of oceans.

Questions 161-163 refer to the following e-mail.

E-mail

From:	evaluation@crawfordds.com
To:	trosinsky@mailssen.com
Subject:	Crawford Design Contest
Date:	April 2

Dear Ms. Rosinsky,

Thank you for entering the Crawford Design Studio Awards Contest. Today we received your project titled "Old Rexto Factory Restoration," including a total of nine photographs and an 18-page description file. — [1] —. Your submission has been forwarded for further processing and has been assigned the entry number P1298. — [2] —.

Your project will now be reviewed by a panel of judges, which consists of our in-house experts as well as outside designers. — [3] —. You will be able to check on the status of your entry via the "Submissions Being Processed" link in our Web site's Main Menu.

Should you have any questions, please do not hesitate to call us. — [4] —.

Kind regards,

Crawford Design Studio

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

(A) To report missing documents
(B) To inquire about building costs
(C) To confirm receipt of materials
(D) To request additional photographs

162. What is Ms. Rosinsky advised to do online?

(A) Read the contest rules
(B) Obtain a map and directions
(C) Update her contact information
(D) Track the progress of her submission

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

"Please use it when you contact us regarding your entry."

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

Questions 164-167 refer to the following article.

May 5—Boston law firm Warner and Arnes announced this morning that it is merging with the Philadelphia law firm Hamilton Jones to create Warner, Hamilton, and Associates. With more than 655 attorneys, the merger will make this the largest law firm in the northeastern United States.

"This is a welcome merger of two well-managed firms who share similar corporate cultures and philosophies," said Andrea Warner, codirector of the former Warner and Arnes, who will serve as managing partner of Warner, Hamilton, and Associates. "Our combined expertise makes Warner, Hamilton, and Associates uniquely placed to provide clients even higher levels of counsel and service. We look forward to continuing our practices in Boston and Philadelphia and expect to open yet another office in Hartford within the next twelve months."

According to a press release, Ms. Warner has garnered attention through her representation of clients across the country in prominent cases involving workers' rights, equal pay, and social justice.

The firm expects to keep all of its current lawyers and staff and will "combine management teams made up of partners from each firm to ensure a seamless transition," the release said.

164. Why was the article written?

(A) To profile the career of a prominent lawyer
(B) To promote legal services
(C) To discuss the joining of two firms
(D) To announce a firm's relocation

165. What does Warner, Hamilton, and Associates plan to do?

(A) Hire additional lawyers
(B) Expand to a third city
(C) Change its leadership
(D) Close its Philadelphia office

166. What is suggested about Ms. Warner?

(A) She is based in Hartford.
(B) She plans to retire soon.
(C) She sometimes offers free legal counsel.
(D) She is well-known nationally.

167. The word "seamless" in paragraph 4, line 4, is closest in meaning to

(A) in a single piece
(B) without problems
(C) in close range
(D) without hurry

Questions 168-171 refer to the following e-mail.

To:	maria_bellandini@pweb.net
From:	thomas.mclaren@delicatessenmag.com
Date:	Tuesday, October 2
Subject:	Food Photography Article

Dear Ms. Bellandini:

I have some news regarding your article that is scheduled to be published in the next issue of *Delicatessen Magazine*. — [1] —. Yesterday, we learned that a major advertiser canceled their contract with us, and as a result, we will have to reduce the number of pages in our upcoming issue. This is extremely unfortunate, but we just do not have enough money without these ads to publish the magazine in its current format. — [2] —.

We know that readers have enjoyed reading about your experiences in Italy. — [3] —. While your eight-page story about working as a food photographer is excellent, in order to fit in the slimmer issue, it will need to be cut by about thirty percent. Although I sincerely hope you agree to having your article published in our upcoming issue, I will understand if you would rather have the article published in full at a later time. However, I have to let you know that the magazine industry is not always the most stable business, and for this reason, I do not know if there will be space for your story in the future. — [4] —.

Please let me know as soon as possible what you would like to do. Should you agree to edit the story, I will need the new version by Monday.

Best regards,

Thomas McLaren, Editor-in-Chief

168. What is implied about *Delicatessen Magazine*?

(A) It plans to merge with another magazine.
(B) It gives discounted subscriptions to staff.
(C) It relies on advertisements for funding.
(D) It offers long-term contracts to writers.

169. How would Ms. Bellandini most likely revise her article?

(A) By making it shorter
(B) By changing the topic
(C) By adding more information
(D) By including more images of food

170. What does Mr. McLaren NOT suggest to Ms. Bellandini?

(A) Her previous articles were well liked.
(B) She should submit her article to another magazine.
(C) Her article might not be published in full at a later date.
(D) She should notify him of her decision.

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

"Of course, this is your choice, and I will respect whatever decision you make."

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

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Questions 172-175 refer to the following text-message chain.

Delroy Gerew (1:29 P.M.):
Hi, Ms. Chichester, we'd like to order another 10 shirts, featuring the company's name, Magnalook, and its logo. We need four small, two medium, and four large sizes. Could you fill the order by Friday?

Nina Chichester (1:32 P.M.):
That's two days from today, so a $75 rush-order fee will be added.

Delroy Gerew (1:34 P.M.):
How can we avoid the fee?

Nina Chichester (1:36 P.M.):
By choosing the standard 5-day production option. Your order would be ready Monday of next week.

Delroy Gerew (1:38 P.M.):
I guess it can't be helped. Since we have employees starting this Friday and you open at 8:00 A.M., can I pick up the shirts at that time?

Nina Chichester (1:39 P.M.):
Pick-up time is normally after 1:00 P.M., but I'll see to it they're ready by 8:00 A.M.

Delroy Gerew (1:41 P.M.):
Thank you. Actually, my assistant will be picking them up.

Nina Chichester (1:42 P.M.):
That's fine. Could you please e-mail me your logo again? The computer on which I had it stored crashed the other day and is awaiting repair.

Delroy Gerew (1:44 P.M.):
Will do. Thanks, and please charge the credit card you have on file for us.

172. What is suggested about the company Ms. Chichester works for?

(A) It currently has no large-sized shirts in stock.
(B) It has filled an order for Mr. Gerew before.
(C) It offers discounts on large orders.
(D) It is open every evening.

173. Why is Mr. Gerew ordering new shirts?

(A) Additional staff members have been hired.
(B) More were sold than had been anticipated.
(C) The company's logo has been changed.
(D) The style currently in use has become outdated.

174. At 1:38 P.M., what does Mr. Gerew mean when he writes, "I guess it can't be helped"?

(A) He will pay a $75 rush-order fee.
(B) He will ask his assistant to help him.
(C) He will meet Ms. Chichester at 1:00 P.M.
(D) He will select the standard production option.

175. What will Mr. Gerew likely do next?

(A) Provide payment information to Ms. Chichester
(B) Schedule a meeting with Ms. Chichester
(C) Send an e-mail to Ms. Chichester
(D) Fix Ms. Chichester's computer

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

E-Mail Message

To: staffmailinglist@coltonmedical.org
From: Melvin Myers <mmyers@coltonmedical.org>
Date: June 10
Subject: Parking area reassignment

Dear Colleagues:

I just want to remind everyone that crews will begin construction on the new Colton Medical Nutrition Center on June 18.

Effective June 15, parking areas F and G will be closed until August 20, when construction is expected to be completed. Staff currently assigned to park in areas F and G will be given temporary "guest" parking stickers and must park in the guest-parking garage. The Property Maintenance Office will place stickers in staff mailboxes by 4 P.M. today. The sticker should be displayed on the driver's side window of the vehicle.

A construction access road will be created by closing the entrance and exit roads to parking areas F and G. This will also block access to the security building and the pond. However, a temporary alternative entranceway to those locations will be created. To help eliminate excessive traffic, please visit those places only when absolutely necessary. Take note that the Information Center at the main entrance will remain open during construction.

Please e-mail me directly with any questions regarding parking stickers.

Sincerely,

Melvin Myers
Property Maintenance

WELCOME TO COLTON MEDICAL CAMPUS INFORMATION CENTER
PLEASE CHECK IN BEFORE PROCEEDING

ATTENTION STAFF:
PARKING AREAS F & G CLOSED UNTIL SEPTEMBER 10

Staff members who normally use these areas and who have not yet received a temporary parking sticker should request one at the security station. A valid access card and staff I.D. are required.

Cars will be immediately towed away if parked next to pedestrian areas, including all walkways, temporary rest areas, and construction tents. Owners of cars parked in the garage without a sticker displayed on the window will be fined $25 per day.

Security officers are available to assist you.

176. Why are parking areas being closed?

(A) They are being resurfaced.
(B) They are being reserved for guests.
(C) An outdoor event will be held on them.
(D) A construction project is scheduled to begin.

177. According to the e-mail, who will receive a temporary parking sticker?

(A) Anyone who is visiting the medical campus
(B) Anyone who usually parks in areas F and G
(C) Anyone who usually parks in the parking garage
(D) Anyone who requests one from the maintenance office

178. Why should staff members limit their visits to the security building?

(A) So that visitors can enjoy the pond
(B) So that fewer cars will be in the area
(C) So that security staff can monitor traffic
(D) So that visitors can get to the Information Center

179. What changed after the e-mail was sent on June 10 ?

(A) Which parking areas are being closed
(B) Where staff should park their vehicles
(C) Where parking stickers should be displayed
(D) How long some parking areas will be closed

180. According to the notice, why might a staff member's car be towed?

(A) If it is parked near a walkway
(B) If it is parked in the visitors' area
(C) If it does not display a parking sticker
(D) If it is parked in the garage after August 20

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

SURVEY

Please take a few minutes to complete this survey about your shopping experience at Woodruff's. Indicate your answer using the 5-point scale to the right of each statement. (1 = Strongly Disagree, 2 = Disagree, 3 = No Opinion, 4 = Agree, 5 = Strongly Agree)

The store was clean and organized in appearance.	☐ 1	☐ 2	☐ 3	■ 4	☐ 5
There was a wide selection of items in my size.	☐ 1	☐ 2	☐ 3	☐ 4	■ 5
There were dressing rooms available for me to use.	☐ 1	☐ 2	☐ 3	☐ 4	■ 5
The salespeople were courteous and attentive to me.	☐ 1	■ 2	☐ 3	☐ 4	☐ 5
The items were priced well compared to other stores.	☐ 1	☐ 2	☐ 3	☐ 4	■ 5
I am satisfied overall with my experience at Woodruff's.	☐ 1	☐ 2	☐ 3	■ 4	☐ 5

Amount you spent on this purchase: $60

Age (optional): ☐ 16-25 ☐ 26-35 ■ 36-45 ☐ 46-55 ☐ 56-65 ☐ 66+

Name (optional): Consuela Torres **E-mail (optional):** catorres81@aumail.co.au

E-Mail Message

From: Customer Service <custserv@woodruff.co.au>
To: Consuela Torres <catorres81@aumail.co.au>
Date: Friday, 27 April 2:40 P.M.
Subject: Survey
Attachment: Voucher

Dear Ms. Torres:

Thank you for taking the time to complete a survey about your recent experience at Woodruff's. We appreciate that so many people took the time to provide us with feedback since it helps us to improve the quality of our service.

We were happy to learn that your overall experience shopping at Woodruff's was a positive one. However, we were sorry to see that you shared one area of dissatisfaction with a significant proportion of the customers who responded to the survey. I want you to know that we are taking the survey results seriously. We plan to improve this area with training soon.

As an apology for our failure to meet high standards in all areas, I have attached a voucher for 15% off a future purchase (good for one year) at any of our three Clarksville locations. We look forward to serving you in the future.

Sincerely,

Marietta Passante

181. What type of business is Woodruff's?

(A) A computer software company
(B) A clothing store
(C) A mobile-phone service provider
(D) A consulting firm

182. With what statement about Woodruff's would Ms. Torres most likely agree?

(A) It is located close to her home.
(B) It has a large staff.
(C) It is relatively inexpensive.
(D) It is open later than other businesses.

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

(A) increase
(B) order
(C) understand
(D) value

184. What most likely is Woodruff's planning to do?

(A) Teach its employees to be more friendly and helpful to customers
(B) Make the workplace cleaner and more organized
(C) Open an additional location in Clarksville
(D) Offer a discount voucher to all customers who complete a survey

185. What is suggested about the survey?

(A) It has been taken by many customers.
(B) It was created by Ms. Passante.
(C) It is accessible on the company Web site.
(D) It has been in use for one year.

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

McGivern Wholesale

1486 Beden Trail, Brampton ON L6R 2K7
905-555-0158 • www.mcgivernwholesale.ca

Ordered By: Deshauna's Creations
Order Date: October 12

Item	Item Name	Quantity	Price Each	Amount
14L	3 m table linens, cream	4	$26.00	$104.00
17P	25 cm dinner plates, pale blue	40	$4.40	$176.00
18S	50 cm serving dishes, white	20	$7.95	$159.00
21G	350 ml water goblets, amber	40	$3.25	$130.00
			Subtotal	$569.00
			Tax (HST)	$73.97
			Shipping	$30.00
			Total	$672.97

Payment is due upon receipt.

E-mail

To: Pete McGivern <pete.mcgivern@mcgivernwholesale.ca>
From: Deshauna Jacques <deshaunajacques@deshaunascreations.ca>
Subject: October order
Date: October 17

Dear Mr. McGivern,

I received my October order, but there were some errors. I received 20 dinner plates instead of 40, and seven water goblets arrived with cracks in the glass. Have you switched shipping carriers recently?

I have been a loyal customer since you opened five years ago, and never before have I experienced problems with an order. Incidentally, you might like to know that I spoke this morning with Ed Salek, owner of nearby Salek's Café. He mentioned that his last delivery from you had some mistakes too.

How soon can you fix my order? I have three parties coming up next week, so I need these items quickly.

Sincerely,

Deshauna Jacques

To:	Deshauna Jacques <deshaunajacques@deshaunascreations.ca>
From:	Pete McGivern <pete.mcgivern@mcgivernwholesale.ca>
Subject:	Re: October order
Date:	October 17

Dear Ms. Jacques,

I was very sorry to learn about your order, and about Mr. Salek's as well; I will extend my apology to him today. You are a valued customer, and I am embarrassed that you received such a poor shipment. We are in the middle of moving to a new warehouse, and it has not gone as smoothly as I had hoped. Regardless, I want to make amends as soon as possible. I have put in an order to correct the mistakes, and I hope you will accept a 15 percent discount on your next shipment. Just use code 15D when placing your order.

Please let me know if there is anything else I can do to correct this.

Yours sincerely,

Pete McGivern

186. Why was the first e-mail sent?

(A) To ask for customer feedback
(B) To seek a solution to a problem
(C) To request a refund on an item
(D) To cancel an order for tableware

187. What item was received damaged?

(A) 14L
(B) 17P
(C) 18S
(D) 21G

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

(A) offer
(B) delay
(C) continue
(D) increase

189. What is NOT indicated about McGivern Wholesale?

(A) It does business with restaurants.
(B) It is changing the location of a facility.
(C) It has been operating for five years.
(D) It is revising its price list.

190. What will McGivern Wholesale give to Ms. Jacques?

(A) A rebate on shipping charges
(B) An extra package of table linens
(C) A reduced price on her next order
(D) An updated invoice

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

Reddford Construction

450 Matilda Drive
Lexington, Kentucky 40502

Date: March 15
Cost Estimate No.: 50190

Prepared for: Jenny Choi, 518 Buffalo Springs Road
Prepared by: Gabriel Nunez

Description	Amount	Cost
Unglazed ceramic floor tiles (@ $2.49/tile)	400	$996.00
Premium bright white grout (@ $32.99/gallon)	5	$164.95
Labor for preparation, installation, and cleanup (@ $35/hour)	16	$560.00
		ESTIMATE TOTAL $1,720.95

All estimates are valid for one month unless otherwise specified.

New Lexington City Ordinance

As of March 30, all construction companies must have a building permit ($100 for residential buildings; $300 for commercial buildings) before beginning a renovation project for each client. To complete an application for your construction project, contact City Hall at 859-555-0103.

To:	Gabriel Nunez <gnunez@reddfordcon.com>
From:	Jenny Choi <jchoi86@citymail.com>
Date:	Friday, April 2 10:12 A.M.
Subject:	Permits

Dear Mr. Nunez:

I'm writing concerning the job in my dining room that I'd like to contract you for. I'd like work to begin on April 10, but after looking at the estimate you sent me, I have a question about your calculation of the total cost. Specifically, does your estimate take into account any permits that would be needed for the job? A colleague told me that there is an ordinance that went into effect last month requiring building permits for any renovation project. I really liked the job you did installing carpeting and painting in my living room last year, and I would prefer to work with a company that I know. However, I am on a tight budget, so I need to consider the charge for the building permit in the overall cost of the project. Could you please get back to me at your earliest convenience?

Sincerely,

Jenny Choi

191. On April 10, what work does Ms. Choi want Mr. Nunez to do for her?

(A) Deliver furniture
(B) Install tiles
(C) Clean the living room carpets
(D) Paint the dining room walls

192. What will happen after April 15 ?

(A) Ms. Choi's application will be reviewed.
(B) Ms. Choi will receive a final bill.
(C) The new city ordinance will go into effect.
(D) The cost estimate will become invalid.

193. How much will likely be added to Ms. Choi's estimate?

(A) $32.99
(B) $35.00
(C) $100.00
(D) $300.00

194. In the e-mail, the word "contract" in paragraph 1, line 1, is closest in meaning to

(A) reduce
(B) retain
(C) collect
(D) purchase

195. What does Ms. Choi indicate about Reddford Construction?

(A) She has hired them for a job before.
(B) She needs to reschedule an appointment with them.
(C) She thinks that their prices are too high.
(D) She believes that they bought too many tiles.

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Questions 196-200 refer to the following article, e-mail, and text message.

Cardiff Daily Times

In Brief—20 March

As reported earlier this year, Gold Kettle Grocery is opening an additional regional distribution centre in Cardiff. Construction was postponed for a time because of an unanticipated problem related to the ground conditions on the site. However, the problem has been resolved, and the 40,000-square-metre centre should be fully operational in June. The grand opening is planned for the fourth of June. The warehouse has a special area with state-of-the-art equipment to store foods that need to be kept frozen or cool. The site will also include loading bays and offices.

The distribution centre is expected to create more than 400 new jobs, according to Myles Simler, vice president of operations. Because of the size and scope of the project, a variety of jobs will be needed, from warehouse loaders and drivers to clerical positions.

E-mail

To:	Myles Simler <msimler@goldkettle.co.uk>
From:	Raadhika Baral <rbaral@goldkettle.co.uk>
Subject:	Information
Date:	26 June
Attachment:	Notification comparison

Dear Myles:

Thanks for giving me a lift to the grand opening earlier this month. I do not believe I have ever seen such a well-planned event. We should send Ping Chen something to show him our appreciation for organising it.

Now that the centre in Cardiff has been open for a few weeks, I think we should consider hiring a company that forwards automatic notifications to employees' mobile phones. Such a service would allow us to get messages to them quickly and also prevent mistakes with shipments. I have a contact who has worked in customer service at Calls For You. I think it's a good company, but Raven Notifications also looks good, and their rates are lower. I have attached information about both companies to help you decide which one we might use. Let me know what you think.

Sincerely,

Raadhika Baral

Raven Notifications **11:43 A.M.**

To Gold Kettle Employees—The frozen-goods shipment scheduled to arrive on Tuesday will not arrive until Wednesday. Employees who had volunteered to work additional hours on Tuesday night at the Cardiff distribution centre will not be needed. However, we will need additional help for the overnight shift on Wednesday night. If you are interested in working additional hours at that time, please contact Becca Johnston in Human Resources.

196. What is the purpose of the article?

(A) To provide an update on a local project
(B) To discuss state-of-the-art warehouse equipment
(C) To report on local businesses that plan to hire more workers
(D) To explain difficulties encountered on a construction project

197. In the article, the word "scope" in paragraph 2, line 4, is closest in meaning to

(A) instrument used for viewing
(B) evaluation
(C) time of completion
(D) extent

198. What is most likely true about the Cardiff distribution center?

(A) It had a problem with food storage.
(B) Its grand opening was successful.
(C) Mr. Simler was recently hired there.
(D) Ms. Baral was unhappy with its service.

199. What company was chosen by Mr. Simler?

(A) The company that Ms. Baral's contact works for
(B) The company with the most reliable customer-service representatives
(C) The company that has lower rates than a competitor
(D) The company with an overnight call center

200. What does the text message ask employees who want additional work to do?

(A) Arrive on Tuesday night
(B) Contact the personnel office
(C) Reply to the message with the hours they can work
(D) Go to a different distribution center

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

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기출 TEST

04

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. The regional manager will arrive tomorrow, so please ensure that all ------- documents are ready.

(A) she
(B) her
(C) hers
(D) herself

102. The historic Waldridge Building was constructed nearly 200 years -------.

(A) away
(B) enough
(C) ago
(D) still

103. Consumers ------- enthusiastically to the new colors developed by Sanwell Paint.

(A) responding
(B) response
(C) responsively
(D) responded

104. The ------- files contain your employment contract and information about our company.

(A) directed
(B) attached
(C) interested
(D) connected

105. Please submit each reimbursement request ------- according to its category, as outlined in last month's memo.

(A) separately
(B) separateness
(C) separates
(D) separate

106. Customers can wait in the reception area ------- our mechanics complete the car repairs.

(A) whether
(B) except
(C) while
(D) during

107. No one without a pass will be granted ------- to the conference.

(A) admission
(B) is admitting
(C) admitted
(D) to admit

108. To receive an electronic reminder when payment is due, set up an online account ------- Albright Bank.

(A) of
(B) about
(C) over
(D) with

109. The registration fee is ------- refundable up to two weeks prior to the conference date.

(A) fullest
(B) fuller
(C) fully
(D) full

110. All identifying information has been ------- from this letter of complaint so that it can be used for training purposes.

(A) produced
(B) extended
(C) removed
(D) resolved

111. ------- this time next year, Larkview Technology will have acquired two new subsidiaries.

(A) To
(B) By
(C) Quite
(D) Begin

112. Table reservations for ------- greater than ten must be made at least one day in advance.

(A) plates
(B) meals
(C) sizes
(D) parties

113. Because of ------- weather conditions, tonight's concert in Harbin Park has been canceled.

(A) worsening
(B) worsens
(C) worsen
(D) worst

114. Ms. Al-Omani will rely ------- team leaders to develop employee incentive programs.

(A) onto
(B) into
(C) within
(D) upon

115. Survey ------- analyze the layout of a land area above and below ground level.

(A) technicians
(B) technically
(C) technical
(D) technicality

116. ------- assemble your Gessen product, first read all instructions and gather all required tools.

(A) For the purpose of
(B) To be sure
(C) In order to
(D) For example

117. Online shoppers who experience long waits for their orders tend ------- the business low ratings.

(A) have given
(B) gave
(C) to give
(D) giving

118. ------- of the new Delran train station will begin in late September.

(A) Association
(B) Construction
(C) Violation
(D) Comprehension

119. The computing power of the new laptop is ------- to any desktop computer in the same price range.

(A) compare
(B) comparing
(C) comparison
(D) comparable

120. Dr. Yuina Hashimoto recently added another doctor to her practice, ------- allowing more patients to be seen.

(A) that
(B) thus
(C) which
(D) so that

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121. Graden Hotel ------- its superior reputation thanks to the leadership of its president, Marcia Clemente.

(A) practiced
(B) treated
(C) heard
(D) earned

122. Aki Katsuro's latest novel is his most exciting ------- and is sure to make Radin Books' best-seller list.

(A) just
(B) later
(C) yet
(D) very

123. Thanks ------- to pastry chef Ana Villagra, Lauducci's Restaurant has become a favorite with local patrons.

(A) largely
(B) larger
(C) large
(D) largest

124. At Crintack Manufacturing, we acknowledge our ------- to provide a safe workplace for our employees.

(A) assumption
(B) valuation
(C) perception
(D) obligation

125. ------- Mr. Donovan had expected the charity event to be a success, the response from the community still overwhelmed him.

(A) Whenever
(B) Although
(C) Even so
(D) In spite of

126. This free mobile app provides ------- calendar updates, so salespeople will never miss an appointment.

(A) casual
(B) equal
(C) continual
(D) eventual

127. Most senior managers approved the architect's proposal for the office layout, although ------- expressed concerns about the cost.

(A) one
(B) one another
(C) each other
(D) other

128. Greenville Library has hired an office assistant not only to perform general office duties ------- to support an ongoing special project.

(A) but also
(B) only if
(C) other than
(D) as for

129. The lease with The Pawlicki Group ------- if modifications to the existing offices are made.

(A) had continued
(B) will be continued
(C) was continuing
(D) has been continuing

130. Wrazen Associates ------- a summary with a list of recommendations as a routine part of any audit.

(A) realizes
(B) induces
(C) causes
(D) issues

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 e-mail.

From: Facilities Department
To: All Staff
Subject: AC issues
Date: 4 February

Please be advised that an equipment contractor, Torrono Sheet Metal, is scheduled to start work on the chiller enclosure at the rear of the building tomorrow morning. The contractor will be installing a steel cover to ------- **131.** protect the inner workings of our heating and cooling equipment.

Expect to see technicians entering and leaving the building repeatedly, carting large machine parts and tools. There will be some noise associated with this project, and we ask for your patience.

------- **132.** , you should probably look for on-street parking. The contractor's vans ------- **133.** much of the driveway. ------- **134.** .

Jorge Carreras, Facilities Director

131. (A) better
(B) quicker
(C) sooner
(D) harder

132. (A) As a result
(B) Also
(C) Nevertheless
(D) However

133. (A) are blocking
(B) will block
(C) had blocked
(D) block

134. (A) Send us your suggestions for a new facility.
(B) I am writing to let you know about a maintenance issue.
(C) Rather, they were not my first choice for this contract.
(D) The work is expected to be completed by 2:00 P.M.

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Questions 135-138 refer to the following e-mail.

To: Melina Ramos Sandoval
From: welcome@sourcework.ca
Date: 25 October
Subject: Registration complete

Dear Ms. Sandoval,

Welcome to the Source Work jobs network, the leading online career matching service. Your e-mail address, work experience, and preferences ------- **135.** in our database. This information will be used to identify employers who are seeking job candidates just like ------- **136.** . In the future, you will receive periodic notifications about open positions in your area.

------- **137.** . Therefore, we will not share your name or address with anyone. At any point, you can select the link at the bottom of any e-mail you receive from us to unsubscribe or change your e-mail preferences.

Thank you for ------- **138.** . If you have any questions or comments, feel free to contact us.

Sincerely,

The Source Work team

135. (A) they record
(B) are recording
(C) that the record
(D) have been recorded

136. (A) us
(B) me
(C) you
(D) ours

137. (A) Privacy is important to us.
(B) Finding the perfect job can be difficult.
(C) Our jobs database is updated weekly.
(D) Your résumé has recently been reviewed.

138. (A) investing
(B) attending
(C) competing
(D) registering

Questions 139-142 refer to the following memo.

From: Noora Simola, Vice President of Operations
To: All Employees
Date: February 8
Re: Payroll changes

Beginning on March 15, we will be using a new payroll service that will affect a number of our current payroll processes. First, weekly payroll checks will be mailed on Thursday instead of Friday. Direct-deposit payroll payments will also be processed a day ------- **139.** . Second, pay stubs for direct-deposit payments will no longer be e-mailed. Instead, employees will be able to ------- **140.** this information by accessing their payroll accounts online.

Other processes will remain the same. All time cards will continue to be due to the payroll department by Monday at 6:00 P.M. ------- **141.** . A complete, updated list of instructions for payroll procedures ------- **142.** to all employees on or before March 1. If you have any questions before then, please contact Leonti Belousov at ext. 5810.

139. (A) twice
(B) following
(C) earlier
(D) previously

140. (A) view
(B) correct
(C) reject
(D) enter

141. (A) Please note the change of day and time.
(B) Most employees begin work at 8:00 A.M.
(C) The payroll department is not operational.
(D) Old time card forms will also still be valid.

142. (A) will distribute
(B) will be distributed
(C) was distributed
(D) distributing

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Questions 143-146 refer to the following article.

Tasty Treat in Kentron

Kentron's own Groovato Gelato was founded in 2010 when Luciano Algieri, an Italian immigrant to the United States, bought a -------- **143.** on Coverby Avenue. The building had previously housed the Hopscotch Ice Cream Company, and Algieri was able to hire many former Hopscotch employees. Teaching -------- **144** ice-cream crafters to make gelato proved to be an easy task.

-------- **145.** his product, Algieri started with an old family recipe. He then enhanced the flavor with secret ingredients plus unusual combinations of fruits and nuts. -------- **146.** .

There are now three store locations in the Kentron area. Residents are lucky to have this gem!

143. (A) dessert
(B) vehicle
(C) machine
(D) factory

144. (A) experiences
(B) experience
(C) experiencing
(D) experienced

145. (A) To create
(B) Creates
(C) Had created
(D) Creation

146. (A) Banana walnut is slightly more expensive.
(B) Some people still prefer Hopscotch ice cream.
(C) The result is a rich and satisfying mixture of flavors.
(D) Please try a sample and give us your feedback.

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 notice.

TASTE! SHARE! WIN!

Here at Sawadee World Bistro, our talented chefs bring the world to you by serving flavorful specialties from around the globe. Now with the click of a button, you can share your dining experience with the world!

Just take a picture of your meal and post it on our Web site. You will automatically be entered for a chance to win a $100 gift card.

What are you waiting for?

www.sawadeeworldbistro.com/tastesharewin

147. Where would the notice most likely be posted?
(A) On the wall of a restaurant
(B) On the back page of a cookbook
(C) On the cover of a photography magazine
(D) On the door of a kitchen supply store

148. How can readers enter a contest?
(A) By writing a review
(B) By creating a recipe
(C) By making a donation
(D) By submitting a photograph

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Questions 149-150 refer to the following text-message chain.

Susan Rollins (10:12 A.M.)
I just looked through your preliminary design plans for the Miller house on Greenwood Lane. Everything looks great, especially the kitchen and main living area. My only concern is the practicality of the glass sunroom. Glass rooms often run over budget.

Myles Hart (10:15 A.M.)
The clients insisted I include the sunroom. They're going to try to find a way to finance it.

Susan Rollins (10:17 A.M.)
We'll need to make sure that's arranged before we finalize these plans. In the meantime, can you come up with a new design that leaves off this addition?

Myles Hart (10:18 A.M.)
Shouldn't be a problem. I'll work on it now. I'd planned to talk to the Millers later today, so I can discuss the budget with them then.

149. Where do the writers most likely work?
(A) At a bank
(B) At a glass factory
(C) At an architectural firm
(D) At a home-furnishings store

150. At 10:18 A.M., what does Mr. Hart mean when he writes, "Shouldn't be a problem"?
(A) The project is well within the budget.
(B) He is willing to draft an alternate plan.
(C) He can meet with the Millers later today.
(D) The Millers have agreed with a suggestion.

Questions 151-152 refer to the following instructions.

Verita Model JX41Ci–Instructions for Use

- Ensure that the electrical cord is untangled and then plug it into a nearby wall outlet.
- Choose the appropriate setting (floor, low carpet, high carpet) by using the dial on top of the machine.
- Turn the machine on by pushing the power button at the base of the handle. Run slowly and steadily over an area two or three times to pick up dirt and debris.
- If there is still debris in corners or other hard-to-reach areas, connect the appropriate attachment and use it on the specified area.

151. What is the purpose of the machine referred to in the instructions?

(A) Preparing food
(B) Heating
(C) Packaging
(D) Cleaning

152. What are users instructed to do each time before using the machine?

(A) Connect all of the machine's attachments
(B) Adjust the machine's controls
(C) Clean every part of the machine
(D) Allow the machine to warm up

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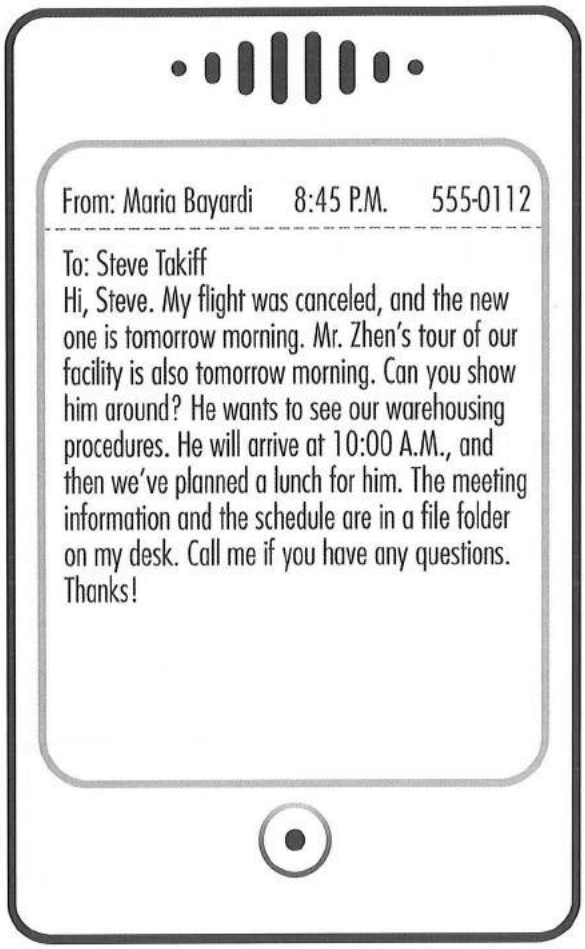
Questions 153-154 refer to the following text message.



153. Why did Ms. Bayardi send the text to Mr. Takiff?

(A) To find out when his flight arrives
(B) To ask for directions to the warehouse
(C) To give him an update
(D) To cancel an appointment

154. What does Ms. Bayardi ask Mr. Takiff to do?

(A) Plan a lunch
(B) Give a tour
(C) Reschedule an event
(D) Call Mr. Zhen

Questions 155-157 refer to the following e-mail.

E-mail

To:	Bo Xiao
From:	David Morisseau
Date:	May 16
Re:	Order # 3A556

Dear Mr. Xiao,

Thank you very much for your recent purchase from Yippee.com! — [1] —. We are grateful for your business. We are proud to sell only high-quality products that we believe in and use ourselves. We also take pride in providing you with the best customer service possible. — [2] —.

To say thank you for your purchase, we would like to offer you 15% off your next order as well as free shipping. Visit our Web site at www.yippee.com to place your order. — [3] —. This offer expires 60 days from the date of this e-mail.

As part of our ongoing efforts to provide the best service available, Yippee.com routinely asks our customers for their feedback. Therefore, we invite you to visit www.yippee.com/survey to complete our customer-satisfaction survey. — [4] —.

Thank you again,

David Morisseau
Vice President of Customer Service
Yippee.com

155. What is the main purpose of the e-mail?

(A) To offer a refund
(B) To clarify some information
(C) To express appreciation
(D) To advertise a new product

156. What is Mr. Xiao asked to do?

(A) Attend a celebratory event
(B) Evaluate a company's service
(C) Send an e-mail within 60 days
(D) Visit a new store that is opening soon

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

"Please use code XB84RD when completing your order to receive the discount."

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

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Questions 158-160 refer to the following advertisement.

JON CHEUNG'S HOME REPAIR

No job is too small • Licensed and insured • Free estimates

- Laying and removal of carpet, tile, and wood flooring
- Installation of doors and replacement windows
- Construction and repair of decks and porches
- Installation of kitchen countertops and cabinets
- Minor plumbing and electrical work

For high-quality work at affordable prices, call 910-555-0148. If there is no answer, please leave a message, and someone will contact you by the following day. References available upon request.

158. What is indicated about Mr. Cheung?

(A) He recently started a business.
(B) His company is hiring.
(C) His rates are reasonable.
(D) He works part-time.

159. What is NOT mentioned as a task Mr. Cheung can do?

(A) Fixing porches
(B) Painting houses
(C) Replacing floor coverings
(D) Putting in new windows

160. According to the advertisement, what may a customer ask for?

(A) Tile and carpet samples
(B) Recommendations from other clients
(C) Bigger work crews for rush jobs
(D) Discounts for large-scale work

Questions 161-163 refer to the following article.

Washington State to Introduce Its Very Own Apple

By Julia Richards for *The Agri Monthly*

Scientists at Scales University reported last month that they have completed the development of the "Shiner Crisp," the first apple that Washington state farmers will have trademarked all to themselves. — [1] —. The first Shiner Crisp is expected to become available to consumers as early as next year. — [2] —.

Apple breeders design new apples especially to better compete with such traditional apple varieties as Reds and Juiceys. The development process involves a considerable investment of time and money in repeated taste tests for their new fruits. — [3] —. Whereas Reds and Juiceys average $1.29 per pound, new types of apples (such as the hugely popular Branburs and Honey-Sweets) are raking in at least three times as much.

These additions have major long-term impacts on the market, too. Two decades ago, Reds and Juiceys comprised over 50 percent of all apple sales; now their sales are less than 25 percent of the market. It is no wonder that apple breeders are racing to come up with the next popular apple! — [4] —.

161. What is the purpose of the article?

(A) To give an opinion on Shiner Crisp prices
(B) To recruit students for Scales University
(C) To provide a detailed explanation of price differences in the apple industry
(D) To announce the design of a new apple

162. According to the article, what is true about Reds and Juiceys?

(A) They are uniquely trademarked to Washington state.
(B) They are less expensive than Honey-Sweets.
(C) They have increased their sales recently.
(D) They were bred by university scientists.

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

"In other words, these new types of apples are designed for big flavor and big profits."

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

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Questions 164-167 refer to the following e-mail.

To:	Theresa Pearle <tpearle@praguequarterly.cz>
From:	Marek Koubek <mkoubek@bistrokoubek.cz>
Re:	Press release
Date:	15 March

Dear Ms. Pearle,

Per our phone call earlier today, please find the press release for my new restaurant, Bistro Koubek, below. Thank you again for offering to print it in your magazine. It was interesting to hear your views on the growing English-speaking community in Prague that your publication caters to. We hope the restaurant will appeal to Czech citizens as well as Americans and other foreigners residing in or visiting Prague.

Best regards,

Marek Koubek

FOR IMMEDIATE RELEASE: CZECH-AMERICAN BISTRO OPENING ITS DOORS

PRAGUE (15 March)—Bistro Koubek, located at V Celnici 437/4, 110 00 Prague 1, will celebrate its grand opening with a party on Friday, 21 May, beginning at 6:00 P.M.

According to owner and head chef Marek Koubek, the restaurant will feature Cajun-Czech fusion cooking, combining popular menu items from New Orleans, Louisiana, such as gumbo and jambalaya, with traditional Czech cuisine.

Complimentary samples and beverages will be available during the grand opening event, but full meals will not be served. Normal hours of operation are 5:00 P.M. until midnight, seven days a week, beginning on 22 May. The menu can be viewed at www.bistrokoubek.cz.

Chef Koubek lived in Prague until age sixteen, when he moved with his family to New Orleans, where his father opened a restaurant. There, he worked in the kitchen while studying at the Louisiana Academy of Culinary Arts. After graduating, he was hired as head chef at Crescent City Eatery, where he earned four major awards for his unique menus and flair for meal presentation. He is thrilled to return to his childhood home and share the culinary heritage of two cultures with the city's diners.

164. Why did Mr. Koubek e-mail Ms. Pearle?

(A) To invite her to a party
(B) To provide content for an article
(C) To announce the launch of a new Web site
(D) To request her assistance in editing some text

165. The phrase "appeal to" in paragraph 1, line 4, is closest in meaning to

(A) attract
(B) join together
(C) benefit
(D) call upon

166. What is indicated about the event on May 21 ?

(A) It will begin at 5:00 P.M.
(B) Only a few people have been invited.
(C) All items will be served free of charge.
(D) Patrons must have a ticket to enter.

167. What is NOT stated about Mr. Koubek?

(A) He grew up in Prague.
(B) He has traveled extensively in Europe.
(C) He worked in his father's restaurant.
(D) He has won several cooking prizes.

Questions 168-171 refer to the following online chat discussion.

Peter Harrer [9:30 A.M.]	Hi, everyone. I'll make this brief as I know you're all busy reading the manuscripts for the editorial meeting on Friday.
Cora Grant [9:31 A.M.]	Did we change the time for that?
Peter Harrer [9:32 A.M.]	It's still at 2:00, right?
Meili Shu [9:32 A.M.]	Yes. At first we talked about having it in the morning, but I have an appointment at 10:00.
Peter Harrer [9:33 A.M.]	OK. I'm glad we got that sorted out. I'd like to share Kwang's idea. Kwang, do you want to explain it?
Kwang Chun [9:35 A.M.]	Sure. What if we encourage our customers to sign up to receive a newsletter each month by e-mail? We would include information about our special promotions or book giveaway contests. We could even have some of our authors write occasional articles.
Cora Grant [9:36 A.M.]	Yes, they could give insights into their work or maybe discuss a favorite book.
Meili Shu [9:37 A.M.]	It's a great idea! This kind of thing is getting more popular in business these days. And people always like a chance to win free books.
Peter Harrer [9:38 A.M.]	Well, keep in mind we are a small press with a small budget. Would one of you like to get this idea off the ground?
Kwang Chun [9:39 A.M.]	I suppose I should, since I'm proposing it. Maybe Meili would help?
Meili Shu [9:40 A.M.]	Of course.
Peter Harrer [9:41 A.M.]	OK, thanks everyone. See you all on Friday.

168. Who most likely are the participants in the online chat discussion?

(A) Staff at a marketing firm
(B) Reporters at a local newspaper
(C) Presenters at a conference
(D) Colleagues at a publishing company

169. At 9:33 A.M., what does Mr. Harrer mean when he writes, "we got that sorted out"?

(A) The manuscripts have all been assigned.
(B) A meeting time has been agreed upon.
(C) An appointment has been canceled.
(D) New work policies have been followed.

170. What project is Mr. Chun taking on?

(A) Developing a newsletter
(B) Revising a budget
(C) Reviewing a book
(D) Writing an advice column

171. What does Ms. Shu agree to do?

(A) Assist a colleague
(B) Change her schedule
(C) Interview an author
(D) Take a business trip

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Questions 172-175 refer to the following document.

Haswell Tire Company Maintenance Warranty

At Haswell Tire Company, we know you depend on your tires to take you where you want to go. That's why we offer a lifetime warranty on tire maintenance for every tire you purchase from us. It covers tire inspection, rotation, and repairs free of charge.

Inspection: Our service crew will check the pressure, inflate the tires if necessary, and let you know when the tread is getting low.

Rotation: It's important to rotate your vehicle's tires periodically. Our team can perform this service for you in less than half an hour.

Repair: If you have a flat tire, our team will make every effort to repair the damage. If the tire can't be repaired, we'll offer you 20 percent off the regular price when you purchase a new tire.

Bring in your vehicle during regular business hours and our friendly service staff will help you get back on the road quickly. No appointment is necessary. Just show the receipt from your tire purchase. This warranty covers service for the life of the tires under the original purchaser and is not transferrable to other vehicles or owners.

Your satisfaction is our top priority. Unlike our competitors, we do not just sell tires. During our three decades as a local family-owned business, we have developed lasting relationships with our customers by providing outstanding service. Thank you for your business.

172. The word "perform" in paragraph 3, line 2, is closest in meaning to

(A) entertain
(B) operate
(C) portray
(D) complete

173. According to the document, when will Haswell Tire Company provide a discount?

(A) When a customer buys a replacement tire
(B) When service takes longer than half an hour
(C) When the company holds a special sale day
(D) When a customer purchases tires for more than one vehicle

174. What must a customer have in order to receive a service covered by the warranty?

(A) Proof of tire purchase
(B) Documentation of a previous inspection
(C) A copy of the warranty
(D) A scheduled appointment

175. What is suggested about Haswell Tire Company?

(A) It offers lower prices than other tire stores.
(B) It emphasizes good customer relations.
(C) It manufactures the tires that it sells.
(D) It is an international corporation.

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

To:	Michael Kaelo <mkaelo@hawthorneclinic.bw>
From:	Sophie Thabado <sthabado@Gaboronestar.bw>
Date:	20 February
Subject:	RE: Event
Attachment:	Dinner and lunch menu options

Dear Mr. Kaelo,

Thank you for considering the Gaborone Star Hotel for your event. Regarding your inquiry, we have four ballrooms that accommodate large groups: Jupiter, Saturn, Neptune, and Venus. They seat 400, 300, 200, and 100 guests respectively.

I've attached some lunch and dinner menu options, but we are happy to work with you regarding specific requests. We can arrange a sit-down meal or buffet-style service. We also provide audiovisual equipment for business presentations or celebrations.

Please let me know if you need any additional information.

Sincerely,

Sophie Thabado, Director of Events

Gaborone Times
20 May

Local Happenings

On 15 May, family members, friends, and colleagues of Dr. Patrick Matambo gathered at the Gaborone Star Hotel to celebrate his retirement, which will take effect on 1 June. For twenty years, Dr. Matambo has been the director of the Hawthorne Clinic, located near Hawthorne City University. Among the nearly 180 well-wishers in attendance were also some former patients who attested to the honoree's kindness and professionalism.

Dr. Matambo has also been a familiar face at local charity events, and in particular, he has helped to raise money for many area schools. His immediate plans are to take a month-long vacation on a cruise ship with his wife, Alicia Matambo.

Although Dr. Matambo is retiring, he will remain involved with the clinic as a consultant. A new director has been approved by the Hawthorne Clinic's board of trustees and is expected to be announced later this week.

176. Why did Ms. Thabado send the e-mail?

(A) To promote a new hotel
(B) To offer special hotel discounts
(C) To confirm her attendance at an event
(D) To respond to a request for information

177. What was sent with the e-mail?

(A) Photographs of event ballrooms
(B) Information about meal choices
(C) A list of hotel services
(D) A form for ordering audio equipment

178. In what ballroom was the celebration most likely held?

(A) Jupiter
(B) Saturn
(C) Neptune
(D) Venus

179. What is NOT mentioned about Dr. Matambo?

(A) He is planning leisure travel.
(B) He moved to Hawthorne City twenty years ago.
(C) He was in charge of a medical facility.
(D) He has helped many local schools.

180. According to the article, what does Dr. Matambo plan to do?

(A) Remain professionally active
(B) Spend more time on hobbies
(C) Teach some classes
(D) Interview his replacement

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

To:	Vincent Reister <vreister@hexagonmail.com>
From:	Florence Zhang <fzhang@zhtours.com.hk>
Re:	Hong Kong Tour
Date:	3 May
Attachment:	Tour Schedule

Dear Mr. Reister:

Thank you for your inquiry about tours with Zhang Hong Kong Tours, Inc. Thank you also for the compliment—I am very happy to hear that your business partner, Mr. Brown, was satisfied with our Creative HK tour last month and that he recommended our services to you.

We have a number of tours scheduled during your short visit to our city during the week of 24 May. I gather from your e-mail that you are most interested in viewing historical landmarks. We have a couple of options that I believe you would especially enjoy. As you can see from the attached schedule, one of those tours is already fully booked. I suggest that you book soon if you would like to secure a place on the other tour. I will be more than happy to reserve a seat for you as soon as you confirm. I look forward to your reply.

Sincerely,

Florence Zhang, Zhang Hong Kong Tours, Inc.

Zhang Hong Kong Tours, Inc.–May Tour Schedule
For more information about these and other tours, visit www.zhtours.com.hk

Date	Tour	Primary Stops	Hours/Duration	Price (US$)	Availability
25 May	HK for Shoppers	✓ Mall of Hong Kong ✓ Hong Kong Markets	9 A.M.–3 P.M. (6 hours)	$45.00	*4 spaces left*
26 May	Creative HK	✓ Film Archive ✓ Gallery of Modern Art	12 noon–5 P.M. (5 hours)	$45.00	*3 spaces left*
27 May	HK History (Central District)	✓ Lo Pan Temple ✓ Bishop's House ✓ Queen's Pier	10 A.M.–2 P.M. (4 hours)	$45.00	*Sold out*
28 May	HK Outdoors	✓ Kowloon Park ✓ Cheung Sha Beach	1 P.M.–6 P.M. (5 hours)	$35.00	*3 spaces left*
30 May	HK History (Islands District)	✓ Tin Hau Temple ✓ Yeung Hau Temple ✓ Yuk Hui Temple	10 A.M.–2 P.M. (4 hours)	$50.00	*2 spaces left*

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

(A) To provide a referral
(B) To answer a question about a company's service
(C) To update an itinerary for a new customer
(D) To confirm a booking

182. How did Mr. Reister hear about Zhang Hong Kong Tours?

(A) From a colleague
(B) From a travel agent
(C) From an advertisement
(D) From an Internet search

183. What did Mr. Brown most likely see on his tour?

(A) Markets
(B) Temples
(C) Paintings
(D) Parks and beaches

184. What is suggested about Mr. Reister?

(A) He is on a limited budget.
(B) He will soon start a business.
(C) He is interested in Chinese cuisine.
(D) He will be in Hong Kong temporarily.

185. According to Ms. Zhang, what tour is most suitable for Mr. Reister?

(A) HK Outdoors
(B) HK for Shoppers
(C) HK History (Islands District)
(D) HK History (Central District)

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

http://www.aeolusovens.com/commercial

Home | Instructions | Service | Reviews

The Aeolus Jetbake 3 Convection Oven

This high-yield commercial oven uses circulated, heated air to cook food evenly and efficiently.

Features:
- Flexible user-installable options
- Spacious interior—104 cm deep
- 5 racks and 11 different positions
- Removable wheels
- Bright internal LED lighting
- Selectable fan modes

From:	Aldo Castro <aldoc@businessdining.com>
To:	<customerservice@aeolusovens.com>
Subject:	Temperature question
Date:	May 1

To Whom It May Concern,

I'd like to share some feedback about the Aeolus Jetbake 3. Our company runs the dining service for the businesses located in the Red Umbrella Complex in downtown Austin. We purchased an Aeolus Jetbake 3 last month. This oven is by far the most efficient oven we've encountered, with its large capacity and rapid cooking times. This is critical, as my employees prepare meals for a large number of people each day. The lighting is great, so we can easily see what we're cooking, even with three or more racks in use at once. However, our croissants—a favorite, but tricky to make—are not turning out right and our pastry chef can't seem to find the right temperature settings. Also, why are the units on wheels? They are heavy, and we don't need to move ours around the kitchen, but the wheels take up space unnecessarily. I am not exactly sure what, if anything, we are doing incorrectly. Please let me know at your earliest convenience how we can bake more effectively.

Thank you for your prompt reply,

Aldo Castro

From:	Iris Martz <imartz@aeolusovens.com>
To:	Aldo Castro <aldoc@businessdining.com>
Subject:	Your question
Date:	May 5

Dear Mr. Castro,

Thank you for your recent e-mail about the Aeolus Jetbake 3. My guess is that the trouble you are having is related to the 1.0 control panel that is standard on most of our models. This is interchangeable with panel 2.0, which allows for finer adjustments and includes a feature to set the heat-circulating fan to three different modes. I will ship one to you without charge. Please reply with your shipping address and the serial number of your oven. It is located on the back, just under the factory inspection certificate.

Thank you for your purchase!

Yours sincerely,

Iris Martz
Customer Care

186. In the first e-mail, the word "critical" in paragraph 1, line 4, is closest in meaning to
(A) judgmental
(B) important
(C) dangerous
(D) unexpected

187. What feature of the oven listed on the Web page is NOT referred to in Mr. Castro's e-mail?
(A) Ability to select fan modes
(B) Spacious interior
(C) Use of multiple racks
(D) Bright internal LED lighting

188. What does Mr. Castro's company do?
(A) Prepare meals for business employees
(B) Design food service equipment
(C) Supply baked goods to local restaurants
(D) Publish an online food magazine

189. Why does Ms. Martz write to Mr. Castro?
(A) To provide information on how to remove the oven's wheels
(B) To give him guidance in addressing an installation issue
(C) To request his assistance with a cooking seminar
(D) To offer a solution to a baking problem

190. What does Ms. Martz ask Mr. Castro to do?
(A) Ship a part to her
(B) Send her some product information
(C) Consult an online resource
(D) Write a follow-up review

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Questions 191-195 refer to the following e-mails and Web page.

To:	jacknajarian@sellomail.com
From:	guestservices@pamakanihotel.com
Subject:	Surfing lessons
Date:	May 10

Dear Mr. Najarian,

Thank you for writing to us at the Pamakani Hotel to ask if we could recommend a surfing school nearby. You will be happy to know that Lauloa Surf School (www.lauloasurfschool.com) is located on the beach just a few steps from our hotel. The prices are fair, and their lessons are quite good. Having taken a 4-hour lesson with the legendary Alana Kapaku myself, I can personally recommend them.

We look forward to greeting you and your daughter when you arrive on June 4. Please let us know if you have any further questions or needs before or during your stay. We are at your service.

Sincerely,

Regina Manibog
Representative, Guest Services, Pamakani Hotel

http://www.lauloasurfschool.com/lessons

Lauloa Surf School • 2495 Kekau Road, Honolulu, HI 96815 • 808-555-0142

Group Lesson
For beginning and lower-intermediate surfers. Group lessons consist of 3 instructors and a maximum of 12 students. We'll form a group for you if you don't already have one.
- 2-hour lesson / $75 per person
- Must be at least 13 years old.

Family and Friends Lesson
For beginning to upper-intermediate surfers. No more than 4 people. This lesson is for those who want one instructor just for themselves. You will surf more waves than in our regular Group Lesson.
- 2-hour lesson / $100 per person
- Must be at least 13 years old.

Private Lesson
For all levels, beginning through advanced. You'll have our instructor all to yourself, and you'll learn whatever you want to learn about how to surf.
- 2-hour lesson / $125 per person
- For safety reasons, children under 13 years old require a private lesson.

Professional Lesson
For advanced surfers. Learn advanced techniques from former professional surfer Alana Kapaku. Alana competed professionally for over 10 years. Her students have included famous movie stars!
- One-on-one 4-hour lesson/$200 per person
- Must be at least 13 years old.

All surf lessons include: protective swim shirt, reef shoes, board leash, and surfboard rental.

E-mail

To: information@lauloasurfschool.com

From: jacknajarian@sellomail.com

Subject: Surfing lessons

Date: June 17

Greetings,

I'm writing to thank you on behalf of my 12-year-old daughter for the wonderful surfing lesson she had during the week when she and I visited Hawaii. I've already told her that when we visit again, I'll purchase another lesson and even sign up with her this time, so we can both learn more about how to surf.

Thank you again. We can't wait to get back and enjoy the beach and waves together at Lauloa Surf School.

Sincerely,

Jack Najarian

191. Why did Ms. Manibog write the first e-mail?
(A) To confirm a reservation
(B) To reply to an inquiry
(C) To obtain a recommendation
(D) To introduce an instructor

192. In the first e-mail, the word "fair" in paragraph 1, line 4, is closest in meaning to
(A) generous
(B) objective
(C) reasonable
(D) light

193. What is most likely true about Ms. Manibog?
(A) She is an advanced-level surfer.
(B) She is the manager of Guest Services at Pamakani Hotel.
(C) She previously worked for Lauloa Surf School.
(D) She is a close friend of Mr. Najarian's family.

194. How much did Mr. Najarian pay for his daughter's lesson?
(A) $75
(B) $100
(C) $125
(D) $200

195. What is indicated about Mr. Najarian and his daughter?
(A) They met Ms. Kapaku on the beach.
(B) They travel on vacation to Hawaii every year.
(C) They plan to stay at the Pamakani Hotel again.
(D) They expect to take a surfing lesson together.

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Questions 196-200 refer to the following articles and program notes.

Pop Superstar Coming Home

LAFONT (May 23)—Sonia Benitez is coming back to where it all started, and she's giving back. The international pop superstar announced that she has added a free concert in Lafont to her Long Road tour, which begins on June 2. Benitez will perform in Lafont on July 17.

Born in nearby Ollender, Benitez moved to Lafont with her family when she was five years old. She graduated from Jasper High School, where she first caught the attention of peers and teachers by winning the school-wide talent show at the age of fourteen, the first time she ever set foot on a stage. Since then, she has embarked on a professional career that has taken her to five continents and has won her millions of fans all over the world.

Benitez made the decision to add a concert in Lafont when her manager, Jeremy Hampton, brought to her attention a three-day break after a show in Chicago. "It was obvious to both of us," Benitez said in a phone call from her recording studio in Los Angeles. "To be so close to Lafont with an extra three days and not do a show would be unthinkable. It was a very easy decision to make."

The only challenge was finding a venue that would accommodate all of Benitez' hometown fans. The town's largest theater seats only 1,200. Lafont Mayor Ellis Swanson came up with a creative solution. "He suggested an outdoor concert," said Benitez. "Not at a stadium, but at a local farm outside of town. That way there won't be a limit on how many people can attend. We'll just set up a stage in the middle of a huge field."

Local radio DJ Taylor Wendel estimates that as many as 8,000 fans might turn out for the concert.

"Considering how popular Sonia is around here, and considering the concert is free, I think that's a conservative estimate," says Wendel. "It's going to be a memorable event."

Benitez Plays to Big Crowd

LAFONT (July 18)—Sonia Benitez' homecoming concert last night in a field at Gingham Hills Farm was nothing short of phenomenal. The crowd of 10,000-plus was delighted to welcome the hometown hero, who was making her first trip back to Lafont in more than 12 years. Benitez put on quite a show, extending her usual two-hour set of songs by another hour with an additional eight songs.

The evening's most memorable moment (of which there were many) came when Benitez was joined onstage by pianist Genevieve Parker, another native of Lafont and friend of Sonia's since the age of six. While perhaps not as well known as Benitez, Parker is an equally accomplished musician, having studied classical piano in Vienna and having toured internationally with the Vienna Touring Orchestra.

Sonia Benitez in Lafont

Special Notes

Gingham Hills Farm is proud to host Sonia Benitez' homecoming concert. Among the songs that Sonia will perform tonight are those listed below, which have special significance for Sonia and the Lafont community.

"The Butterfly Song"	Sonia's first composition, cowritten with her sister when she was eleven years old
"Dinner by the Riverbank"	A song about the Walton River, which runs through Lafont, with backing vocals by the Jasper High School Choir
"A Single Morning"	Sung by Sonia at her first-ever performance during high school
"Everybody Smiles"	Sonia will be accompanied by a childhood friend on the piano

196. What is suggested about Lafont?
(A) It has a new mayor.
(B) It is Ms. Benitez' birthplace.
(C) It is located near Chicago.
(D) It will be the first stop on a concert tour.

197. According to the first article, what problem with the concert had to be addressed?
(A) Finding extra musicians
(B) Locating a large enough space
(C) Determining a possible date
(D) Setting an affordable ticket price

198. What is indicated about the song "A Single Morning"?
(A) It is about life in Lafont.
(B) It is usually performed with a choir.
(C) It was Ms. Benitez' first song played on the radio.
(D) It was sung by Ms. Benitez at a talent show.

199. How did the concert in Lafont differ from Ms. Benitez' usual concerts?
(A) It was an hour longer.
(B) It was held in the daytime.
(C) Attendees were seated in a stadium.
(D) The Vienna Touring Orchestra opened the show.

200. What song did Ms. Parker perform in?
(A) "The Butterfly Song"
(B) "Dinner by the Riverbank"
(C) "A Single Morning"
(D) "Everybody Smiles"

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.

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RC

기출 TEST

05

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. Ms. Tillinghast has received several awards ------- her innovative ideas.

(A) away
(B) for
(C) often
(D) across

102. Using proper techniques to ------- items drastically reduces the risk of back injury.

(A) select
(B) lift
(C) damage
(D) attract

103. Restaurants in Rondale must follow all ------- health guidelines.

(A) local
(B) locals
(C) locally
(D) localize

104. Sinee's Catering is always ------- to deliver outstanding food to your special events.

(A) ready
(B) skillful
(C) complete
(D) delicious

105. A ------- way to support economic growth in Ludlow City is to shop at area businesses.

(A) practice
(B) practicing
(C) practical
(D) practically

106. A record number of appliance ------- came into the Port of Reece last month.

(A) shipments
(B) shipping
(C) shipment
(D) shipped

107. At Sloat Publishing, interns are assigned to a ------- of positions with increasing responsibility.

(A) frequency
(B) length
(C) shortage
(D) series

108. The conference fee ------- admittance to more than twenty workshops and seminars.

(A) include
(B) includes
(C) is included
(D) including

109. Cabinetmaker Finley Orcheta uses the finest woodworking machines imported ------- Denmark.

(A) from
(B) against
(C) about
(D) before

110. Senior hotel manager salaries differ ------- by company, location, and experience.

(A) great
(B) greater
(C) greatly
(D) greatest

111. Pantep, Inc., works ------- with customers to establish long-term partnerships.

(A) nearly
(B) closely
(C) recently
(D) newly

112. Adalet Farm's unique method of irrigating vegetables has proved to be ------- effective.

(A) far
(B) correctly
(C) highly
(D) much

113. Customers who submit payments ------- March 10 will be charged a late fee.

(A) after
(B) behind
(C) quite
(D) almost

114. The poll shows how often company executives make financial decisions that are ------- by employee opinions.

(A) acted
(B) trained
(C) reminded
(D) influenced

115. Prices at Taylor City Books are ------- lower than at other online bookstores.

(A) more significant
(B) significant
(C) significance
(D) significantly

116. The ------- of this workshop is to equip business leaders with the tools to make prudent financial decisions.

(A) guide
(B) experience
(C) aim
(D) solution

117. A marketing campaign was designed to target ------- of the three demographics we identified.

(A) which
(B) other
(C) either
(D) each

118. ------- food critics recommend ZJ's Bistro as the best restaurant in the area, most local residents prefer Dree's Café.

(A) Whenever
(B) Although
(C) So that
(D) Among

119. Green Grocer customers should request assistance from staff instead of removing products from the top shelves -------.

(A) themselves
(B) their own
(C) them
(D) their

120. Skovent Products' sales revenue showed a ------- improvement at the end of last quarter.

(A) respective
(B) crowded
(C) marked
(D) diverse

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121. Before work can begin at the construction site, the ------- permit applications must be processed.

(A) relevant
(B) relevantly
(C) relevance
(D) relevancies

122. During negotiations, Mr. DuPont insisted that price ------- be implemented without delay.

(A) expectations
(B) institutions
(C) sensations
(D) reductions

123. After the team meeting next week, Ms. Li ------- whether the project deadline needs to be changed.

(A) to decide
(B) deciding
(C) will decide
(D) has decided

124. ------- the proposal for the Southside Library garden was incomplete and had an unclear timetable, it was rejected.

(A) Until
(B) Because
(C) While
(D) Unless

125. As the rental agreement with the Smith Group is set ------- soon, the available office space can be advertised.

(A) expired
(B) to expire
(C) will have expired
(D) expiring

126. Any furniture purchased at Marty's Superstore throughout February will be delivered ------- five business days.

(A) since
(B) between
(C) within
(D) above

127. The manager presented data on employee performance with ------- on measurable achievements.

(A) emphatic
(B) emphasis
(C) emphasize
(D) emphasized

128. Even employees who ------- were not familiar with the new software program have found it easy to use.

(A) initially
(B) annually
(C) successfully
(D) inadvertently

129. Supervisors will not ------- approve time off for employees during peak operational months.

(A) generalization
(B) generalize
(C) generally
(D) general

130. Toronto is one of three cities being ------- as the host for the next convention of the Global Society of Accountants.

(A) found
(B) categorized
(C) known
(D) considered

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 announcement.

We are pleased to announce that the installation of the new manufacturing equipment in our main plant has been completed. The new machines ------- **131.** work flow by allowing for flexibility in production. With six mixing tanks of ------- **132.** sizes, we expect to be able to fill a wider range of orders, from small to very large. This ------- **133.** is an important way to ensure that Balm Manufacturing continues to be a leader in the fragrance industry.

------- **134.** . Jim Martel, who is organizing this effort, will contact each of you soon with details.

131. (A) have been improved
(B) were improving
(C) will improve
(D) improved

132. (A) varying
(B) varies
(C) vary
(D) variation

133. (A) proposal
(B) contract
(C) impression
(D) upgrade

134. (A) Supervisors completed a tour of the plant yesterday.
(B) Unfortunately, the installation cost more than we had anticipated.
(C) As you are aware, our industry is increasingly competitive.
(D) All personnel must be trained on the new equipment by the end of the month.

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Questions 135-138 refer to the following Web page.

www.kateweicommunications.com

Marketing your business can be confusing. Newspapers and magazines are -------- useful venues
135.
for advertising. -------- , social media platforms have become even more critical marketing outlets.
136.
Kate Wei Communications utilizes both traditional outlets and the latest communication platforms. -------- . In addition to exceptional print services, Kate Wei Communications has the
137.
expertise to help you -------- your online presence. Why wait? Choose our award-winning firm to
138.
strengthen your company's image today!

135. (A) still
(B) nowhere
(C) soon
(D) evenly

136. (A) As a result
(B) To demonstrate
(C) Otherwise
(D) However

137. (A) Marketing professionals give conflicting advice.
(B) Traditional methods have the best impact.
(C) We will develop a diverse plan for your business.
(D) We have recently changed our terms of service.

138. (A) optimal
(B) optimize
(C) optimization
(D) optimum

Questions 139-142 refer to the following e-mail.

To: Emily Swanton <eswanton@swantonfarmfeed.com>
From: Arnold Hansen <AHansen@poltonfairgrounds.org>
Subject: Polton Farm Fair
Date: June 2

This e-mail serves as a receipt for your registration -------- **139.** confirms your participation in the Seventeenth Annual Polton County Farm Fair from July 14 to July 16. As a returning exhibitor, Swanton Farm Feed will be offered -------- **140.** space at a discounted rate.

Please be aware of a new requirement when preparing your space. This year, all booths must be completely ready by 8 P.M. on July 13. -------- **141.** . Tables will be provided by the organizer, as in past years.

Thank you once again for your participation in our -------- **142.** .

Arnold Hansen, Assistant Coordinator
Polton County Farm Fair

139. (A) whereas
(B) rather than
(C) in case
(D) and also

140. (A) rent
(B) rental
(C) rents
(D) renting

141. (A) This includes the removal of trash and packing materials.
(B) The number of food vendors has increased in recent years.
(C) The exact schedule will be announced later.
(D) The Livestock Pavilion will be located next to the south exit.

142. (A) discovery
(B) survey
(C) event
(D) vote

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Questions 143-146 refer to the following article.

Sparkle Pro Enterprises Opens American Factory

Worldwide News

MANCHESTER (10 April)—Sparkle Pro Enterprises, a leading Belgium-based -------- **143.** of cleaning products, is expanding its territory. The company has just opened its first plant in the United States, in Indianapolis. For more than forty years, Sparkle Pro has been making and distributing household and industrial cleaners to a wide range of vendors, including retail outlets and hotel chains, throughout Europe. -------- **144.** .

The Indianapolis facility will require the company to hire 300 additional employees -------- **145.** the end of this year in order for it to achieve full capacity. According to Egon Bretz, the new director of North American operations, Sparkle Pro is confident that it will be able to train a large number of personnel quickly. Mr. Bretz expects no significant -------- **146.** in meeting these needs.

143. (A) produced
(B) producing
(C) producer
(D) produce

144. (A) Water-based cleaners have become more expensive.
(B) The company's Web site lists all of its major vendors.
(C) The hotels are conveniently located in most cities.
(D) Other factory facilities were gradually sold.

145. (A) by
(B) despite
(C) as
(D) except

146. (A) decrease
(B) challenges
(C) project
(D) candidates

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 notice.

Notice

The sidewalk along Crestview Boulevard is scheduled to be repaired next week. Due to safety concerns, the front door of the Queenstown Financial Services (QFS) building will be inaccessible from Monday, 15 January, to Wednesday, 17 January. QFS employees and customers are advised to use the north entrance on Sycamore Avenue. To get to the receptionist on the second floor, take either the staircase or the elevator, both of which can be found near the north entrance.

147. What is the purpose of the notice?

(A) To introduce changes to certain safety regulations
(B) To announce the temporary closure of an entryway
(C) To report the installation of a new elevator
(D) To disclose the new location of a company

148. What is suggested about the QFS building?

(A) Many employees work there.
(B) It will reopen on Thursday.
(C) The main entrance is on Crestview Boulevard.
(D) The renovation project will take more than a week.

Questions 149-150 refer to the following e-mail.

E-mail

To:	Corporate Resource Team
From:	Junko Shigeno, Team Lead
Date:	January 27
Subject:	Support issues

Hi, Team,

At next week's strategy session, we will address the specific needs of our company representatives working at our new overseas retail locations. Our goal is to have each employee fully trained in marketing our products and in client retention. I'm requesting that each of you be ready to present two ideas on the best way to provide them with training and logistical support at levels comparable to their domestic counterparts.

Thanks,

Junko Shigeno
Team Lead, Integra Optics

149. According to the e-mail, what is true about Integra Optics?

(A) It markets corrective eyewear.
(B) It has an international presence.
(C) It plans to open several more stores.
(D) It just produced a new line of products.

150. What does Ms. Shigeno ask employees to do?

(A) Evaluate a proposal
(B) Contact clients
(C) Attend training sessions
(D) Prepare for a meeting

Questions 151-152 refer to the following information.

Important Information

At the Froehling Company, we take great pride in our high-quality, easy-to-assemble furniture, and we want you to be completely satisfied with your purchase.

Before beginning to assemble the product, check the parts list to make sure that all parts have been included in the box.

If your item is missing parts or assembly hardware, or if it has been damaged during shipping, do not return the product to the store from which you purchased it; stores do not stock replacement parts. Rather, contact us directly and we will send you the item(s) required free of charge. You can reach us by

- visiting us at www.froehlingco.com to order replacement parts online;
- sending us an e-mail at parts@froehlingco.com; or
- calling us anytime at 555-0128.

151. What is the purpose of the information?

(A) To inform customers where to obtain product assembly instructions
(B) To notify customers how to resolve a problem involving their purchase
(C) To offer a gift to loyal customers of a company
(D) To help customers find nearby retail stores

152. What is suggested about the Froehling Company?

(A) It has customer service representatives available at all times.
(B) It recommends returning damaged goods to the retailer.
(C) It has a new system for keeping track of inventory.
(D) It supplies a product catalog with each order.

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Questions 153-154 refer to the following text-message chain.

Marina Tincheva 9:01 A.M.
Hi Luis. I'm at the restaurant. I need to start setting up the dessert tables for the wedding banquet this afternoon, but the door's locked and I left my key at home.

Luis Machado 9:03 A.M.
Ms. Howell isn't there? She usually shows up hours ahead of an event to get things ready.

Marina Tincheva 9:04 A.M.
I know. It doesn't make sense. You'll be in late today, right?

Luis Machado 9:06 A.M.
Yes. Actually, I'm on my way to a conference for managers, but I can be there in 10 minutes to let you in.

Marina Tincheva 9:07 A.M.
Thank you so much! I'll wait at the café next door.

153. Who most likely is Mr. Machado?

(A) A café waiter
(B) A dessert chef
(C) A wedding florist
(D) A restaurant manager

154. At 9:04 A.M., what does Ms. Tincheva most likely mean when she writes, "It doesn't make sense"?

(A) The bride should be there already.
(B) Her coworker usually arrives early.
(C) She received the wrong paperwork.
(D) She does not know where her key is.

Questions 155-157 refer to the following information from a brochure.

Visiting Carlin County? Don't miss these points of interest!

Avevo Botanical Garden
Open daily, 9 A.M.–6 P.M.; $8 admission
With stunning views of Gull Bay, the Avevo Botanical Garden is a beautiful place to examine and learn about the region's abundant and diverse plant life.

Rever Concert Hall
Open to the public Monday to Friday, 10 A.M.–4 P.M.
Designed by renowned architect Ang Zhao, the Rever Concert Hall has striking architecture and is well worth a visit. Guided tours are available for $2 per person.

Carlin County Museum of Art
Open daily, 10 A.M.–7 P.M.; $5 admission
This lovely art museum focuses on works by local artists. Special exhibits rotate monthly.

The Maritime Museum
Open Wednesday to Sunday, 9 A.M.–4 P.M.; no fee, but donations are welcome
An impressive collection of historical artifacts makes the Maritime Museum a wonderful place to learn about the region's seafaring history. This museum is located on a retired ship on East Beach.

155. What is the purpose of the information?
(A) To provide a schedule of events
(B) To give directions to notable landmarks
(C) To highlight the accomplishments of local artists
(D) To describe tourist destinations

156. What is indicated about Carlin County Museum of Art?
(A) It is closed on Mondays.
(B) It was designed by a famous architect.
(C) It features collections from around the world.
(D) It changes some exhibits periodically.

157. According to the information, what do the Avevo Botanical Garden and the Maritime Museum have in common?
(A) Both charge a small admission fee.
(B) Both are located near water.
(C) Both display historical artifacts.
(D) Both offer guided tours.

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Questions 158-160 refer to the following article.

Bingham Man Receives Award

by Timur Kardos

9 October—A Bingham native received this year's Contributors Award from the Association for the Construction of Steel Bridges (ACSB), a trade organisation. Scott Moore, 66, was presented the award during yesterday's annual ACSB meeting in Norwalk.

According to an ACSB press release, the award is given every year to "an individual who has contributed significantly to the betterment of the steel industry." ACSB spokesperson Cora Schroeder said, "Mr. Moore devotes his spare time to ensuring quality in our industry. For the past decade, he has dedicated himself to helping the ACSB monitor and refine steel-production standards and practices. This year, he chaired a committee that created an improved set of standards for structural steel used in the construction of bridges."

Mr. Moore was born and raised in Bingham and received his engineering degree from Bingham University. After graduating, he worked as a construction manager during the building of Bingham's new city hall. He joined Marshall Steel 39 years ago as a building supervisor, ultimately rising to his current position of senior project engineer.

158. What is suggested about Mr. Moore?

(A) He led efforts to raise standards for steel use.
(B) He designed a new type of bridge.
(C) He serves on a committee with Ms. Schroeder.
(D) He has received several awards from the ACSB.

159. According to the article, what happened ten years ago?

(A) Mr. Moore moved to Norwalk.
(B) Mr. Moore began to help the ACSB.
(C) The ACSB revised its membership requirements.
(D) The ACSB first presented its award.

160. What was Mr. Moore's first job at Marshall Steel?

(A) Senior project engineer
(B) Company spokesperson
(C) Construction manager
(D) Building supervisor

Questions 161-164 refer to the following Web page.

http://www.goldendayimages.com

Golden Day Stock Photographs

Using stock images in your materials can significantly improve your company's ability to communicate—not only with external clients but with employees as well. A well-chosen image can serve many functions, from increasing employee engagement with internal communications, to catching the attention of potential clients, to helping readers of documents better understand complex ideas.

Golden Day's images come from a unique international network of contributors, so our selection is not only large but also truly diverse. No matter the size of your organization, and no matter where you are located and with whom you do business, you will find the perfect photo to enhance your message.

Our monthly subscription plans range from $49 to $495 based on the quantity and resolution of the images you download. Once you download an image, there are no limits on its usage.

Don't miss our special introductory offer: first-time subscribers qualify for consultations with our branding experts for six months at no extra cost! Our experts will help you ensure that all your client-facing materials are cohesive and make your company stand out.

161. What reason to use stock images is NOT mentioned in the advertisement?

(A) To encourage employees to read company newsletters
(B) To keep current customers interested in a company's brand
(C) To attract new customers
(D) To help clarify written information

162. According to the advertisement, why are Golden Day's images special?

(A) They are a larger size than is typically offered.
(B) They are created by famous photographers.
(C) They are used by multinational companies.
(D) They are sourced from all over the world.

163. The word "resolution" in paragraph 3, line 1, is closest in meaning to

(A) level of detail
(B) statement of agreement
(C) subject matter
(D) firmness of purpose

164. What is Golden Day offering to new customers?

(A) Free marketing advice
(B) Discounts on subscription plans
(C) Limited-time access to additional photo collections
(D) Introductions to potential new clients

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Questions 165-167 refer to the following article.

We're Doing Something Right

by Ariel Garman

SUSTERN (November 8)—According to a recent study conducted by the Mid-Atlantic Hotel Association, tourism at our beaches improved significantly this past summer, and the hotel industry showed greater profits this year than last. Hotel occupancy averaged 94 percent during the peak summer months. — [1] —.

Sustern saw the opening of the area's largest hotel, The Glaston, last spring. The new hotel was at full capacity nearly every weekend during the summer. Weekday occupancy also exceeded expectations.

The hotel's manager, Anika Bastien, said, "Tourists were thrilled with the array of amenities offered, including 24-hour dining options, a free shuttle to nearby beaches, and free Wi-Fi. In fact, many have already reserved rooms for next summer. — [2] —."

Sustern has become the most popular tourist destination in the region, with about 20 percent more beachgoers than the Delmire shore, its biggest competitor. — [3] —. Experts attribute this to the growing number of outlet stores in Sustern, overall lower prices, and an abundance of new restaurants, hotels, and community events. Tourists continue to visit the area after the prime beach months, keeping hotel rooms occupied longer. — [4] —.

165. What is the purpose of the article?

(A) To announce the opening of a new hotel
(B) To provide information about the local tourism industry
(C) To discuss job opportunities in the hotel industry
(D) To compare the quality of beaches in two locations

166. What is NOT indicated about Sustern?

(A) Its beach is more popular than Delmire's.
(B) Its new hotel employs Ms. Bastien.
(C) It hosts a wide variety of events.
(D) It recently held a beach cleanup weekend.

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

"This was a big increase from last summer's average of just 77 percent."

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

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Questions 168-171 refer to the following e-mail.

E-mail

To:	All staff
From:	Jessica Perry
Subject:	Conference
Date:	19 July
Attachment:	Workshop application

Hello everyone,

The fourth annual Australian National Sales and Marketing Conference (ANSMC) will take place from 18 to 22 November here in Perth. Conference organizers have asked local marketing specialists to help out by giving a keynote speech, leading a workshop, or working in the exhibition hall. — [1] —.

Our chief executive officer, Martin Hughes, wants us to take advantage of this excellent opportunity for Hughes Australia Marketing to achieve visibility on a national stage. It is sure to help us to expand our client base. Mr. Hughes has already agreed to give a keynote speech about using survey results to create successful marketing campaigns. — [2] —. I am designing our company's booth for the exhibition hall. If you would like to help, please come to Room C556 at 2:00 P.M. next Tuesday, 23 July, for a planning meeting. — [3] —.

If you would like to lead a workshop, please complete the attached proposal form and return it to me by 26 July. — [4] —. You may present alone or with a partner. Workshop ideas will be discussed and approved at a managers' meeting on 29 July.

Thanks,

Jessica

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

(A) To remind staff to register for a conference
(B) To apologize for missing a deadline
(C) To invite staff to submit an application
(D) To request responses to a marketing survey

169. What is suggested about Hughes Australia Marketing?

(A) It is hosting the ANSMC.
(B) It is located in Perth.
(C) It has been in business for four years.
(D) It serves clients throughout Australia.

170. According to the e-mail, why does Mr. Hughes want employees to participate in the ANSMC?

(A) So they can learn new marketing strategies
(B) So they can share the results of a survey
(C) So they can attract new clients
(D) So they can listen to his keynote speech

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

"This will help me ensure that none of our workshop topics overlap."

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

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Questions 172-175 refer to the following online chat discussion.

Alberto Ovando [11:15 A.M.]
When we met last week, production was nearly finished on the boxes and other packaging for Redmond's. Rani, where are we now?

Rani Verma [11:16 A.M.]
The refrigerator and dishwasher boxes were supposed to arrive at Redmond's warehouse on Wednesday, but the snowstorm really backed up our delivery schedule.

Alberto Ovando [11:17 A.M.]
Have you told them this?

Stacy Pfeiffer [11:18 A.M.]
I will, but I was waiting to hear from the drivers. George, can you help?

George Kellerman [11:19 A.M.]
I spoke with them ten minutes ago. They're back on the road now, so they only lost a day. They should have everything before the end of the week.

Stacy Pfeiffer [11:21 A.M.]
OK. I'll tell them to expect delivery by Friday at the very latest.

Rani Verma [11:22 A.M.]
At least the packaging materials for the smaller appliances shipped before the storm; only the larger boxes are affected.

Alberto Ovando [11:23 A.M.]
The contract is for us to provide packaging materials for all of Redmond's products, not just the smaller ones. Let's make sure we stay on the revised schedule.

172. For what type of business do the people most likely work?

(A) A restaurant supply company
(B) An appliance repair shop
(C) A packaging manufacturer
(D) A furniture delivery service

173. What problem are the people discussing?

(A) A shipment was delayed.
(B) A warehouse was closed.
(C) An order was incorrect.
(D) A driver did not report for work.

174. What will Ms. Pfeiffer most likely do next?

(A) Cancel a shipment
(B) Sign the contract
(C) Call a driver
(D) Contact the client

175. At 11:18 A.M., what does Ms. Pfeiffer most likely mean when she writes, "can you help"?

(A) She thinks Mr. Kellerman should load some boxes.
(B) She needs Mr. Kellerman to drive to the warehouse.
(C) She wants Mr. Kellerman to provide delivery information.
(D) She expects Mr. Kellerman to pay the drivers.

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

PAGA's Seventeenth Annual Botanical and Horticultural Expo, July 10–13
Starkey Convention Center, Pittsburgh, Pennsylvania

The Pittsburgh Area Garden Association (PAGA) invites companies to support its garden exhibition, which last year was attended by nearly 40,000 visitors. This is a cost-effective means of reaching home gardeners and outdoor enthusiasts and enhances your firm's commercial performance.

PAGA is pleased to offer the following levels of corporate sponsorship with corresponding benefits. (For inquiries, contact Ms. Carita Aragon, PAGA's Event Coordinator, at 925-555-0142. To register, e-mail sponsors@paga.org.)

Workshop Patron—$1,250
A representative of your company will have the honor of introducing the presenter(s) of a workshop, to be conducted on the second day of the event.

Charging Station Patron—$2,000
There will be eight mobile-device charging stations in the exhibition hall, each with a sponsor sign next to it.

Bag Patron—$3,500
Your company's emblem will be on all fabric tote bags, to be distributed to every visitor.

General Program Patron—$5,000
Two executives of your company will attend the PAGA Gala Banquet on the opening night of the expo.

From:	caragon@paga.org
To:	mkee@wimosol.com
Date:	May 15
Subject:	Thank you

Dear Mr. Kee:

Thank you for registering Wireless Monitoring Solutions as a sponsor of the Pittsburgh Area Garden Association (PAGA) Expo. Your sponsorship not only helps to make this year's event possible, but also to generate interest in gardening.

Your contribution of $2,000 has been processed. Additionally, we are offering you sponsorship of our expo bags at no additional cost. This offer is a token of our appreciation for the long-standing support of PAGA and its programs. To finalize the promotional materials, please send us the artwork of your company's logo.

Carita Aragon, PAGA Event Coordinator

176. What is the purpose of the flyer?

(A) To promote the benefits of participating in an event
(B) To present a breakdown of the costs of hosting an activity
(C) To report on the financial success of a fund-raising campaign
(D) To encourage community members to join a nature preservation project

177. According to the flyer, when should a call be placed to PAGA's office?

(A) When a contribution cannot be processed
(B) When a payment has not been received
(C) When additional information is required
(D) When a change in sponsorship level must be made

178. What will happen on July 10 ?

(A) Attendance figures from last year's expo will be released.
(B) Mobile-device charging stations will be installed.
(C) A workshop will be presented.
(D) A formal dinner will be held.

179. What is suggested about PAGA's event?

(A) It is partially funded by the Pittsburgh city government.
(B) It is held at a different venue every year.
(C) It is intended to promote enthusiasm for gardening.
(D) It attracts more than 40,000 visitors annually.

180. What is NOT indicated about Wireless Monitoring Solutions?

(A) Its name will be featured in various locations at the convention center.
(B) It will install wireless monitoring devices in the exhibition hall.
(C) It has sponsored PAGA's exhibition on various occasions.
(D) Its logo will be displayed on souvenir bags.

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Questions 181-185 refer to the following product reviews.

https://www.buyforbusiness.com/projectors0102

Buy for Business Reviews Miniprojectors

HJ6 Miniprojector by Collierpro

The HJ6 is a top-of-the-line miniprojector, which is no surprise to those familiar with Collierpro. As usual, the company spared no expense in making sure this projector is easy to take almost anywhere: it is lightweight and comes with its own carrying case, which includes a remote control and a tripod. Its internal lamp is much brighter than that of other projectors its size. Due to its brightness, the HJ6 was able to project the sharpest picture of all the miniprojectors that we tested.

The major weakness of the HJ6 is its speakers. They are not nearly as loud as one would expect, given the superiority of all the other features. You can easily plug in different speakers. It is a miniprojector, however, and its small size means it is not the best choice for giving presentations in lecture halls or large conference rooms.

Overall, this is a fantastic projector for travelers, and we recommend it. This is a new model, though, and the sticker price is quite high. It may be best to hold off making a purchase right away. Projectopro will introduce the Pico P17 projector next month, so the HJ6's price may drop in order to remain competitive.

https://www.buyforbusiness.com/projectors0103

Buy for Business Reviews Miniprojectors

The Pocket Mini C by Excellentronics

The Pocket Mini C is a reliable projector and a good buy for those who aren't interested in spending a lot of money. Like its competitors, it is lightweight and compact. The feature we were most impressed with is its battery: it can run for up to six hours, which is much longer than the other battery-powered projectors that we tested.

There are a few downsides, as could be expected from a budget projector. The ports are in awkward locations and the menu organization is confusing, so setting up the projector is not straightforward. The audio capabilities are also limited; when the volume is turned up, the audio can sound muffled. But overall, it's a decent miniprojector for a reasonable price.

181. What is suggested about Collierpro?

(A) It is owned by *Buy for Business*.
(B) It makes high-quality electronics.
(C) It is a new company.
(D) It offers discounts for business travelers.

182. What is mentioned as a feature of the HJ6 Miniprojector?

(A) It is less expensive than the Pico P17.
(B) It is sold with a spare power cord.
(C) It has a rechargeable battery.
(D) It produces a very clear image.

183. Why should customers wait before purchasing the HJ6 Miniprojector?

(A) The model's features will be updated soon.
(B) The projector might become less expensive soon.
(C) Minor problems with the machine will be fixed soon.
(D) Another company will buy the projector's manufacturer soon.

184. What criticism do both of the reviewed projectors receive?

(A) They are too heavy.
(B) They are not easy to set up.
(C) Their sound systems do not work well.
(D) Their projections are not large enough.

185. According to the second review, what is the best feature of the Pocket Mini C?

(A) Its design is attractive.
(B) It is easier to carry than other projectors.
(C) It has more ports than other projectors.
(D) Its battery lasts for a long time.

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

From:	Alan Grady <agrady@st.pro.com>
To:	Jaco Neves <owner@neveslocal.com>
Date:	Monday, August 7, 9:31 A.M.
Subject:	Contract addendum

Mr. Neves,

Thanks for calling to discuss your progress on the house construction. To summarize our conversation, even with the delay until September 22, the house should be ready for me to move into before my apartment lease expires on October 10. I've thought more about the status reports we discussed, and twice a week would be best. My understanding is that you will now document these changes to the contract so that I can sign off on them this week.

Thanks, as always, for your careful attention to this project.

Alan Grady

E-mail

From:	Jaco Neves <owner@neveslocal.com>
To:	Alan Grady <agrady@st.pro.com>
Date:	Monday, August 7, 4:16 P.M.
Subject:	RE: Contract addendum
Attachment:	Addendum

Mr. Grady,

I have drawn up the revisions we discussed to the June 5 contract and attached it to this message. The recent bad weather set us back, but not by much. As we near the end of the project, many pieces will need to come together at once. I will keep you informed to the best of my ability, but as always, my first priority will be to make sure the work itself is done.

If the document looks acceptable to you, sign and return a copy to me. Please don't hesitate to contact me or Evan Baurkot with any questions or concerns about how our business can serve you.

Regards,

Jaco Neves

CONTRACT ADDENDUM

1. Because of work that could not be performed due to unavoidable circumstances from July 24 to July 28, the completion date for all construction will be moved from September 17 to September 22. The Client will not be charged any additional labor costs as a result of this change. Any charges resulting from an extension of building permits will be paid by the Contractor.

2. Effective immediately, the Contractor will submit a report of all work completed (including any delays incurred or anticipated) once every week, beginning on Monday, August 12.

186. Who is Mr. Grady?

(A) A business partner of Mr. Neves'
(B) A client of Mr. Neves'
(C) An assistant to Mr. Baurkot
(D) A legal advisor of Mr. Baurkot's

187. What is planned for October?

(A) A lease will be extended.
(B) A contract will be changed.
(C) A project schedule will be revised.
(D) A house will be occupied.

188. In the second e-mail, the phrase "drawn up" in paragraph 1, line 1, is closest in meaning to

(A) raised
(B) sketched
(C) prepared
(D) straightened

189. When was the work most likely affected by bad weather?

(A) On June 5
(B) On July 24
(C) On August 12
(D) On September 22

190. What information in the contract is different from what Mr. Grady requested?

(A) The frequency of the reports
(B) The charge for additional labor
(C) The date of completion
(D) The number of permits required

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Questions 191-195 refer to the following article and e-mails.

More Improvements Ahead

At its meeting on Tuesday, the Eldonbury Town Council voted to explore options for additional work to be done on town facilities. According to Charles Gruber, town clerk, the renovation of the Eldonbury Community Centre came in well under budget. The council, therefore, decided to compile a list of smaller improvement projects that could be done with the leftover funds.

Some suggested projects include adding a covered entryway to the Eldonbury Public Library, improving lighting in Westfall Park, and replacing floors in the Town Hall. According to Mr. Gruber, the council will solicit ideas from members of the public. Interested parties may voice their opinions at the council's meeting on Tuesday, 20 March, at 4:00 P.M. or send an e-mail to the council office before 31 March. After the period of public comment, the planning committee will put forth a final list for the council to discuss, with a decision expected by 15 April.

E-mail

From:	mccaffrey32@citymail.co.uk
To:	towncouncil@eldonbury.org.uk
Date:	25 March
Subject:	Additional Project

Dear Town Council Members,

I read that you are accepting suggestions for the use of the leftover money from the Community Centre renovation. Because of a previously scheduled appointment, I was not able to attend the council meeting, but I would like to express my support for the idea of expanding the lighting in the park. While the cost of that project is likely to be reasonable compared to that of the other possibilities, the improved lighting would increase the usability of Westfall Park and would benefit many people, especially in the dark winter months. A well-lit, nicely maintained park is an obvious source of civic pride, and something we could all appreciate. I hope the council will seriously consider this project.

Sincerely,

Heather McCaffrey

From:	sunil.pai@hgnetworks.co.uk
To:	towncouncil@eldonbury.org.uk
Date:	27 March
Subject:	Town projects

Dear Mr. Gruber,

I was glad to hear that the latest renovation project was completed with money to spare. Although the Community Centre does sponsor activities for citizens of all ages, it is, for the most part, visited by adolescents and parents with children. Therefore, I would like to suggest that the next project focus on a place more often used by Eldonbury's older people.

The public library is a natural gathering place for older adults, and a new entryway would provide a dry, protected place for people to chat or wait for transportation. It would be a noticeable improvement, likely to be applauded by citizens who did not feel that they gained much from the improvements to the Community Centre. In April, when the votes are cast, please consider this suggestion to balance the interests of all members of the Eldonbury public.

Thank you,

Sunil Pai

191. Why does the town of Eldonbury have funds available?

(A) The town council has canceled a project.
(B) The town has raised the tax rate.
(C) A group of citizens has donated money.
(D) An earlier project cost less than expected.

192. In the article, the phrase "put forth" in paragraph 2, line 12, is closest in meaning to

(A) grow
(B) exert
(C) propose
(D) request

193. When did Ms. McCaffrey have an appointment?

(A) On March 20
(B) On March 25
(C) On March 31
(D) On April 15

194. What does Mr. Pai mention in his e-mail about the Eldonbury Community Centre?

(A) It is located near public transportation.
(B) It is used mainly by younger residents.
(C) Its building previously served another purpose.
(D) Its programs will run year-round.

195. On what point would Ms. McCaffrey and Mr. Pai most likely agree?

(A) The chosen project should be beneficial to the entire community.
(B) The town should spend as little money as possible on its next project.
(C) The town council should extend the deadline for public comment.
(D) The patrons of the library and the park should work together to raise money.

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Questions 196-200 refer to the following form, e-mail, and Web page.

TAHARA AIR

Delayed Luggage Form

Dear Tahara Air Customer,

We regret that the arrival of your luggage has been delayed. Please provide the following details to help us track down and return your luggage more quickly. A Tahara Air representative will contact you by phone as soon as your luggage is located. Should your luggage remain missing for more than three days, please visit www.tahara-air.com/baggage for further instructions.

Date: 12 October
Name: Marzena Majewska
Local Address: Hotel Dantes, Rua Jau, 1300 Lisbon, Portugal
Telephone: +44 1632 812110
Flight Number: J77FG2

Delayed Luggage Information

	Quantity	Description
☑ Suitcase	1	small black suitcase with wheels; "Marzena Majewska" on the name tag
☐ Backpack		
☐ Purse		
☑ Box	1	small cardboard box with "Marzena Majewska, Saltoni Foods" written on it
☐ Other		

From: hgilbert@saltonifoods.co.uk
To: mmajewska@saltonifoods.co.uk
Subject: Re: Sauce samples
Date: 12 October, 2:03 P.M.

Dear Marzena,

I'm sorry to hear about your luggage. At least the airline has located your suitcase.

Since it's impossible to determine when the rest of your luggage will be found and returned, I've sent you more samples by overnight shipping. That way, you will not have to go empty-handed to tomorrow's meeting with the clients. There are five packets of each flavour as well as two small sauce jars with labels. I sent the items by BDW Shipping to your hotel. The package will be delivered by 8:30 a.m. so that you are sure to have the sauce samples and packaging to show when you speak at the meeting at 11.

Take care,

Harry Gilbert

https://www.bdwshipping.co.uk/overnight

BDW SHIPPING
The Fast and Reliable Delivery Corporation

Submit an Overnight Shipment

Your shipment information:

Ship from: Saltoni Foods, 27 Aston Street, Oxford OX1 1HD, UK
Ship to: Hotel Dantes, Rua Jau, 1300 Lisbon, Portugal
Weight: 0.75 kg

☐ Envelope ☑ Box ☐ Custom packaging

Your overnight shipment options:

BDW Early Morning	Delivery by 8:30 A.M. tomorrow	£52 Ship Now
BDW Morning	Delivery by 11:00 A.M. tomorrow	£45 Ship Now
BDW Afternoon	Delivery by 2:00 P.M. tomorrow	£39 Ship Now
BDW Evening	Delivery by 8:00 P.M. tomorrow	£31 Ship Now

196. What is indicated about Tahara Air?
(A) It requires customers to include name tags on all pieces of luggage.
(B) It guarantees that missing luggage will be returned in three days.
(C) It will notify Ms. Majewska when her luggage is found.
(D) It will reimburse Ms. Majewska for her lost luggage.

197. Where did Ms. Majewska most likely pack her samples?
(A) In a box
(B) In a purse
(C) In a suitcase
(D) In a backpack

198. What is implied about Mr. Gilbert?
(A) He is meeting with clients in Portugal.
(B) He travels frequently for Saltoni Foods.
(C) He is a Tahara Air customer service agent.
(D) He wants the clients to review some products.

199. According to the e-mail, what will Ms. Majewska do tomorrow at 11 A.M.?
(A) Accept a delivery
(B) Make a presentation
(C) Check out of the hotel
(D) Confirm her return flight

200. How much was Mr. Gilbert charged for shipping?
(A) £31.00
(B) £39.00
(C) £45.00
(D) £52.00

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.

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RC

기출 TEST

06

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. Jesper Associates currently has ------- with 26 different food suppliers.

(A) contracting
(B) contracts
(C) contractor
(D) contract

102. Passengers must be at the gate ------- 25 minutes prior to boarding their flight.

(A) at least
(B) as much
(C) in case
(D) by then

103. Deltran analytics software can help ------- identify issues, predict trends, and improve business.

(A) you
(B) your
(C) yours
(D) yourself

104. The technology department ------- to purchase three new servers next year.

(A) announces
(B) thinks
(C) predicts
(D) plans

105. Jennson Motors hired an ------- new efficiency expert last month.

(A) approximate
(B) angular
(C) exceptional
(D) eventual

106. Mr. Winkel's ------- responsibilities include auditing and financial review of large clients.

(A) accounts
(B) accounted
(C) accounting
(D) accountable

107. The prime minister greeted foreign diplomats ------- a luncheon today in London.

(A) at
(B) had
(C) such
(D) where

108. The management team at Ofto Corporation offers incentives ------- employee productivity.

(A) stimulate
(B) to stimulate
(C) will stimulate
(D) are stimulating

109. In response to customer -------, Lopez Naturals will release a line of organic soaps.

(A) demand
(B) permit
(C) arrival
(D) account

110. Before the computers leave the factory, they are ------- thoroughly to ensure they have no defects.

(A) selected
(B) inspected
(C) attached
(D) managed

111. WRUZ Radio will broadcast a new show ------- to business news and economic analysis.

(A) allowed
(B) prepared
(C) dedicated
(D) introduced

112. Mr. Okada met ------- with the building manager to discuss the demolition project.

(A) frequent
(B) frequenting
(C) frequently
(D) frequented

113. Mr. Montri politely ------- the job offer from Barranca Shipping Company.

(A) declined
(B) decreased
(C) prevented
(D) converted

114. Written permission must ------- before using Thavor Corporation's logo.

(A) to obtain
(B) obtained
(C) be obtained
(D) obtaining

115. ------- it is relatively small, the fitness center at Ginder Apartments is very popular with residents.

(A) Reasoning
(B) Essentially
(C) Although
(D) Throughout

116. All communications must be approved by the public relations director before they can be shared -------.

(A) certainly
(B) externally
(C) deeply
(D) utterly

117. Providing precision welding to a ------- array of industries, Mistone Metalworks recently celebrated a century of service in Quebec.

(A) widely
(B) widen
(C) width
(D) wide

118. Mr. Kim considers punctuality a crucial ------- for all his assistants to have.

(A) device
(B) type
(C) action
(D) trait

119. The chief financial officer has ------- the importance of attracting new customers next quarter.

(A) applied
(B) demanded
(C) administered
(D) emphasized

120. Sewerd Furnishings is closing some of its showrooms because customers are ------- ordering furniture online.

(A) increasing
(B) increase
(C) increasingly
(D) increased

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121. ------- construction in progress at the old town hall building, tourist groups will not be allowed to enter the site.

(A) Now that
(B) While
(C) Even if
(D) Due to

122. Several drilling-technology experts will present the results of their ------- on June 23.

(A) comprehension
(B) resolution
(C) investigation
(D) specification

123. The store had a ------- display to promote the newest book from the best-selling mystery author.

(A) default
(B) grateful
(C) talented
(D) massive

124. Most of the people ------- attended yesterday's workshop have already submitted their feedback.

(A) who
(B) those
(C) whose
(D) some

125. Both tasty and healthy, the tomato salad at Alfredi's Bistro is also large ------- to be served as a main dish.

(A) enough
(B) fully
(C) nearly
(D) well

126. The Klassin Group's booth at the Liberty Architecture Expo has garnered much -------.

(A) interest
(B) interests
(C) interested
(D) interesting

127. Save 25 percent on any printer ------- you buy a laptop computer at Diego's Electronics.

(A) whereas
(B) whenever
(C) such as
(D) seeing that

128. The recently adopted policy restructures the company's debt according to a ------- five-step plan.

(A) managing
(B) manageably
(C) manages
(D) manageable

129. The quality assurance department needs to hire additional staff ------- production has increased by 50 percent.

(A) even though
(B) since
(C) because of
(D) therefore

130. Your order cannot ------- until we have received full payment.

(A) to process
(B) be processed
(C) being processed
(D) has processed

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 Web page.

Commercial relocation may at first appear -------- **131.** , but Mester Movers will work with you to make the process as simple as possible. Whether you are relocating an office, factory, or laboratory across town or across the country, we have the people, technology, and resources to -------- **132.** your move with efficiency.

We take special care when packing small and delicate objects. -------- **133.** , we make sure that large items such as desks, filing cabinets, and chairs are also ready for the move by providing you with special tags. -------- **134.** .

131. (A) complication
(B) complicated
(C) complicates
(D) complicate

132. (A) handling
(B) handled
(C) handle
(D) handles

133. (A) Rather
(B) In brief
(C) In other words
(D) At the same time

134. (A) Our Moving Guide will explain how to properly affix them.
(B) Your employer will tell you when the move will occur.
(C) We travel on back roads to get them moved quickly.
(D) We have a dozen moving trucks on our fleet.

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Questions 135-138 refer to the following instructions.

Purchase Order Guidelines

Mapleshades Medical Center authorizes certain employees to purchase goods and services for company-related business. To purchase a ------- item or service, fill out the online request form. **135.**
Use the form to ------- a description of the item needed. Also, briefly explain why the purchase is **136.**
necessary. Note that your ------- may affect subsequent decisions. If the request entails replacing **137.**
a device that is out of order, bring the matter to the attention of Mr. Rowen, head of the Maintenance Division, before submitting the request. ------- . Please direct any questions you may **138.**
have related to the purchase of office supplies and equipment to the Purchasing Department.

135. (A) specify
(B) specific
(C) specifics
(D) specifically

136. (A) view
(B) change
(C) provide
(D) find

137. (A) retirement
(B) score
(C) experience
(D) justification

138. (A) He has studied all possible options in detail.
(B) He will determine whether such action is warranted.
(C) It has a staff of six who service our two office buildings.
(D) It is usually maintained on a monthly basis.

Questions 139-142 refer to the following memo.

From: Hong Kong Princess Center Administration
To: All Princess Center residents
Date: 17 October
Subject: Higwam workers to maintain C-level elevators

-------- **139.** the past week you may have experienced increased wait times for our C-level elevators, which service floors 25 through 36. We have contacted Higwam, our elevator maintenance contractor, who -------- **140.** repairs in the elevator shafts.

This is to alert all residents that beginning tomorrow and through the end of the week, you are likely to see Higwam technicians working in the lobby. They are planning to work on one unit at a time in order to keep the others operational while repairs are in progress, so for the next few -------- **141.** , there may continue to be prolonged wait times. -------- **142.** .

For any questions, please contact our office. We apologize for the inconvenience and appreciate your patience.

139. (A) Between
(B) After
(C) Over
(D) Inside

140. (A) was conducting
(B) will be conducting
(C) would conduct
(D) is now conducting

141. (A) hours
(B) days
(C) weeks
(D) months

142. (A) Alternatively, you may use the service elevator in the rear of the building.
(B) Complimentary refreshments will be available to the workers in the lobby.
(C) Elevator repairs can be costly, which is why we request your collaboration.
(D) Our B-level elevators suffered a service disruption last month as well.

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Questions 143-146 refer to the following article.

DAKAR (August 4)—Nentique Laboratories, Inc., announced today the development of a new variety of organic wheat that -------- **143.** heat. Dozens of plants were cross-pollinated over many years to produce this variety, known as GR-712. It joins a growing list of -------- **144.** that can withstand high temperatures during extended dry periods. "Some farmers in regions close to the equator focus -------- **145.** on rice production because rice grows well in hot climates. But in the Sahara, it is too dry for much of the year," explains company spokesman Ahmad Niang. "But for a small investment in GR-712 seeds, farmers will now be able to grow wheat in our region." -------- **146.** . This added income can, in turn, be reinvested in better machinery, which will encourage more environmentally friendly farming practices.

143. (A) tolerates
(B) tolerable
(C) tolerate
(D) tolerating

144. (A) fuels
(B) materials
(C) vehicles
(D) crops

145. (A) exclude
(B) exclusion
(C) exclusive
(D) exclusively

146. (A) There is more rainfall in the region in August and September.
(B) Nentique believes diversification of this kind will lead to greater profits.
(C) A common name for the new species is yet to be determined.
(D) This merger will also help streamline Nentique's production process.

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 text-message chain.

Jane Equi [10:41 A.M.]
Hi Mateo. Brian Jaffers just called to cancel tomorrow's walk-through at 721 Union Street.

Mateo Rodriguez [10:42 A.M.]
That's too bad. That apartment is just right for him. Did you reschedule?

Jane Equi [10:44 A.M.]
Yes, for Thursday, just before you show the Rockledge Place property to the Kim family. The two sites are very close to each other.

Mateo Rodriguez [10:45 A.M.]
Great. Could you please confirm the time with Ms. Kim today?

Jane Equi [10:47 A.M.]
Sure.

147. Who most likely is Mr. Rodriguez?
(A) A landscape designer
(B) An administrative assistant
(C) A human resources director
(D) A real estate agent

148. At 10:45 A.M., what does Mr. Rodriguez most likely mean when he writes, "Great"?
(A) He is excited about the results of his work.
(B) He is glad about his company's new location.
(C) He is pleased with Ms. Equi's work.
(D) He is interested in contacting Mr. Jaffers.

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Questions 149-150 refer to the following notice.

Wallaby Decking
Serving Queensland and Beyond

Congratulations on your new timber deck! Follow these tips to keep it in top shape for years to come.

- ✓ Apply a coat of UV sealant annually to shield the deck from the effects of moisture and heat.
- ✓ Keep the gaps between boards free of dirt and debris. Air must flow around and between the boards to prevent moisture buildup.
- ✓ Wash the deck periodically. Use a soft-bristled brush, a hose, and a chemical-free detergent to clean away dirt without removing the finish.
- ✓ Avoid water stains and mildew. Do not allow potted plants or other large, heavy objects to rest directly on the surface of the deck.

149. What is indicated about the boards?

(A) They should be installed in shady areas.
(B) They are waterproof.
(C) They have space between them.
(D) They are sold only in Queensland.

150. What is NOT mentioned as a tip for deck maintenance?

(A) Applying a weather-resistant coating
(B) Cleaning the surface regularly
(C) Removing stains with a chemical cleaner
(D) Keeping plants off the surface

Questions 151-152 refer to the following article.

Hapkell Industries Pairs Up with E&T Recycling Center

June 19—The computer technology company Hapkell Industries just announced it will begin working with E&T Recycling Centers. This partnership will enable consumers to responsibly recycle computer equipment, at no personal cost, simply by taking it to a collection center.

"Used computers make up a rapidly growing waste source," said CEO Indira Kapoor. "As a major producer of computer products, we believe it is our obligation to reuse what we can and keep heavy metals out of the landfills. This is what prompted us to go forward with this initiative."

Hapkell Industries originally sponsored two pilot E&T collection sites and, given their success, aims to add ten more sites by year's end. To learn more about the initiative and for a map of current and proposed collection sites, visit ETrecyclingcenter.com.

151. According to Ms. Kapoor, why did her company partner with a recycling firm?

(A) To manufacture more affordable computer products
(B) To follow a government environmental policy
(C) To meet a responsibility as an industry leader
(D) To pursue a rewarding financial opportunity

152. What is stated about collection sites?

(A) They are not getting as much use as expected.
(B) They are no longer accepting volunteers.
(C) Their sanitary requirements are very strict.
(D) Their locations can be found on an online map.

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Questions 153-154 refer to the following e-mail.

E-mail

To:	Stan Anyati
From:	Stella Gerraldi
Date:	May 1
Subject:	Café Marti

Dear Stan,

I called your shop yesterday and spoke with Andre about my vintage espresso maker. I was surprised that he was able to find replacement parts for such an old machine. He also re-created some parts that are no longer made. Apparently, there is a brass holder for the manufacturer's nameplate that has not yet arrived from Italy. Once that arrives, the restoration can be completed.

As we discussed earlier, I need the machine delivered by May 7. On May 8 we will celebrate the tenth anniversary of the café's opening. The espresso machine has always been our centerpiece. We use it on all our advertising. Even without the nameplate, I need to have this vintage machine working for our celebrations.

Regards,

Stella

153. What is indicated about the espresso machine?

(A) It is a symbol of the Café Marti.
(B) It has never worked very well.
(C) It was designed by Stan Anyati.
(D) It is ten years old.

154. What is suggested about the brass holder?

(A) It has been redesigned.
(B) It will need to be re-created.
(C) The machine can function without it.
(D) The manufacturer in Italy sent it to the wrong address.

Questions 155-157 refer to the following e-mail.

To:	Department Managers
From:	Margaret Langley
Date:	December 27
Subject:	Extended-absence greeting
Attachment:	Sample message #5

Dear Managers,

In preparation for the upcoming holiday when offices will be closed, I'd like to remind you that company policy requires each of our departments to replace the traditional greeting on their voice messaging systems with an extended-absence greeting that will play next week when callers are diverted to voice mail. This will involve making a new recording, saving it to the system, and programming the system to activate the recording at the close of our business day on Friday. Once you activate the extended-absence greeting, it will override the traditional greeting through the holiday.

The attached document contains the text of the greeting you should record. This is the same text we have used in the past, but as usual, the dates have been changed to reflect the current closure. Please use this document to record your holiday greeting. Make sure you activate it before you leave for the day on Friday.

155. What is the subject of the e-mail?

(A) A newly established company policy
(B) An improved way to access voice mail
(C) A procedure related to a holiday closing
(D) A change to the traditional shift schedule

156. What is included as an attachment?

(A) A script to be read aloud
(B) A flyer announcing a company event
(C) Instructions for installing a new phone
(D) Transcripts of recorded customer calls

157. What is indicated in the e-mail about the attached document?

(A) It is ready for publication.
(B) It is distributed annually.
(C) It is handed out to customers.
(D) It is intended only for new employees.

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Questions 158-160 refer to the following notice.

Kimfor
Marketing
Solutions

Thank you for your purchase of Kimfor Marketing Solutions e-mail software. We are confident that this product will help you to develop your business.

As an added bonus, we are pleased to announce that free training is offered for all of our products. These short but effective online seminars are a great opportunity for businesses that are new to our products to ensure that they are utilizing the software to its full potential.

Our instructors are professionals who have used our tools to grow their own businesses. For more information and to make a reservation for a seminar, please visit our Web site at kimformarketingsolutions.com/seminarsignup.

158. What is one purpose of the notice?

(A) To inform customers about a service
(B) To discuss a new product line
(C) To introduce a marketing instructor
(D) To remind customers of an upcoming deadline

159. According to the notice, what qualification do instructors share?

(A) They have worked for the company for many years.
(B) They are experienced users of the e-mail software.
(C) They participated in designing the software.
(D) They work in the marketing department.

160. The word "grow" in paragraph 3, line 1, is closest in meaning to

(A) become
(B) expand
(C) produce
(D) move

Questions 161-163 refer to the following article.

Chef and lifestyle coach Lana Watson has announced her first foray into cosmetics with the launch of a new skin care business. Her Summer Garden skin care line consists solely of products made from organic ingredients and features extracts from plants, fruits, and vegetables. — [1] —.

"I've always served the healthiest possible food in my restaurant," said Ms. Watson. "Natural ingredients nourish our health and beauty from the inside out. — [2] —. My skin care line utilizes only the vitamins and proteins in foods, such as spinach and cucumber, and combines them to create powerful moisturizers and cleansers that are free from artificial chemicals. — [3] —."

Summer Garden products are suitable for those with dry, sensitive, or combination skin and will be available online and at select retail stores beginning this September. — [4] —.

161. What is the article mainly about?

(A) Local organic farms
(B) Online shopping trends
(C) A new business venture
(D) A company merger

162. What is indicated about Summer Garden products?

(A) They are suitable for all ages.
(B) They are available for purchase now.
(C) They are relatively inexpensive.
(D) They contain no artificial ingredients.

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

"It seemed logical to then create products to nurture our skin from the outside in."

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

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

Maria Zuccarini 5:30 P.M. Hi. This is my first time using the Dubonville community chat room. Do any neighbors have experience laying a ceramic tile floor?

Yuqiu Wang 5:35 P.M. Hi, Maria. Are you looking to do it yourself? I put in a tile floor in my kitchen last year and did all the work myself. I regret my decision, though.

Maria Zuccarini 5:37 P.M. I want to save money, so I'd rather not hire a professional. But I've never done a project like this on my own before.

Dennis Gurka 5:41 P.M. People who are comfortable with home repairs can lay tile flooring if they watch videos or attend a class. But it does take effort, time, and precision.

Yuqiu Wang 5:44 P.M. In my case, I had helped a friend with a tiling project prior to working on my own kitchen. I also watched several videos on myhomefix.com before getting started. In the future, I'd get professional help, though.

Yuqiu Wang 5:45 P.M. Dennis, do you have experience in this area? Do you think Maria could tackle this project without a professional?

Maria Zuccarini 5:51 P.M. Interesting. Thanks for sharing your experience.

Dennis Gurka 5:58 P.M. I have my own flooring business. Whether she can depends on several factors. Maria, will you need to cut the tile, install a drain, or flatten an uneven floor?

Maria Zuccarini 6:06 P.M. I just need to replace a few broken tiles, but I suspect this is not a job for an amateur. Dennis, is the business in Dubonville? Could you send me your contact information?

Dennis Gurka 6:07 P.M. It's just outside the city limits. It's called Floors Forever. The phone is 642-555-0143.

164. For whom is the chat room intended?

(A) People who live in the same town
(B) People who attend the same online class
(C) People who work together for a large company
(D) People who are planning a trip together

165. At 5:35 P.M., what does Ms. Wang most likely mean when she writes, "I regret my decision, though"?

(A) She did not end up saving money.
(B) She should have hired a professional.
(C) She would have preferred different tiles.
(D) She did not need to remodel her kitchen.

166. What is probably true about Mr. Gurka?

(A) He is Ms. Zuccarini's coworker.
(B) He has broken tiles in his home.
(C) He has a lot of experience laying tiles.
(D) He is taking a class at myhomefix.com.

167. What will Ms. Zuccarini most likely do next?

(A) Go shopping for ceramic tiles
(B) Search for a video on laying tiles
(C) Return a box of broken tiles
(D) Contact a business near Dubonville

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Questions 168-171 refer to the following e-mail.

To:	nora.simmons@heltlx.edu
From:	e.agbayani@periodicalquest.com
Date:	February 28
Subject:	Periodical Quest

Dear Ms. Simmons,

This is a courtesy message to inform you that your monthly Periodical Quest membership fee for March could not be processed due to an expired credit card. To avoid any service disruptions, please visit periodicalquest.com/useraccount and update your billing information. If you have any difficulties, I will be happy to take you through the process.

Incidentally, while reviewing your account I noticed that you are not using our full range of services. As a member, you have unlimited online access to our library of over 3,000 journals, newspapers, and magazines. Additionally, as a professor you can also benefit from our resources for teaching and research purposes. It would seem that you did not complete your member profile when you signed up for our service four months ago. Please take a moment to review your member preferences. We want to make sure that you are taking advantage of all that Periodical Quest has to offer.

Feel free to contact me if you have any questions regarding your account. If you wish to cancel your membership, no further action is required.

Sincerely,

Elena Agbayani
Periodical Quest

168. Why was Ms. Simmons contacted?

(A) A new service is now available.
(B) A payment was not processed.
(C) An order will be delivered soon.
(D) An article needs to be revised.

169. What is indicated about Periodical Quest?

(A) It charges a monthly fee.
(B) It has just doubled its journal collection.
(C) Its Web site is easy to navigate.
(D) Its customer support team is available 24 hours a day.

170. What is indicated about Ms. Simmons?

(A) She works in the field of education.
(B) She recently e-mailed customer service.
(C) She has been a Periodical Quest member for many years.
(D) She intends to cancel her Periodical Quest membership.

171. Who most likely is Ms. Agbayani?

(A) A magazine editor
(B) A bank representative
(C) A computer programmer
(D) An accounts manager

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Questions 172-175 refer to the following Web page.

http://www.torontoconstructionshow.ca/magazine

Annual Show | **Magazine** | Frequently Asked Questions | Home

Cement & Construction Monthly is produced by the organizers of the Toronto Construction Show. It is published online each month. There is also a special *Annual Show* print edition. — [1] —.

Cement & Construction Monthly offers a mix of industry news, product reviews, and trade show information. — [2] —. Entertaining monthly columns cover everything from job advice to advertising strategies.

This year *Cement & Construction Monthly* is beginning a mission to demonstrate our high esteem for mentors in the industry. We are asking members to nominate individuals who have excelled in a mentoring role. — [3] —. See the link below for information on how to nominate someone. After reviewing the nominations, we will select the top five mentors of the year. These winners will receive a special award at the Toronto Construction Show on November 3. — [4] —. Their profiles and photos will appear in the December edition of *Cement & Construction Monthly*.

Links

Nomination form | Current year issues | Archive (old issues)

172. What is a purpose of the Web page?

(A) To explain a registration process
(B) To update a convention schedule
(C) To review a product
(D) To promote a trade publication

173. What new feature is being announced?

(A) A plan to honor mentors
(B) An online discussion forum
(C) On-site job interviews
(D) Monthly advice columns

174. What will happen on November 3 ?

(A) A special news report will be shown.
(B) Awards will be given out.
(C) Election results will be published.
(D) A photo collection will be displayed.

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

"This is distributed to all registered visitors to the show."

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

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

62nd Annual Samsville Home and Garden Show
March 31 to April 2, Samsville Conference Pavilion

Exhibitor Application

Company name: Castillo Landscape Design
Contact name: Valia Castillo
Phone: 302-555-0198
E-mail: vcastillo@castillold.com
Web site: www.castillold.com

Items/services to be exhibited:
I will display photographs, plans, and models of available outdoor design services that my company offers.

Additional information or requests:
I would like to request a second parking pass since one of my employees will also be attending and helping to transport materials.

NOTE: This application is not a contract and does not guarantee a booth at the show. Space is available on a first-come basis. Once your completed application is received, a coordinator will contact you within five business days to finalize your reservation and payment. Discounts for members of Samsville Home and Garden will be automatically applied at the time of payment. Any questions can be directed to our exhibition organizer, Ms. Faye Li, at fli@samsvillehg.org. All applications are due by January 31.

E-Mail Message

To: vcastillo@castillold.com
From: rconway@samsvillehg.org
Date: February 1
Subject: Home and Garden Show
Attachment: Contract and Invoice

Dear Ms. Castillo:

We have received your exhibitor application for the 62nd Annual Samsville Home and Garden Show. I am attaching your contract for a booth space and your invoice at the discounted member rate. Please return a signed copy of your contract by February 10.

Your reservation includes one walled booth with an electrical outlet, exhibitor ID tags for you and a colleague, and two parking passes, as your request for a second parking pass was approved. Passes are typically limited to one per booth but we will make an exception in this case, as you are a longtime member and exhibitor at our event.

We appreciate your continued participation and support.

Regards,

Rylan Conway, Vendor Coordinator
Samsville Home and Garden

176. What is Ms. Castillo planning to bring to the show?

(A) Pictures of gardens
(B) Sample trees and plants
(C) Sample project estimates
(D) Gardening tools

177. What is typically included in a booth reservation?

(A) An exhibitor sign
(B) A parking permit
(C) An annual membership
(D) A directory of local vendors

178. When did Ms. Castillo most likely submit her application?

(A) In January
(B) In February
(C) In March
(D) In April

179. What is suggested about Ms. Castillo?

(A) She works at Samsville Home and Garden.
(B) She has lived in Samsville for ten years.
(C) She requested an additional electrical outlet.
(D) She will pay a reduced price for her booth space.

180. Why does Mr. Conway make an exception for Ms. Castillo?

(A) She is a past organizer for the event.
(B) She often participates in the show.
(C) She agreed to pay an extra fee.
(D) She submitted a very strong application.

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

http://www.projectelements.com

Team Plans | About Us | Resources | FAQ

All of your project management needs—All in one place—All online.

Project Elements LLC develops project management software for use in companies both small and large. Our proprietary software will serve you from start to finish, helping your teams to communicate, schedule, and manage information.

Team Basic
Get your team of five started with our Basic solution. Task management, file sharing, and mobile accessibility will be at your fingertips. Add 100 GB of online data storage space in the cloud for a small additional fee.

Team Creative
This option is the best solution for small teams of up to 35 creative professionals. In addition to all the Team Basic features, get video editing tools, graphic design software, and 300 GB of cloud storage for all of your design needs.

Team Player
Teams of up to 50 excel with this enhanced service. Get all the features of Team Basic, plus timelines, advanced integration with second-party platforms, and up to 400 GB of cloud space for your team.

Team Leader
This option is best for teams of up to 100. Get all of the features of Team Player, plus enhanced options for personalization, resource tracking, time tracking, 500 GB of cloud space, and fast video uploads for a seamless team experience.

Need more convincing? We were recognized for our software quality with the Gold Star Start-Up Awards by *Work Winner Magazine* two years in a row. To hear more about Project Elements success stories, check out our client testimonials in the About Us tab.

To:	ebennis@projectelements.com
From:	jasbury@clarelcommunications.com
Subject:	Project Elements Upgrade
Date:	December 5

Dear Mr. Bennis,

I am the new director of digital advertising for Clarel Communications. Robert Roust, the former director, told me how valuable the Project Elements platform has been, and I want to explore with you a potential change in Clarel's current plan. We are presently a team of 45 but anticipate growing to 55 members over the next year. The team likes the storage feature, but they would be interested in a plan with more than 400 GB and better personalization options. Is there a plan that will fit our needs?

Looking forward to hearing from you,

Julia Asbury
Director of Digital Advertising
Clarel Communications

181. How would Project Elements software most likely be used?

(A) For ordering products online
(B) For working together as a team
(C) For training new managers
(D) For monitoring social media posts

182. What is true about Project Elements LLC?

(A) It has received an industry award.
(B) It has been in business for over ten years.
(C) It purchased Clarel Communications.
(D) It publishes a technology magazine.

183. Why was the e-mail sent?

(A) To register a product
(B) To request technical help with a product
(C) To explain a product registration issue
(D) To seek advice in choosing a product

184. Which product will Mr. Bennis probably recommend?

(A) Team Basic
(B) Team Creative
(C) Team Player
(D) Team Leader

185. In the e-mail, the word "fit" in paragraph 1, line 6, is closest in meaning to

(A) match
(B) agree to
(C) rely on
(D) adjust

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Questions 186-190 refer to the following advertisement, e-mail, and form.

Ride-Away Vehicles Summer Special

Save 15 percent off our rates during the month of July for travel within Ireland.*

Compact Car €21
Standard Car €32
Full-Size Sedan €46
Van €52

Call 020 917 1212 or book online at www.ride-awayvehicles.co.ie.

*Price advertised is the daily rate for eligible drivers, inclusive of value-added tax (VAT) and the basic protection plan. Additional fees may apply. Please contact a Ride-Away Vehicles representative for more information.

To:	yayoiadachi@jrengineering.co.jp
From:	info@rideawayvehicles.co.ie
Date:	14 July
Subject:	Reservation confirmation - #122055

Dear Ms. Adachi,

Your car rental reservation is confirmed. Here are the details per the terms of your rental:

Pickup: 21 July, 9:00 A.M. at Ride-Away Vehicles, Shannon Airport, Shannon, Ireland

Drop-Off: 29 July, 5:00 P.M. at Ride-Away Vehicles, Cork City Centre, Cork City, Ireland

Rate: €21/day X 8 days = €168 (includes unlimited mileage and navigational system/GPS)

Model: Colaba Seasider or similar

Important Information: The driver must present a valid driving licence at pickup. Additional charges may apply for any changes to the reservation, including changes to the pickup or drop-off date, time, or location. A €25 service fee will be assessed for vehicles returned without a full tank of petrol in addition to the cost of fuel.

Thank you for choosing Ride-Away Vehicles. Please call 020 917 1212 with any questions.

Ride-Away Vehicles Return Form

Completed By: Henry Riordan, Assistant Manager, Cork City Centre location

Driver Name: Yayoi Adachi

Date/Time of Return: 29 July, 4:40 P.M.

Model/Number Plate: Colaba Seasider, 161-C-45329

Condition of Vehicle: No damage

Gas Tank: Half full

Odometer Reading: 33,763 kilometers

Yayoi Adachi
Driver's Signature

186. What is Ride-Away Vehicles advertising?
(A) A free day of rental
(B) A reduced daily rate
(C) A free upgrade to a larger vehicle
(D) A waiver of additional fees

187. What will happen on July 21 ?
(A) A promotion period will end.
(B) A confirmation will be sent.
(C) Ms. Adachi will be at Shannon Airport.
(D) Ms. Adachi will add a driver to her contract.

188. What does the e-mail indicate about Ride-Away Vehicles?
(A) They operate from multiple locations.
(B) They charge a fee for the use of a GPS.
(C) They apply a discount on rentals one week or longer.
(D) They receive payment before confirming a reservation.

189. What type of vehicle did Ms. Adachi rent?
(A) A compact car
(B) A standard car
(C) A full-size sedan
(D) A van

190. What is suggested about Ms. Adachi?
(A) She did not receive a GPS.
(B) She returned her car late.
(C) She did not get the car she requested.
(D) She will be charged a €25 service fee.

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Questions 191-195 refer to the following product description, online review, and online response.

http://www.stylero.com/printers/RD525

Home | Computers | **Printers** | Ink & Toner | Accessories | Support

Product: Stylero RD525 Three-in-One Printer

Price: Regularly $120.00 Now $99.99 (Offer valid March 1–March 15)

Includes one complimentary Stylero-01 (black) ink cartridge with purchase! Stylero color ink cartridges sold separately.

The RD525 is one of our most popular models: a wireless color printer, scanner, and photocopier in one. It's perfect for everyday printing needs in homes, classrooms, and small offices. Though compatible with many brands of ink cartridges, we recommend our own Stylero-brand ink, which lasts up to twice as long as other products. A three-year warranty is available for $7.95.

http://www.loveitornot.com/productreviews/stylero/RD525

(April 3) I bought the Stylero RD525 last month for my home office. I give digital photography lessons out of my home several nights per week and need easy access to color prints for my students' work in my classes. I haven't had any trouble with the photocopier or scanner, and the quality of the prints is excellent in both color and in black and white. However, I've been experiencing delays with the printer feature at times. There is a five-minute lag between sending my prints from the computer and when the printing actually begins. I can't use this device for instant prints in class, or I lose valuable class time. I wish I'd bought a different printer, or at least bought the warranty to get it repaired!

Alicia Boisvert

http://www.loveitornot.com/productreviews/stylero/RD525

(April 5) I bought this printer for my classroom and noticed the same issue that Ms. Boisvert described. There is a relatively simple fix though. Most printers go into "sleep mode" to conserve energy between prints. If the length of time before entering sleep mode is set for too short a time, there will be a delay between sending the photos from the computer and the actual printing because the printer will need to warm up each time. Make sure you adjust the sleep mode feature to wait at least an hour before going to sleep. The instructions are in the manual. I always turn the printer on a few minutes before class and it doesn't pose an issue. It's an easy adjustment and I think the RD525 is a good product for the price.

Antonio Thompson

191. What is indicated about the Stylero RD525 ?

(A) It requires Stylero brand ink.
(B) It can function as a photocopier.
(C) It was sold at a discount for a month.
(D) It will be discontinued after March 15.

192. What did Ms. Boisvert most likely spend additional money on?

(A) A monitor
(B) A three-year warranty
(C) A scanner
(D) Color ink cartridges

193. What does Ms. Boisvert say about the Stylero RD525 ?

(A) It is durable.
(B) It produces good prints.
(C) It is expensive.
(D) It requires regular maintenance.

194. What is suggested about both Ms. Boisvert and Mr. Thompson?

(A) They are teachers.
(B) They returned the Stylero RD525.
(C) They enjoy photography.
(D) They have printers at home.

195. What advice does Mr. Thompson give regarding the Stylero RD525 ?

(A) Unplug it between uses.
(B) Replace its power button.
(C) Adjust one of its features.
(D) Turn it on an hour in advance.

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Questions 196-200 refer to the following chart, customer query, and notice to guests.

Baardsen Laundry Machine Series

Model	Load Capacity	Loading Door Position	Automatic Detergent Dispenser	Pre-wash Cycle
Lute	9 kg	Front	Yes	No
Xenon	10 kg	Front	No	No
Indium	12 kg	Front	Yes	Yes
Mercury	14 kg	Front	Yes	Yes

Note: Baardsen washers with a load size greater than 10 kg are outfitted with Fluxstat water-saving technology.

Issue with Baardsen
Posted by: Patricia Canton

I bought my Baardsen washing machine five months ago for use at my bed and breakfast inn. Overall, I have been satisfied with the appliance features. The extra rinse cycle is helpful for guests who are sensitive to chemicals or perfumes in laundry detergent. I needed a washer with the largest capacity so it could handle my typical volume of bed linens and towels. The main issue with my machine has been an annoying banging sound. It happens sometimes when the guests use the machine. It is a problem because the laundry room is situated just off the patio where guests often dine. I sent a message to the company asking for help and they informed me that the load needs to be evenly distributed in the wash tub. But that didn't prove to be the source of the problem. How can I get rid of this noise?

Patty's Bed and Breakfast Guest Services:

Kitchen:
Enjoy the lovely spring weather by taking your breakfast, served between 8:00 and 9:30 A.M., on the patio. We offer self-service for coffee and tea around the clock. The household coffeemaker and tea kettle are next to the stove, and supplies are stored in the cupboard nearby.

Laundry Room:
Fresh towels are provided daily and bed linens are changed weekly. If you would like to use the washing machine, please choose the eco-saving setting. Select your preferred temperature and power setting. When adding detergent, make sure the detergent drawer is closed tightly before you start the machine. If not properly secured, it may open during the rinse cycle and cause a bothersome noise. Also, the extra-rinse option is recommended if you have any sensitivity to laundry soap.

Patricia Canton, Proprietor

196. According to the chart, what is true about all Baardsen laundry-machine models?
(A) They use the same water-saving feature.
(B) They are energy efficient.
(C) They release laundry detergent automatically.
(D) They are loaded through a door on the front of the appliance.

197. What washing machine model did Ms. Canton most likely purchase?
(A) Lute
(B) Xenon
(C) Indium
(D) Mercury

198. According to Ms. Canton's query, when is a noise particularly annoying?
(A) When she uses the machine
(B) When guests of the inn are sleeping
(C) When guests of the inn are eating
(D) When the laundry dryer is also running

199. According to the notice, what is available to guests at any time?
(A) Fresh towels
(B) Hot beverages
(C) Box lunches
(D) Refrigerators in guest rooms

200. What advice did Ms. Canton most likely receive as a reply to her query?
(A) Avoid overloading the washing machine.
(B) Always use the water-saving setting.
(C) Always select the extra-rinse feature.
(D) Ensure that the soap drawer is firmly closed.

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.

토익 정기시험
기출문제집

RC

기출 TEST

07

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. If ------- are not satisfied with an item, return it for a full refund within 30 days of purchase.

(A) you
(B) your
(C) yours
(D) yourself

102. The location of next month's online gaming forum is yet to be -------.

(A) concluded
(B) prevented
(C) invited
(D) decided

103. Guests were ------- with the table decorations for the company banquet.

(A) impressive
(B) impressed
(C) impressing
(D) impressively

104. The Shubert Company is ------- effective at helping power plants reduce their carbon dioxide emissions.

(A) once
(B) far
(C) early
(D) very

105. Mr. Hodges ------- that volunteers sign up to assist with the Hannock River cleanup by Friday.

(A) requesting
(B) to be requested
(C) requests
(D) to request

106. Last year, the *Daejeon English News* ------- the number of readers by adding a digital subscription option.

(A) needed
(B) increased
(C) joined
(D) asked

107. Before the updated design can go into -------, it must be approved by management.

(A) product
(B) producer
(C) productive
(D) production

108. The economic development summit will be held ------- the Xi'an Trade Tower on September 22.

(A) to
(B) at
(C) down
(D) of

109. Inclement weather was ------- responsible for the low turnout at Saturday's Exton Music Festival.

(A) largely
(B) large
(C) largest
(D) larger

110. Our most recent survey was sent to clients just last week, ------- it is too soon to send another one.

(A) when
(B) since
(C) so
(D) finally

111. ------- necklace that is shipped from Gillis Designers is given a thorough quality check.

(A) Whenever
(B) Also
(C) All
(D) Each

112. Ms. Valdez' sales numbers are good ------- for her to be considered for the employee-of-the-month award.

(A) forward
(B) even
(C) ahead
(D) enough

113. Aaron Park's new book features photographs of homes designed and built by the homeowners -------.

(A) itself
(B) himself
(C) themselves
(D) ourselves

114. It is ------- for the audience to hold its applause until the speaker has finished.

(A) enthusiastic
(B) casual
(C) exclusive
(D) customary

115. Despite ------- that Legend Air would perform poorly with the entry of cheaper competition, it posted strong second-quarter earnings.

(A) predicted
(B) predictable
(C) predicts
(D) predictions

116. Mr. Nigam was ------- retirement when his boss asked him to be the head of security at the new facility.

(A) under
(B) ahead of
(C) nearby
(D) close to

117. Main Street Restaurant offers a menu of ------- prepared lunch and dinner meals.

(A) thought
(B) thoughtfulness
(C) thoughts
(D) thoughtfully

118. ------- our public relations manager, Ms. Ghazarian has just been appointed vice president of media relations.

(A) Sincerely
(B) Immediately
(C) Solely
(D) Formerly

119. Videos of Korean pop music have become very popular ------- adolescents worldwide.

(A) including
(B) whereas
(C) among
(D) within

120. Milante Shoes ------- altered the firm's marketing strategy after a recent economic shift.

(A) quick
(B) quickest
(C) quickly
(D) quicken

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121. The annual report has been posted online, ------- the director's office has not yet received a printed copy.

(A) but
(B) why
(C) with
(D) once

122. Hasin Fariz turned a study on the ------- effects of sleep into a best-selling book.

(A) favorable
(B) favor
(C) favors
(D) favorably

123. Wynston Containers is ------- a yearly shutdown of its factory so that it can be evaluated for safety and efficiency.

(A) involving
(B) participating
(C) implementing
(D) producing

124. The Girard Botanical Archive has almost 300,000 plant -------, all neatly pressed onto archival paper.

(A) authorities
(B) specimens
(C) founders
(D) specifics

125. Hotels and universities are ------- to recycle their used mattresses through the city's recycling program.

(A) systematic
(B) eligible
(C) familiar
(D) successful

126. The ------- to review plans to replace the Tronton Bridge will be scheduled soon.

(A) heard
(B) hears
(C) hearing
(D) hear

127. Kovox Ltd. aims to optimize quality ------- reducing the impact on the environment.

(A) which
(B) while
(C) because
(D) unless

128. The grocery store ------- vegetables from out of town until local prices went down last month.

(A) is buying
(B) will be buying
(C) has been buying
(D) had been buying

129. All Hershel Industries employees must have a valid ID card ------- enter the building.

(A) in order to
(B) as long as
(C) regarding
(D) always

130. ------- and cost factored equally in choosing Cantavox as our main supplier.

(A) Reliability
(B) Allowance
(C) Dependence
(D) Estimation

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 letter.

Dear PGD Account Holder,

PGD Bank strives ------- **131.** the highest levels of client security and service. This applies not only to online- and telephone-based services, but also to our brick-and-mortar locations. Our three branch offices have proudly been a part of the community ------- **132.** a combined total of 40 years.

To assist you even better in the future, our Smithville branch will be temporarily closed for renovations July 8–22. ------- **133.** . In the meantime, our other two regional branches in Pine Grove and Bradford will maintain normal business ------- **134.** . We value your feedback and will respond to any concerns that you may have as soon as possible.

Sincerely,

Edwin Chen, Operations Manager
PGD Bank

131. (A) to provide
(B) provided
(C) providing
(D) to be provided

132. (A) except
(B) amid
(C) near
(D) for

133. (A) Unfortunately, services will be limited.
(B) We thank you for trusting in PGD Bank over these years.
(C) We apologize for any inconvenience this may cause.
(D) Traffic on the boulevard has increased lately.

134. (A) investments
(B) hiring
(C) hours
(D) interests

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Questions 135-138 refer to the following e-mail.

To: Samuel Archerson <sarcherson@vona.co.uk>
From: James Darrers <jdarrers@sky.co.uk>
Date: 10 January
Subject: Cost Accountant position

Dear Mr. Archerson,

Thank you for taking the time to meet with me today. I ------- **135.** our conversation, and I remain very interested in the position of cost accountant. I would welcome the opportunity to return for the third and final round of ------- **136.** .

I am confident my years of accounting experience would benefit your firm. As discussed, over the last ten years, I have helped many companies save a ------- **137.** amount of money. I am especially adept at analysing the day-to-day operations of a business and helping to determine more cost-effective methods.

I checked regarding your question about a potential start date. ------- **138.** . I hope to hear from you in the near future.

Sincerely,

James Darrers

135. (A) enjoy
(B) enjoyed
(C) enjoying
(D) will enjoy

136. (A) revisions
(B) promotions
(C) interviews
(D) receptions

137. (A) substance
(B) substantiate
(C) substantially
(D) substantial

138. (A) I have four additional questions to ask you.
(B) I would be able to begin during the first week of February.
(C) I am confident I have the potential for this position.
(D) Thank you for the offer of employment.

Questions 139-142 refer to the following e-mail.

To: Mason Wu <mwu@wustudios.co.nz>
From: Trent Tuiloma <ttuiloma@canterburyairport.co.nz>
Subject: Canterbury Airport project
Date: Monday, 2 July

Dear Mr. Wu,

Thank you for agreeing to consult on the Canterbury Airport redesign project. -------- **139.** . As a result, I am particularly eager to hear your ideas about upgrading our main terminal.

Can we meet this week? There are a number of -------- **140.** restaurants near my office. If you are available this Friday, we could meet at Celia's Café on Cumberland Street. I would also like a few of my colleagues to -------- **141.** us. They would appreciate -------- **142.** ways to enhance the airport user's experience.

I look forward to hearing from you soon.

Sincerely,

Trent Tuiloma
Chairman, Canterbury Airport Redesign Team

139. (A) I can meet you when you arrive.
(B) Scheduling flights can be quite tricky.
(C) I have long admired your work on regional airports.
(D) There are several dining options at the airport.

140. (A) excel
(B) excellent
(C) excellently
(D) excelled

141. (A) join
(B) pay
(C) remind
(D) defend

142. (A) to discuss
(B) discussing
(C) discuss
(D) discussed

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Questions 143-146 refer to the following article.

SHIRESBERRY (February 15)—The second annual Shiresberry Film Festival begins on April 18 and ------- **143.** for five weeks. This year's offerings will not be limited to entries from North America and Europe. We will also be presenting ------- **144.** from Asia and South America. And everyone's favorite feature from last year's festival will be back: directors and screenwriters will hold question-and-answer sessions after their films' initial screening. Make sure you do not miss this ------- **145.** event. Tickets always sell out quickly. ------- **146.** . Shiresberry Film Club members can now purchase priority tickets. Visit the Shiresberry Theater box office or www.shiresberrytheater.com.

143. (A) run
(B) has run
(C) will run
(D) ran

144. (A) movies
(B) clothing
(C) food
(D) books

145. (A) political
(B) popular
(C) practical
(D) preliminary

146. (A) The awards will be presented by Hunter Johns.
(B) Renovations to the space are nearly complete.
(C) The later offerings were an even bigger success.
(D) Sales are open to the general public on March 3.

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.

Sedwick Electronics Hiring Event

March 2, 10 A.M.–5 P.M.
22 Myer Street, Hanover, PA 17331

Sedwick Electronics is opening a new manufacturing facility in Hanover, Pennsylvania, and we need to fill many positions. We offer a wonderful work environment and great benefits to our employees.

Come to the event and hear from employees from our Lancaster facility about their experience, learn about the open positions, and speak with our recruiters. No RSVP is necessary. Bring copies of your résumé.

147. For whom is the advertisement intended?
(A) Recruiters
(B) Job seekers
(C) Local business owners
(D) Current Sedwick Electronics employees

148. What is stated about Sedwick Electronics?
(A) It is moving its headquarters.
(B) It offers a training program for new employees.
(C) It requires employees to wear uniforms.
(D) It will have more than one location.

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Questions 149-150 refer to the following notice.

Aguni Plumbing Supply Returns

Beginning March 1 at all Aguni Plumbing Supply locations, customers will be able to come to our stores to return purchases made online. For a complete refund, the return must be made within 30 days of purchase and must be accompanied by a receipt. In addition, the merchandise must be returned in the original packaging, and all components must be included. After 30 days, refunds will be limited to in-store credit only. Defective items may be exchanged for the same item only.

149. What will happen on March 1 ?

(A) A shipment will be returned.
(B) A new policy will go into effect.
(C) A promotional sale will take place.
(D) A customer survey will be published.

150. What is NOT a requirement for a complete refund?

(A) The return must be made at the original purchase location.
(B) The return must be made within a certain time frame.
(C) The item must be returned with all its components.
(D) The item must be returned in the original packaging.

Questions 151-152 refer to the following information.

Springfield Community School

Computer Courses

Internet Safety

This course teaches students everything they need to navigate the Web safely.

Course ID	Class Time	Instructor	Room
249800: 01	Tuesday 5:30–7:30 P.M.	Patrick McCann	211
249800: 02	Saturday 1:00–3:00 P.M.	Nora Farid	166

Spreadsheet Basics

This course teaches the basics of online spreadsheets. Students will learn how to create effective charts for calculating and analyzing data clearly and easily.

Course ID	Class Time	Instructor	Room
225810: 01	Thursday 5:30–8:30 P.M.	Remi Sanders	118
225810: 02	Sunday 1:00–4:00 P.M.	Nora Farid	315

151. Why would people enroll in the course taught by Ms. Sanders?

(A) To practice designing Web sites
(B) To improve their Internet searches
(C) To get tips on creating spreadsheets
(D) To learn how to advertise on the Internet

152. What is indicated about Ms. Farid?

(A) She also teaches children.
(B) She is Ms. Sanders' supervisor.
(C) She teaches twice a week.
(D) She used to work as a data analyst.

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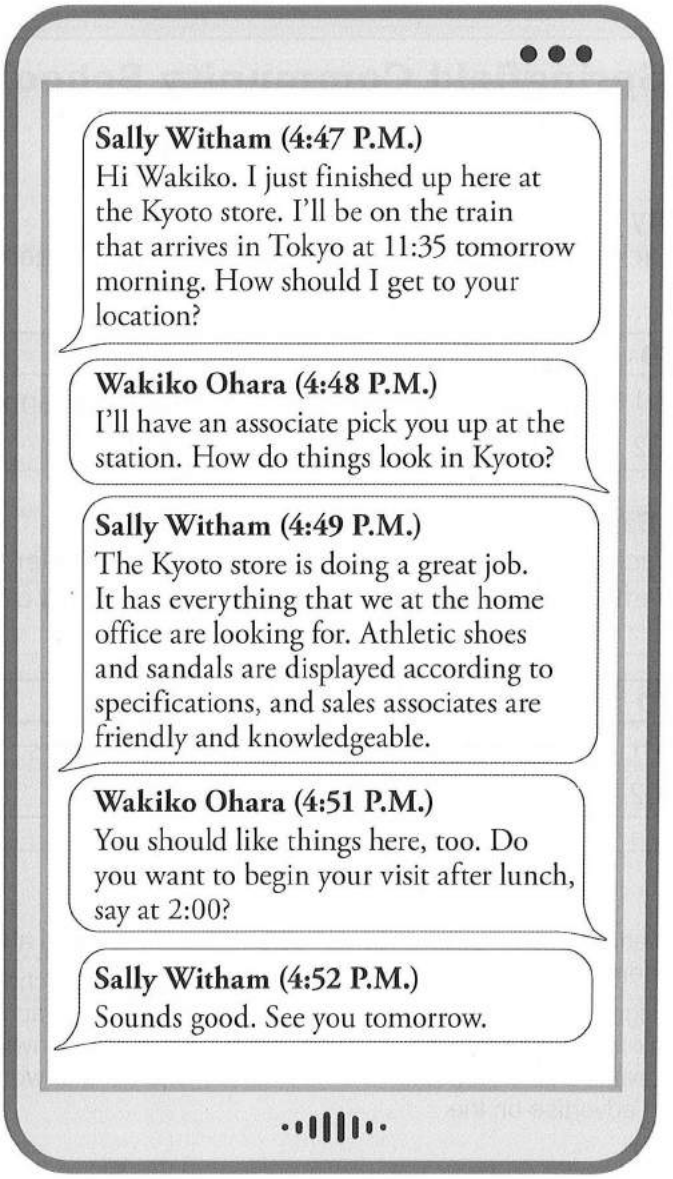
Questions 153-154 refer to the following text-message chain.



153. Why did Ms. Witham contact Ms. Ohara?

(A) To review sales figures
(B) To arrange a store visit
(C) To discuss employee performance reviews
(D) To determine the most convenient train to take

154. At 4:51 P.M., what does Ms. Ohara most likely mean when she writes, "You should like things here, too"?

(A) The Tokyo store is being run according to corporate policy.
(B) Ms. Witham will find the athletic shoes she needs.
(C) Ms. Ohara's associate is always punctual.
(D) The Tokyo store is located next to a popular restaurant.

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Questions 155-157 refer to the following report.

Structure: Blaine River Drawbridge	**Location:** Ridgeline Highway, KM 147
Main span material: Steel girder	**Owner:** State Highway Agency
Age of structure: 30 years	**Report completed by:** Vivian Tulio
	Date: October 17

Notes:
The bridge is overall structurally sound. Inform Department of Transportation about small cracks in asphalt.

Bridge component	Rating
Support elements	4
Towers	4
Road surface	3
Drainage features	4
Safety barriers	5
Sidewalk or walkway	6

Key to ratings

1 Failed; immediate closure required
2 Deteriorated; may fail soon
3 Shows deterioration but still functions within acceptable parameters
4 Shows minor wear
5 New condition
6 Not applicable

155. What did Ms. Tulio most likely do?
(A) Make repairs
(B) Hire a contractor
(C) Perform an inspection
(D) Authorize a construction plan

156. What part of the structure is in most need of maintenance?
(A) The support elements
(B) The road surface
(C) The drainage features
(D) The safety barriers

157. What is probably true about the Blaine River Drawbridge?
(A) It was not designed for pedestrian use.
(B) It will be closed for the month of October.
(C) It does not have the required signage.
(D) It is the oldest bridge on the Ridgeline Highway.

Questions 158-160 refer to the following article.

Subway Sound to be Upgraded

BOSTON (April 1)—The public address systems at selected subway stations are scheduled to be refurbished, the Transit Authority announced this week. The systems are used to make announcements to commuters both on the platforms and in the stations.

Local commuters welcomed the news, although for some it was long overdue.

"It can be pretty difficult to understand the announcements at some of the stations I use most frequently," said Ian Miller, who has taken the subway to work nearly every week for the past eighteen years. "I had heard the reports about it on TV, and all I can say is that it is about time!"

Some of the systems currently in use are more than 30 years old. Worn-out speakers, wiring, microphones, and amplifiers will be replaced with new, more reliable devices. The work should be completed in October and cost more than $11 million.

Boston's subway system came together in stages over the course of several years. The foundational component of the system's Green Line first opened on Tremont Street in the late 1890s. It was the first of its kind in the United States.

158. What is the purpose of the article?

(A) To clarify where subway riders can locate information
(B) To describe improvements at some subway stations
(C) To announce the creation of a new subway line
(D) To explain why subway schedules will be revised

159. How does Mr. Miller feel about the plans?

(A) He expects the project to fail.
(B) He is concerned about the cost.
(C) He believes the work is unnecessary.
(D) He has been waiting for the changes.

160. The word "stages" in paragraph 5, line 2, is closest in meaning to

(A) steps
(B) scenes
(C) train cars
(D) platforms

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Questions 161-163 refer to the following e-mail.

To:	All Staff
From:	Selene Hong
Date:	March 25
Subject:	Reminder

Dear Staff,

I would like to draw your attention to several new procedures regarding business trip expense reports. — [1] —. Beginning next month, business-related dining receipts must be accompanied by a listing of each dinner attendee. Also, please make sure that you do not include receipts for any non-work-related items or activities with your report. — [2] —. Finally, note that our accounting software will now automatically calculate for you the total to be reimbursed. You need only to upload images of your receipts for the software to do this.

I will be happy to respond to your questions. — [3] —. However, I will be flying to Tokyo this Friday to meet clients, so I will not be checking e-mail that day. — [4] —.

Sincerely,

Selene Hong
Assistant Director, Human Resources Department
Datoric Systems

161. What is indicated about Datoric Systems?

(A) It has increased the spending amount allowed for business dinners.
(B) It will adopt new procedures for filing travel expense reports.
(C) It has office locations in several countries.
(D) It plans to hold a company celebration.

162. Why is the accounting software mentioned?

(A) To highlight a special capability it has
(B) To encourage staff to install it
(C) To help employees log on to it
(D) To point out that it will be replaced

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

"Following these steps will enable us to quickly issue your reimbursement payment."

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

Questions 164-167 refer to the following article.

E-Commerce Opening Doors for African Fashion Industry

ADDIS ABABA (6 May)—Africa's role as a consumer of fashion has been on the rise in recent years. This trend is largely due to the emergence of e-commerce, which provides Africans the opportunity to buy clothing from retailers with no physical presence on the continent.

Perhaps more importantly, though, the growth of e-commerce is enabling small-scale African designers to also become *producers* of fashion, as they showcase their collections to consumers worldwide. African shopping Web sites like Jumjum and Longa are making the work of African designers available for purchase not just throughout the continent, but also as far away as London and New York. — [1] —.

"African designers are finally gaining visibility," says Mazaa Absher, founder of Abbi Sportscore, Africa's fastest-growing athletic footwear company. "We have always had terrific design and production capacity here on the continent, but it was hard getting it out into the world. Now we are generating more sales online than we are in our stores." — [2] —.

Even as Ms. Absher has transformed her company into an international powerhouse, she continues to highlight the advantages of manufacturing its products in her home city of Nazret. — [3] —. Africa's strong textile sector and innovative designs combine tradition and wearability, and this formula is allowing companies like hers to set their sights beyond the continent.

"As more cities in Ethiopia—and all over Africa—improve their manufacturing capacity, it will become easier to reach the rest of the world," says Ms. Absher. — [4] —.

164. What is the main topic of the article?

(A) New trends in marketing athletic footwear
(B) Increased competition in the African clothing market
(C) Recent growth in the African fashion industry
(D) The largest clothing companies in Africa

165. What is indicated about Abbi Sportscore?

(A) It sells its products only online.
(B) It manufactures its shoes in Nazret.
(C) It will be moving its main offices soon.
(D) It was the first shoe company in Ethiopia.

166. What is suggested about the Jumjum and Longa Web sites?

(A) They sell only handcrafted goods.
(B) They receive orders from around the world.
(C) They offer free shipping to London and New York.
(D) They are planning to open retail stores.

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

"The city boasts four garment factories, with a fifth scheduled to be built this year in nearby Wonji."

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

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Questions 168-171 refer to the following text-message chain.

Gary Park (10:23 A.M.)
I e-mailed you the cover design for our September issue a few minutes ago. Did you receive it?

Jill Riley (10:26 A.M.)
Yes, but is this the latest version? I thought we agreed that the background color should be lighter so the article titles are more visible.

Gary Park (10:28 A.M.)
I forgot—sorry about that! I'm just now sending the file with the most recent version.

Jill Riley (10:30 A.M.)
Opening it now… That's more like it. I'll forward it to Graphics and request a sample printout.

Jill Riley (10:35 A.M.)
Good morning, Mr. Ojeda. Our new cover design is ready. When do you think you'll have a chance to work on it?

Frank Ojeda (10:38 A.M.)
Send it to me now. I'll have a print copy ready for your approval after lunch.

168. Where do the people most likely work?
(A) At a bookstore
(B) At a public library
(C) At a television studio
(D) At a magazine publisher

169. Why does Mr. Park apologize?
(A) He sent the wrong file.
(B) He used an old e-mail address.
(C) He missed a project deadline.
(D) He lost an important document.

170. At 10:30 A.M., what does Ms. Riley most likely mean when she writes, "That's more like it"?
(A) The budget is more reasonable.
(B) The color looks better.
(C) The story is more interesting.
(D) The schedule is more realistic.

171. What will Mr. Ojeda do by the afternoon?
(A) Approve a marketing plan
(B) Produce a sample
(C) Repair a printer
(D) Make copies of an agreement

Questions 172-175 refer to the following letter.

8 February

Ms. Mala Chelvi
60 Jalan Tun Razak
54200 Kuala Lumpur

Dear Ms. Chelvi,

We are delighted to inform you that you have been nominated as a finalist for the Small Business Challenge competition this year. Now in its fifth year, this competition is designed to highlight innovative products and services launched by young entrepreneurs. The Web application that you developed, which provides a means of matching charitable organizations with volunteers, earned one of the top scores from our panel of judges.

In the next round of the challenge, you will participate in a live presentation about your product before a panel of expert judges. The three people with the best presentations will receive one-time grants of MYR 10,000 each to invest in their businesses.

Please go to sbc.org/competition and submit an outline of your presentation, a brief video that clearly illustrates the use of your application, and a passport-sized photograph of yourself. You will also need to sign a consent form allowing us to use your name and photo, if needed, in promotional materials on our Web site. The deadline for submission of these materials is 10 March.

Best regards,

Felix Pang

Felix Pang
Chairperson, Small Business Challenge Committee

172. What is the purpose of the letter?

(A) To seek volunteers for an event
(B) To notify a contest finalist
(C) To sell business consultation services
(D) To offer a small-business loan

173. What does Ms. Chelvi most likely specialize in?

(A) Law
(B) Technology
(C) Finance
(D) Marketing

174. The word "illustrates" in paragraph 3, line 2, is closest in meaning to

(A) represents
(B) translates
(C) lightens
(D) decorates

175. What is Ms. Chelvi asked to do by March 10 ?

(A) Update a Web page design
(B) Give a presentation
(C) Sign a consent form
(D) Pay a fee

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

To:	riedewald@parasur.net.sr
From:	client_services@mhf.ca
Date:	April 2, 12:21 P.M.
Subject:	Your feedback

Dear Mr. Riedewald,

Thank you for filling out the McMann Home Furnishings (MHF) survey. To show our appreciation, we have added reward points to your account. They can be applied to the purchase of products offered online as well as those offered in our retail stores. Clearance items and those priced $15.00 and above may not be purchased using credits.

To use your reward points for an online purchase, select the items you would like to purchase and then check out. At the bottom of the page, select "Apply credits." The value of the applied credits will appear on your order receipt as a special discount.

If you would prefer to use reward points at one of our retail locations, you can do so by logging in to your account on our Web site. Go to the My Rewards page, and then select "Print as a coupon." The coupon will have a bar code that can be scanned at the store's checkout counter.

Sincerely,

Client Services, McMann Home Furnishings

Online Order #1157
McMann Home Furnishings Store
March 19, 11:31 A.M.

Hand-Painted Picture Frame
Quantity: 1
Price: 10.00
Special Discount: -10.00

Sailboat Ceramic Mug
Quantity: 4
Price: 40.00
Clearance Discount: -20.00

Floral Blanket
Quantity: 1
Price: 25.00

Photo Album
Quantity: 1
Price: 34.00
Seasonal Item Discount: -17.00

Item total: 62.00
Shipping: Free
Total: 62.00

176. According to the e-mail, how did Mr. Riedewald receive reward points?

(A) He won an online contest.
(B) He participated in a customer survey.
(C) He spent a certain amount of money.
(D) He returned an item.

177. In the e-mail, the phrase "filling out" in paragraph 1, line 1, is closest in meaning to

(A) emptying
(B) supplying
(C) completing
(D) expanding

178. How can customers apply their reward points in an MHF retail store?

(A) By entering their account number
(B) By entering their phone number
(C) By scanning a coupon's bar code
(D) By going to the Client Services Department

179. According to the receipt, what is true about Mr. Riedewald?

(A) He paid for delivery of the items.
(B) He purchased the items in the evening.
(C) He paid over $70 for all items combined.
(D) He purchased only one item at regular price.

180. What item did Mr. Riedewald most likely purchase using reward credits?

(A) The picture frame
(B) The ceramic mug
(C) The floral blanket
(D) The photo album

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Questions 181-185 refer to the following letter and order.

Two Swan Press
72 Holywell Road, Edinburgh EH8 8PJ

4 December

Mr. Albert Morello
17 Peyton Avenue
Kingston 5
Jamaica, W.I.

Dear Mr. Morello:

Enclosed please find your royalty payment for *Understanding Our Oceans*. You should have recently received an e-mail that listed the sales figures and the royalties due to you for the print and electronic versions of your book.

We are proud to announce that Two Swan Press was given the Publisher of the Year Award by the UK Book Industry in October. We thank the authors who have worked with us since our founding five years ago.

All Two Swan Press authors are entitled to an author discount of 40 percent off any title on our Web site. Simply use the code AUX1417 for your discount.

If you have any questions at all, please do not hesitate to contact me.

Kind regards,

Sarah Wicklin

Sarah Wicklin

Encl.

https://www.twoswanpress.co.uk/orderconfirmation

THANK YOU FOR YOUR ORDER!

Special December Offer—free shipping on all orders over £35

Name:	Duncan Booth
E-mail:	mbooth@silvertech.co.uk
Date of purchase:	12 December
Ship to:	Duncan Booth 321 Maslin St. Coatbridge ML5 1LZ, Scotland, UK

1 *Business in Our Lives* by Elaine Schuyler	£75.00
Discount Applied (AUX1417)	–30.00
Balance Due	£45.00

Paid by Credit Card ****5732

Items from multiple orders may be combined in the same package. We will notify you when your order has shipped.

181. What is a purpose of the letter?

(A) To ask Mr. Morello to write a book
(B) To explain an enclosed contract
(C) To notify Mr. Morello of a payment
(D) To describe an updated personnel policy

182. What was sent in a previous message to Mr. Morello?

(A) Incorrect contact information
(B) Detailed sales numbers
(C) A list of suggested changes
(D) A link to an electronic book

183. What does Ms. Wicklin mention about Two Swan Press?

(A) It moved to a new location in October.
(B) It has launched a new program for its fifth anniversary.
(C) It has won an industry award.
(D) It has decided to focus on scientific publications.

184. What is suggested about Mr. Booth?

(A) He is a Two Swan Press author.
(B) He wrote *Business in Our Lives*.
(C) He is an acquaintance of Mr. Morello.
(D) He has purchased items from Two Swan Press before.

185. What is indicated about the order?

(A) It has been delayed.
(B) It has not yet been paid.
(C) It contains multiple books.
(D) It includes free shipping.

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Questions 186-190 refer to the following e-mail, form, and article.

To:	All Staff
From:	Personnel Department
Date:	June 20
Subject:	Mentoring Program
Attachment:	Application

Employees who have been with Broadside Electronics for less than eighteen months are invited to apply to participate in a new mentoring program that will match a maximum of ten junior employees with long-term company veterans. The goal is that junior employees will sharpen corporate skills, better understand company culture, and develop a more focused career path. Mentees will be assigned to a mentor based strictly on their work assignment and professional interests. The pairs will meet at mutually convenient times throughout the year, from three to five hours per month.

To be considered for participation in this initiative, complete the attached application and return to Mentoring Program Director Tim Wrigley at t.wrigley@broadsideelec.com by July 1. Mr. Wrigley will send notification of his selections by July 15.

MENTORING PROGRAM APPLICATION

Name: Cara Drummond **Extension:** 144

Division: Sales

Professional areas of interest:
I am most interested in learning about our markets abroad and developing my sales-presentation abilities for these international markets. I am also interested in general career guidance.

Best workdays and times for meeting:
Any weekday morning except Monday.

The Broadside Company Newsletter

Mentoring Program Sees Results

Long-time employee and Vice President of Sales Alena Russo was intrigued when a Personnel Department director approached her about mentoring a less experienced employee under a program that began last year. She is glad to have accepted the assignment. "After working with Ms. Drummond, I am more satisfied with my own duties, because I know I have helped a professional who is just getting started. I only wish that I had had someone looking out for me in my early years," remarked Ms. Russo.

Ms. Drummond explains that she "needed pointers on how to make better sales pitches." She reports that her sales are up by 20 percent now. She better understands the opportunities Broadside Electronics has to offer and what is required to become a manager. "Thanks to Ms. Russo, I have been able to define my career goals, and I am a happier person when I arrive to work every day."

New mentorship pairs are now being formed. Interested parties should contact Tim Wrigley in the Personnel Department.

186. What does the e-mail indicate about the mentoring program?

(A) It is popular industry-wide.
(B) The number of participants is limited.
(C) It is designed for staff in the sales division.
(D) Participants must attend an orientation meeting.

187. How will the junior employees most likely be selected?

(A) They will be chosen from a management-training group.
(B) They will undergo competitive interviews.
(C) They will be evaluated by Mr. Wrigley.
(D) They will be recommended by a local business school.

188. What is suggested about Ms. Drummond?

(A) She has worked at Broadside Electronics for less than eighteen months.
(B) She has just transferred from another department.
(C) She has received a positive annual review.
(D) She has made many successful presentations abroad.

189. What is most likely true about Ms. Russo?

(A) She is planning to retire soon.
(B) She has international sales experience.
(C) She has mentored many junior employees.
(D) She recently joined the hiring team.

190. What benefit from the mentoring program have both Ms. Drummond and Ms. Russo enjoyed?

(A) Increased job satisfaction
(B) Quick promotions
(C) Paycheck bonuses
(D) Clearer career goals

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Questions 191-195 refer to the following Web site, online form, and e-mail.

https://www.runklefencing.co.uk

Home | **Temporary** | Residential | Commercial

Temporary Fencing Service

Need a temporary fence installed at your residence, workplace, or special event? Our expert team will deliver and install chain-link fencing on the booked date and time. When the fence is no longer needed, we will take it down and haul it away. Like our residential and commercial fencing, our temporary fences are obtained from the best manufacturers using the finest materials. Our fences have a tidy, sturdy, professional appearance that local residents and businesses appreciate. We also see to all legally required inspections and certifications.

Ready for a price quote? Contact us today via our Online Quote service. Be sure to provide the following information so we can provide an accurate estimate:

1. The preferred height of your fence (Be aware that local regulations commonly allow a maximum height of three metres.)
2. The perimeter of the area you need to enclose
3. The number of gated entrances needed
4. The number of days the fence needs to be up

Name: Marguerite Carhart **Phone:** (0117) 555-9102
Installation Address: 438 Stretford Way, Bristol BS5 7TB
E-mail: mcarhart@stockporteventcentre.co.uk
Today's date: 8 August

Fence Details:

I need a temporary three-metre-tall fence installed around the Stockport Event Centre within the next two weeks. This is to prevent the public from entering while we make renovations from 18 to 30 August. Two gates are needed so that workers and vehicles may enter and leave the location.

To:	mcarhart@stockporteventcentre.co.uk
From:	hmontalbo@runklefencing.co.uk
Date:	9 August
Subject:	Quote Number 080817
Attachment:	fencequote_mcarhart

Dear Ms. Carhart,

Thank you for your enquiry. Please see the attached estimate for the work you requested. Note that the price of delivery is included at no further charge unless a rush order—one providing less than three weeks' notice—is required. This is a rough estimate based on the information you provided. If you ring us at (0117) 555-2938 and provide us with a missing detail, I can give you a more accurate quote.

You might also consider including a plastic curtain with your order. This would be wrapped around and fastened to the fence, hiding the construction site from the view of pedestrians. If this interests you, we can include it in the revised quote.

Best Regards,

Howard Montalbo

191. What does the Web site indicate about fences taller than three meters?

(A) They are made of plastic.
(B) They are usually prohibited by law.
(C) They require special transportation.
(D) They must be ordered directly from the manufacturer.

192. According to the form, why does Ms. Carhart need a temporary fence installed?

(A) To mark a property line
(B) To draw attention to an exhibit
(C) To control a crowd at a special event
(D) To limit public access to a work site

193. What information does Ms. Carhart fail to give about the fence she needs?

(A) The height of the fence to be erected
(B) The dates when the fence is needed
(C) The perimeter of the area to be enclosed
(D) The number of entrances needed

194. What is implied about Ms. Carhart's fence project?

(A) There will be a charge for delivery.
(B) The project involves work at several job sites.
(C) Extra workers must be hired to install the fence.
(D) Inspectors must first approve the project.

195. Why does Mr. Montalbo recommend adding a curtain?

(A) It would act as a noise barrier.
(B) It would help keep in dust.
(C) It would serve as a visual screen.
(D) It would improve safety conditions.

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Questions 196-200 refer to the following e-mail, flyer, and schedule.

To:	Daniel Rodrigues Pereira
From:	Livia Romero
Subject:	Company outing
Date:	August 5

Hello Daniel,

I hope you are settling in well. I'm sure you have had a busy few weeks. Around this time of year, the office manager typically begins arranging our annual company outing. I think we mentioned this during your interview in June. Previously, we have done things like going to a concert and taking a local river cruise. The outing is always great for morale, and everyone looks forward to it.

This year, I think it would be a good idea to get tickets to a sporting event. I know that many staff members are fans of the San Jose Starlings baseball team. It should be an evening game when the team is playing at home. We have a budget of $600.00 this year. Looking at the ticket prices, it seems that will be just enough to get a ticket for every staff member.

I'm sure Elise can assist you with this; she has often helped organize the outings. Let me know if you have any questions.

Best,

Livia Romero
Director of Administration, Loftgren Consulting

Plan your next event with the San Jose Starlings!

Discounted tickets are available for groups of ten or more. The more tickets you buy, the more you save—perfect for family gatherings, company outings, or charity fund-raisers! Get perks such as free tickets for the organizer, discounts on food, and your group's name displayed on the scoreboard.

Group Ticket Pricing

10 tickets	$130.00
30 tickets	$360.00
50 tickets	$550.00
70 tickets	$700.00

Contact **grouptickets@sanjosestarlings.com** or call **408-555-0101** for more information.

San Jose Starlings
August Schedule

Date	Day	Time	Opposing Team	Home or Away
August 13	Sunday	1:05 P.M.	Aspen Monarchs	Home
August 15	Tuesday	7:05 P.M.	Aspen Monarchs	Home
August 19	Saturday	1:05 P.M.	Philipsburg Pinstripes	Away
August 22	Tuesday	7:05 P.M.	Philipsburg Pinstripes	Away

Purchase tickets online at **www.sanjosestarlings.com/tickets**.

196. Why did Ms. Romero send the e-mail to Mr. Rodrigues Pereira?

(A) To tell him about an upcoming budget cut
(B) To invite him to a concert
(C) To introduce him to his new assistant
(D) To ask him to arrange an event

197. What does the e-mail imply about Mr. Rodrigues Pereira?

(A) He recently attended a San Jose Starlings game.
(B) He will be leaving in a few weeks to go on vacation.
(C) He is a professional party planner.
(D) He recently began working for Loftgren Consulting.

198. According to the flyer, what is a benefit of buying tickets as a group?

(A) Reduced ticket prices
(B) Free food
(C) Front-row seating
(D) T-shirts with the team's logo

199. How many employees does Loftgren Consulting most likely have?

(A) 10
(B) 30
(C) 50
(D) 70

200. On what date could Loftgren Consulting employees attend a game?

(A) August 13
(B) August 15
(C) August 19
(D) August 22

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.

토익 정기시험
기출문제집

RC

ETS TEST

08

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. Ms. Villanueva has extensive experience in corporate ------- and budgeting.
(A) financially
(B) financed
(C) financial
(D) finance

102. Because Mr. Lewis works so -------, he was given a pay raise.
(A) bright
(B) hard
(C) tight
(D) sharp

103. Full of old-fashioned charm, the Bronstad Inn ------- offers modern conveniences.
(A) plus
(B) else
(C) also
(D) less

104. Franklin Bookstore will be moving next month ------- a larger location on Queen Street.
(A) to
(B) at
(C) out
(D) over

105. Marina Hou ------- considered becoming an actor before deciding to write plays instead.
(A) briefly
(B) briefs
(C) briefing
(D) briefed

106. On Fixit Time's Web site, homeowners will find economical solutions for ------- repairs.
(A) dark
(B) broken
(C) cleaning
(D) common

107. Walter Keegan was ------- hired as a salesperson, but he soon became head of the marketing department.
(A) originality
(B) original
(C) originals
(D) originally

108. Durr Island has become popular with tourists ------- its rich culture of art and music.
(A) provided that
(B) because of
(C) even
(D) how

109. While he is not enthusiastic about the suggestions, Mr. Shang ------- them.

(A) considering
(B) to consider
(C) will consider
(D) consider

110. The design ------- of Tavalyo Toys has been relocated to the company's headquarters.

(A) division
(B) specification
(C) allowance
(D) construction

111. The Merrick Travel Agency organizes tours of national monuments and other ------- sites in the St. Petersburg area.

(A) historian
(B) historic
(C) historically
(D) histories

112. The MHS wireless speaker not only works with smartphones ------- is waterproof as well.

(A) but
(B) and
(C) however
(D) besides

113. Assistant managers are largely responsible for the day-to-day operations in ------- departments.

(A) theirs
(B) them
(C) their
(D) they

114. Customers must ------- review the terms of the fitness center's membership agreement before they sign it.

(A) smoothly
(B) probably
(C) legibly
(D) thoroughly

115. We made a ------- estimate of how many tourists to expect in the coming month.

(A) conservative
(B) conservation
(C) conservatism
(D) conservatively

116. Once they have completed three years of employment, the workers at Loruja ------- additional vacation time.

(A) reserve
(B) earn
(C) continue
(D) find

117. ------- has time at the end of the day should make sure that all of the file cabinets are locked.

(A) Whom
(B) Who
(C) Whoever
(D) Whose

118. North River Linens promises next-day shipping ------- Asia.

(A) without
(B) between
(C) throughout
(D) along

119. ------- last year, the unpublished novel by Martin Sim has attracted intense interest from several publishing companies.

(A) Discover
(B) Discovery
(C) Discovered
(D) Discovering

120. Hoonton Realty clients can search property listings in ------- neighborhood by using a special online database.

(A) other
(B) several
(C) all
(D) any

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121. Exceptional service is what sets our hotels apart from those of our -------.

(A) compete
(B) competing
(C) competitive
(D) competition

122. The Internet connection will be closely monitored ------- the source of the slowdown can be confirmed.

(A) why
(B) until
(C) due to
(D) just as

123. Thank you for being one of Danton Transportation's most ------- customers over the past ten years.

(A) valuation
(B) valued
(C) value
(D) values

124. Mr. Tang is a successful recruiter because he can quickly ------- talented sales agents from the rest.

(A) distinguish
(B) persuade
(C) alter
(D) assist

125. Ms. Penner assured us that ------- work stopped during the power failure, production targets would be met.

(A) although
(B) at
(C) her
(D) never

126. Please provide the exact dimensions of the custom fence you would like built, and your quote will be adjusted -------.

(A) namely
(B) accordingly
(C) frequently
(D) supposedly

127. The vice president of Chestonville Bank believes that ------- employees is vital to the company's success.

(A) empowered
(B) empower
(C) empowering
(D) empowers

128. The ------- for the city council's Monday meeting is posted on the municipal Web site by 3:00 P.M. on the preceding Friday.

(A) catalog
(B) inventory
(C) agenda
(D) record

129. The building inspector declared the new facility ------- sound and ready to open.

(A) structured
(B) structuring
(C) structural
(D) structurally

130. Dr. Huertas received the ------- Brighton Award for her groundbreaking work in plant biology.

(A) overwhelmed
(B) intentional
(C) prestigious
(D) deserving

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 e-mail.

To: All Staff
From: George Ruiz
Date: Wednesday, 18 July
Subject: Important guests

Food critics from two -------- **131.** newspapers, the *Toronto Day* and *Toronto Rising*, are expected to dine here this week. Let's make a special effort to do our work flawlessly.

Photographs of the critics will be placed at our welcome station. Using these -------- **132.**, hosts will be responsible for identifying the critics and telling the wait staff, who should alert the kitchen.

Servers must strive to be prompt. They should also recommend our daily specials.

-------- **133.**.

I am confident that everyone -------- **134.** these critics with our great food and service.

Thank you,

George Ruiz
General Manager

131. (A) local
(B) locals
(C) locally
(D) more locally

132. (A) reviews
(B) issues
(C) menus
(D) images

133. (A) These are the most creative dishes we offer.
(B) We have already placed an advertisement.
(C) Work schedules are posted by the rear entrance.
(D) One of them was unhappy with the timing.

134. (A) impressed
(B) will impress
(C) is impressing
(D) has impressed

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Questions 135-138 refer to the following article.

Cherville Simplifies Local Tourism

10 May—The city of Cherville boasts charming architecture and a breathtaking countryside that has long been appreciated by residents. Thanks to the recent introduction of a train service, tourists are now able to ------- **135.** the city as well. As a result of Cherville's rise in popularity, existing tourism-related businesses are booming. ------- **136.** .

To help tourists and businesses, the Cherville Commerce Bureau has debuted the Citycard. When swiped, the card automatically applies ------- **137.** at local businesses and attractions. The Bureau believes that the Citycard will please tourists, who will benefit from lower prices. ------- **138.** , the card should encourage retail traffic, leading to increased profits for businesses.

135. (A) revisit
(B) enjoy
(C) depart
(D) bypass

136. (A) Furthermore, the architect will be building a tower.
(B) The mayor will be giving a welcome speech.
(C) The train allows locals to travel more easily.
(D) In fact, restaurants and hotels keep opening.

137. (A) discounts
(B) discounted
(C) to discount
(D) discounting

138. (A) Instead
(B) Until then
(C) At the same time
(D) Despite that

Questions 139-142 refer to the following memo.

To: All Macaw Store Managers
From: Mary Van Vliet, Chief Technology Officer
Date: 22 May
Re: Payment system upgrade

Next week new payment processing terminals will be installed at each sales register in Macaw stores located in St. Thomas. Payment System 4.0 ------- **139.** in our stores in Puerto Rico for several months. So far, no issues with the system have been reported by ------- **140.** customers or managers there.

------- **141** . It is faster and handles more transaction types than the current payment system. It also eliminates the need for ------- **142.** verification of transactions under $25.00.

Please feel free to contact me with any questions about the installation.

139. (A) to operate
(B) will operate
(C) is operating
(D) has operated

140. (A) like
(B) extra
(C) either
(D) total

141. (A) Payment System 4.0 offers a variety of benefits.
(B) New payroll software will be released soon.
(C) We are having a special sale in June.
(D) I will e-mail each of you the exact installation date.

142. (A) available
(B) additional
(C) reserved
(D) economical

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Questions 143-146 refer to the following review.

App Review: Forward Path

In the world of ------- apps, those developed by Arvedlon, Inc., stand out for their innovation and
143.
ease of use. The newly released Forward Path app ------- tablets and smartphones is no
144.
exception. Forward Path connects with home exercise equipment such as stationary bicycles and rowing machines. Users can select video footage of dozens of real-world routes. Then they can choose from several speed options ------- the video to the pace of their workouts.
145.
------- . While nothing can replace an outdoor workout, Forward Path comes closer than any
146.
other app currently on the market. Our testers highly recommend it.

143. (A) translation
(B) fitness
(C) landscaping
(D) navigation

144. (A) into
(B) by
(C) near
(D) for

145. (A) to time
(B) time
(C) are timing
(D) timed

146. (A) They can even specify the weather conditions and season.
(B) The choices are somewhat limited compared to other apps.
(C) At this price, it should be very popular.
(D) The minimum is 30 minutes a day.

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 notice.

Area Traffic Alert and Transportation Authority Update

The Regional Transportation Authority will begin repairing and replacing signs on Highway 675 in January. The new signs are designed to be more reflective and thus easier to read. They will also be better located.

Most of the activity will entail partial closures of thruway lanes at night when the traffic volume is lowest. Vehicular traffic during the daytime will not be affected. The work is expected to last six to eight weeks; all scheduled activities are weather dependent.

147. What is the purpose of the notice?
(A) To warn about increased traffic
(B) To outline work-zone safety tips
(C) To describe an improvement project
(D) To announce plans for a new highway

148. What is a feature of the new signs?
(A) They will last much longer.
(B) They come in many colors.
(C) They are significantly larger.
(D) They offer improved readability.

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Questions 149-150 refer to the following form.

Lorene Industries

Reimbursement Request Form

Name: Timothy Oswell **Supervisor's name:** Laura Cho

Department: Advertising

ID: 8123976

Position: Project manager

Itemized expenses:

Date	Description	Cost
28/1	Travel to meeting	£3
28/1	Lunch with Yannick Le Mignon, Mazzira Group	£55
28/1	Return travel to office	£3
	Total reimbursement	**£61**

Funds will not be issued to employees without itemized receipts. Credits for claimed reimbursements will be added to the employee's regular biweekly paycheck. Amounts over £100 will not be processed during the current pay period. Instead, they will be reimbursed at the end of the following quarter.

Employee signature: Timothy Oswell

Supervisor signature: Laura Cho

Form received date: 30/1 **Receipts attached?** Yes

Finance department reimbursement officer approval: Tia Jegerfalk

149. What can be reimbursed using the form?

(A) Only amounts less than £100
(B) Only transportation costs
(C) Only charges submitted with a receipt
(D) Only the expenses of senior staff members

150. What is suggested about Mr. Oswell?

(A) He used a company credit card.
(B) He gets paid at the end of every week.
(C) He conducted business with a new client.
(D) He will receive a credit with his next paycheck.

Questions 151-153 refer to the following e-mail.

To:	All Staff
From:	Takashi Imura
Sent:	Thursday, October 07, 9:04 A.M.
Subject:	Elevator inspections

The City Code Enforcement Office will perform annual elevator inspections beginning at 11:00 A.M. tomorrow. — [1] —. The purpose is to ensure that our elevators meet all safety requirements. Our elevators are well maintained, so I do not anticipate any problems.

There will be periods when individual elevators will be out of service. — [2] —. However, at least one elevator in the building will be in service at any given time. The testing is officially scheduled to last until 2:00 P.M. I will send an e-mail to let you know when all elevators are in service again. — [3] —. A message will also be posted on the building's Facilities Web site.

We apologize for any inconvenience caused by the inspection process, and we will work to minimize the impact on staff and clients using the building. — [4] —.

Takashi Imura, Building Supervisor

151. How often are the elevators inspected?

(A) Once a month
(B) Every six months
(C) Once a year
(D) Every two years

152. Why might the inspection be inconvenient for staff and clients?

(A) Offices on the top floor will be closed after 11:00 A.M.
(B) An elevator they often use may not be working.
(C) The elevators will be out of service until 2:00 P.M. Monday.
(D) Officials may have to operate some elevators for riders.

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

"Thank you for your patience, and let me know if you have any questions."

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

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Questions 154-155 refer to the following online chat discussion.

Katie Milerre: (10:36 A.M.)
Mr. del Mar, I'm finalizing the catering order for next month's client-appreciation banquet. We haven't received responses from our clients at Hartford and Mason Law Firm. Should I call to confirm with them?

Alberto del Mar: (10:38 A.M.)
No, that's not necessary. I spoke with Mr. Hartford yesterday, and he told me they won't be able to make it. They'll be traveling out of state for an appointment that day.

Katie Milerre: (10:39 A.M.)
I see. Would you like me to have a gift basket sent to their office since they won't be attending?

Alberto del Mar: (10:41 A.M.)
Yes. Please also include a gift card to the restaurant where the banquet is being held and an invitation to attend lunch with me there at a later date.

Katie Milerre: (10:42 A.M.)
Certainly. I will bring the card to your office this afternoon for a signature.

Alberto del Mar: (10:42 A.M.)
Thank you, Katie.

154. What is indicated about Mr. Hartford?
(A) He is unable to attend an upcoming event.
(B) He will contact Ms. Milerre in the afternoon.
(C) He is organizing a conference.
(D) He has not made travel plans yet.

155. At 10:39 A.M., what does Ms. Milerre most likely mean when she says, "I see"?
(A) She is looking at some information about a client.
(B) She understands an explanation provided by Mr. del Mar.
(C) She is currently viewing some photographs of gift baskets.
(D) She knows that Mr. del Mar wants her to purchase a card.

Questions 156-157 refer to the following information.

I have spent most of my life in the woods of rural Colorado, where I have always looked to the beauty of nature for inspiration. My plates, bowls, and cutting boards are hand carved from pieces of wood that were foraged from fallen trees that I discovered while on various hikes through the forest.

Each object in my wooden kitchenware collection is one of a kind and has been carved to bring out the natural curves and grain patterns of the wood. These unique pieces can last a lifetime if stored and treated properly. They should never be left to soak in water, as prolonged exposure to water will cause them to warp. It is also a good idea to apply a light coat of mineral oil from time to time to prevent the colors from fading. For more tips on how to best protect your natural wood product from deterioration, visit www.hollyhollingsworth.com. Thank you for purchasing my products!

— *Holly Hollingsworth*

156. Where would the information most likely be found?

(A) Inside a package with a product
(B) Near a piece of art in a museum
(C) In an article in a nature magazine
(D) In an advertisement in a newspaper

157. According to the information, what can readers do on a Web site?

(A) Browse new items available for sale
(B) Compare the different types of wood
(C) Read detailed product-care instructions
(D) Learn about wood-carving techniques

Questions 158-160 refer to the following form.

Pernely Hotel

Thank you for choosing Pernely Hotel for your recent event! Please take a moment to fill out this survey. We hope you will share your positive experience with associates and friends. If we receive a booking based on your referral, we will give you a 5% discount on the cost of your next event.

Customer name and e-mail: Aika Otani, a.otani@bipmail.com

Event date: April 6

Event location: Oakwood Dining Room

Please rate the following aspects of your experience with us. (N/A = not applicable)

	Poor	Fair	Good	Excellent	N/A
Quality of food				X	
Quantity of food			X		
Friendliness of staff				X	
Room setup/atmosphere	X				
Overnight accommodations					X

Comments/Suggestions:

The Pernely event coordinator provided excellent support in putting this annual event together. The food was delicious—the guests raved about the roast chicken! The dining room got quite noisy as it filled up. We will plan to use Pernely again next year, though we will definitely request a different room.

158. How can Ms. Otani become eligible for a discount?

(A) By booking an event before April 6
(B) By referring someone who books an event
(C) By reserving a block of hotel rooms
(D) By completing an online survey

159. What problem did Ms. Otani experience?

(A) There was too much noise.
(B) There was not enough food.
(C) The menu was limited.
(D) The room was small.

160. What is NOT indicated on the form?

(A) The guests enjoyed the food.
(B) The event was held in the Oakwood Dining Room.
(C) Many of Ms. Otani's guests stayed overnight.
(D) A Pernely Hotel staff member helped with planning.

Questions 161-163 refer to the following article.

CAPE TOWN (26 October)—Locally based Roebling Vision announced yesterday that it will be merging with Novianto Technology, headquartered in Nairobi, Kenya. This action will allow Roebling Vision to expand its research division to include a team that specializes in cutting-edge vision technology.

"There is no doubt that we will be releasing new eyewear solutions in the upcoming year," said Roebling Vision CEO Obakeng Van Dyk. "With our joint efforts, there will be no limit to what we can do."

Before the two companies join forces, Roebling Vision's laboratories in Johannesburg will be expanded to be able to accommodate a much larger workforce.

Headquartered here in Cape Town, Roebling Vision has centres throughout the country. Its popularity grew about ten years ago, after several South African celebrities began wearing Roebling glasses. The company is best known for manufacturing eyeglasses and contact lenses. Less known is the fact that it also has a small division devoted to research and technology located in Johannesburg.

161. What is the purpose of the article?

(A) To critique new types of eyewear
(B) To report on the opening of a vision center
(C) To announce the uniting of two companies
(D) To discuss recent fashion trends

162. What will Roebling Vision do soon?

(A) Increase its laboratory capacity
(B) Move its headquarters to Nairobi
(C) Discontinue a product line
(D) Hire a new CEO

163. The phrase "devoted to" in paragraph 4, line 8, is closest in meaning to

(A) admiring of
(B) focused on
(C) elected to
(D) supported by

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

Marguerite Ogus (9:30 A.M.)
Hi, team. How are we progressing on the free Healthy Lifestyle series for our employees?

Peter Jellis (9:31 A.M.)
As we discussed at our lunch meeting in the cafeteria in February, we're starting with nutrition.

Taewon Yoon (9:31 A.M.)
I talked to Adam Rickert, who writes the column on healthy living for our hospital newsletter.

Peter Jellis (9:32 A.M.)
So are we on target to start the series on March 1, Taewon?

Marguerite Ogus (9:33 A.M.)
Marvelous. I remember seeing his interview on television about the need for quality sleep. Is he comfortable with presenting live in front of people?

Peter Jellis (9:34 A.M.)
Well, last month he delivered a major conference presentation.

Taewon Yoon (9:34 A.M.)
Yes. Adam Rickert committed to doing the first three sessions in the series.

Marguerite Ogus (9:35 A.M.)
Good. What about the room?

Peter Jellis (9:36 A.M.)
The atrium on the north side of the hospital has been reserved through May for the full series.

Taewon Yoon (9:37 A.M.)
And we have already chosen the second topic in the series: physical fitness.

Marguerite Ogus (9:38 A.M.)
Excellent. Let's move on to picking the third speaker of the series, who will discuss the importance of social relationships in our April sessions.

164. What is suggested about the speaker series?
(A) It will include lunch.
(B) It will be held in a hospital.
(C) It will be open to the public.
(D) It will be shown on television.

165. At 9:33 A.M., what does Ms. Ogus mean when she writes, "Marvelous"?
(A) She is satisfied with the latest newsletter.
(B) She is pleased that Mr. Jellis has joined the chat.
(C) She is happy with Mr. Yoon's choice of speaker.
(D) She is glad to speak as part of the series.

166. When is Mr. Rickert scheduled to speak?
(A) In February
(B) In March
(C) In April
(D) In May

167. According to the chat, what topic will most likely NOT be discussed in the speaker series?
(A) Physical exercise
(B) Eating well
(C) Sleep habits
(D) Healthy relationships

Questions 168-171 refer to the following report.

LONG ISLAND REGIONAL ENERGY AUTHORITY
Residential Audit

Prepared for customer: Darrah Henninger

Property address: 337 Barrel Street, Hempstead, NY 11550

Reason for audit request: The customer reported unusually high energy bills and an inefficient cooling system during the warmest months.

Date of visit: August 26

Inspection summary: The building size is approximately 366 square meters, and there is an exterior air-conditioning unit on the west side of the structure. — [1] —. The unit was installed new and is six years old.

The size of the cooling unit is more than sufficient for the building size. — [2] —. However, the return air flows through a vent that is too small. Expanding the current vent size or creating an additional vent on an adjacent wall will correct this issue.

The building has a vaulted metal roof that is poorly insulated. Reinsulating the roof is recommended. — [3] —. The use of ceiling fans on the upper level should be avoided in the warm months. Because the roof is not insulated well, the fans use an excessive amount of energy to combat the heat transfer through the ceiling during the summer, and therefore the rooms cannot be adequately cooled.

This audit has been performed by a certified energy auditor. — [4] —.

Audit prepared by: Kevin Anders

168. Why most likely did Ms. Henninger request the audit service?

(A) She would like to enlarge her living space.
(B) She needs some heating equipment repaired.
(C) She is interested in purchasing a property.
(D) She wants to lower her summer energy costs.

169. What is indicated about the air-conditioning unit?

(A) It is an adequate size.
(B) It has a satisfactory venting system.
(C) It is a discontinued model.
(D) It has been producing warm air.

170. What does Mr. Anders advise about the ceiling fans?

(A) They should be replaced.
(B) They should be reinstalled in other locations.
(C) They should be used instead of the air-conditioning unit.
(D) They should be turned off for part of the year.

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

"This should be a top priority."

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

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Questions 172-175 refer to the following conference schedule.

Conference Schedule for May 25

7:00–8:00 A.M. **Registration** (main auditorium, ground floor)

8:00–9:15 A.M. **Software Solutions**

Learn about the latest and best software systems for keeping track of fleets and product shipments and for facilitating communication between drivers and dispatchers.

Instructor: Nicklas Massen

9:30–10:30 A.M. **Air Cargo Units**

Explore new insights into air cargo operations in the areas of domestic and overseas transport, calculating rates and charges, safeguarding valuable items, and troubleshooting possible complications.

Instructor: Ezinne Chioke

10:45–11:45 A.M. **Effective Driver Training**

It's the law! The National Transportation Council holds employers responsible for ensuring that all drivers are familiar with government laws and requirements. The latest rule updates will be addressed as will tips on how to organize an effective training program.

Instructor: Ching-Lien Wu

12:00–1:00 P.M. **Maintaining Vehicle Fleets**

Examine recent trends in managing fleets of vehicles (cars, buses, trucks, and delivery equipment), which include anticipating and controlling the costs associated with vehicles, mechanics, drivers, vendors, and fuel consumption.

Instructor: Nicklas Massen

All sessions will be held in the Geneva Conference Room on the fourth floor, except the 12 P.M. session, which will be held in the Harkness Conference Room on the second floor. Presenters who need help setting up should see Facilities staff in room G14.

172. Who most likely would attend the conference?

(A) Transportation company owners
(B) Computer software programmers
(C) Truck and bus drivers
(D) Business management professors

173. What is NOT a subject likely to be covered during the 9:30 A.M. session?

(A) Pricing
(B) International shipments
(C) Solving common difficulties
(D) Improving staff communication

174. When will the session on following regulations be held?

(A) At 8:00 A.M.
(B) At 9:30 A.M.
(C) At 10:45 A.M.
(D) At 12:00 P.M.

175. Where will Ms. Chioke lead her session?

(A) In the main auditorium
(B) In the Geneva Conference Room
(C) In the Harkness Conference Room
(D) In room G14

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Questions 176-180 refer to the following sales report and e-mail.

Placid Moon Coffee

March Sales Report—Prepared April 4 by Cora Lin, Store Manager
In-Store Sales of All Products

Product	Revenue	Notes
Coffee, whole bean, one-pound bags	$14,000	Overall, sales revenue was higher. Bags of whole-bean Misty Heights Blend were a top seller, bringing in just over $3,000.
Coffee, prepared drinks	$18,200	A number of drinks were not offered while the espresso machine was being serviced. Sales should recover in April.
Tea, prepared drinks	$5,500	Sales are comparable with previous months.
Bottled drinks	$2,200	Sales are comparable with previous months.
Baked goods	$3,400	This is a 7 percent increase from last month.
Retail (nonperishable goods)	$750	Placid Moon Coffee mugs are still out of stock as our vendor has not yet fulfilled our order.
March Promotion		
Customer loyalty program	N/A	Few loyalty discount cards were distributed to customers this month. We should better train staff in promoting this benefit.

E-mail

To: coralin@placidmooncoffee.com
From: tyrellharris@placidmooncoffee.com
Date: April 4, 6:23 P.M.
Subject: Re: March sales report

Thank you for promptly submitting your March report. I'm pleased with the strong sales of the new whole-bean product we introduced last month. Let's keep a close eye on sales of this coffee blend through April. We may be able to add it to our regular lineup.

I like your suggestion regarding the customer loyalty program. In addition, I propose putting up a poster advertising the cards by the registers and another one in the employee lounge. Please inform me at the end of the month if these efforts have an impact.

Finally, I have good news to share. Yukihiro Asakawa began serving our Bold Macaw variety at his flagship restaurant in December, and he now wants Placid Moon to be the exclusive provider for all his restaurants. This expansion of our business is all thanks to you, since you introduced Mr. Asakawa to our coffee not long ago.

Tyrell Harris
Placid Moon Coffee, Owner

176. What product sold less than expected?

(A) Prepared coffee drinks
(B) Prepared tea drinks
(C) Bottled drinks
(D) Baked goods

177. What problem does Ms. Lin have?

(A) Some desserts did not sell as desired.
(B) Some mugs have not been delivered.
(C) Some coffee beans are out of stock.
(D) Some posters have unclear information.

178. What does Ms. Lin recommend?

(A) A better espresso machine should be purchased.
(B) The customer loyalty program should be discontinued.
(C) Part-time staff should be hired on a permanent basis.
(D) Employees should receive additional training.

179. What is suggested about the Misty Heights Blend?

(A) It was offered for the first time in March.
(B) It will no longer be sold by Placid Moon Coffee.
(C) It is more expensive than other types of coffee.
(D) It has a stronger flavor than other blends.

180. What is most likely true about Ms. Lin?

(A) She agreed to take on an added responsibility.
(B) She requested a new espresso maker from Mr. Harris.
(C) She recommended products to Mr. Asakawa.
(D) She renovated the employee lounge.

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Questions 181-185 refer to the following article and online application.

Audition for a TV Baking Show

DUNMORE, PA—Think you have what it takes to be the next baking star? Get your cake pans and pastry brushes ready because the popular baking competition show, *Toni's Baking Ace*, has just scheduled auditions for its fifth season!

Toni's Baking Ace has become a huge TV hit since it premiered five years ago. The show is named for its celebrated host, pastry chef Adrianna Toni. Long before becoming a TV celebrity, she founded multinational bakery chain TKL Creations and published *Dolce Dancing*, a dessert cookbook that has become a classic.

If you are an amateur baker, that is, if you have never baked as part of a business, you stand a chance of appearing on *Toni's Baking Ace*. The first step is to complete an online application. The show's producers will select about 50 promising candidates and send each an invitation for an in-person interview. Those who make it through this first round will attend an intensive two-day baking audition in front of the TV judges. From this audition, sixteen lucky finalists will be selected as participants to compete for the Baking Ace title!

Have your baked goods always impressed your family and friends? Do not hesitate to submit your application—and get baking!

http://www.tonisbakingace.com

Home | Recipes | Video | **Audition Application**

Name: Dennis Farah
Phone: 414-555-0112
E-mail: dfarah@chemail.com

- **Current Occupation:**
  I have been working as a high school chemistry teacher for the past nine years.
- **When did you begin to bake, and how did you learn?**
  I started baking with my father when I was five years old. He loved to bake for family and friends, and I became his kitchen assistant. I can remember researching cooking techniques, watching baking shows, and developing some of my own recipes.
- **Do you have a specialty item?**
  Pies, especially because I like to experiment with new pie filling.
- **Why do you want to be on the show?**
  I am passionate about baking. I have been watching Toni's Baking Ace since it first aired, and it has greatly increased my own skills, as I have tried out many top recipes that I've seen on the show. Last week a friend heard about this audition, and she persuaded me to submit an application.
- **Have you ever marketed and sold any baked goods?**
  My formal baking experience amounts to donating cupcakes to be sold at our school's annual Christmas sale to support the school's sports programs.

Please upload a 60-second video introducing yourself and showing a baked creation of yours. Go to the Video tab to upload your video.

181. What does the article indicate about *Toni's Baking Ace* ?

(A) It accepts teenagers as contestants.
(B) It often selects international participants.
(C) It awards prize money to winners.
(D) It is hosted by a famous author.

182. In the article, the word "hit" in paragraph 2, line 2, is closest in meaning to

(A) success
(B) impact
(C) expense
(D) encouragement

183. What requirement is mentioned in the online application?

(A) Signing a contract
(B) Passing a baking speed competition
(C) Including an introductory video
(D) Participating in a past contest

184. What does Mr. Farah state in his application?

(A) He has a kitchen assistant.
(B) He is an educator.
(C) He has never watched the show.
(D) His father will soon appear on the show.

185. Why most likely does Mr. Farah give details about an annual event?

(A) To show how popular his baking is
(B) To indicate he is familiar with contests
(C) To provide evidence that he is not a professional baker
(D) To prove he can bake with limited equipment

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Questions 186-190 refer to the following Web page, form, and e-mail.

https://www.lanarktheater.org/advertise

Advertise with Lanark Theater!

When you place an advertisement in our printed programs, your business will be seen by thousands of our patrons. Our upcoming season has just been announced, and we have an exciting lineup of theater, music, and dance groups that will perform throughout the year. You can feature your business in our programs for a full year or a partial year and also choose the size of your advertisement. The basic advertising options are as follows.

Description	Full Page	Half Page	Quarter Page
Full year (12 months)	$4,165	$2,200	$1,700
Half year (6 months)	$2,550	$1,120	$780
Quarter year (3 months)	$1,330	$760	$440
One-time advertisement	$440	$300	$150

Keep in mind that full-year advertisers receive a special discount card that is good for 15% off tickets for any Lanark Theater event for the duration of the advertising contract!

To get started, submit an advertisement request form. We will contact you to help you select the most suitable advertising package. The request form can be found at www.lanarktheater.org/advertisement-request.

Lanark Theater

Advertisement Request Form

Name: Louise Sanderson

E-mail: l.sanderson@stanmorebistro.com

Phone: 716-555-0145

Company: Stanmore Bistro

Have you advertised with us before? No

How did you learn about this advertising opportunity?
I frequently see performances at Lanark Theater. Not too long ago, I noticed that a friend's business is being advertised in your programs. He is the owner of Braedale Apparel, and he has highly recommended that I advertise my own business in your program as well. I certainly think that Lanark Theater patrons would enjoy dining at my bistro!

What type of advertisement are you interested in?
Full year ____ Half year __X__ Quarter year ____ One-time ____ Not sure ____

What is your maximum budget? $850

To:	Maciej Ritchie <m.ritchie@braedaleapparel.com>
From:	Rosa Chokphel <rosa.chokphel@lanarktheater.org>
Subject:	Advertisement renewal
Date:	December 13

Dear Mr. Ritchie,

Thank you for renewing Braedale Apparel's advertisement package for the upcoming season. You are once again confirmed for a quarter-page advertisement for the full year. We at Lanark Theater could not fulfill our mission of offering the community rich and thought-provoking artistic performances without the help of local businesses like yours!

We also want to thank you for your recent referral. Because of your recommendation, Louise Sanderson will be advertising in our programs. Your support is greatly appreciated!

All the best,

Rosa Chokphel
Marketing Associate, Lanark Theater

186. What is the purpose of the Web page?
(A) To promote upcoming shows
(B) To review recent performances
(C) To announce advertising opportunities
(D) To profile the lineup of performers

187. What is mentioned about Lanark Theater?
(A) It offers a variety of artistic performances.
(B) It advertises in a local newspaper.
(C) It has only recently opened.
(D) It features performances exclusively from local groups.

188. What type of business does Ms. Sanderson own?
(A) An advertising company
(B) A clothing store
(C) A theater
(D) A restaurant

189. What advertisement option will Ms. Sanderson most likely purchase?
(A) A full-page advertisement
(B) A half-page advertisement
(C) A quarter-page advertisement
(D) A one-time advertisement

190. What is suggested about Mr. Ritchie?
(A) He is a co-owner at Stanmore Bistro.
(B) He will receive discounted tickets.
(C) He has upgraded his advertising package.
(D) He prefers music performances to dance performances.

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Questions 191-195 refer to the following Web page and e-mails.

http://www.cheverlyartmuseum.com

Home | About | Exhibits | **Summer Program** | Contact

After viewing our world-class art exhibits, come and enjoy some free music during Cheverly Art Museum's tenth annual Summer Concert Series. From July 14 through August 4, musical performances will be held either on our Atrium Stage near the main entrance or on our Chillum Stage in the outdoor plaza. Concerts are held from 7–9 P.M. Tickets are $10 in advance or $15 at the door, if still available.

July 14 Atrium Stage
Local trio Killaloe Sounds will start our series off with lively traditional Irish music.

July 21 Atrium Stage
Renowned jazz pianist Lillian Cathey will play soulful songs from her *Keyboard Sway* recording, which has been a best seller for over five years.

July 28 Chillum Stage
The nationally renowned Tulla Stompers play traditional American folk music. The performance will feature Rhianon Lewis on lead vocals, Hector Freeman on banjo, Lynn Truman on mandolin, and Wyatt Davenport on fiddle.

August 4 Chillum Stage
The Hennessy String Quartet will play selections from their recent recording, *Summertime Classics.*

To: Rhianon Lewis <rhianon.lewis@tgd.com>
From: James Sabo <j.sabo@cheverlyartmuseum.com>
Subject: Summer concert performance
Date: July 17

Dear Ms. Lewis:

I am the program coordinator for the Cheverly Art Museum. We are so excited to have you perform with us this season. Our concerts are always well received and well attended.

Please note that we run a sound check onstage an hour before each performance to make sure that all equipment is working properly, so we recommend that musicians arrive by at least two hours before the scheduled start time. Also, if you or your bandmates need tickets for friends or family members, please let me know, and I will be happy to coordinate it. Tickets are no longer available, but we have a few seats reserved that I can offer you.

I look forward to meeting you!

Sincerely,

James Sabo
Program Coordinator, Cheverly Art Museum

E-mail

To:	James Sabo <j.sabo@cheverlyartmuseum.com>
From:	Rhianon Lewis <rhianon.lewis@tgd.com>
Subject:	RE: Summer concert performance
Date:	July 17

Hi, James,

Thanks for the information. I will be driving with the group from Arlington, so we are all set for transportation. We plan to arrive at 5:30 p.m.

On a separate matter, I hope it is not too late to request a change in venue. I came to see the July 14 performance, and the group that performed then showed a video on the screen behind them as they played. My group also has images and videos that we would like to display during our performance. I've spoken with the stage manager, and he said that our scheduled space would not allow for such a setup. While these elements are not a necessary part of our show, our audiences have found them to be very powerful; thus, we would love to incorporate them if we can.

Thank you,

Rhianon

191. What does the Web page indicate about the concert series?

(A) It is held every year.
(B) It focuses on classical music.
(C) It is open only to museum members.
(D) It is organized by a well-known artist.

192. According to the Web page, what act has recently recorded music?

(A) Killaloe Sounds
(B) Lillian Cathey
(C) The Tulla Stompers
(D) The Hennessy String Quartet

193. What is suggested about the Tulla Stompers concert?

(A) It has already sold out.
(B) It will begin two hours early.
(C) It will feature a local guest musician.
(D) It has been moved to a different date.

194. According to the first e-mail, why should musicians arrive early?

(A) To find parking
(B) To sign a contract
(C) To test sound equipment
(D) To select a stage manager

195. What is indicated about Ms. Lewis?

(A) She recorded a song with Lillian Cathey.
(B) She has requested transportation to Cheverly Art Museum.
(C) She has never used video in her performance before.
(D) She attended a performance by Killaloe Sounds.

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Questions 196-200 refer to the following table of contents, Web page, and blog post.

Business Outlook Monthly

Articles in the March Issue:

The Right Candidates **Page 11**
Spot the applicant that will make a difference. Doug Tenor spoke with four managers about their approach to interviewing.

The Right Questions **Page 27**
How do the big international corporations look for new employees? Lilly Zimble visits three of the biggest HR departments in the world to see what goes into job postings and recruiting.

Being There **Page 38**
Gina Pimentel looks at the strengths and weaknesses of virtual conferencing. What is the future for distance meetings, and is this what we want? While useful for brief meetings, will they ever excel for longer interactions? Surprisingly, some studies show that virtual conferencing has little effect on employee engagement.

Benefits of the Phrase Book **Page 44**
Melissa Dyson shares tips on communicating with locals when conducting business abroad. Clients warm to visitors who make the effort to learn some of their language.

Extended Stay **Page 52**
Greg McDaniel went to five hotels in five weeks to experience their extended-stay options. He details each hotel's pros and cons.

http://www.farolgrandehotel.com/updates

The Farol Grande Hotel—Updates

We recently learned that we were reviewed in the March issue of *Business Outlook Monthly* magazine! The review was performed by an "undercover operation"—the reporter used a fictional name, posed as a regular guest, and stayed with us for five nights—so we didn't know he was here until we saw the article! Access the magazine here to read the thorough analysis of our facilities: http://www.bom.com/currentissues/march.

Business Outlook Monthly

To the Editor:

I read with interest Gina Pimentel's take on the status of videoconferencing and other virtual meeting technologies. Although I sympathize with the author's sentiment that video and conference calls are no real alternative to meetings in person, it seems to be the trend of the future. But even with recent technological advances, in my experience, videoconferences are most effective for short meetings such as status checks. When it comes to negotiations, however, there is nothing like face-to-face interactions.

—Emre Osman

196. How are the first two articles in the magazine similar?

(A) Both discuss employee hiring practices.
(B) Both focus on new uses of technology.
(C) Both discuss how a new position is advertised.
(D) Both critique negative interview behaviors.

197. On what page is there advice for international travelers?

(A) Page 11
(B) Page 27
(C) Page 38
(D) Page 44

198. According to the Web page, what did the reporter do?

(A) He visited the hotel in March.
(B) He hid his real identity.
(C) He canceled a reservation.
(D) He arrived late at night.

199. Who stayed at the Farol Grande Hotel?

(A) Mr. Tenor
(B) Ms. Zimble
(C) Ms. Dyson
(D) Mr. McDaniel

200. On what do Ms. Pimentel and Mr. Osman agree about virtual meetings?

(A) They increase employee engagement.
(B) They should be phased out in the future.
(C) They should replace in-person meetings.
(D) They work well for quick exchanges of information.

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.

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ETS TEST

09

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. Every batch of sauce at Generita's Bistro is processed meticulously by ------- expert chefs.

(A) they
(B) their
(C) them
(D) themselves

102. Computerization of medical records ------- increases a physician's ability to diagnose and treat patients.

(A) great
(B) greatly
(C) greatness
(D) greatest

103. At Rojelle's Fine Dining, we use the freshest ------- available to make our salads.

(A) applications
(B) subjects
(C) ingredients
(D) factors

104. Professor Benguigui will present his paper ------- the natural history conference tomorrow.

(A) by
(B) at
(C) of
(D) on

105. The chefs are still waiting for a ------- date for the new convection oven that was ordered two weeks ago.

(A) shipper
(B) ships
(C) shipments
(D) shipping

106. Mr. Kang works ------- with our internal team members as well as various regional sales representatives.

(A) mildly
(B) nearly
(C) closely
(D) narrowly

107. Fashion designer Hye-Ja Pak knows ------- to update her line in response to changing tastes.

(A) and
(B) when
(C) need
(D) for

108. The samba class was so well ------- that the Yulara Dance School decided to make the course a permanent offering.

(A) attended
(B) educated
(C) gathered
(D) protected

109. The factory will be situated away ------- the city's residential area to reduce complaints about noise and emissions.

(A) from
(B) about
(C) with
(D) out

110. Ms. Kuramoto selected the most ------- mailing option available.

(A) economical
(B) economy
(C) economize
(D) economized

111. Companies without information technology specialists can ------- on Vyber Software Advisers for assistance with online services.

(A) reliable
(B) reliably
(C) rely
(D) relying

112. Next year, our team will have a new task, ------- is to review design portfolios.

(A) although
(B) which
(C) after
(D) because

113. Cook the meat for 30 minutes to ensure ------- readiness to be eaten.

(A) both
(B) this
(C) its
(D) that

114. Amoxitron's research team will hire ------- interns to assist with laboratory duties.

(A) given
(B) several
(C) whole
(D) natural

115. ------- the new acai juice blend has proved so popular, we should move quickly to increase our production volume.

(A) If
(B) Whether
(C) Since
(D) Unless

116. New emissions standards have forced Rider Auto to modify the process of engine -------.

(A) construction
(B) constructed
(C) constructive
(D) construct

117. Maki Kayano's book offers techniques for ------- business tasks with speed and precision.

(A) executing
(B) equipping
(C) returning
(D) involving

118. To control costs, updated credit card readers will be installed in branch stores -------.

(A) gradual
(B) gradually
(C) more gradual
(D) most gradual

119. In this quarter, the Montel Beverage Company is expecting sales ------- £160,000 and £180,000.

(A) without
(B) among
(C) throughout
(D) between

120. Because Mount Akoyola is so challenging for climbers, ------- have reached its peak.

(A) any
(B) either
(C) other
(D) few

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121. King Street Bridge will be closed in the month of September ------- repair work.

(A) because of
(B) so that
(C) as if
(D) rather than

122. Ms. Taniguchi's supervisor commended her for negotiating ------- with Furuyama Corporation.

(A) effective
(B) effecting
(C) effected
(D) effectively

123. Staff members may reserve the conference room ------- they need it.

(A) somewhere
(B) whatever
(C) everything
(D) anytime

124. The public relations director must have a high level of ------- in English and Spanish.

(A) proficiency
(B) advancement
(C) routine
(D) strength

125. Patterson Products ------- seeks innovative ways of meeting changing consumer demand.

(A) dually
(B) favorably
(C) continually
(D) generically

126. Mr. Volante is working at home tomorrow so he ------- the technical report without any distractions.

(A) can finish
(B) would finish
(C) finished
(D) has been finishing

127. All of the billing procedures remain the same, ------- new payment codes need to be inserted into the invoice documents.

(A) in order that
(B) during
(C) across from
(D) except that

128. The lightweight design of the new sedan is ------- because it can cause the vehicle to slide on icy roads.

(A) possible
(B) mechanical
(C) questionable
(D) multiple

129. When the bank president retired, the common ------- was that the vice president would take over.

(A) assume
(B) assumption
(C) assuming
(D) assumable

130. West Bengali Airlines ------- fees for oversized items that are still within weight limitations.

(A) invites
(B) cooperates
(C) transports
(D) waives

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 e-mail.

To: pmendoza@factmail.co
From: recruiting@analystsassoc.org
Date: May 2
Subject: Joining ASA

Dear Mr. Mendoza,

Thank you for expressing your interest in our organization during the recent -------- **131.** . It was a pleasure meeting you at the ASA booth during the Weber Information Systems Convention. As you may recall from our conversation, we discussed how ASA membership -------- **132.** your career through networking opportunities as well as the industry insights offered in our monthly newsletter. The normal fee for members is just $120 a year; however, we are currently offering a new-member discount. -------- **133.** .

If you are still interested in joining, please reply to -------- **134.** with your mailing address. I will then forward you an application packet.

Sincerely,

Ashlee Loren, President
Association of Systems Analysts

131. (A) election
(B) broadcast
(C) conference
(D) performance

132. (A) can benefit
(B) is benefiting
(C) has benefited
(D) will have benefited

133. (A) Discounts on rental cars are included in the annual membership.
(B) Our jobs board is quite comprehensive.
(C) We are the first organization of our kind.
(D) This month you can join for just half the usual rate.

134. (A) it
(B) me
(C) them
(D) anyone

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Questions 135-138 refer to the following e-mail.

To: Sam Heinz
From: Northways Professional Development
Sent: April 20
Subject: Workshop 4/28–4/30

Dear Workshop Participants,

We look forward to seeing you at the digital storytelling workshop. On the first day, when you enter the Albin College campus, attendants will ------- **135.** you to lot 43 and the Toteman Building. We will begin each day in conference room 9. Coffee, tea, snacks, and fruit ------- **136.** in the mornings. Lunch will be sandwiches and salads from Black Horse Restaurant. ------- **137.** .

In the afternoons, we will be working in the computer lab. We suggest that you assemble some images that you would like to use for your project. It will be ------- **138.** for you to have them saved on a digital storage device beforehand. If you have any questions, please e-mail us.

Very Best,
Gina Kapuski

135. (A) offer
(B) direct
(C) pass
(D) instruct

136. (A) will be provided
(B) were provided
(C) providers
(D) are providing

137. (A) Some prior experience working with digital files is assumed.
(B) Please do not bring any copyrighted material to the workshop.
(C) Please let us know if you have any dietary restrictions.
(D) There is a one-time parking charge of fifteen dollars.

138. (A) useful
(B) surprised
(C) difficult
(D) amazing

Questions 139-142 refer to the following article.

Venley Foods Responsive to Changing Consumers

Who cares where the tomatoes in your salad actually came from? -------- **139.** , an increasing number of people do, according to a study conducted by the Consumer Group. In fact, the study shows that many consumers would pay an average of 10 percent more when given the exact source of a fresh food product. -------- **140.** . Some grocery stores, such as Venley Foods in Boston, have taken advantage of the trend and used it to implement -------- **141.** branding and marketing. "If we can tell a story about our product," says Venley Foods CEO Minji Kim, "then we've added -------- **142.** in the minds of consumers."

139. (A) Carefully
(B) Apparently
(C) Formerly
(D) Rarely

140. (A) Fresh food can be refrigerated for up to two days.
(B) Many grocery stores have been extending their hours.
(C) Most studies are published in consumer magazines.
(D) The number increases to 20 percent in large cities.

141. (A) smarts
(B) smartly
(C) smarter
(D) smartness

142. (A) value
(B) time
(C) obstacles
(D) bonus

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Questions 143-146 refer to the following article.

Nylobe, Inc., Announces Newest Development Project

SEATTLE (May 1)—Researchers at technology firm Nylobe, Inc., are working to develop a sensor capable of detecting corrosion caused by environmental exposure. Corrosion is a major contributor to ------- **143.** losses in the aircraft industry each year. "This will be a major ------- **144.** for commercial airline fleets," says Mel Laveau, Nylobe's CEO. "The sensor will decrease both labor and maintenance costs without being too expensive."

According to Ms. Laveau, the sensor will work by detecting corrosion in its early stages, when the problem can be corrected simply by removing the corroded material. ------- **145.** . In the structure of large aircraft, some critical joints can be particularly susceptible to corrosion. ------- **146.** , the sensor can be used to inspect these areas and then target the most likely areas of concern.

143. (A) financially
(B) financed
(C) financial
(D) finances

144. (A) balance
(B) examination
(C) expectation
(D) asset

145. (A) This will reduce the need for making expensive structural repairs.
(B) The parts have all been replaced with higher quality materials.
(C) The next stage of the project involves scanning the affected areas.
(D) Its style and sleek design made it popular with the public.

146. (A) Meanwhile
(B) Similarly
(C) Otherwise
(D) Fortunately

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 invoice.

Invoice 3987

Shawqi Office Services, Dubai, UAE
Report requested in English

18 October

Jenkins Press
P.O. Box 2291
Dubai, UAE

Service

On 14 October, replaced bulb and repaired paper tray on copier per call received on 12 October. Replaced copy ink in two machines. Performed routine yearly maintenance on five copiers per existing service contract.

Labor cost	AED 330.00
Paper tray	AED 50.00
Bulb	AED 30.00
Copy ink	AED 220.00
Total	**AED 630.00**

Total amount must be received by 31 October.
Thank you for your business!

147. What is indicated about Jenkins Press?
(A) It has several offices around the world.
(B) Its copiers get checked every year.
(C) Its office equipment is outdated.
(D) It is a new customer of Shawqi Office Services.

148. When is payment due?
(A) October 12
(B) October 14
(C) October 18
(D) October 31

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Questions 149-151 refer to the following advertisement.

Harbour View Apartment—Porthmadog, Wales

This one-bedroom apartment is perfect for a holiday escape! Located in a quiet area, it boasts a patio with a lovely view of the harbour. Recently renovated, the unit includes an eat-in kitchen with stove, refrigerator, microwave, and coffeepot; bathroom with walk-in shower; and a living room with a large-screen TV. Other amenities of the property include:

- Short distance to restaurants and shops
- Five-minute walk to the beach
- Public gardens and historic sites within a 20-minute drive
- Heat and electricity included
- Towels and bed linens provided on-site
- Daily cleaning service available (extra fee)
- Wireless Internet access (extra fee)

Reserve this lovely gem now! Signing a contract by March 30 will reduce the rental cost by 10 percent. To sign a contract, contact Dylan Barrett at dbarrett@telarentals.co.uk.

149. Who would the advertisement most likely interest?

(A) Business travelers
(B) Residents of Porthmadog
(C) Property investors
(D) Short-term vacationers

150. What is indicated about the rental fee?

(A) It includes tours of historic places.
(B) It does not cover all of the apartment's features.
(C) It includes vouchers to use at local restaurants.
(D) It requires a minimum 30 percent deposit in advance.

151. Why should an individual contact Mr. Barrett by March 30 ?

(A) To get a discount on rent
(B) To schedule apartment renovations
(C) To rent the last available property
(D) To sell the property before the end of the season

Questions 152-153 refer to the following text-message chain.

Jason Salter (1:45 P.M.)
Liz, the meeting is starting in fifteen minutes. Where are you?

Liz Ortiz (1:47 P.M.)
The train has been stopped on the tracks for a while. There seems to be some kind of problem. I still hope to make the meeting.

Jason Salter (1:50 P.M.)
Okay. I'll save you a seat.

Liz Ortiz (1:59 P.M.)
There's just been an announcement. There's a disabled train up ahead. It'll be awhile.

Jason Salter (2:00 P.M.)
Don't worry. If there are any questions for our department, I'll handle them.

Liz Ortiz (2:01 P.M.)
Thanks. I'll call you later.

152. What is suggested about Mr. Salter?

(A) He is leading the meeting.
(B) He commutes to work by train.
(C) He has many questions for Ms. Ortiz.
(D) He works in the same department as Ms. Ortiz.

153. At 1:59 P.M., what does Ms. Ortiz imply when she writes, "It'll be awhile"?

(A) The meeting is running late.
(B) She is still preparing her notes.
(C) She will likely miss the meeting.
(D) She has not boarded the train yet.

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Questions 154-155 refer to the following e-mail.

E-Mail Message

From: tbogosian@sardhasconvention.com
To: pradalaily@dmcv.com
Date: 22 March
Subject: Your reservation
Attachment: Prada party

Dear Ms. Prada,

Thank you for choosing Sardha's Banquet Hall to host your event on 30 August. Unfortunately, West Hall will be under renovation in August, and we will be unable to accommodate your group in that room. However, your party will fit comfortably in East Hall. This room features floor-to-ceiling windows and a full view of the river. The 15 percent deposit we have received will hold the reservation.

As indicated when you completed your request through our Web site, your total price of $1,600 includes a full-course meal that includes appetizers, soup or salad, main course, and dessert. Attached to this e-mail please find a copy of the menu presented to guests with options for appetizer and main course.

Tomas Bogosian
General Manager

154. What is one purpose of the e-mail?

(A) To cancel a reservation
(B) To apologize for an error
(C) To indicate a room change
(D) To request an extra deposit

155. What is suggested about Ms. Prada?

(A) She has paid her bill in full.
(B) She eats at Sardha's regularly.
(C) She works in the food industry.
(D) She made the reservation online.

Questions 156-157 refer to the following memo.

MEMO

To: All Employees
From: IT Supervisor
Subject: OS Update
Date: 27 May

All company computers in the Melbourne and Victoria offices require an update to the operating system. This update will prepare our computers for the new version of our accounting software, which should arrive in the first week of July. Technicians will install the new operating system beginning on 3 June. We expect the process to be completed around 16 June, providing time to work out any bugs with the operating system before the accounting software is uploaded.

Completing the entire process will require you to log in so that we can verify the system is working as anticipated. Therefore, if you plan to go on holiday during this period, please inform IT Support immediately of the dates you will be out so that we can plan an alternate date to accommodate your schedule.

If you have any questions, please contact IT Support staff at extension 48.

156. When is the installation of the operating system expected to be finished?

(A) In the first week of June
(B) In the middle of June
(C) At the end of June
(D) In the first week of July

157. Who is asked to contact IT Support?

(A) Employees who do not need the accounting software
(B) Accountants already using the new operating system
(C) Staff who work outside the offices
(D) Employees who are taking time off

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Questions 158-160 refer to the following letter.

Clarke-Ellis Construction
#20 Murphy Industrial Park
St. Michael BB23028
1-246-555-0126
Full-service commercial contractor serving all of Barbados

4 June

Ida Gutierrez
Darling Cove Inn
Mango Drive
Folkestone BB24017

Dear Ms. Gutierrez,

Thank you for contacting Clarke-Ellis Construction for your roofing project. — [1] —. After inspecting the property, I have confirmed that the inn's main roof is in good condition and requires no repairs at this time. However, the roof of the inn's porch appears to be at least twenty years old and is worn beyond repair. — [2] —. Clarke-Ellis Construction can remove and dispose of the existing porch roof and install a new one. The replacement will be comparable to the quality, style, and colour of the inn's main roof. We will use only commercial-grade leak barriers, insulation, and shingles manufactured by West Indies Weatherproofing, Inc. The estimated total cost, inclusive of labour and materials, is $3,260. — [3] —. Additional fees would apply should you want us to make other improvements, such as painting the porch or replacing porch screens.

Please call me at the number above to discuss scheduling or any questions you have about the work. — [4] —. I hope to hear from you soon.

Sincerely,

Grayson Clarke

Grayson Clarke, Co-owner, Clarke-Ellis Construction

158. Why did Mr. Clarke write the letter?

(A) To provide a work proposal
(B) To ask for a project extension
(C) To request an inspection report
(D) To submit a revised cost estimate

159. What is indicated about West Indies Weatherproofing, Inc.?

(A) It is installing a new porch at Darling Cove Inn.
(B) It provides painting services.
(C) It produces roofing materials.
(D) It is owned by Clarke-Ellis Construction.

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

"It must be replaced."

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

Questions 161-164 refer to the following advertisement.

Position: Assistant Editor **Date Posted: March 15**

Description
Goldhorse Press, an independent book publishing company focusing on North American gardening, has provided gardening advice for home gardeners for over 50 years. We are currently seeking an assistant editor to join our expanding team in Charlotte, North Carolina. We offer an excellent benefits package that includes medical and dental insurance.

Responsibilities
Assist editors in the acquisition of titles with mainstream appeal; develop manuscripts, collaborate with outside support, and work closely with two managing editors.

Requirements/Qualifications
- Bachelor's degree in a related field
- Minimum of one year of experience in the publishing industry
- Ability to pay close attention to detail
- Comfortable working as a team member
- Some experience in gardening preferred
- Immediate availability

E-mail résumé and salary requirements to humanresources@goldhorsepress.com.

161. What title would most likely be published by Goldhorse Press?
(A) *Growing Your Baking Business*
(B) *A Tour Guide to North Carolina*
(C) *Planting Perennial Flowers*
(D) *The Efficient Executive*

162. What is indicated about Goldhorse Press?
(A) It is hiring two assistant editors.
(B) It provides insurance to employees.
(C) It publishes trade journals.
(D) It is a newly established company.

163. What is a requirement for the advertised position?
(A) A passion for gardening
(B) An aptitude for noticing details
(C) A master's degree in a related field
(D) An ability to work without supervision

164. What are applicants asked to do?
(A) Submit a job application form
(B) Submit a list of references
(C) Indicate availability
(D) Indicate desired pay

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Questions 165-168 refer to the following online chat session.

Derek Marshall [8:19 A.M.]
Hi, everyone. I wanted to give an update on our merger with Ridgewood, Inc., and see if you have had any meetings.

Mai Chung [8:20 A.M.]
Have we worked out which of our Derek Boutique locations will stay open?

Derek Marshall [8:21 A.M.]
Yes, Derek Boutique will keep 35 stores open with the full line of clothing. The other 12 will move their inventory to the Ridgewood, Inc., locations.

Nikita Tamboli [8:22 A.M.]
When should the moves be scheduled? This month?

Derek Marshall [8:23 A.M.]
No, the 12 locations don't need to be vacated until the end of next month. Could you schedule this for five weeks from now?

Anthony Rossi [8:24 A.M.]
I met over lunch with my managers earlier this week, including the two that I just hired.

Nikita Tamboli [8:25 A.M.]
That would work.

Mai Chung [8:27 A.M.]
I'll be meeting with the managers on my staff, too, to review the transition plan.

Derek Marshall [8:28 A.M.]
This is good work, everyone.

Anthony Rossi [8:29 A.M.]
When will the whole process be complete?

Derek Marshall [8:30 A.M.]
Within about 6 months.

165. Where do the writers most likely work?

(A) At a marketing firm
(B) At a clothing company
(C) At a real estate agency
(D) At a newspaper publisher

166. How many stores will be closing?

(A) 5
(B) 6
(C) 12
(D) 35

167. At 8:25 A.M., what does Ms. Tamboli most likely mean when she writes, "That would work"?

(A) The current inventory will be doubled.
(B) Ridgewood, Inc., will close in two weeks.
(C) Mr. Marshall will meet with the managers.
(D) She can schedule the moves in the proposed time frame.

168. What is suggested about Ms. Chung and Mr. Rossi?

(A) They supervise other employees.
(B) They often shop at Ridgewood, Inc.
(C) They recently went to lunch together.
(D) They have concerns about the merger.

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Questions 169-171 refer to the following article.

From the Shadows to the Limelight

By Calum Ellwood

Dr. Esther Nujoma, an agricultural biotechnologist with the Namibia Institute of Applied Sciences, is the author of several books on the practical applications of biotechnology. — [1] —. According to book critic Paige Kinnock of the *London Daily Register*, "Dr. Nujoma has increased the public's awareness of the role of biotechnology in daily life through her ability to translate highly complex scientific material into simple language."

Her latest work, *Shining Behind Shadows*, marks a departure from her usual subject matter. — [2] —. Rather, the book highlights the lives and careers of twelve of her peers from Africa and Asia. The idea came to her three years ago at a conference in Chile. As Dr. Nujoma recalls, "Listening to one speaker after another, I realized that many of my colleagues are from regions of the world, such as Africa and Asia, that were underrepresented." — [3] —.

The book is quite compelling. Dr. Nujoma brings to life the stories of how her peers were drawn to the profession and the effort they pour into their work.

The book does, however, fall short in one respect: it provides insights only into the lives and careers of those working in the field of agricultural biotechnology. I would have welcomed the stories of those specializing in animal, marine, or medical biotechnology, too. — [4] —. Even so, Dr. Nujoma has again succeeded in creating a work that speaks to experts and laypeople alike.

169. What is NOT indicated about Dr. Nujoma?

(A) She has visited Chile.
(B) She is a talented writer.
(C) She is based out of Namibia.
(D) She was interviewed by the *London Daily Register*.

170. What does Mr. Ellwood say about *Shining Behind Shadows*?

(A) It focuses on scientists from Africa and Asia.
(B) It was released three years ago.
(C) It details why Dr. Nujoma chose her career.
(D) It describes various branches of biotechnology.

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

"Its focus is not on applying biotechnology in real-life situations."

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

Questions 172-175 refer to the following notice.

KINGSTON-GARNET ISLAND PASSENGER FERRY SERVICE

General Information

Beginning on 15 May, the Kingston-Garnet Island Passenger Ferry Service will resume service for eight weeks during the summer season. Ferries run daily every half hour from 7 a.m. to 8 p.m. The last ferry to Garnet Island will depart at 7:30 p.m. The last ferry from Garnet Island will leave at 8 p.m.

Bicycles are permitted on the passenger ferries. Bicyclists should arrive 30 minutes prior to departure and wait in the special bicycle lane to be loaded first. There are five racks that hold 50 bicycles on every passenger ferry.

No motorized vehicles are permitted on Garnet Island. Overnight parking is allowed in the main ferry terminal lot in Kingston. Rates are $5 per hour for up to 4 hours and a flat fee of $25 for four to 24 hours.

Visit our Web site at www.kgferryservice.com for photographs of the ferry boats, a map of Garnet Island, lists of local attractions on the island, and information about peak-hour fare increases and group discounts.

172. What is indicated about the ferry service?
(A) It is available only seasonally.
(B) Its boats were recently upgraded.
(C) It takes an hour to reach the island.
(D) It runs more frequently on weekends.

173. What is true about bicyclists on the ferries?
(A) They are last to board the boat.
(B) They must purchase a special ticket.
(C) They cannot travel on the 7:30 P.M. trip.
(D) They should arrive at the terminal early.

174. What is not allowed on Garnet Island?
(A) Renting bicycles
(B) Driving cars
(C) Camping overnight
(D) Taking photographs

175. What is indicated about the ferry tickets?
(A) They can be purchased at stores in Kingston.
(B) They are less expensive for children.
(C) They vary in price depending on the time of travel.
(D) They are more expensive if purchased on the boat.

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

Thank you for shopping at Green Stripe Press.

Order Number: GSP20896
Customer Information: Shoebox Mountain
Jason Ho <jasonho@shoeboxmountain.com>
Order Date: December 14 (PREPAID: online order)
Expected Delivery: December 18–20

Quantity	Item #	Item	Price
1	CAL201	Complimentary Wild Animals Calendar	$ 0.00
7	ARB132	Accounting Record Book ($19.99 each)	$139.93
		Subtotal:	$139.93
		Discount:	$ 0.00
		Tax @ 6%:	$ 8.40
		Shipping & Handling:	$ 0.00
		Total:	**$148.33**

There is no charge for shipping and handling for corporate accounts. For questions regarding this order, please contact customerservice@greenstripepress.com.

To: <customerservice@greenstripepress.com>
From: Jason Ho <jasonho@shoeboxmountain.com>
Date: December 18
Subject: Order #GSP20896

Dear Green Stripe Press,

I am writing regarding my most recent order (#GSP20896), which was delivered today. If you check my original order, you will see that I ordered six accounting record books. You sent us seven copies. I'd like to return the one I didn't order and have our corporate credit card refunded, together with the shipping cost the return will incur. Let me know how you would like me to proceed.

On a different note, congratulations on the calendar you included in my order! The photos are even more stunning than those in the *Ancient Castles* calendar you sent us last year. Some staff members saw mine and want copies of their own. Would you mind sending two more our way?

Best,

Jason Ho, Owner
Shoebox Mountain

176. Why was Mr. Ho not charged a shipping fee?

(A) He took advantage of a promotion.
(B) He made the purchase for his company.
(C) He picked up his order in person.
(D) He overpaid for shipping on a previous order.

177. What is true about Mr. Ho's order?

(A) It was damaged in transit.
(B) It included fragile items.
(C) It was paid for by check.
(D) It was delivered on time.

178. According to the e-mail, what was Mr. Ho sent by mistake?

(A) A castle book he did not order
(B) A calendar for last year
(C) An incorrect refund check
(D) An extra accounting book

179. What is one reason Mr. Ho wrote the e-mail?

(A) To offer praise for an item
(B) To complain about a price
(C) To order some photo albums
(D) To recommend a graphic designer

180. In the e-mail, the phrase "our way" in paragraph 2, line 4, is closest in meaning to

(A) in our style
(B) to our address
(C) at our expense
(D) for our benefit

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

https://www.hilgravehistoricalcommission.org/contact_us

Contact the Hilgrave Historical Commission

Name: Roger Witmondt

E-mail: roger@witmondtlocations.com

Comment:

I work as a movie location scout. At this time, I need to find a location for a client's short film. The film will be set in the early 1930s, and I understand that Hilgrave has some interesting architecture from that era.

Could you suggest places I should visit when I am in Hilgrave next month? Specifically, I am looking for a vacant building with an old-fashioned storefront that has distinctive details like stripe-patterned awnings and framed display windows. While having easy access to electricity would be ideal, it is not critical; my client has a generator that can be used if necessary. My client's aesthetic requirements are the most important consideration. Thank you for your assistance.

To: roger@witmondtlocations.com

From: brandi_schaertl@hilgravehistoricalcommission.org

Date: 28 September

Subject: The information you requested

Attachment: Hilgrave Sites

Dear Mr. Witmondt,

Thank you for reaching out to the Hilgrave Historical Commission. The attached brochure lists the main areas of historical interest in Hilgrave. Some buildings may not meet all your requirements, but they might be worth considering.

One building that is not on the attached list is the old record store at 188 Main Street. It has been closed to business for the past ten years or so, but it seems to meet your criteria. The owner, Luke Nylund, is currently using it for storage; I would be happy to put you in touch with him. I doubt you will have trouble getting permission from him to use the space. While Hilgrave was once a bustling town, these days there are fewer businesses in operation. Many of the town's residents would appreciate the attention a short film might bring to the area.

Best regards,

Brandi Schaertl

181. Why is Mr. Witmondt looking for a filming location in Hilgrave?

(A) It is known for its scenic mountain views.
(B) It is a short distance from his office.
(C) Its business district has appeared in other films.
(D) Its buildings represent a particular time period.

182. On the contact form, the word "critical" in paragraph 2, line 4, is closest in meaning to

(A) judgmental
(B) essential
(C) sustainable
(D) available

183. What is implied about 188 Main Street?

(A) It was once used as a residence.
(B) It is frequently visited by tourists.
(C) It has several floors.
(D) It has decorative design features.

184. What does Ms. Schaertl offer to do?

(A) Advertise a forthcoming film
(B) Arrange to have a building cleaned
(C) Connect Mr. Witmondt with a building's owner
(D) Help Mr. Witmondt acquire necessary permits from the town

185. What does Ms. Schaertl suggest that Hilgrave needs?

(A) More publicity
(B) Additional parking
(C) A storage facility
(D) A business directory

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

To:	Cornelia Payne <cpayne@roughwing.co.uk>
From:	Pragya Mehta <pmehta@airsky.in>
Subject:	Lecture
Date:	18 January
Attachment:	Notes

Dear Cornelia,

I am sorry for the late notice, but I will not be able to join you for the lecture. My new position at the university in Mumbai requires me to remain on campus.

Although I know you are fully prepared to deliver the lecture on your own, I have attached a copy of the notes I had prepared for the presentation. After you review them, let me know if there is anything else I can add.

I had very much looked forward to traveling to Freeport, The Bahamas, for the first time and to seeing you again. I certainly miss working with you at the City University.

Good luck with the lecture.

Pragya

To:	Ezra Halton <ehalton@ansonhouse.org>
From:	Cornelia Payne <cpayne@roughwing.co.uk>
Subject:	Information
Date:	20 January

Dear Mr. Halton,

I am pleased to confirm that 19 March works well for the lecture at the Anson House. As I had mentioned to you over the phone, I will be giving the lecture on my own.

My publisher, Alphagamma Press, will be sending 30 copies of my most recent work, coauthored with Dr. Pragya Mehta, to your institution. You and I will both receive an e-mail confirmation from Alphagamma when the books ship. They should arrive at least a week before the lecture.

I look forward to meeting you soon.

Cornelia Payne

https://www.theansonhouse.bs

Visit | Exhibitions | **Speaker Series** | Contact Us

The Anson House

Freeport, The Bahamas

Speaker Series
Tickets for lectures are $35 each or may be purchased at a reduced rate of $90 for the series of three. Complimentary refreshments will be served. Reservations are not required but are recommended.

7 March, 7:00–8:30 P.M., Ms. Janelle Pears
Go behind the scenes of Anson House with historian Janelle Pears, who is a lifelong resident of Freeport. Ms. Pears describes the daily life of the original residents of Anson House.

12 March, 7:00–8:30 P.M., Mr. Gregory Li
Our master gardener speaks about the challenges of restoring historic gardens. He has worked in gardens in Charleston, South Carolina, and Paris, France.

19 March, 7:00–8:30 P.M., Dr. Cornelia Payne
Dr. Payne discusses her most recently published book, *The Transatlantic World of the Nineteenth Century*, coauthored with Dr. Pragya Mehta. Dr. Payne has taught at the City University of Stoke-on-Trent in England for nearly 25 years.

186. Why did Dr. Mehta send the e-mail to Dr. Payne?
(A) To cancel a vacation plan
(B) To request lecture notes
(C) To confirm a meeting
(D) To offer an apology

187. According to the second e-mail, what did Dr. Payne do?
(A) Arrange a delivery
(B) Give Mr. Halton a gift
(C) Revise her presentation
(D) Announce an address change

188. What is indicated about Alphagamma Press?
(A) It has headquarters in The Bahamas.
(B) It regularly ships materials to Anson House.
(C) It published *The Transatlantic World of the Nineteenth Century*.
(D) It is paying Dr. Payne's travel and accommodation expenses.

189. Where were Dr. Mehta and Dr. Payne most likely colleagues?
(A) In Mumbai
(B) In Freeport
(C) In Stoke-on-Trent
(D) In Charleston

190. What is indicated about the Speaker Series in the Web page?
(A) Discounts are unavailable.
(B) Reservations are optional.
(C) Events are held in the morning.
(D) Refreshments are not included.

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

CRYN Group: We find the best employees for your company.

Posted: November 25

Position title and codes:
- Director of Operations, TL0015
- Marketing Director, TL0023
- Quality Control Director, TL0027
- Director of Category Management, TL0045

To apply: Send your résumé to mdoro@cryngroup.ca.com with posting number 2098 in the subject line.

Company:
Our client plans to chart an aggressive growth path in Latin America, where it plans to start operations next year. It is a well-established company widely known for marketing consumer-health products in North America, and more recently in Europe and Asia.

Qualifications:
Candidates must have a formal business degree and a proven management record in at least one international setting. Experience with online sales and marketing preferred.

To:	Sven Arvidson <sarvidson@barkent.de.com>
From:	Maria Doro <mdoro@cryngroup.ca.com>
Re:	Posting number 2098
Date:	December 10

Dear Mr. Arvidson,

Thank you for submitting your résumé. I'd like to schedule a preliminary telephone conversation with you as soon as possible to determine whether you would be a good choice for our client. I would particularly like to discuss whether you would be prepared to work at our client's new facility overseas.

Let me know if you are available for a 30-minute phone call sometime between 10:00 A.M. and 2:00 P.M. EST on Monday or Tuesday of next week. Please respond to me by e-mail at your earliest convenience.

Maria Doro
CRYN Group

For immediate release **For further information, contact Julie Dryden at 416-555-0103**

Tayerson Ltd. Names New Director

Toronto, April 5—Tayerson Ltd. continues to staff its new international outpost, which opens one month from today. In this case, the lucky candidate is Sven Arvidson. "Category Management is a relatively new area—and one that I'm sure I'll enjoy exploring and developing as director," Mr. Arvidson said. "As a major online marketer of nutritional supplements, Tayerson is poised to lead the way toward better living while becoming a more vibrant, more profitable corporation."

Mr. Arvidson has held several key management positions throughout his career, most recently at Barkent Pharmaceuticals in Germany. He was also a partner at MSZ Consulting Group, where he provided marketing guidance to leading consumer-product companies in Canada and China.

191. According to the advertisement, what qualification is not required of applicants?

(A) A degree in business
(B) Previous employment in a managerial position
(C) Experience working overseas
(D) Online sales and marketing experience

192. What most likely is the location of the position for which Mr. Arvidson applied?

(A) Latin America
(B) North America
(C) Europe
(D) Asia

193. What does Ms. Doro ask Mr. Arvidson to provide in his reply?

(A) Information on his leadership skills
(B) His availability for an interview
(C) A current résumé
(D) The names of two references

194. What job code did Mr. Arvidson most likely reference in his application?

(A) TL0015
(B) TL0023
(C) TL0027
(D) TL0045

195. According to the press release, what does Tayerson Ltd. sell?

(A) Medical devices
(B) Accounting software
(C) Nutritional supplements
(D) Exercise equipment

GO ON TO THE NEXT PAGE

Questions 196-200 refer to the following brochure, e-mail, and schedule.

FGJ's

FGJ's Business Expert Series
Prospect Data Purchasing
45-Minute Webinar
11 May, 2:30 P.M.

Every department in an organisation needs information to make business decisions. Marketing professionals in particular rely on accurate data about potential customers to be successful. In this Webinar, Briana Carrera, chief financial officer of Pile One Market Data, explains how to avoid the pitfalls of acquiring incomplete data and provides tips on what to ask your prospective data provider to ensure that your next batch of data leads to the results you want.

E-mail

To:	Sandra Lescure
From:	Gino Stelleti
Date:	12 May
Subject:	Subject: FGJ's Webinar

Dear Sandra,

You had asked me to give you a report on the Webinar I attended yesterday about acquiring data. To be honest, even though the facilitator was clearly knowledgeable, she did not tell me anything I didn't already know. I was hoping that she would show us the differences between the many types of databases out there, but she never touched on that topic. I am not so sure all these Webinars are useful; in the end, they always seem to be steering us to purchase from one particular company or another—in this case it was Pile One. Having said that, the new schedule just came out, and there is another Webinar coming up soon that I am hoping will provide the information I want about how to store and sort data. I have already signed up for it; I will keep you posted about what I learn.

Gino

FGJ's

Upcoming 45-Minute Webinars in FGJ's Business Expert Series

Basics of Market Research	1 June, 9:30 A.M.	Ed Quinones	€12.00
Tips for Accelerating Sales	12 June, 9:30 A.M.	Cameron Stone	€16.00
What is Market Automation?	5 July, 11:00 A.M.	Ed Quinones	€12.00
Choosing the Right Database	17 July, 2:00 P.M.	Selina Tucci	€12.00

The Business Expert Series is organised by Tuyet Nguyen. Please address any questions to her at tnguyen@fgj.org. To access Webinar content, attendance is required as Webinars are not recorded for later viewing.

196. According to the brochure, who would benefit most from the Prospect Data Purchasing Webinar?

(A) A financial analyst
(B) A marketing manager
(C) A customer-service representative
(D) An information-technology specialist

197. What was Mr. Stelleti's complaint about the Webinar?

(A) He did not like the format.
(B) He did not learn anything new.
(C) He had difficulty hearing everything.
(D) He found the topic to be too complex.

198. What does Mr. Stelleti suggest about Ms. Carrera?

(A) She recently joined a new company.
(B) She has experience managing databases.
(C) She had asked him to sign up for the Webinar.
(D) She tried to sell her company's services.

199. When will Mr. Stelleti most likely attend another Webinar?

(A) On June 1
(B) On June 12
(C) On July 5
(D) On July 17

200. According to the schedule, what do all of the Webinars have in common?

(A) They cost the same amount.
(B) They are held in the morning.
(C) They last the same amount of time.
(D) They are recorded for future playback.

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.

토익® 정기시험
기출문제집

RC

ETS TEST

10

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. Please contact the product distributor, not the retail store, if ------- need replacement parts.

(A) your
(B) you
(C) yourself
(D) yours

102. AGU Group's insurance rates have remained steady ------- the last three years.

(A) at
(B) by
(C) to
(D) for

103. Sage Bistro's menu features a ------- variety of seafood items than Almaner Pavilion's.

(A) wide
(B) widest
(C) wider
(D) widely

104. Frequent training enables our technicians to resolve most computer problems -------.

(A) swiftly
(B) avoidably
(C) doubtfully
(D) rigidly

105. Most of the manufacturing sector has reported higher profits as a result of the trade -------.

(A) agreement
(B) agreeing
(C) agreeably
(D) agrees

106. The cooking instructions call for reducing the heat and letting the sauce simmer ------- it thickens.

(A) whereas
(B) likewise
(C) instead
(D) until

107. The Cullingford Bridge took a ------- short amount of time to be repaired.

(A) surprise
(B) surprisingly
(C) surprising
(D) surprised

108. The company's summer picnic is ------- held outside town, in Warren County Lakeside Park.

(A) apart
(B) always
(C) much
(D) far

109. Ms. Navarro wants to fill the administrative assistant ------- as soon as possible.

(A) worker
(B) employment
(C) position
(D) experience

110. The item that Ms. Bak ordered from our catalog is ------- until 16 October.

(A) unavailable
(B) occupied
(C) uneventful
(D) delivered

111. Kespi Brand cookies, delicious by -------, are even better when paired with a glass of milk.

(A) they
(B) theirs
(C) them
(D) themselves

112. The North India Electricians Association ------- various online courses covering licensure, safety, and technology.

(A) offers
(B) takes
(C) pays
(D) allows

113. The latest survey shows that our downtown store is more ------- for local shoppers than our suburban location.

(A) conveniences
(B) conveniently
(C) convenience
(D) convenient

114. *Weaving Fire* is the most popular television show ------- women ages 18–34.

(A) among
(B) toward
(C) within
(D) along

115. ------- a designer has completed a prototype product, the rest of the team will be invited to critique it.

(A) So that
(B) Whether
(C) From
(D) After

116. Rather than archiving routine e-mails, please delete them -------.

(A) especially
(B) likewise
(C) quite
(D) instead

117. Mr. Khana made a phone call yesterday during which he ------- for the delay in the shipment of the clothing order.

(A) to apologize
(B) apologized
(C) apologize
(D) will be apologizing

118. Following many months of research, the marketing team finally decided on a ------- for the new perfume bottle.

(A) force
(B) style
(C) belief
(D) request

119. For more information about product warranties or ------- your new appliance, please contact customer service.

(A) to register
(B) registered
(C) registers
(D) registration

120. There will be a software upgrade tomorrow, ------- please back up any important files you have stored on the server.

(A) rather
(B) while
(C) so
(D) because

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121. Ambassador Chaturvedi wrote in his memoir that his parents taught him to do each job well, ------- it was.

(A) whoever
(B) anyone
(C) everything
(D) whatever

122. Yields from your garden will ------- rise as you add Natrium Compost to the soil.

(A) steady
(B) steadying
(C) steadily
(D) steadier

123. The Tokyo division handles product ------- and customer service for the company.

(A) distribute
(B) distributor
(C) distribution
(D) distributed

124. Our newest executive assistant will be responsible for ------- between the marketing and accounting departments.

(A) coordination
(B) attention
(C) appreciation
(D) consideration

125. Hemlin Corporation is looking for a sales representative ------- primary role will be expanding business in the northwest region.

(A) that
(B) whose
(C) who
(D) which

126. To eliminate ------- inventory of winter outerwear, Ashley Fashions has cut prices on all coats, hats, and scarves.

(A) chilly
(B) adequate
(C) excess
(D) revised

127. Search the Labesse Financial Web site for the most current and detailed ------- of investment options.

(A) explain
(B) explanation
(C) to explain
(D) explainable

128. The last paragraph ------- to have been added to the contract as an afterthought.

(A) arranged
(B) permitted
(C) transferred
(D) appeared

129. Unless the shipment of tiles arrives early, work on the lobby floor ------- after the holiday.

(A) has commenced
(B) commencing
(C) will commence
(D) commenced

130. Neeson Pro garments are made of a synthetic blend that is ------- to staining.

(A) exposed
(B) automatic
(C) limited
(D) vulnerable

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 memo.

To: All Employees
Subject: Server Maintenance Reminder
Date: March 11

Please be advised it is time for the IT department to ------- **131.** mandatory server maintenance and updates. ------- **132.** . There will be no Internet service in the building from 7:00 P.M. Wednesday, March 12, until 9:00 A.M. Thursday, March 13. In addition, please note there will be no remote access available. Therefore, you will not be able to log in to the server from outside the office. ------- **133.** this regularly scheduled maintenance, you will not have access to your e-mail, calendar, or contacts. Employees should plan accordingly. We ------- **134.** any inconvenience this may cause.

131. (A) suggest
(B) perform
(C) cancel
(D) revise

132. (A) The updates will be e-mailed to all employees.
(B) Please reply if you would like to participate.
(C) The process will begin tomorrow evening.
(D) A memo will be distributed indicating the start time.

133. (A) During
(B) Now
(C) When
(D) Finally

134. (A) regret
(B) regretting
(C) regrettable
(D) regrettably

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Questions 135-138 refer to the following letter.

22 April

Ms. Anna Schoorl
Rodezand 334
3011 AV Rotterdam
Netherlands

Dear Ms. Schoorl,

Congratulations on your remarkable -------- **135.** in the Netherlands, Belgium, and Luxembourg. Your region has improved its on-time delivery performance for each of the past seven quarters.

-------- **136.** .

I am pleased to offer you a promotion to Director of European Operations. The position -------- **137.** in Hamburg, Germany. I realize that relocating may be difficult for you. -------- **138.** , I certainly hope that you will take time to consider this opportunity. Please call me at your earliest convenience so that we can discuss any concerns you may have.

Thank you for being a part of the Unocity Shipping family.

Sincerely,

Xia Hsu, Director of Operations
Unocity Shipping, Inc.

135. (A) speeches
(B) shops
(C) visits
(D) efforts

136. (A) Such work deserves recognition.
(B) Please meet with your assistant.
(C) It was shipped about a week ago.
(D) I will be in Belgium next month.

137. (A) was based
(B) is based
(C) basing
(D) bases

138. (A) In addition
(B) For instance
(C) However
(D) Similarly

Questions 139-142 refer to the following e-mail.

To: Wu Investment Services employees
From: Eileen Suen, Office Manager
Re: Jacob Wu
Date: 15 August

To All Staff,

As many of you are aware, Jacob Wu, our long-standing Chief Executive Officer, -------- **139.** on 1 October. Twenty years ago, Mr. Wu set out to create a Hong Kong-based services firm with an international scope. -------- **140.** . Wu Investment Services currently serves clients in seventeen countries, 95 percent of whom have chosen to invest with us for the long term.

Mr. Wu will be -------- **141.** by Thomas Wu, his son, who has served as Vice President of Wu Investment Services for the past four years.

A gathering will be held on 28 September to celebrate Mr. Wu's -------- **142.** career. I will send further information about the event closer to the date. Thank you.

Eileen

139. (A) retired
(B) will be retiring
(C) would retire
(D) was to retire

140. (A) You will soon receive a formal invitation.
(B) The event will take place in the staff room.
(C) He certainly achieved his goal.
(D) There, he graduated with academic distinction.

141. (A) succeeded
(B) achieved
(C) accomplished
(D) resolved

142. (A) promising
(B) technical
(C) foremost
(D) distinguished

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Questions 143-146 refer to the following memo.

From: Madeleine DeVries, Director of Operations
To: All Employees
Date: June 1
Re: Travel Policy

To help reduce ------- **143.** , the officers have voted to change the company's travel policy. The revised policy will be ------- **144.** on June 15. From that point forward, employees traveling within the country will be required to submit their travel requests to the accounting office no later than three weeks before the date of departure. ------- **145.** .

------- **146.** exceptions to this policy will be decided on a case-by-case basis and must first be approved by the individual employee's supervisor.

143. (A) spend
(B) spends
(C) spender
(D) spending

144. (A) instituted
(B) examined
(C) purchased
(D) overturned

145. (A) The accounting office will be closed for renovations next week.
(B) Travel is important for maintaining relationships with clients.
(C) The officers periodically review and revise key company policies.
(D) Requests for international travel must be sent at least one month in advance.

146. (A) Any
(B) Additional
(C) Previous
(D) These

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 receipt.

***Siobhan's* Toronto, Ontario**

April 14 09:23 a.m. Dine-in
Order: 55234 Server: Antonio K.

1 Medium Coffee	$2.25
No sugar	
No milk	
1 Large Coffee	$2.75
3 sugars	
No milk	
2 Croissants	$4.00
Subtotal	$9.00
HST 13%	$1.17
Total	**$10.17**

****

Tell us how we did today and get a free medium coffee! Just fill out our online survey at www.siobhans.ca/survey. You will be given a code to receive a free medium coffee when you buy any regular-priced pastry.

147. What type of business most likely provided the receipt?

(A) A caterer
(B) A vegetable market
(C) A café
(D) An online retailer

148. How much money can survey participants save?

(A) $2.25
(B) $2.75
(C) $4.00
(D) $9.00

TEST 10

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Questions 149-150 refer to the following advertisement.

Country Gardening Today

Growing plants can be easy. It just takes knowing the right tips and tricks. That's why our award-winning *Country Gardening Today* is the most widely read gardening magazine in all of New Zealand. Most of our readers say they had never planted a single seed before ordering our magazine, and now they take pride in their beautiful flowers and scrumptious vegetables. Our articles cover every aspect of gardening, and they are written by expert landscape designers, horticulturalists, and botanists. This fun and practical magazine also offers do-it-yourself landscaping ideas, product recommendations (no ads!), and step-by-step guides. Don't miss this spectacular offer! Subscribe before the end of February and save 25% off the retail cover price! Just go to www.countrygardeningtoday.com.

149. For whom is the advertisement most likely intended?

(A) Beginning gardeners
(B) Landscape designers
(C) Plant store owners
(D) Magazine publishers

150. According to the advertisement, what does the magazine feature?

(A) Product advertisements
(B) Gardening tips from readers
(C) Articles by gardening professionals
(D) Botanical artwork

Questions 151-152 refer to the following e-mail.

To:	Pedro Alamilla
From:	Emma Golding
Date:	16 April
Subject:	Labels

Dear Pedro,

Per your request, below is the text for the labels for the new "Think Green Paper" line. The labels will be placed on the edge of the packaged reams of paper, so their size should not exceed 3 cm by 8 cm. The design should include the tree graphic we discussed yesterday. The text should read as follows:

- Think Green Paper
- 100% from recycled products
- 90 g/m2 bond
- Bright white

Please create a true-to-size and true-to-color sample version of the label by Wednesday, 21 April, and send it to the attention of my assistant, Dora Kensington. I will be out of the office on Wednesday, but I will review the sample and approve it as soon as I am back in the office on Thursday morning.

Emma

151. Who most likely is Mr. Alamilla?

(A) An administrative assistant
(B) A graphic designer
(C) An accountant
(D) A store manager

152. What is indicated about the sample?

(A) It will include an image.
(B) It will be larger than its final version.
(C) It will be printed with green ink.
(D) It will require Ms. Kensington's approval.

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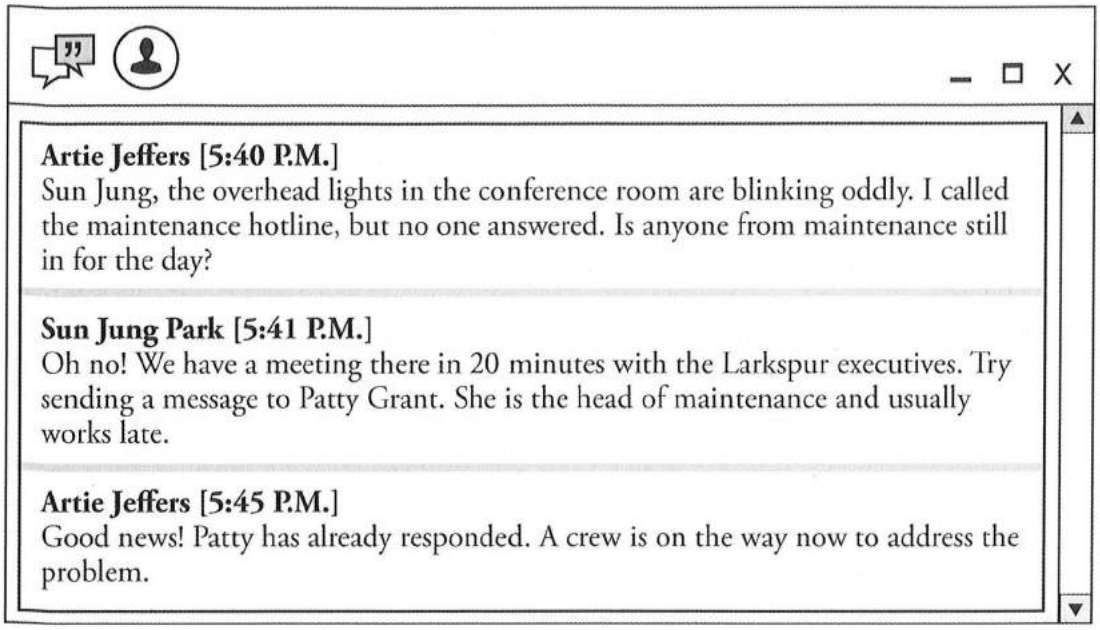
Questions 153-154 refer to the following online chat discussion.



Artie Jeffers [5:40 P.M.]
Sun Jung, the overhead lights in the conference room are blinking oddly. I called the maintenance hotline, but no one answered. Is anyone from maintenance still in for the day?

Sun Jung Park [5:41 P.M.]
Oh no! We have a meeting there in 20 minutes with the Larkspur executives. Try sending a message to Patty Grant. She is the head of maintenance and usually works late.

Artie Jeffers [5:45 P.M.]
Good news! Patty has already responded. A crew is on the way now to address the problem.

153. Why does Mr. Jeffers write to Ms. Park?
(A) To schedule a meeting
(B) To find out whether she can work late
(C) To ask about staff availability
(D) To postpone an upcoming event

154. At 5:41 P.M., what does Ms. Park most likely mean when she writes, "Oh no"?
(A) She did not set up the conference room.
(B) She cannot find Ms. Grant's phone number.
(C) She is unable to attend an executive meeting.
(D) She is concerned about a maintenance issue.

Questions 155-157 refer to the following form.

Bill Gallardo's Suits

Item details

Purchaser: Richard Sawyer
Garment: #PC36 (navy/wool)
Price: $89.99 Tax: $5.40
Alteration: no charge (see remarks)
Sold By: Larry Wei
Assigned to: Florian Gartner

Alterations

Jacket	Pants
Collar:	Waist:
Sleeves: shorten	Length:
Shoulders:	Thigh:
Length:	Knee:
Waist:	Hem:

Remarks

clerical error during initial measurement

155. Who most likely is Mr. Wei?

(A) A tailor
(B) A designer
(C) A salesperson
(D) A business owner

156. Where does the item not fit Mr. Sawyer correctly?

(A) On his legs
(B) On his arms
(C) Around his neck
(D) Around his waist

157. Why will the alterations be free?

(A) A coupon was redeemed.
(B) The item was purchased online.
(C) The item was sold with a defect.
(D) A staff member made a mistake.

Questions 158-160 refer to the following customer review.

Posted by Padma Pradhan on Friday, September 23, at 12:34 P.M.

I took my mobile phone to the Vivi's Tech Fix location on Rivas Boulevard and 23rd Street for help with a cracked screen. I dropped off the phone on a Tuesday afternoon, and by Wednesday morning I had received a quote by e-mail letting me know the cost to fix it. I called to accept the quote and give my credit card number, and I was able to pick up the mobile the next day on my way home from work—as good as new. If you are looking for responsible professionals, Vivi's Tech Fix is the right place.

While I was in the store picking up my mobile, another customer came in. She was also picking up a damaged mobile; however, the technicians had informed her that the device could not be fixed because of severe water damage, so she owed them nothing. I was impressed that customers can get a free diagnostic from the technicians and don't need to pay anything if a device is beyond repair.

158. What is implied about Vivi's Tech Fix?

(A) It has multiple stores.
(B) It was recently established.
(C) It repairs mobile phones only.
(D) It accepts payment by credit card only.

159. When did Ms. Pradhan pick up her mobile phone?

(A) On Tuesday
(B) On Wednesday
(C) On Thursday
(D) On Friday

160. In paragraph 2, line 5, the word "beyond" is closest in meaning to

(A) superior to
(B) very costly to
(C) in immediate need of
(D) outside the reach of

Questions 161-163 refer to the following memo.

PLEASE READ IMMEDIATELY

To: All Staff
From: Information Technology Services
Date: July 28

Last night, we experienced an outage of the main webmail server that has affected e-mail and web service throughout the company. — [1] —. Our host server, webmail.raass.net, failed overnight, and this has interrupted our mail service. — [2] —. As a result, it takes much longer to open e-mail. In many cases, accounts may not respond at all.

At this moment, service has still not been fully restored. We are investigating the cause of the problem and working to resolve it. — [3] —. We will keep you posted with further notices via automated voice messages, so please do not ignore your phone. We apologize for the inconvenience. — [4] —.

161. What does the memo explain?

(A) How passwords should be changed
(B) How to apply for new e-mail accounts
(C) Why staff have received so many voice messages
(D) Why staff have had difficulty accessing e-mails

162. What are employees asked to do?

(A) Contact the help desk
(B) Post messages on a board
(C) Update their user information
(D) Wait for further announcements

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

"Unfortunately, it is unclear when that will happen."

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

GO ON TO THE NEXT PAGE

Questions 164-167 refer to the following e-mail.

To:	jgonzalez@centralavemarketing.com
From:	pamison@dantonpubliclibrary.org
Subject:	Library update
Date:	May 10
Attachment:	Volunteer opportunities

Dear Ms. Gonzalez,

Thank you for your generosity in donating to the Danton Public Library once again last year. Because of donations from you and others, we were able to purchase twenty new computers for our patrons' use. — [1] —. We also acquired a new collection of nonfiction books for our children's room.

At this time, I would like to tell you about another project we hope to complete with additional funds: converting many of our old, worn-out books into electronic files to help preserve their content for future use. This is a costly endeavor. — [2] —. If you are able to contribute even a small amount toward this new goal, it would be greatly appreciated.

If you are unable to make another monetary donation, please consider helping us complete some small renovation projects that we have scheduled for this year. — [3] —. A list of those projects is attached. We hope you will find one that interests you. — [4] —. We look forward to working alongside enthusiastic and engaged community members like yourself to ensure the library's future success.

Sincerely,

Peter Amison, Community Outreach Coordinator
Danton Public Library

164. Why did Mr. Amison send the e-mail to Ms. Gonzalez?

(A) Because she has a history of helping the library
(B) Because she is overseeing a new project
(C) Because she wrote a book about the town of Danton
(D) Because she is a frequent user of the library's computers

165. What is most likely true about Ms. Gonzalez?

(A) She is a retired librarian.
(B) She has applied for a job at the library.
(C) She owns a book scanner.
(D) She is a resident of Danton.

166. What current project is the Danton Public Library trying to complete?

(A) Purchasing new books
(B) Replacing old computers
(C) Transferring books to electronic format
(D) Reorganizing the nonfiction section

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

"It will require both financial resources from dedicated patrons and additional staff hours."

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

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Questions 168-171 refer to the following online chat discussion.

Live Chat

Maria Jacinto [10:24 A.M.]:
Good morning, everyone. I want to welcome Aika Okura to the chat.

Aika Okura [10:24 A.M.]:
Hi! I'm glad that my bookstore is able to cosponsor the writers' conference this year. It is a great new opportunity for us.

Maria Jacinto [10:25 A.M.]:
We are, too. We have expanded the conference to two days, so the additional sponsorship is a huge help. A larger conference means more sessions and additional hotel arrangements.

Arthur Rufo [10:26 A.M.]:
Speaking of the hotels... The Rowtown Hotel was great last year, but it is booked for the dates we need this time around. The Fairmount at Clark has availability for October 17 and 18, though. It might be better since they have a larger meeting space and more options for the buffet.

Maria Jacinto [10:28 A.M.]:
That sounds good. Can you send us the pricing details?

Arthur Rufo [10:29 A.M.]:
They can offer a special room rate for conference attendees, too. As soon as I have the details, I'll e-mail everyone.

Maria Jacinto [10:30 A.M.]:
Great. How are we doing with the keynote speaker?

Aika Okura [10:31 A.M.]:
Delora Lette has tentatively agreed.

Arthur Rufo [10:32 A.M.]:
Oh. I loved her latest mystery! I can see why it became a best seller so quickly.

Aika Okura [10:33 A.M.]:
Yes, she's great, and I've heard she's also a wonderful speaker. She has another engagement in October in London, and she wants to make certain she can do both events. She will confirm by the end of the week.

Maria Jacinto [10:34 A.M.]:
OK. It sounds like things are coming together. I'll check in again on Friday.

168. What is true about Ms. Okura?

(A) She publishes novels.
(B) She owns a business.
(C) She has previously met Ms. Lette.
(D) She has helped organize conferences.

169. What is indicated about the conference?

(A) It will take place in London.
(B) It has more than one sponsor.
(C) It is being held for the first time.
(D) It will offer discounted rates until Friday.

170. At 10:28 A.M., what does Ms. Jacinto mean when she writes, "That sounds good"?

(A) She is pleased with the proposed conference site.
(B) She thinks the cost of the hotel is reasonable.
(C) She wants to join Mr. Rufo at the buffet.
(D) She prefers the Rowtown Hotel.

171. Who most likely is Ms. Lette?

(A) An event planner
(B) A travel agent
(C) An author
(D) A bookseller

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Questions 172-175 refer to the following article in a company newsletter.

Employee News

We would like to extend our congratulations to Alicia Portalska, who will be our new Vice President of Marketing from January 1. This follows last week's news of Vice President Louis Larson's retirement at the end of the year.

Ms. Portalska joined us as a trainee marketing assistant four years ago and was recently promoted to marketing director. We would like to thank Ms. Portalska for her dedication and outstanding contribution to the marketing department. Her work has had a significant impact on our sales figures. It is in part thanks to her tireless efforts that we have exceeded our sales targets this year. Congratulations, Ms. Portalska! Your example is an inspiration to us all.

172. What is the purpose of the article?

(A) To inform staff about sales targets
(B) To give notice of an employee's promotion
(C) To outline this year's marketing strategy
(D) To announce that an employee has received an award

173. What does the article indicate about Ms. Portalska?

(A) She is popular.
(B) She works hard.
(C) She is innovative.
(D) She lacks experience.

174. The word "outstanding" in paragraph 2, line 5, is closest in meaning to

(A) pending
(B) complete
(C) remarkable
(D) unexpected

175. What is indicated about this year's final sales figures?

(A) They were better than anticipated.
(B) They were the same as last year's figures.
(C) They were discussed at a recent staff meeting.
(D) They were announced at a ceremony on Friday.

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Questions 176-180 refer to the following e-mail and text message.

To:	Astrid Martin <amartin@elpost.com>
From:	Quail Airlines <reservations@quailairlines.com>
Subject:	Flight Confirmation
Date:	15 March

Dear Ms. Martin,

The flight information for the ticket you purchased today is below.

Traveler	**Flight Number**	**Seat**	**Confirmation Number**
Ms. Astrid Martin	QA566	18D	EV4363592

Date of Travel	**Departing**	**Arriving**
10 April	Brussels, Belgium, 10:35 A.M.	Toronto, Canada, 1:00 P.M.

Boarding Time: 9:35 A.M. to 10:05 A.M.

Baggage Reservation: 1 checked bag, 1 carry-on bag

On the day of travel, proceed to the Quail Airlines counter to receive your boarding pass and check in your baggage. As a Quail Travel Card member, you are allowed one checked bag and one carry-on bag free of cost. See the chart below for an explanation of baggage charges.

	1 bag	**2 bags**	**3 bags**	**4 bags**
Checked Bag	$0.00	$30.00	$60.00	$90.00
Carry-On	$0.00	–	–	–

In the event of an airline delay of more than three (3) hours, you may use your Quail Travel Card to enter our Quail Preferred Clubroom. There you may relax, use our high-speed wireless Internet service, and enjoy complimentary food and refreshments at our snack bar.

To: Astrid Martin
From: Quail Airlines Flight QA566
Date: 10 April, 6:00 A.M.

This text message alert is to inform you that your flight QA566 today to Toronto, Canada, has been delayed 4 hours due to poor weather conditions. Boarding will now begin at 1:35 P.M. We apologize for any inconvenience.

176. What is true about Ms. Martin?

(A) She is from Canada.
(B) She is flying with a group.
(C) She is taking a business trip.
(D) She is a Quail Travel Card member.

177. How much must Ms. Martin pay for her bags?

(A) $0.00
(B) $30.00
(C) $60.00
(D) $90.00

178. Why was the text message sent to Ms. Martin?

(A) To confirm her ticket purchase
(B) To notify her of a price increase
(C) To inform her of a time change
(D) To tell her what departure gate to use

179. What can Ms. Martin receive on April 10 ?

(A) A free travel bag
(B) A free snack
(C) A free seat upgrade
(D) A free flight reassignment

180. In the text message, the word "poor" in paragraph 1, line 3, is closest in meaning to

(A) bad
(B) weak
(C) little
(D) thick

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Questions 181-185 refer to the following e-mails.

To:	custserv@xanthusflowers.co.uk
From:	mnair@nortraxpetrol.co.uk
Date:	27 July
Subject:	Order #9871

Dear Sir or Madam:

On 24 July, I placed an online order for £180 for three arrangements of white roses and pink lilies on behalf of my company, Nortrax Petroleum. The flowers were meant to be delivered by 10 A.M. the following day for a company banquet that evening.

Unfortunately, the flowers did not arrive until noon. Moreover, the bouquets consisted of pink and white carnations. Worst of all, many of the flowers were either wilted or were shedding petals and thus could not be used to decorate the banquet room as planned. I was surprised and disappointed to be let down by Xanthus Flowers, a company we at Nortrax Petroleum have come to trust and depend on over the last five years.

Since the flowers were for a one-time event, a replacement order is not really an option. Consequently, I would like to receive a refund.

Thank you for your attention to this matter.

Sincerely,

Mindy Nair
Corporate Event Coordinator
Nortrax Petroleum

To:	mnair@nortraxpetrol.co.uk
From:	custserv@xanthusflowers.co.uk
Date:	28 July
Subject:	Order #9871

Dear Ms. Nair,

We sincerely apologize for the problems you recently experienced with your order. We have recently transitioned to a larger facility and have experienced a few challenges as we adjust. It is our goal to provide on-time delivery and high-quality flowers for every order. We regret that this order did not live up to our high standards.

A refund cheque in the amount of £180 has been issued to your company. Because we are at fault, we would like to offer you a 20% discount plus free delivery on your next order.

Thank you for being a loyal customer. We look forward to serving you again in the near future.

Regards,

Bill McCabe
Customer Service Manager

181. When did the banquet organized by Nortrax Petroleum take place?

(A) On July 24
(B) On July 25
(C) On July 27
(D) On July 28

182. What is NOT true about the flowers mentioned by Ms. Nair?

(A) Their condition was unacceptable.
(B) They were the wrong kind.
(C) They were too expensive.
(D) They were delivered late.

183. What is suggested about Ms. Nair?

(A) She works for an event-planning company.
(B) She would like to have flowers delivered monthly.
(C) She ordered more flower arrangements than she needed.
(D) She has done business with Xanthus Flowers in the past.

184. What does Mr. McCabe offer that Ms. Nair was not expecting?

(A) A discount on a future order
(B) Free delivery for all future purchases
(C) A refund for the entire cost of an order
(D) New flowers to replace some unsatisfactory ones

185. What is mentioned about Xanthus Flowers?

(A) It is known for its fast service.
(B) It is operating from a new location.
(C) It recently purchased delivery vehicles.
(D) It plans to expand its selection of flowers.

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Questions 186-190 refer to the following Web page, order form, and e-mail.

http://www.singhsupplies.com

Home | **About Us** | Products | Orders | Contact Us

Singh Supplies LLC

Singh Supplies LLC is your leading source for shipping and packaging materials. Our founder, Chatar Singh, started the business more than 30 years ago, when he coined the company's motto, "Expect the best for less."

How do we, his children and grandchildren, make his pledge a reality today? We buy all materials in bulk and pass the savings along to our customers. You will receive the lowest prices and highest quality as well as the most attentive customer service in the shipping-supplies business.

- ✓ Each order is filled within 24 hours.
- ✓ You may phone, fax, e-mail, or text your order.
- ✓ Customer service agents are available 24 hours a day, 7 days a week.
- ✓ Five shipping centers in the Northeast minimize costs and shorten delivery times.

This is our satisfaction guarantee: If you are not completely satisfied, you may return your order within 10 days of purchase for a full refund. After 10 days you may return an order for a credit that is valid for up to one year. Please note that the cost of return shipping is the responsibility of the customer.

Singh Supplies LLC

Date: July 10 **Name:** Montjoy Antiques, attn. Shipping Department

Shipping address: 102 Danbury Street, Valleyville, New Hampshire 03038

Product number	Description	Quantity	Unit Price	Total Price
MB 01267	cardboard box (large)	80	1.75	140.00
MB 01257	cardboard box (medium)	200	1.50	300.00
MB 01268	reinforced crate	50	15.78	789.00
TR 01345	tape roll	30	2.90	87.00
BW 01456	bubble wrap roll	10	5.60	56.00
Thank you for your business!		Subtotal:		1372.00
		Delivery charge:		140.12
		Total:		**1512.12**

E-mail

To:	Jung Hee Kim <jhk@montjoyantiques.com>
From:	Francine Mayo <fmayo@montjoyantiques.com>
Date:	August 12
Subject:	Order problem

Hi, Jung Hee,

I just checked with our deliveries department and I am pleased that our July 10 order was delivered promptly by Singh Supplies as usual. However, now that we've finally moved the items into the warehouse, it appears we inadvertently ordered far too many of the sturdy crates. We use this item rarely, so it could take us years to go through this many. In addition, they're big, so we've had to stack several in the restoration department, where space is already at a premium. Could you contact Achint Singh today and find out if we can send half of them back? Please forward me any instructions he gives you and I'll take it from there.

Thank you!

Fran

186. What is indicated about Singh Supplies?
(A) It is a relatively new business.
(B) It is operated by members of a family.
(C) It ships its products all over the world.
(D) It manufactures the products that it sells.

187. Which aspect of business does the Web page emphasize?
(A) Attentive service to clients
(B) A wide selection of products
(C) Partnerships with other companies
(D) Conveniently located retail locations

188. In the e-mail, what does Ms. Mayo praise about Singh Supplies?
(A) It is easy to contact.
(B) It packs items securely.
(C) It delivers orders quickly.
(D) It sends product samples.

189. Which product does Ms. Mayo want to return?
(A) MB 01257
(B) MB 01268
(C) TR 01345
(D) BW 01456

190. How will Mr. Singh most likely respond to Ms. Kim's request?
(A) By sending Ms. Mayo additional items
(B) By apologizing to Ms. Kim for an error
(C) By issuing a credit to Montjoy Antiques
(D) By giving Montjoy Antiques a full refund

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Questions 191-195 refer to the following article, e-mail, and outline.

Tolley Praises Local Farms

MANCHESTER (June 2)—Local horticulture expert Cassandra Tolley is scheduled to deliver a lecture Friday night at the Burton Auditorium in Manchester. The owner of Green Ridge Farm in nearby Windham County, Ms. Tolley will discuss the importance of supporting and promoting local farmers.

A strong advocate for small-scale farmers and a small-scale farmer herself, Ms. Tolley has traveled extensively over the past few years to deliver her message of "eating locally."

"If we make an effort to source our ingredients locally, we not only sustain and assist the local economy, we also encourage variety in the marketplace," says Ms. Tolley. "And that is beneficial to consumers."

"Everyone should spend their weekends browsing the regional farmers' markets," she adds. "It's the best place to get your groceries during the summer."

Friday night's lecture begins at 7 P.M. It is free, but seating is limited. Please arrive early. To view a comprehensive listing of statewide summer farmers' markets, visit www.vermontfarmersmarkets.org.

To:	Cook Today Writing Staff
From:	Zack Hernandez, Editor-in-Chief
Re:	Cassandra Tolley talk
Date:	June 8

To all staff,

Cassandra Tolley is giving a talk on Friday. Please let me know if you can go. I'm confident she'll provide some good material for an article on local growers. I had a chance to hear her speak last year at Green Ridge Farm. I found her not only brilliant but funny as well.

Zack

Features Outline for the August Issue of *Cook Today Magazine*		
Feature Title	**Topic**	**Writer**
Local Made Good	Sourcing and showcasing local producers and ingredients	Ira Newton
Herbs All Year	Growing and maintaining an indoor kitchen herb garden	Makalah Young
Vegan Delicious	Modern, nutritious, organic vegan recipes	Keyon Davis
Amazing August	A calendar of events in August	Jae-eun Park

191. What is the purpose of the article?
(A) To advertise a local business
(B) To discuss the local economy
(C) To promote an upcoming event
(D) To profile a new shopping market

192. What does Ms. Tolley encourage people to do?
(A) Visit her Web site
(B) Read her book
(C) Grow their own produce
(D) Shop at farmers' markets

193. What is indicated about Mr. Hernandez?
(A) He is a friend of Ms. Tolley's.
(B) He organized Ms. Tolley's talk.
(C) He has visited Ms. Tolley's business.
(D) He is selling tickets to Ms. Tolley's talk.

194. What featured article will help readers grow a garden inside their home?
(A) Local Made Good
(B) Herbs All Year
(C) Vegan Delicious
(D) Amazing August

195. Who most likely attended Ms. Tolley's talk?
(A) Mr. Newton
(B) Ms. Young
(C) Mr. Davis
(D) Ms. Park

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Questions 196-200 refer to the following postcard, form, and e-mail.

Madera Hotels Member Rewards

April Specials

Make a reservation by April 30 for a three-night or longer stay at any of our hotels between April 1 and August 31, and receive a choice of:

(1) 20 points per dollar spent + 500 bonus points
(2) $50 restaurant gift card for use at any Madera Hotel restaurants
(3) 40% discount off spa services during your stay
(4) A discount on a car rental booked at the same time as your stay

We appreciate our frequent customers and thank you for continuing to choose Madera Hotels.

Mr. Brian Carelli
815 Irving St.
New York, NY 10005

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http://www.maderahotels/customersupport/form.com

Madera Hotels Member Rewards Customer Support:

Please complete this form with as much detail as possible so that we can better assist you.

Today's Date: July 14

Property Name: The Grand Madera Reservation Number: XWQ43R2

Location: (select one) ☐Denver ☒Los Angeles ☐New York ☐Washington, DC

Hotel Stay Start Date: May 12

Name: Brian Carelli

Membership Number: B11932013

Email: bcarelli@pointinvesting.com

Phone Number: 555-0101

Comments/Concerns:

I recently took advantage of your April Specials when I booked a stay at the Los Angeles Grand Madera for May. I requested the bonus points offer when I made my reservation online, but when I received my June Member Rewards statement, I noticed that the points had not been applied to my account. Please let me know if I will still receive the bonus points. Thank you.

To:	Brian Carelli <bcarelli@pointinvesting.com>
From:	Oliver Beltran <obeltran@maderahotels.com>
Date:	July 16
Subject:	Your Inquiry - B11932013

Dear Mr. Carelli,

Thank you for being a valued member of the Madera Hotels Member Rewards program. We appreciate you choosing Madera for your business conferences and personal trips. I looked into your request, and it seems that you are correct; we did not credit your account with the bonus points for your stay. Instead, we sent the restaurant gift card to your business address. I apologize for this mistake and will credit your account right away. Also, to compensate for our mistake, I will double the offer.

Sincerely,

Oliver Beltran
Senior Manager, Customer Support
Madera Hotels

196. Why most likely did Mr. Carelli receive the postcard?

(A) He frequently reserves rooms at Madera Hotels.
(B) He rented a vehicle in May.
(C) He last visited a Madera Hotel in New York.
(D) He enjoys eating in hotel restaurants.

197. What is likely true about Mr. Carelli's hotel stay?

(A) It was for a conference.
(B) It included a spa visit.
(C) It was at least three nights long.
(D) It was paid for in advance.

198. According to the form, when did Mr. Carelli report an issue with his account?

(A) On April 1
(B) On May 12
(C) On June 30
(D) On July 14

199. What special April reward did Mr. Carelli mistakenly receive?

(A) One
(B) Two
(C) Three
(D) Four

200. What does Mr. Beltran offer to do?

(A) Upgrade a membership
(B) Change a reservation
(C) Give additional bonus points
(D) Schedule a business conference

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.