

LC

ETS TEST

10

LISTENING TEST

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

PART 1

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



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

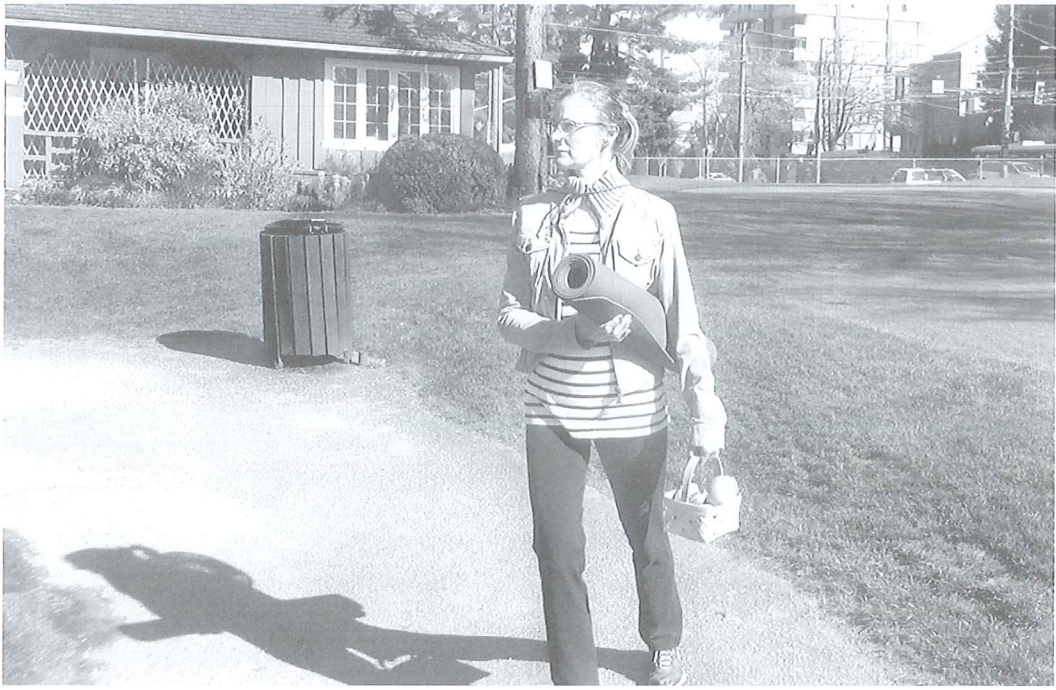
1.



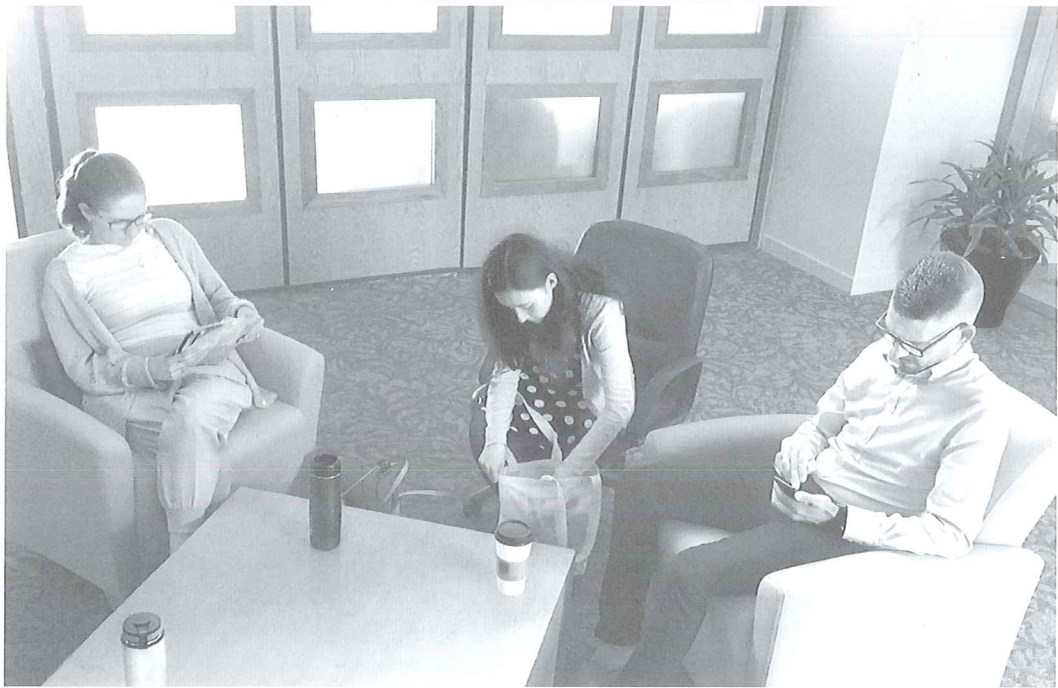
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3.



4.



5.



6.



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PART 2

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

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

PART 3

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

32. What is the conversation mainly about?
(A) A product launch
(B) A grand opening
(C) Some investment options
(D) Some travel plans
33. Why has the man been busy?
(A) He has been working on a presentation.
(B) He has just returned from a family vacation.
(C) He is organizing a conference.
(D) He has been assigned a new client account.
34. What does the woman suggest that the man do soon?
(A) Make a reservation
(B) Review some sales data
(C) Use a voucher before it expires
(D) Speak with an adviser
-
35. Where is the conversation taking place?
(A) At a bakery
(B) At an employment agency
(C) At a farmers market
(D) At a restaurant
36. What does the woman ask about?
(A) An upcoming event
(B) A project deadline
(C) A delivery service
(D) A job opening
37. What does the man remind the woman to do?
(A) Register on a Web site
(B) Send a document
(C) Update a budget
(D) Change an address
38. Where do the women work?
(A) At a bookstore
(B) At a computer store
(C) At a food market
(D) At a publishing company
39. What are the women worried about?
(A) Opening a branch office
(B) Competing with online stores
(C) Finding a new supplier
(D) Hiring enough delivery drivers
40. What does the man recommend?
(A) Advertising online
(B) Attending a trade show
(C) Adding food service
(D) Offering a home repair service
-
41. What kind of products do the speakers sell?
(A) Cleaning products
(B) Car accessories
(C) Kitchen tools
(D) Garden supplies
42. What does the woman mean when she says, "He's probably waiting outside"?
(A) A customer needs help immediately.
(B) A manager wants to discuss a complaint.
(C) A store is unusually crowded.
(D) Some instructions were confusing.
43. What do the staff sometimes forget to do?
(A) Restock inventory
(B) Sign receipts
(C) Hand out flyers
(D) Mention an upcoming sale
-

GO ON TO THE NEXT PAGE 

44. Who most likely are the men?

- (A) Teachers
- (B) Bakers
- (C) Electricians
- (D) Doctors

45. Why are the men frustrated?

- (A) Some work will have to be redone.
- (B) Some tools have been misplaced.
- (C) Some staff members are unavailable.
- (D) Some supplies have run out.

46. What does the woman want the men to review?

- (A) A revised budget
 - (B) A meeting agenda
 - (C) Some design plans
 - (D) Some contract terms
-

47. What does the man want to do?

- (A) Renovate a building
- (B) Create a community garden
- (C) Install some new road signs
- (D) Move a business to a new location

48. What problem does the woman mention about a project?

- (A) It will be noisy.
- (B) It will be expensive.
- (C) Finding available space may be difficult.
- (D) The approval process may take a long time.

49. What does the woman suggest the man do?

- (A) Apply for a loan
 - (B) Check a city map
 - (C) Collect some signatures
 - (D) Post an announcement online
-

50. What industry does the woman work in?

- (A) Finance
- (B) Farming
- (C) Advertising
- (D) Hospitality

51. What did the woman do recently?

- (A) She received an award.
- (B) She opened a new business.
- (C) She invented a new product.
- (D) She published a book.

52. What will the woman most likely discuss next?

- (A) Choosing an appropriate software program
 - (B) Preparing for a job interview
 - (C) Deciding on a program of study
 - (D) Improving networking skills
-

53. What kind of business do the speakers most likely own?

- (A) An architecture studio
- (B) A restaurant
- (C) A real estate agency
- (D) An accounting firm

54. What does the man want to order?

- (A) Furniture
- (B) Office supplies
- (C) Food
- (D) Lighting fixtures

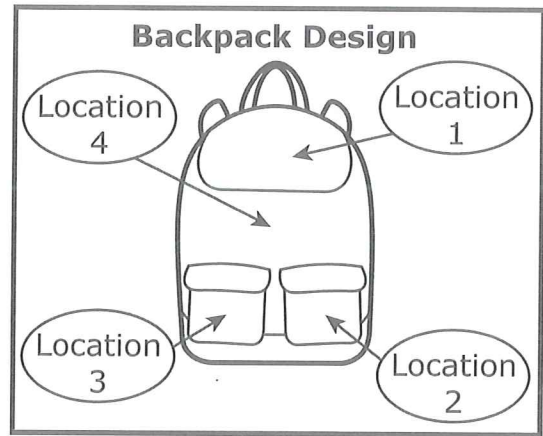
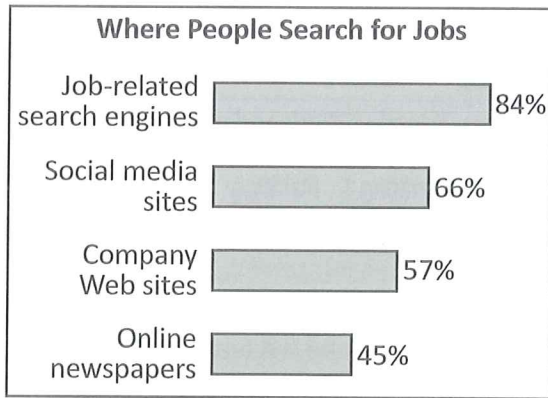
55. Why does the woman say, "I just checked the account balance an hour ago"?

- (A) To offer an excuse
 - (B) To make a complaint
 - (C) To provide reassurance
 - (D) To express surprise
-

56. Who most likely is the man?
 (A) The woman's former landlord
 (B) The woman's professor
 (C) The woman's relative
 (D) The woman's previous employer
57. What does the woman say she will do soon?
 (A) Return to her parents' house
 (B) Apply for a job
 (C) Pick up her belongings
 (D) Begin coursework at school
58. What does the woman ask for?
 (A) A house key
 (B) A copy of a certificate
 (C) A reference letter
 (D) A colleague's e-mail address
-
59. Where most likely are the speakers?
 (A) In a government office
 (B) In a television studio
 (C) At a bus terminal
 (D) At a construction site
60. What does the man mention about the Lansing Bridge?
 (A) There is a lot of traffic on it today.
 (B) There is a beautiful view from it.
 (C) It now has a walkway.
 (D) It is temporarily closed.
61. How can the listeners find out more information?
 (A) By visiting an information desk
 (B) By requesting a brochure
 (C) By checking a Web site
 (D) By calling a help line
-

				
Monday	Tuesday	Wednesday	Thursday	Friday
Ceramics	Knitting	Painting	Sculpture	Drawing

62. Why is the man calling?
 (A) To confirm he will teach a class
 (B) To complain about a recent class
 (C) To inquire about class supplies
 (D) To request directions to a community center
63. Look at the graphic. Which class are the speakers discussing?
 (A) Knitting
 (B) Painting
 (C) Sculpture
 (D) Drawing
64. What does the man plan to do in Chicago?
 (A) Go to a graduation ceremony
 (B) Attend a wedding
 (C) Complete a certification
 (D) See an art exhibit
-



65. Where do the speakers most likely work?

- (A) At a car rental service
- (B) At a market research firm
- (C) At an electronics store
- (D) At a trucking company

66. Look at the graphic. Where do the speakers plan to start advertising job openings?

- (A) On job-related search engines
- (B) On social media sites
- (C) On company Web sites
- (D) In online newspapers

67. What does the man say he will do later today?

- (A) Propose a budget adjustment
- (B) Attend a training session
- (C) Write a letter of recommendation
- (D) Approve a timeline

68. What is the woman having difficulty deciding on?

- (A) A color
- (B) A fabric
- (C) Storage capacity
- (D) Strap placement

69. Why was the company's logo redesigned?

- (A) To reflect design trends
- (B) To celebrate an anniversary
- (C) To appeal to a wider audience
- (D) To avoid a copyright problem

70. Look at the graphic. Where will the company's logo be placed?

- (A) Location 1
- (B) Location 2
- (C) Location 3
- (D) Location 4

PART 4

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

71. What kind of product did the speaker order?
(A) Printer ink
(B) Eyeglasses
(C) Picture frames
(D) Furniture
72. What problem does the speaker mention?
(A) A package was not received.
(B) An invoice is missing.
(C) A product is the wrong color.
(D) A Web site is down.
73. What does the speaker ask about?
(A) A refund policy
(B) A delivery fee
(C) A shipping time
(D) A mailing address
-
74. What award is being announced?
(A) Best design
(B) Top salesperson
(C) Employee of the month
(D) Excellence in research
75. According to the speaker, what will the winner receive?
(A) A commemorative plaque
(B) A parking space
(C) A gift certificate
(D) A recognition dinner
76. What does the speaker say will be published on a Web site?
(A) A photograph
(B) A biography
(C) Professional accomplishments
(D) Company event details
-
77. What kind of product does the speaker's company sell?
(A) Bicycles
(B) Tools
(C) Cars
(D) Toys
78. What will the listeners do next?
(A) Watch a video
(B) Vote on a policy
(C) Inspect a brochure
(D) Tour a facility
79. What does the speaker mean when he says, "I come in at eight"?
(A) He is very busy this week.
(B) A store usually opens early.
(C) The listeners should arrive at that time.
(D) The listeners should prepare a shipment.
-
80. What does the speaker mainly discuss?
(A) Offering training opportunities
(B) Changing product packaging
(C) Updating safety regulations
(D) Revising an advertising strategy
81. What did the company do last month?
(A) It expanded its social media presence.
(B) It agreed to organize a conference.
(C) It published a training manual.
(D) It hired an outside consultant.
82. What should interested listeners do?
(A) Contact their managers
(B) Recruit some volunteers
(C) Answer a survey
(D) Watch a video
-

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83. Who most likely are the listeners?

- (A) Engineers
- (B) Dentists
- (C) Educators
- (D) Architects

84. Why does the speaker say, "I'll be at the booth in the lobby until noon"?

- (A) To request volunteers for the afternoon
- (B) To explain that a booth location has changed
- (C) To apologize for a scheduling conflict
- (D) To indicate availability to answer questions

85. What does the speaker say will happen tonight?

- (A) A book signing
 - (B) A photo shoot
 - (C) A dinner reception
 - (D) An award ceremony
-

86. What is Geeta Prasad's profession?

- (A) Research scientist
- (B) Medical doctor
- (C) University professor
- (D) Government official

87. According to the speaker, what are some data used for?

- (A) To evaluate a budget
- (B) To design new products
- (C) To make hiring decisions
- (D) To develop an exercise program

88. Why should the listeners visit a Web site?

- (A) To download a manual
 - (B) To read a report
 - (C) To register for a study
 - (D) To provide some feedback
-

89. Where do the listeners most likely work?

- (A) At a home appliance store
- (B) At a hardware store
- (C) At a shipping company
- (D) At a furniture store

90. According to the speaker, what has caused a problem?

- (A) Low-quality merchandise
- (B) Competition from other businesses
- (C) Increased rental costs
- (D) Poor customer service

91. What will happen next month?

- (A) A focus group will be assembled.
 - (B) A customer loyalty program will be introduced.
 - (C) Some employees will receive training.
 - (D) New advertisements will be designed.
-

92. Where is the speech being given?

- (A) At a training session
- (B) At a press conference
- (C) At a job fair
- (D) At a store grand opening

93. Why does the speaker apologize?

- (A) Some repair work has caused delays.
- (B) Some employees have been transferred.
- (C) Some materials have not arrived.
- (D) Some businesses have been temporarily closed.

94. What does the speaker mean when she says, "the tracks and trains are not city property"?

- (A) She did not follow a recommendation.
 - (B) She is not responsible for a problem.
 - (C) Some directions were misleading.
 - (D) A contract contained errors.
-



95. Look at the graphic. Which hairstyle does the speaker recommend?
- (A) Style 1
 (B) Style 2
 (C) Style 3
 (D) Style 4
96. What does the speaker say is included in the price?
- (A) A comb
 (B) A beverage
 (C) Blow-drying
 (D) Hair care instructions
97. What does the speaker say happened yesterday?
- (A) A photo shoot was held.
 (B) A popular product arrived.
 (C) A new hairstylist was hired.
 (D) A product demonstration was conducted.

Plastic Molding Output	
Machine Number	Cycle Duration
1	5:30
2	6:22
3	4:15
4	5:02

98. According to the speaker, what did the company do last week?
- (A) It installed software to monitor machines.
 (B) It added a new machine to an assembly line.
 (C) It hired some expert technicians.
 (D) It reorganized a production team.
99. Look at the graphic. Which machine will a technician look at?
- (A) Machine 1
 (B) Machine 2
 (C) Machine 3
 (D) Machine 4
100. What does the company hope to do next quarter?
- (A) Update their logo
 (B) Meet their production targets
 (C) Purchase similar technologies
 (D) Begin replacing outdated computers

This is the end of the Listening test.

RRC

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. A ----- salesperson assisted Ms. Han with choosing a new computer.
(A) help
(B) helpfully
(C) helpful
(D) helped
102. Author Daniel Aiduk ----- gives talks at national writing conferences.
(A) gradually
(B) longer
(C) together
(D) regularly
103. Mr. Kohl has a great deal of ----- performing cost analysis tasks.
(A) experience
(B) experienced
(C) experiencing
(D) experiencer
104. To make an -----, clients can click on "Schedule" at the top right corner of the home page.
(A) example
(B) option
(C) individual
(D) appointment
105. The used coffee grounds should be disposed of at the end of ----- business day.
(A) now
(B) each
(C) whose
(D) and
106. Our company's efforts to hire new workers have intensified ----- so many employees have recently retired.
(A) because
(B) although
(C) instead
(D) unless
107. The occurrence of heavy rains during the month of May is fairly -----.
(A) predict
(B) predicts
(C) predicting
(D) predictable
108. Remind customers to return their rental car ----- a full tank of fuel.
(A) with
(B) from
(C) except
(D) toward

109. ----- the winter season, Serina Builders will once again offer roof installations and repairs.
(A) Such as
(B) Moreover
(C) After
(D) Whereas
110. The lights in the cinema ----- before a movie begins.
(A) dim
(B) dimming
(C) dimmer
(D) dims
111. When scheduling a meeting, please be ----- of colleagues in other time zones.
(A) significant
(B) mindful
(C) exclusive
(D) serious
112. Greentrim's product sales rose ----- following the introduction of its new shipping policy.
(A) sharp
(B) sharper
(C) sharply
(D) sharpest
113. Please ----- Hearnshaw for all your home appliance needs.
(A) assemble
(B) balance
(C) share
(D) consider
114. Monday will be the best day for ----- to clean the carpet in the lobby.
(A) we
(B) us
(C) ours
(D) ourselves
115. Hikers, ----- to explore the newly opened trails, have been visiting Millar Nature Reserve in record numbers.
(A) tender
(B) bright
(C) vast
(D) eager
116. KOHW ----- Jenae Johnson will be promoted to news anchor when Dana Wagner retires.
(A) reporter
(B) reporting
(C) to report
(D) will report
117. Residents ----- raised concerns about the project's impact on traffic congestion.
(A) extremely
(B) unlikely
(C) densely
(D) primarily
118. ----- your Fromo grocery order is placed before 10:00 A.M., it will be delivered the same day.
(A) That
(B) Such
(C) As long as
(D) In spite of
119. The finance department will be ----- a lunch-and-learn session on Wednesday.
(A) contacting
(B) collecting
(C) meeting
(D) holding
120. ----- clothing must be worn by all personnel entering the construction zone.
(A) Protective
(B) Protecting
(C) Protect
(D) Protects

121. At the Star Elite membership level, most flight changes can be made ----- incurring a rebooking fee.
- (A) along
 - (B) without
 - (C) until
 - (D) inside
122. Any letter ----- sensitive information should be sent using a courier service.
- (A) contains
 - (B) containing
 - (C) will contain
 - (D) has contained
123. Abelos Café sources its vegetables and fruit from local farms ----- possible.
- (A) anyhow
 - (B) whenever
 - (C) once
 - (D) very
124. Demand for the Waterlace running shoes was so high that the store owner set a ----- of two pairs per customer.
- (A) limit
 - (B) price
 - (C) supply
 - (D) procedure
125. The new security camera adjusts ----- in such a way that it can record quality video at night.
- (A) himself
 - (B) oneself
 - (C) itself
 - (D) herself
126. Contact Ms. Meyer if you would like a hard copy of the budget analysis ----- during the president's presentation.
- (A) occurred
 - (B) mentioned
 - (C) learned
 - (D) served
127. Saul's Pizzeria changed its menu options after receiving ----- negative customer feedback.
- (A) increase
 - (B) increases
 - (C) to increase
 - (D) increasingly
128. Topticolor produces devices intended for use by ----- photographers.
- (A) visible
 - (B) eventual
 - (C) amateur
 - (D) necessary
129. The study of consumer behavior will be repeated in order to ensure the ----- of the results.
- (A) rely
 - (B) relies
 - (C) reliable
 - (D) reliability
130. Check e-mail ----- throughout the day to make sure important client communications are not overlooked.
- (A) artificially
 - (B) periodically
 - (C) reluctantly
 - (D) simultaneously

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 notice.

Hemel Bookstore is seeking temporary store associates ----- the upcoming holiday season.

131.
Duties will include greeting customers and answering questions. ----- . In addition, associates

132.
will shelve, clean, and organize merchandise. We want to hire friendly and ----- candidates. To

133.
apply, please fill out an online job application at www.hemelbookstore.com/application. The

134.
is October 21.

131. (A) about
(B) on
(C) to
(D) for

132. (A) The job also involves processing sales transactions.
(B) We stay open until midnight during the holidays.
(C) Our bookstore carries art supplies as well.
(D) The café is on the first floor of the store.

133. (A) energetic
(B) energy
(C) energize
(D) energizer

134. (A) celebration
(B) release
(C) deadline
(D) meeting

Questions 135-138 refer to the following article.

Fishing Village to Become Bustling Port

DODOMA (14 April)—The unassuming town of Kikole, on the Tanzanian coast, is set to become a fully equipped port after an increase in ----- in the region. The government has recently designated the area as a business district. This ----- attract new businesses and further spur economic growth. One firm, Marina International Shipping, has already announced plans to open a hub there. ----- .

135.

136.

137.

A number of government officials have recently expressed opposition to the plan. ----- , with the needed finances already secured, it seems certain that the project will move forward.

138.

135. (A) security
(B) tourism
(C) investment
(D) fishing

138. (A) Nonetheless
(B) Therefore
(C) In case
(D) Equally as

136. (A) is meant to
(B) means to
(C) meaning to
(D) is meant for

137. (A) Some believe it would be better to make improvements to other ports.
(B) The Tanzanian government has promised to fund the new port.
(C) Developers hope to complete Kikole's transformation within ten years.
(D) This would be the shipping company's first major presence in East Africa.

Questions 139-142 refer to the following advertisement.

Mark your calendars for this year's Family Fun Fair at Delray! Join us from June 20 to June 26 for seven days of summer fun. You will find not only fantastic food, rides, and games, ----- exciting shows for all ages. And make sure not to miss our newest ----- . The Crazy
139. 140.
Cowboy Train is a thrilling journey through the Wild West!

This year's shows include the Bicycle Circus, the Dinosaur Show, and Walter the Magician. Please note that all basic admission ticket holders will need to pay additional fees to gain entrance to shows. ----- .
141.

We also ----- a VIP Family Fun pass for \$95. This pass provides free admission to all shows plus unlimited free amusement rides.
142.

139. (A) if only
(B) or else
(C) so that
(D) but also

142. (A) offer
(B) offered
(C) were offering
(D) will be offered

140. (A) shop
(B) member
(C) attraction
(D) refreshment

141. (A) There are over twenty different food vendors at the fair.
(B) There is an age requirement for most rides at the fair.
(C) Refer to the entertainment schedule for show times and prices.
(D) Visit our Web site to see whether you are eligible.

Questions 143-146 refer to the following letter.

Brightman Heating and Cooling
16 Primrose Way
Sydney NSW 2146
(02) 5550 8899
www.brightmanheatingandcooling.com.au

15 May

Alia Bajpa
422 Hudson St.
Sydney NSW 2000

Dear Ms. Bajpa:

We have some important news to share with you. We ^{143.}----- to retire and close the company after 40 years in the business. ^{144.}-----, we want to make sure that you do not experience any disruption to your service. For that reason, we have arranged for Kondo's Heating and Air to begin providing service to you effective on 1 June. I'm certain you will be pleased with ^{145.}----- service.

Kondo's is a wonderful company with experienced, highly skilled technicians. ^{146.}----- . If you have any questions, please do not hesitate to call.

Sincerely,
Nathaniel and Constance Brightman

143. (A) decide
(B) were deciding
(C) could decide
(D) have decided

144. (A) Similarly
(B) However
(C) In general
(D) At that time

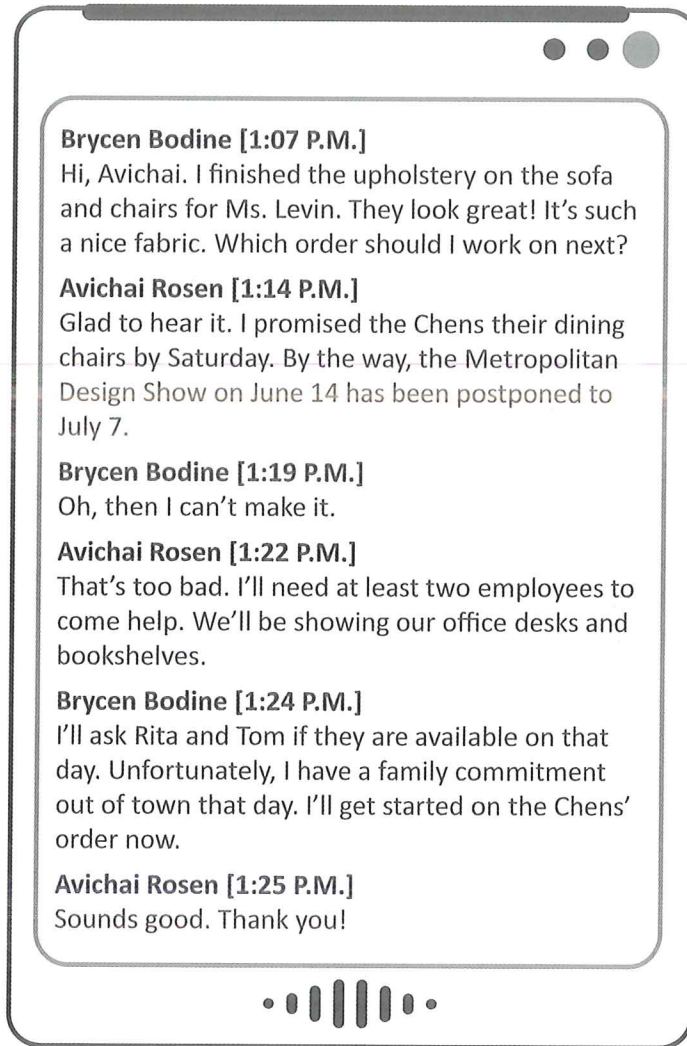
145. (A) our
(B) their
(C) whose
(D) his

146. (A) Building a strong customer base can take years.
(B) We will be holding a grand reopening event.
(C) You should be receiving a letter from them soon.
(D) Many jobs in heating and air-conditioning are available.

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.



147. What will Mr. Bodine most likely work on next?

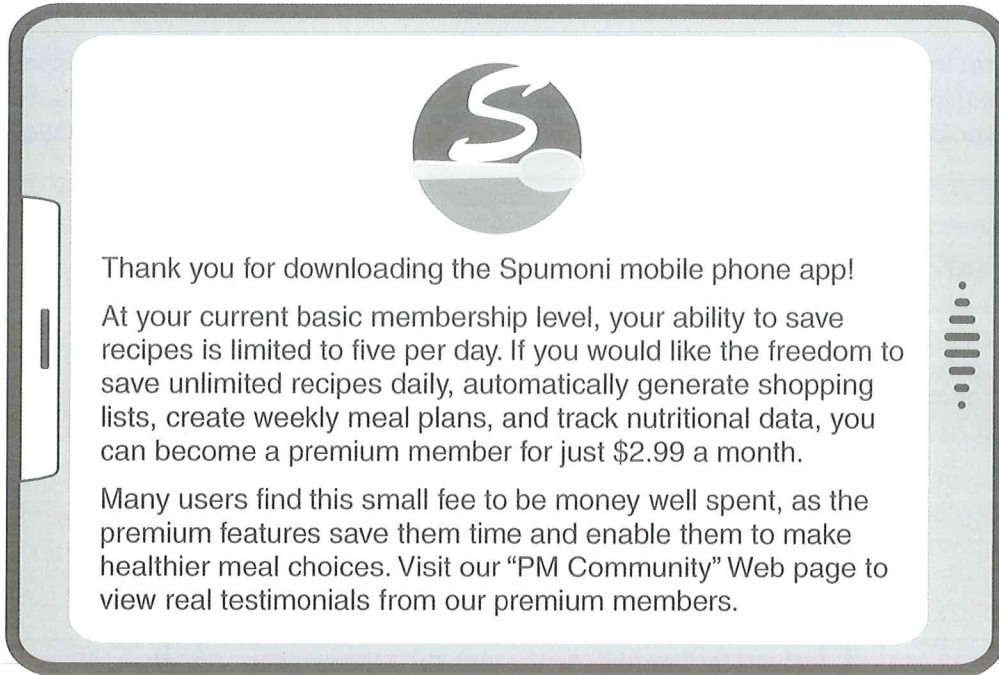
- (A) A sofa
- (B) An office desk
- (C) A bookshelf
- (D) A set of chairs

148. At 1:19 P.M., what does Mr. Bodine mean when he writes, "I can't make it"?

- (A) He will not be seeing Rita or Tom.
- (B) He will not be able to attend an event.
- (C) He will not be able to meet a deadline.
- (D) He does not know how to build a piece of furniture.

GO ON TO THE NEXT PAGE 

Questions 149-150 refer to the following notice.



149. What does the notice encourage users to do?
- (A) Share their own recipes
 - (B) Submit their own testimonials
 - (C) Upgrade their membership status
 - (D) Download a recent software update

150. According to the notice, why should users go to a Web page?
- (A) To take a virtual tour
 - (B) To see a sample meal plan
 - (C) To compare ingredients from similar recipes
 - (D) To find out about people's experiences

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

E-mail	
To:	Marta Prigarina <mprigarina@ymw.co.za>
From:	Barry Winters <bwinters@kerwinecs.co.za>
Date:	23 October
Subject:	Office cleaning

Dear Ms. Prigarina,

We are glad you have chosen Kerwine Cleaning Services for your office cleaning needs. Our janitors will arrive at your facility with the commercial-grade equipment, tools, and products needed to complete all cleaning tasks quickly and effectively. You have already confirmed a starting date of 30 October. However, you have not yet confirmed whether you will use our services weekly or biweekly. As soon as you let us know, we will draw up a contract for you. Please note that we are currently running a special promotion. If you sign up for six months of service by 31 October, your first two cleanings are free.

Best,

Barry Winters
Kerwine Cleaning Services

151. What does Mr. Winters ask Ms. Prigarina to confirm?

- (A) How often to clean her office
- (B) When he should arrive at her facility
- (C) Where her office is located
- (D) What products she prefers

152. How can Ms. Prigarina receive two free cleanings?

- (A) By prepaying for services
- (B) By signing a contract for six months
- (C) By changing her starting date
- (D) By using a discount code

Questions 153-154 refer to the following e-mail.

To:	Angela Jenkins
From:	Marcus Keller
Date:	Friday, 2 November
Subject:	Postpone call

Angela,

Unfortunately, I have to cancel our planned afternoon phone call at the last minute—I hope you get this e-mail in time. Could we please reschedule? This was my mistake, as I somehow double-booked our appointment time. In fact, I am on my way out the door right now to keep the other appointment—a meeting with a high-priority client. I apologize.

Would teleconferencing on Monday at noon work for you? Also, prior to our meeting, could you look further into any grant opportunities that might be available for the current project? Meanwhile, I will ask Leona to calculate more accurate budgets for some future initiatives that will need funding. That will allow us to be more productive when we meet next week.

Best,

Marcus Keller
O'Connor Small Business Foundation

153. Why does Mr. Keller say he cannot meet as planned?
- (A) He anticipates a late return from a trip.
 - (B) He has no new information to report.
 - (C) He decided to take the afternoon off.
 - (D) He discovered a scheduling conflict.

154. What will most likely be done before the meeting?
- (A) More financial information will be gathered.
 - (B) The meeting location will be changed.
 - (C) Another person will be invited to attend.
 - (D) A marketing plan will be modified.

Questions 155-157 refer to the following comment card.

Gracio Store Comment Card

Gracio Store is seeking to make your visit with us a better experience. Tell us about your visit to our store today so we can improve the way we serve you. And each week, one comment card will be drawn from those submitted to earn the customer a \$50 store coupon!

Customer name: Huy Nguyen

E-mail contact: hnguyen@brightmail.co.nz

Date: 4 May

Reason for your visit today: Shopping for a gift

Comment: I was shopping for a friend's birthday. Ms. Davie, a sales associate in Accessories, greeted me and asked me questions to narrow down my gift search. She even offered to hold some of my bags so that I could shop more easily. She directed me to a colourful display of silk scarves and told me about the various places they were produced. The one I chose ended up in my planned price range too.

155. What is indicated about Gracio Store?
- (A) It has recently opened.
 - (B) It is training new sales associates.
 - (C) It wants to improve its customer service.
 - (D) It has organized a competition.
156. The word "drawn" in paragraph 1, line 3, is closest in meaning to
- (A) sketched
 - (B) picked
 - (C) attracted
 - (D) described
157. What does Mr. Nguyen write about his experience?
- (A) He bought several different accessories.
 - (B) It took him a long time to find a gift.
 - (C) A manager answered his questions.
 - (D) He was able to stay within his gift budget.

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

From:	lcho@cuvacorporatetraining.com
To:	all_staff@cuvacorporatetraining.com
Date:	Monday, April 12, 10:53 A.M.
Subject:	Special notice

Dear colleagues,

Please be advised that the Customer Security System (CSS) installed on your computer will be automatically updated this weekend. Specifically, the update will be taking place from midnight, Saturday, April 17, to midnight, Sunday, April 18. — [1] —. Your device will restart after the update has been completed.

The purpose of the update is twofold. First, it will increase the security of our client information. Moreover, it will improve overall system performance. — [2] —. As a result, you should notice improved processing speeds and less unplanned system downtime.

Please note that following the update there will be a change in the appearance of the CSS log-in screen, but this change will not affect the log-in procedures.

The tech support team will be available to answer any questions you may have before and after the update. — [3] —. By Thursday, you will receive a link to a training video with explanations of the new features that will become available with the update. — [4] —.

Best regards,

Leana Cho
Manager, Technical Support Team

158. Why was the e-mail sent?

- (A) To motivate employees to increase their performance
- (B) To instruct employees how to install a computer program update
- (C) To obtain feedback about some new security procedures
- (D) To alert employees about upcoming changes to some software

159. According to the e-mail, what will employees experience after April 18 ?

- (A) Better quality Web cameras
- (B) A different CSS log-in screen
- (C) Faster technical support service
- (D) More comfortable keyboards

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

“During this period, some functions will be limited or unavailable.”

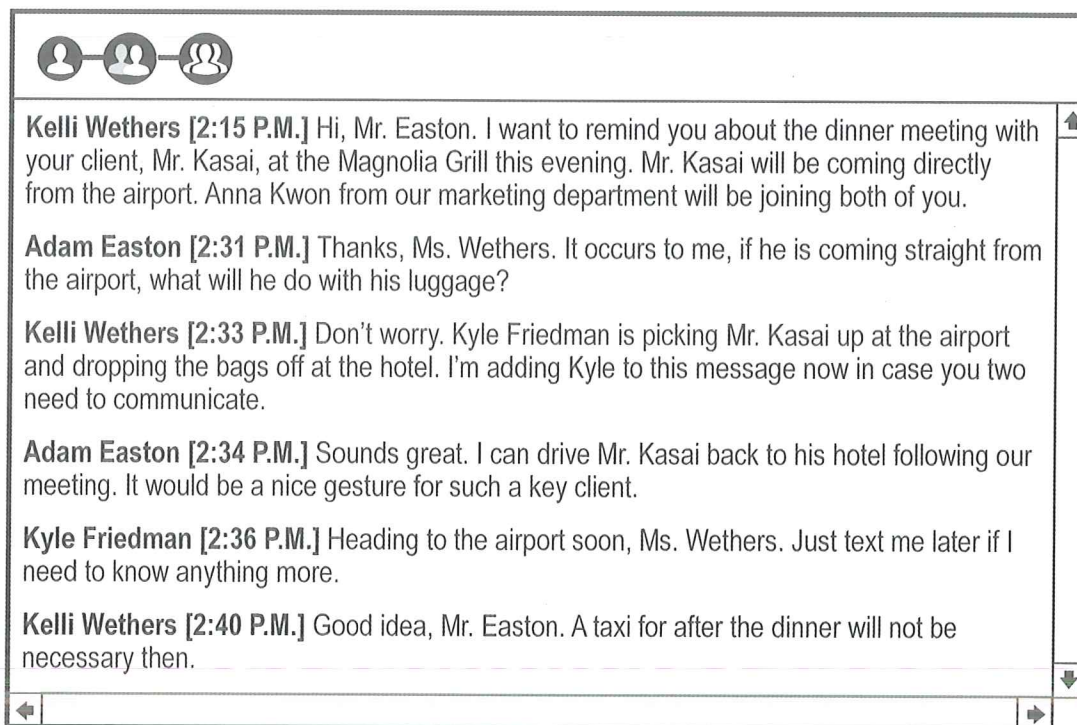
- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 161-163 refer to the following information from a Web page.

The screenshot shows a web browser window with the address bar containing the URL <https://www.electronicsexpress.com/returns>. The page title is "Electronics Plus Express Return Policy". The main text states: "All returns require prior authorization. Please call during business hours (Monday–Friday 9:00 A.M. to 7:00 P.M. and weekends 10:00 A.M. to 5:00 P.M.) or e-mail Customer Service with your return request to receive a return authorization code. Defective merchandise may be returned within 30 days of purchase date. Any new merchandise may be returned within 14 days of purchase date. The original box and packaging materials must be included. If you need to return the item by post, the store will issue and e-mail a postage-paid shipping label for you to print at home and attach to your parcel. The cost of your item will be refunded once it has been received." Below this, it says "Customer Service contact information is as follows:" followed by "Phone: 1-800-555-0176" and "E-mail: cs@electronicsexpress.com".

161. For whom is the information most likely intended?
- (A) Customers of Electronics Plus Express
 - (B) Customer service representatives
 - (C) Repair technicians
 - (D) Shipping department employees
162. What is indicated about all returns?
- (A) They are only received at store locations.
 - (B) They cannot be processed on weekends.
 - (C) They require an authorization code.
 - (D) They are not accepted after 14 days.
163. What is mentioned about return shipping fees?
- (A) They are calculated based on the weight of the package.
 - (B) They are listed on the company's Web site.
 - (C) They will be refunded to the customer within 30 days.
 - (D) They are paid for by the company.

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



The image shows a screenshot of an online chat window. At the top left, there are three circular icons representing the participants: Kelli Wethers, Adam Easton, and Kyle Friedman. The chat messages are as follows:

- Kelli Wethers [2:15 P.M.]** Hi, Mr. Easton. I want to remind you about the dinner meeting with your client, Mr. Kasai, at the Magnolia Grill this evening. Mr. Kasai will be coming directly from the airport. Anna Kwon from our marketing department will be joining both of you.
- Adam Easton [2:31 P.M.]** Thanks, Ms. Wethers. It occurs to me, if he is coming straight from the airport, what will he do with his luggage?
- Kelli Wethers [2:33 P.M.]** Don't worry. Kyle Friedman is picking Mr. Kasai up at the airport and dropping the bags off at the hotel. I'm adding Kyle to this message now in case you two need to communicate.
- Adam Easton [2:34 P.M.]** Sounds great. I can drive Mr. Kasai back to his hotel following our meeting. It would be a nice gesture for such a key client.
- Kyle Friedman [2:36 P.M.]** Heading to the airport soon, Ms. Wethers. Just text me later if I need to know anything more.
- Kelli Wethers [2:40 P.M.]** Good idea, Mr. Easton. A taxi for after the dinner will not be necessary then.

164. What is the purpose of the online chat discussion?
- (A) To review arrangements for a client visit
 - (B) To choose a location for a company celebration
 - (C) To give invitations to a dinner event
 - (D) To arrange a taxi for some traveling colleagues
165. Who will go to the airport?
- (A) Ms. Wethers
 - (B) Mr. Easton
 - (C) Mr. Friedman
 - (D) Ms. Kwon
166. What is indicated about Mr. Kasai?
- (A) He prefers to dine at the Magnolia Grill.
 - (B) He is an important customer.
 - (C) He wants to get to his hotel on time.
 - (D) He is confused about driving directions.
167. At 2:40 P.M., what does Ms. Wethers most likely mean when she writes, "Good idea, Mr. Easton"?
- (A) She thinks that a dinner meeting should be informal.
 - (B) She believes that a hotel selection is appropriate.
 - (C) She does not think that a client has a driver's license.
 - (D) She agrees that a client should be offered a ride to a hotel.

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

To:	staff@rindersbusiness.co.ke
From:	dcloeten@rindersbusiness.co.ke
Subject:	Information
Date:	25 October

Dear Rinders Staff:

Our company is growing, and I am pleased to welcome new staff members! Those in our Nairobi office will get to know Mary Gichuki very well. She will be the new office manager there, beginning on 1 November. Some of you met her last week when she visited the office. She will be replacing David Alberts.

Anila Pillai will also be a new face in our Nairobi office. Ms. Pillai will be an administrative assistant, and she will greet visitors, answer the phone, and perform office duties. She will work on Wednesdays, Thursdays, and Fridays from 10:00 A.M. to 3:00 P.M.

Mark Karunga, who has worked in the Nairobi office for the past fifteen years, is being promoted to senior accountant and will work in our new Mombasa office beginning on 15 November.

I will soon be sending another e-mail alerting you to more new faces in our offices since we are still hiring personnel for the Mombasa location. We hope to have all positions filled there before the grand opening in November.

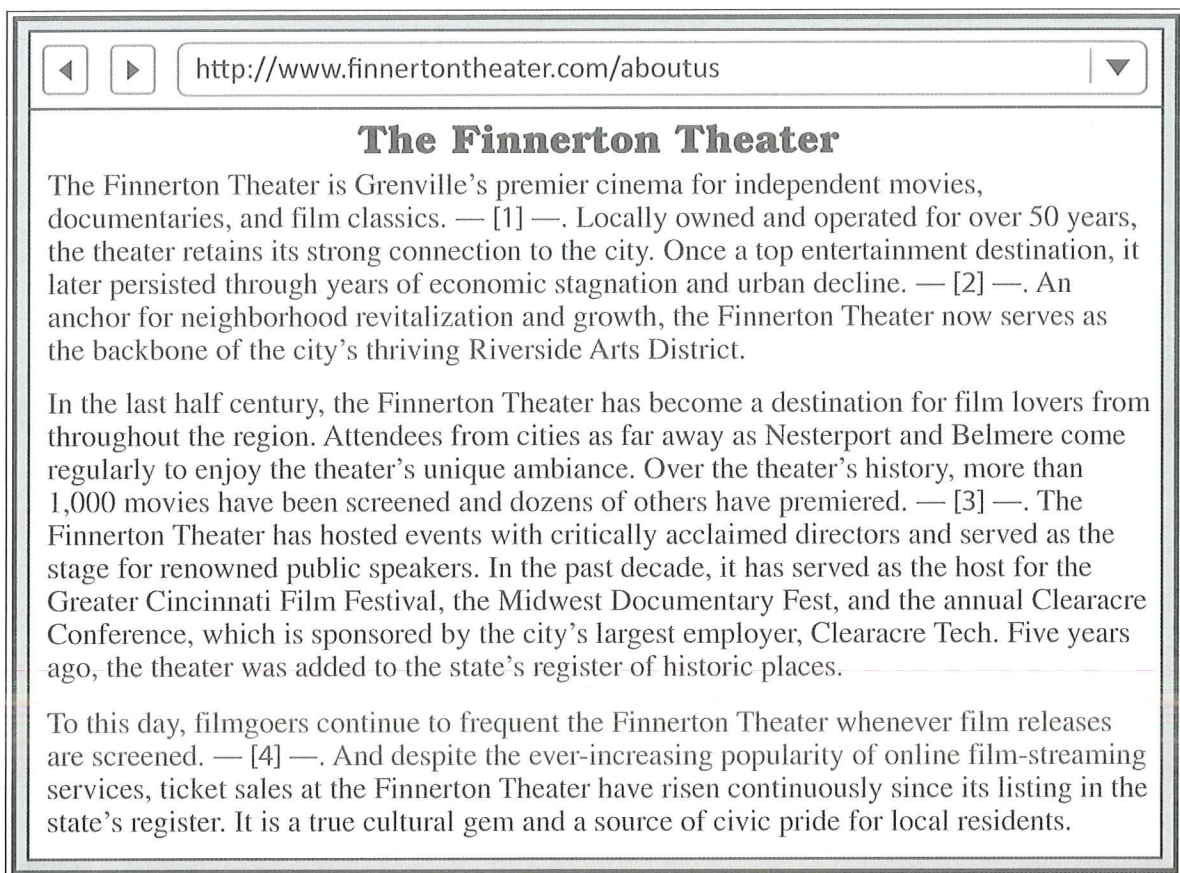
Sincerely,

Deborah Cloeten
Vice President
Rinders Business Systems

168. What is the main purpose of the e-mail?
- (A) To describe some staff changes
 - (B) To discuss some new office procedures
 - (C) To contrast two company locations
 - (D) To report on recent office visitors
169. Who will be working part-time at Rinders Business Systems?
- (A) Ms. Gichuki
 - (B) Mr. Alberts
 - (C) Ms. Pillai
 - (D) Ms. Cloeten
170. What is NOT indicated about Mr. Karunga?
- (A) He is an accountant.
 - (B) He is a recent hire.
 - (C) He is being promoted.
 - (D) He is being transferred.
171. What does Ms. Cloeten indicate about the Mombasa location?
- (A) It is her new workplace.
 - (B) It has not yet opened.
 - (C) It is fully staffed.
 - (D) It is larger than the Nairobi office.

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Questions 172-175 refer to the following Web page.



◀ ▶ http://www.finnertontheater.com/aboutus ▼

The Finnerton Theater

The Finnerton Theater is Grenville’s premier cinema for independent movies, documentaries, and film classics. — [1] —. Locally owned and operated for over 50 years, the theater retains its strong connection to the city. Once a top entertainment destination, it later persisted through years of economic stagnation and urban decline. — [2] —. An anchor for neighborhood revitalization and growth, the Finnerton Theater now serves as the backbone of the city’s thriving Riverside Arts District.

In the last half century, the Finnerton Theater has become a destination for film lovers from throughout the region. Attendees from cities as far away as Nesterport and Belmere come regularly to enjoy the theater’s unique ambiance. Over the theater’s history, more than 1,000 movies have been screened and dozens of others have premiered. — [3] —. The Finnerton Theater has hosted events with critically acclaimed directors and served as the stage for renowned public speakers. In the past decade, it has served as the host for the Greater Cincinnati Film Festival, the Midwest Documentary Fest, and the annual Clearacre Conference, which is sponsored by the city’s largest employer, Clearacre Tech. Five years ago, the theater was added to the state’s register of historic places.

To this day, filmgoers continue to frequent the Finnerton Theater whenever film releases are screened. — [4] —. And despite the ever-increasing popularity of online film-streaming services, ticket sales at the Finnerton Theater have risen continuously since its listing in the state’s register. It is a true cultural gem and a source of civic pride for local residents.

172. What is the purpose of the Web page?
- (A) To announce an upcoming film festival
 - (B) To discuss the opening of a new theater
 - (C) To promote a recent film release
 - (D) To profile a local movie theater

173. In what city is the Finnerton Theater located?
- (A) Grenville
 - (B) Nesterport
 - (C) Belmere
 - (D) Cincinnati

174. What is indicated about the Finnerton Theater?
- (A) It will move to a new building soon.
 - (B) It has expanded its concession menu.
 - (C) It is where a yearly conference is held.
 - (D) It is the city's largest employer.

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

“Amid a changing cityscape, it continued to evolve with the neighborhood around it.”

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

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

Here at Hapler's Landscape Company, we believe that landscape design does not have to be challenging. Our goal is to design unique, beautiful gardens that meet our clients' specifications and require minimal care once they have been planted. We also care deeply about reducing air, soil, and water pollution. For more information about how we achieve this, visit haplers.co.uk.

Our process is implemented in four phases. This is how it works:

Phase 1 – One of our consultants will call you and discuss your goals and vision for your property.

Phase 2 – We will conduct a thorough survey of your land to collect information on water level, elevation, soil type, and sun patterns. Note that we work on many projects at once and may not complete the survey until up to a month after your initial consultation call.

Phase 3 – Our design specialists will present you with a proposed design to suit your existing landscape. We will discuss adjustments until you are satisfied with every aspect of the plan.

Phase 4 – We will implement the design per approved project specifications.

Are you ready to get this process started and watch your land change before your eyes? Contact Hapler's at 01632 960255.

To:	melinda_grotenhuis@charmail.net.uk
From:	martin.sampsell@haplers.co.uk
Date:	22 February
Subject:	Proposal
Attachment:	 haplers-draft1.org

Dear Ms. Grotenhuis,

I have attached an initial draft of a landscape design for you to consider. In our property walk-through, you indicated where you want to have a walkway from the parking area to your office. However, we are proposing something slightly different for you to consider. Experience has taught us to make pathways in commercial settings as direct as possible. Otherwise, people often walk through the grass anyway. You also mentioned wanting year-round flowers, so we have incorporated a variety of native plants with different blooming seasons into the design.

Please give me a call once you've had a chance to look at this design and I'll walk you through the details.

Martin Sampsell

176. What does the brochure indicate about the company's designs?

- (A) They are colorful.
- (B) They are easy to maintain.
- (C) They make use of vacant areas.
- (D) They incorporate old structures.

177. Why are readers directed to Hapler's Web site?

- (A) To understand its environmental practices
- (B) To view its staff's credentials
- (C) To explore design ideas
- (D) To view testimonials from previous clients

178. What is indicated about Hapler's?

- (A) It provides services to multiple clients at the same time.
- (B) It bills all of its clients on an hourly basis.
- (C) It works with residential clients only.
- (D) It is recommended by most of its clients.

179. At which phase of the process is Ms. Grotenhuis' project?

- (A) Phase 1
- (B) Phase 2
- (C) Phase 3
- (D) Phase 4

180. Why does Mr. Sampsell suggest changing the location of a pathway?

- (A) To avoid a potential hazard
- (B) To provide the most efficient option
- (C) To take advantage of the shade available
- (D) To show the most attractive side of a building

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

Merenville Regional Bus Authority
Notice to the Public

In response to its recently conducted passenger survey, the Merenville Regional Bus Authority (MRBA) will be adjusting its Saturday and Sunday service between Merenville Central Station (MCS) and Louberg. The following schedule changes will be in effect as of May 1.

- Bus 36, in service on Saturdays only, will be departing MCS every hour on the hour, with the first departure scheduled for 6:00 A.M. and the last to take place at midnight. This adjustment is intended to provide passengers with more departure options.
- Bus 47, which runs on both days, will now be departing MCS at 7:00 A.M. in addition to its regularly scheduled departure times of 12:15 P.M. and 6:15 P.M.
- Bus 51, which runs on both days, will continue to have three departures from MCS. However, they are now scheduled to take place at 7:30 A.M., 1:30 P.M., and 4:30 P.M.
- Bus 65, in service on Sundays only, will now be departing MCS at 10:00 A.M. instead of 8:00 A.M. Departures scheduled for 1:00 P.M., 3:00 P.M., and 5:00 P.M. remain unchanged.

To:	Adriano Martinez <amartinez@mrba.com>
From:	Claire Brunkhorst <cbrunkhorst@mrba.com>
Date:	May 14
Re:	Switch shift request

Hi Adriano,

Regarding your request, I can take over your late-night bus driving shift on Saturday, May 22. I realize that I'll have to be alert, so I'll make sure to get plenty of rest.

In return, could you possibly take over my day shift on Tuesday, May 25? A friend of mine, who works for the same Chicago-based company that I used to work for, will be visiting me that day.

Thanks in advance for your assistance.

Claire Brunkhorst, MRBA Associate

181. What is the purpose of the notice?
- (A) To introduce a new bus route
 - (B) To report on the closing of a bus station
 - (C) To announce transportation-service improvements
 - (D) To invite comments about proposed schedule changes
182. What is suggested in the notice about Bus 47 ?
- (A) It has new stops on its route.
 - (B) It has the earliest departure time.
 - (C) It used to depart only in the afternoon.
 - (D) It is in service on only one day of the week.
183. What bus will Ms. Brunkhorst most likely drive on May 22 ?
- (A) Bus 36
 - (B) Bus 47
 - (C) Bus 51
 - (D) Bus 65
184. In the e-mail, the word “realize” in paragraph 1, line 2, is closest in meaning to
- (A) earn
 - (B) comprehend
 - (C) exchange
 - (D) achieve
185. What does Ms. Brunkhorst indicate in the e-mail?
- (A) She plans to take a new job in Chicago.
 - (B) She does not have time to visit Mr. Martinez.
 - (C) She prefers to work the early shift on Tuesday.
 - (D) She would like to spend time with an old friend.

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

Quick Fix Workshops

Join Hagerstown residents at the community center on January 15 for our Quick Fix workshop series. There is sure to be at least one topic that will interest you. For example, you might learn how to economize financially without inhibiting your lifestyle or to discover ways of reducing your impact on the environment by living smarter. Alternatively, by attending a workshop, you may find inspiration for improving the health and well-being of your family. Our own Grant Cardwell, prominent and long-time Hagerstown resident, will be leading a session on weatherizing your home. Arrive early to secure a seat for that one since nearly everyone is eager to learn how to trim their heating and cooling bills.

Registration is not required, although we will record attendance. For questions, contact Mike Greenly at m.greenly@hagerstown.gov.

Quick Fix Workshop Series - Schedule

10:00 A.M.	<p>Weatherization – Make your home more energy efficient by learning from an expert from the Marion County Regional Weatherization Initiative (MCRWI).</p> <p>Save Water and Your Wallet – Find out about the Hagerstown water supply and get tips for limiting consumption and reducing your monthly water utility bills.</p>
11:00 A.M.	<p>DIY Personal Care Products – Make your own everyday personal care products, such as deodorant, soap, and skin moisturizer.</p>
1:00 P.M.	<p>Creating Natural Spaces – Grow native plants and learn about nurturing the local ecosystem. Help build a naturally sustainable habitat right in your own garden or yard.</p>
2:00 P.M.	<p>A New Year, a Healthier You – See demonstrations on creating delicious and healthy meals for your family. Samples will be provided.</p> <p>Essential Maintenance – Keep your vehicle in top driving condition despite harsh winter weather.</p>

To:	Mike Greenly
From:	Antonio Perkins
Date:	January 12
Subject:	Inquiry

Dear Mr. Greenly,

I recently moved to Hagerstown, and I am interested in learning about the native vegetation in the area. I have a lot of experience growing trees and plants in my former hometown, but the varieties that grow here are completely different. A neighbor mentioned that there would be a session related to gardening, but do any of the workshops address my specific interest in learning about the native flora and fauna?

Sincerely,

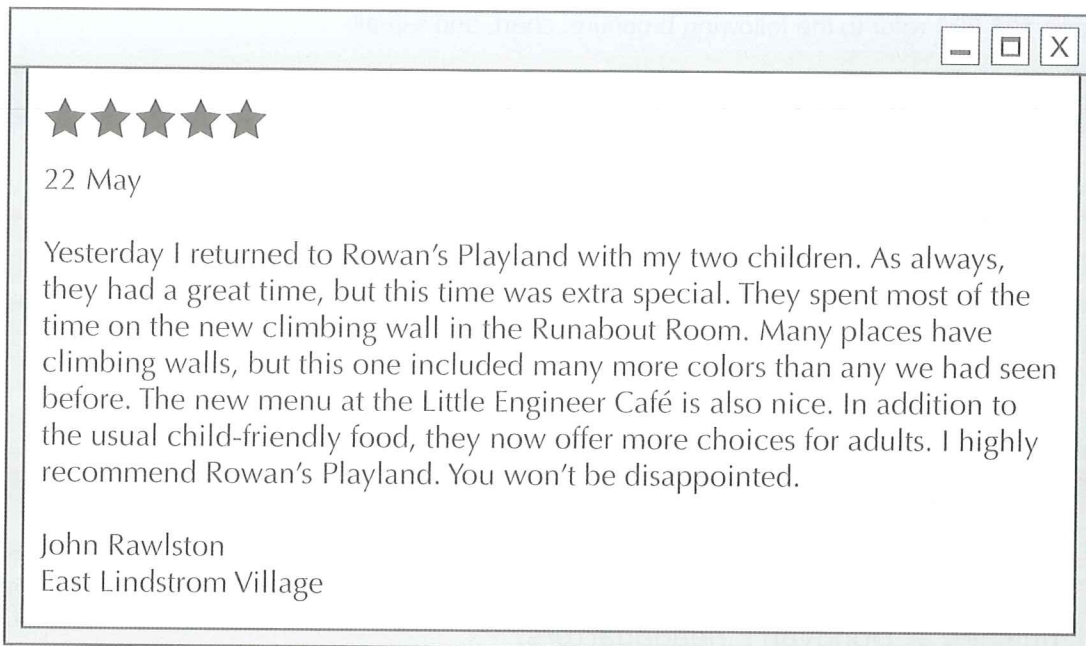
Antonio Perkins

186. According to the flyer, what topic will be addressed in the workshops?
- (A) Beautifying a home
 (B) Saving money
 (C) Caring for pets
 (D) Using city recycling services
187. What is most likely true about Mr. Cardwell?
- (A) He is a professional weather forecaster.
 (B) He is a member of the MCRWI organization.
 (C) He is a university professor.
 (D) He is in charge of organizing the Quick Fix workshop series.
188. At what time is a session offered about working on cars?
- (A) 10:00 A.M.
 (B) 11:00 A.M.
 (C) 1:00 P.M.
 (D) 2:00 P.M.
189. What does Mr. Perkins want information about?
- (A) Event topics
 (B) Event registration
 (C) Event location
 (D) Event scheduling
190. What workshop will Mr. Perkins likely attend?
- (A) Weatherization
 (B) DIY Personal Care Products
 (C) Creating Natural Spaces
 (D) Essential Maintenance

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

E-mail	
To:	Rowan's Playland management staff
From:	Henry Louis
Date:	12 April
Subject:	Update
<p>Dear All,</p> <p>It was a pleasure to see everyone at yesterday's management meeting. Please note that we will not be able to meet the next two Mondays, since I will be out of town. That means we will not meet again until next month. If there is an urgent issue that needs attention in the meantime, please contact Lydia Chang.</p> <p>For now, we will move forward with plans for installing a climbing wall in the Runabout Room. Kelly Mulgrew has agreed to send us the names of some companies that can do the work, along with their availability and prices.</p> <p>Tom Holden will research a new vendor for the sandwiches and snacks we sell at the Little Engineer Café.</p> <p>Thank you,</p> <p>Henry Louis Rowan's Playland</p>	

CLIMBING WALL OPTIONS		
Company	Total Cost	Earliest Installation Date
Rick's Walls of Fun	\$1450	29 May
Climbing Walls Galore	\$1300	18 May
Pru's Climbing Walls	\$1350	3 June
Wethersfield Walls and Playgrounds	\$1450	10 June
<p>Note: Rick's, Pru's and Wethersfield offer green and black climbing walls. Climbing Walls Galore offers many colors and mix-and-match options.</p>		



191. According to the e-mail, how often do management meetings usually take place?
- (A) Twice a week
 - (B) Once a week
 - (C) Twice a month
 - (D) Once a month
192. What does the e-mail indicate about the Runabout Room?
- (A) It will undergo some changes.
 - (B) It will be hosting a special event.
 - (C) It was recently opened.
 - (D) It was featured in a recent publication.
193. Who most likely created the chart?
- (A) Mr. Louis
 - (B) Ms. Chang
 - (C) Ms. Mulgrew
 - (D) Mr. Holden
194. According to the online review, what is true about the café?
- (A) Its prices have been reduced.
 - (B) Its hours have been extended.
 - (C) Its menu includes new items.
 - (D) Its interior was redecorated.
195. What company most likely installed the climbing wall at Rowan's Playland?
- (A) Rick's Walls of Fun
 - (B) Climbing Walls Galore
 - (C) Pru's Climbing Walls
 - (D) Wethersfield Walls and Playgrounds

Questions 196-200 refer to the following brochure, chart, and e-mail.

Dublin in the Sun

with Donovan Tour Operators

The following tours run from 1 April to 30 August. Please visit our headquarters or phone us at +353 22 455 0827 for tour start times each day.

Dublin Castle—3 hours, €15 per person
Guided tour of Dublin’s thirteenth-century castle led by experts in its history. Price includes entry to the castle. Starts and finishes at the castle’s main visitor entrance.

Secrets of Dublin—2 hours, €12 per person
Walking tour around Dublin. Discover its untold stories. Starts and finishes at Donovan’s headquarters.

Garden of Ireland—5 hours, €30 per person
Half-day excursion to the mountains south of Dublin and the old city of Kilkenny. Starts and finishes at Gardiner Street Coach Station.

Galway Mini Cruise—9 hours, €70 per person
Full-day excursion to the Atlantic coast for a mini cruise beside the magnificent Cliffs of Moher. Includes lunch. Starts and finishes at Gardiner Street Coach Station.

Donovan Tour Operators: July Summary				
Tour Name	Tours per day	Average profit per tour (€)	Average profit per day (€)	Average customer review (/5)
Dublin Castle	8	41	328	4.8
Secrets of Dublin	6	58	348	3.3
Garden of Ireland	2	124	248	4.5
Galway Mini Cruise	1	-297	-297	4.6

To:	agupta@donovantouroperators.ie
From:	somalley@donovantouroperators.ie
Date:	13 August
Subject:	Tour offerings

Dear Mr. Gupta,

As you know, we will be reducing our tour offerings as we move into the less busy months for tourism. I was thinking we should discontinue the tour to the Cliffs of Moher, as we have not profited from it. But I would like to get confirmation from you on this before I inform the designers of the new brochure about this decision.

I know you are busy this week with tour guide recruitment for our new October Magic tour, so we can meet on Monday. Would 2 P.M. work?

Regards,

Sarah O'Malley

- 196.** According to the brochure, what do all of the tours have in common?
- (A) They last the same number of hours.
 (B) They start from the same place.
 (C) They are offered during the same months.
 (D) They cost the same per person.
- 197.** What does the chart indicate about the Dublin Castle tour?
- (A) It is the most highly rated.
 (B) It runs less often than the Secrets of Dublin tour.
 (C) It makes the most profit per day of all the tours.
 (D) It makes more profit per tour than the Garden of Ireland tour.
- 198.** How many tours to Kilkenny does Donovan Tour Operators run each day?
- (A) One
 (B) Two
 (C) Six
 (D) Eight
- 199.** What is the purpose of the e-mail?
- (A) To place an order for brochures
 (B) To explain policies to a new tour guide
 (C) To schedule a meeting with a colleague
 (D) To respond to a customer complaint
- 200.** According to Ms. O'Malley, what tour will most likely be discontinued?
- (A) Dublin Castle
 (B) Secrets of Dublin
 (C) Garden of Ireland
 (D) Galway Mini Cruise

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.