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기출 TEST

07

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.



2.



GO ON TO THE NEXT PAGE



3.



4.



5.



6.



GO ON TO THE NEXT PAGE 

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.
16. Mark your answer on your answer sheet.
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18. Mark your answer on your answer sheet.
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20. Mark your answer on your answer sheet.
21. Mark your answer on your answer sheet.
22. Mark your answer on your answer sheet.
23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

PART 3

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

32. Where most likely are the speakers?
(A) At a fitness center
(B) At a doctor's office
(C) At a pharmacy
(D) At a bank
33. What did the woman do in advance?
(A) She checked some business hours.
(B) She made a list of questions.
(C) She paid for a service online.
(D) She completed some forms.
34. What does the woman say she will do?
(A) Get her coat
(B) Return to a parking garage
(C) Look through a magazine
(D) Connect to the Internet
-
35. Where most likely are the speakers?
(A) At a farm
(B) At a restaurant
(C) At a grocery store
(D) At a catering company
36. What does the woman say will happen soon?
(A) Some friends will join her.
(B) She will apply for a job.
(C) She will pay her bill.
(D) An anniversary will be celebrated.
37. What does the man imply when he says, "They're selling quickly"?
(A) An item may be unavailable soon.
(B) An item is not expensive.
(C) A delivery should be made immediately.
(D) Some help will be needed.
38. Where does the man most likely work?
(A) At a ferry terminal
(B) At a bus depot
(C) At an airport
(D) At a train station
39. What problem does the woman have?
(A) Her colleague is late.
(B) Her suitcase is broken.
(C) A security line is long.
(D) She lost her ticket.
40. What will the man borrow from one of his coworkers?
(A) A pen
(B) A key
(C) A jacket
(D) A mobile phone
-
41. Where do the women work?
(A) At a construction company
(B) At an automotive factory
(C) At a chemical plant
(D) At an interior design firm
42. What is the man's job?
(A) Warehouse manager
(B) Computer engineer
(C) Sales representative
(D) Building inspector
43. What does Insook plan to do in the afternoon?
(A) Finalize a contract
(B) Watch a demonstration
(C) Visit a property
(D) Meet with potential investors

44. Why is the man calling?
(A) To hire a moving truck
(B) To schedule a job interview
(C) To make a payment
(D) To ask about renting an apartment
45. What does the woman suggest the man do soon?
(A) Create an online account
(B) Schedule an appointment
(C) Take some measurements
(D) Review a contract
46. What does the man say he will do?
(A) Call back next week
(B) Write a report
(C) Use another agency
(D) Contact some references
-
47. Why was the man late to work?
(A) He was stuck in traffic.
(B) He missed a train.
(C) He had a doctor's appointment.
(D) He woke up late.
48. What is scheduled to be delivered today?
(A) Company uniforms
(B) Desktop computers
(C) Cleaning supplies
(D) Informational brochures
49. What business will the man call?
(A) A plumbing service
(B) A catering company
(C) An automotive repair company
(D) An electronics recycling center
-
50. Who most likely is the woman?
(A) A client
(B) A supervisor
(C) An intern
(D) A vendor
51. What is a benefit of a new material?
(A) It is strong.
(B) It is lightweight.
(C) It is warm.
(D) It is soft.
52. What will the speakers do next?
(A) Contact a colleague
(B) Plan a celebration
(C) Look at some samples
(D) Review a document
-
53. What type of event are the speakers discussing?
(A) A holiday party
(B) A conference
(C) A grand opening
(D) A job fair
54. What does the woman say attendees will receive?
(A) A discounted rate
(B) A raffle ticket
(C) Free transportation
(D) A city map
55. What do the speakers need to do soon?
(A) Write a short speech
(B) Submit a budget report
(C) Notify some employees
(D) Sign a contract
-

56. Who most likely is the man?
- (A) An advertising executive
 (B) A factory manager
 (C) A customer service representative
 (D) A product designer
57. What does the woman imply when she says, "Our clients are interested in environmentally friendly products"?
- (A) She is frustrated with her clients.
 (B) She is surprised by some feedback.
 (C) She approves of the man's idea.
 (D) She thinks the man is unfamiliar with a topic.
58. What does the man say will take place on Friday?
- (A) An awards ceremony
 (B) A managers' meeting
 (C) A safety inspection
 (D) A training class

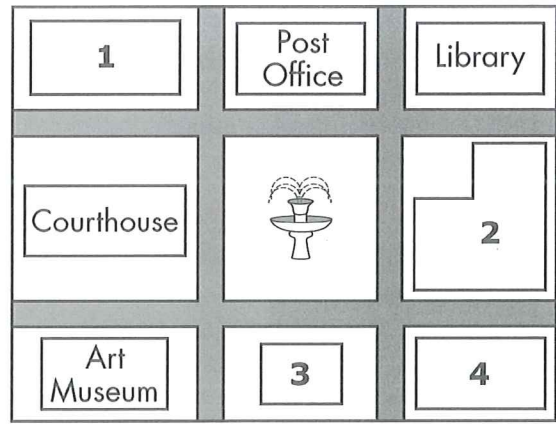
From	Subject	Received
Claudine Li	Nature documentary	12:45 P.M.
Elise Choi	Riverton promotional video	1:10 P.M.
Anya Lundly	Training schedule	2:25 P.M.
Madoka Ito	Location suggestions	3:50 P.M.

59. Who is the man?
- (A) An art gallery owner
 (B) A store manager
 (C) A hair stylist
 (D) A real estate agent
60. What does the woman say happened last week?
- (A) She visited some relatives.
 (B) She received a raise.
 (C) She gave a presentation.
 (D) She purchased a building.
61. What does the man recommend doing?
- (A) Postponing a project
 (B) Using a mobile phone application
 (C) Creating some promotional flyers
 (D) Ordering some name tags

62. What problem are the speakers mainly discussing?
- (A) An event venue is unavailable.
 (B) A project deadline has passed.
 (C) A document contains spelling errors.
 (D) A video file is not working.
63. Look at the graphic. Whose e-mail does the woman mention?
- (A) Claudine Li's
 (B) Elise Choi's
 (C) Anya Lundly's
 (D) Madoka Ito's
64. What event will happen this weekend?
- (A) A local election
 (B) A corporate fund-raiser
 (C) A city festival
 (D) A sports competition



65. What does the man say the store has recently done?
- (A) Replaced some equipment
(B) Updated a company logo
(C) Installed a security system
(D) Painted some shelving units
66. Look at the graphic. Which item will the store order?
- (A) Item 231
(B) Item 498
(C) Item 540
(D) Item 762
67. What does the man say he will do next?
- (A) Print a receipt
(B) Stock some shelves
(C) Finalize a schedule
(D) Find a credit card



68. Who most likely are the speakers?
- (A) Lawyers
(B) Bakers
(C) Accountants
(D) Doctors
69. Look at the graphic. Which building does the man say he likes?
- (A) Building 1
(B) Building 2
(C) Building 3
(D) Building 4
70. What does the woman ask the man to do?
- (A) E-mail a real estate agent
(B) Make a lunch reservation
(C) Contact some colleagues
(D) Upload some photographs





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. Why is the speaker calling?
(A) To explain a schedule change
(B) To discuss an upcoming conference
(C) To request approval for an expense
(D) To confirm an e-mail address
72. What does the speaker say about a job candidate?
(A) He requires additional training.
(B) He has good references.
(C) He speaks several languages.
(D) He does not live in the area.
73. What did the speaker send in an e-mail?
(A) A résumé
(B) A cost estimate
(C) A meeting agenda
(D) A tour itinerary
-
74. Where are the listeners?
(A) In an airport
(B) On a train
(C) At a theater
(D) On a ferry
75. What are the listeners with e-tickets asked to do?
(A) Check their seat numbers
(B) Increase their screen's brightness
(C) Come to the front of the line
(D) Download a mobile application
76. Why does the speaker say, "you shouldn't leave any belongings on the seat next to you"?
(A) To ask the listeners to clear space
(B) To remind the listeners about forgotten items
(C) To explain safety regulations
(D) To clarify the checked baggage policy
-
77. Why is the speaker calling?
(A) To reschedule an inspection
(B) To request a demonstration
(C) To book a vacation package
(D) To change an order
78. What has the speaker's company recently done?
(A) It changed its hours of operation.
(B) It hired additional staff.
(C) It moved to a new location.
(D) It started a health program.
79. What does the speaker encourage the listener to do?
(A) Display some products
(B) Offer some coupons
(C) Create a handbook
(D) Expedite a delivery
-
80. Where do the listeners most likely work?
(A) At a health food store
(B) At a restaurant
(C) At a spice factory
(D) At a vegetable farm
81. What are the listeners preparing for today?
(A) A seasonal sale
(B) A cooking class
(C) A baking contest
(D) A grand opening
82. Who is Ingrid Vogel?
(A) A newspaper journalist
(B) A health inspector
(C) A famous chef
(D) An interior decorator
-

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83. Where is the tour taking place?
(A) At an art museum
(B) At a pottery workshop
(C) At a clothing design studio
(D) At a glass factory
84. Why does the speaker say, "we ship to customers all over the world"?
(A) To reassure the listeners about a service
(B) To explain why a storage area is large
(C) To emphasize the popularity of some products
(D) To make a suggestion for a gift
85. What does the speaker say is available to the listeners?
(A) An event calendar
(B) A discount on a purchase
(C) A subscription to a newsletter
(D) Entry in a prize drawing
-
86. What is the purpose of the speaker's organization?
(A) To advise businesses about mergers
(B) To arrange travel for executives
(C) To share resources with new business owners
(D) To recruit volunteers for a research study
87. What did the listeners do on March 15 ?
(A) They signed some documents.
(B) They purchased some materials.
(C) They downloaded some software.
(D) They wrote some proposals.
88. What will the listeners do in a few minutes?
(A) Congratulate a colleague
(B) Vote on a policy change
(C) Create an advertisement
(D) Meet with mentors
-
89. What does the speaker say is a top priority?
(A) Increasing product sales
(B) Keeping quality employees
(C) Improving worker efficiency
(D) Lowering manufacturing costs
90. Who is Helen Liu?
(A) A company spokesperson
(B) A human resources consultant
(C) A digital marketing expert
(D) A course instructor
91. Why does the speaker say, "this affects all of us"?
(A) To encourage participation
(B) To congratulate a team
(C) To discourage future errors
(D) To apologize for a delay
-
92. What is the purpose of the talk?
(A) To demonstrate a work process
(B) To choose a job applicant
(C) To present a marketing plan
(D) To review some sales reports
93. What does the speaker say about the company's current customers?
(A) They are unhappy with a service.
(B) They live mainly in cities.
(C) Many of them work in technology.
(D) Many of them are young.
94. What feature of Soft-Palm 51 does the speaker emphasize?
(A) It is easy to carry.
(B) It is less expensive than expected.
(C) It is energy efficient.
(D) It is faster than previous models.
-

Monday	Tuesday	Wednesday	Thursday
			

95. What is causing a delay?
- (A) A holiday parade
 (B) A broken traffic light
 (C) An icy road
 (D) A fallen tree
96. What does the speaker advise the listeners to do?
- (A) Take an alternate route home
 (B) Take public transportation
 (C) Drive carefully
 (D) Postpone travel
97. Look at the graphic. When will a sporting event take place?
- (A) On Monday
 (B) On Tuesday
 (C) On Wednesday
 (D) On Thursday

Fall Lecture Series	
Date	Name
September 19	Jung-Hoon Kim
October 17	Mei Na Zhang
November 14	Maryam Alaoui
December 15	Isamu Nakamura

98. Who most likely are the listeners?
- (A) Librarians
 (B) Engineers
 (C) Politicians
 (D) Biologists
99. Look at the graphic. Which lecturer is the speaker excited to hear?
- (A) Jung-Hoon Kim
 (B) Mei Na Zhang
 (C) Maryam Alaoui
 (D) Isamu Nakamura
100. What will the listeners most likely do next?
- (A) Vote for a board member
 (B) Share a meal
 (C) Participate in a workshop
 (D) Pay membership fees

This is the end of the Listening test.

**토익® 정기시험
기출문제집**

RRC

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. Please direct all questions about ----- recent order to the customer care center.
(A) yours
(B) your
(C) yourself
(D) you
102. Ms. Wu was the ----- of the contest, and she may collect her prize next week.
(A) partner
(B) member
(C) player
(D) winner
103. For a ----- time, Marco Bank is offering first-time customers a \$100 bonus when they open an account.
(A) limits
(B) limiting
(C) limit
(D) limited
104. A ----- greenhouse donated several potted plants to beautify the lobby of the city hall.
(A) potential
(B) local
(C) main
(D) future
105. The attached document shows how to report any ----- incurred during business travel.
(A) expenses
(B) expensed
(C) expensively
(D) expensive
106. Nonmembers may use the gym if they pay a daily admission ----- and sign a guest waiver.
(A) fee
(B) income
(C) salary
(D) money
107. Sharik Pharmaceuticals will host a company picnic for ----- employees at Hain Park.
(A) them
(B) its
(C) itself
(D) themselves
108. Call Bowton Chimney for a complete inspection and cleaning ----- winter starts.
(A) now that
(B) even though
(C) before
(D) since

109. Ikeda Real Estate Group now ----- text messages to update clients about properties of interest.
(A) uses
(B) users
(C) useful
(D) using
110. According to our records, you are ----- for your annual checkup at Dr. Barell's office.
(A) willing
(B) helpful
(C) concerned
(D) overdue
111. The employee help desk will be moved to room 530 ----- the Human Resources offices are being renovated.
(A) opposite
(B) that
(C) while
(D) anywhere
112. Bray Farm Mart is located ----- Elm Road, near its intersection with Wye Lane.
(A) about
(B) inside
(C) beneath
(D) along
113. Our office offers ----- hours to provide our customers with additional flexibility.
(A) extending
(B) extends
(C) extend
(D) extended
114. The Arraneo Group has created an online ----- specifically to encourage sales among young people.
(A) promotion
(B) price
(C) contact
(D) volume
115. Corracar Ltd. is ----- looking for new ways to expand its transportation network.
(A) continued
(B) continuation
(C) continual
(D) continually
116. Employees may bring their lunch to the meeting and enjoy it ----- the presentation.
(A) in case
(B) during
(C) into
(D) although
117. The merchandise at Logan's Clothing requires ----- at the beginning of each season.
(A) reorganize
(B) reorganization
(C) reorganizes
(D) reorganized
118. Interns must complete and return the new hire ----- by their first day of work.
(A) background
(B) management
(C) publication
(D) paperwork
119. Weekday dining at Jake's Downtown Bistro is by reservation only ----- the high volume of customers.
(A) regarding
(B) as
(C) in
(D) due to
120. Should anyone need to ----- with Ms. De Sola, be sure to do so prior to today's meeting.
(A) reflect
(B) arrange
(C) regard
(D) consult

121. Mr. Lau looks forward to meeting the ----- students at the Career Day event.
(A) ambitious
(B) ambition
(C) ambitiously
(D) ambitions
122. Please ----- daily spending records, since online balance statements may not reflect recent account activity.
(A) kept
(B) keep
(C) keeps
(D) keeping
123. Mr. Bhatt ----- promotes people within the company, but he recently went outside of the organization to replace the Facilities Director.
(A) later
(B) forgetfully
(C) together
(D) normally
124. The National Health Agency's latest report ----- that recently adopted health-care regulations have been successful.
(A) concludes
(B) concluding
(C) conclusion
(D) to conclude
125. ----- who wants to attend the luncheon next week must tell Ms. Hasegawa by noon tomorrow.
(A) Anyone
(B) Some
(C) Those
(D) Other
126. Once orders are processed by the sales office, they are ----- within 48 hours.
(A) committed
(B) positioned
(C) filled
(D) occurred
127. Profits at Talhee Beverage Co. rose about 4 percent last year, according to new figures ----- by the company.
(A) to release
(B) releasing
(C) released
(D) have released
128. ----- the CEO and the CFO are authorized to sign checks over \$10,000.
(A) Each
(B) Either
(C) Both
(D) Whoever
129. There are multiple reasons ----- cost to negotiate a new agreement.
(A) also
(B) besides
(C) indeed
(D) yet
130. Editors at Benchley Press are skilled at reading texts ----- to correct errors and polish the prose.
(A) sensibly
(B) perfectly
(C) tightly
(D) closely

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 employees <staff@TFF.com>
From: Walter C. Handy <wchandy@TFF.com>
Subject: Sales Incentive Program
Date: 15 November

Dear TFF Sales Team,

I am writing to introduce you to a new, double-incentive program for the fourth quarter of this year! In addition to our standard cash bonus plan, sales associates will now have the opportunity
----- tickets to concerts, sporting events, and theater performances. This extra incentive is
131.
designed to help make this our greatest sales year ever. ----- .
132.

More ----- will be provided in the next few days. ----- , if you have any questions about this
133. program, contact the Human Resources Department.
134.

To our continued success,

Walter C. Handy, CEO

131. (A) to earn
(B) earning
(C) earner
(D) having earned

132. (A) The fiscal year ends in October.
(B) I am confident that we can achieve this goal.
(C) Attendance at the event is mandatory.
(D) TFF is looking to renovate its offices next year.

133. (A) supplies
(B) details
(C) products
(D) receipts

134. (A) Similarly
(B) Therefore
(C) Above all
(D) In the meantime

Questions 135-138 refer to the following information.

Accountarium: The quarterly magazine for accountants

Call for Submissions

Our fourth and final edition of the year will include a feature on accountants who have made a career shift. The financial service ^{135.} that accountants gain are in demand even by those seeking to hire for positions outside of finance. ^{136.}, many professional accountants have been persuaded to take on other roles.

If you have made such a change in careers, we would like to hear about it. In no more than 800 words, describe your background in accounting and explain ^{137.} it is useful in your new profession. Send this as an attachment to features@accountarium.com. ^{138.}. We regret that any submissions received after this date cannot be considered.

135. (A) industry
(B) skills
(C) needs
(D) fields
136. (A) Nevertheless
(B) Once again
(C) In addition
(D) Consequently
137. (A) what
(B) whose
(C) how
(D) which
138. (A) The deadline for submissions is October 15.
(B) We hire accountants at all stages of their careers.
(C) This credential is widely recognized.
(D) We thank you for your response received today.

Questions 139-142 refer to the following testimonial.

For months, Yi Zhang, owner of Zhang Office Supplies, had been searching for a way to increase -----
139. Then, by sheer chance, he heard about an approach called Voice of the Customer (VOC).
“When I called Hsing Market Research I was really intrigued as the method was presented to me.
The representative I spoke with convinced me to give ----- a try.” Mr. Zhang learned that VOC
140. uses market research as an aid to designing targeted advertisements. Using the method, he first
determined ----- what potential customers are concerned about and what they want when
141. shopping for office supplies. Then he used candid quotes from the people who participated in his
market research to create advertisements for his Web site. ----- . “Thanks to VOC,” he says,
142. smiling, “my customer base has expanded like never before.”

139. (A) production
(B) capacity
(C) sales
(D) wages

140. (A) anyone
(B) it
(C) mine
(D) those

141. (A) exactly
(B) exact
(C) exacting
(D) exactness

142. (A) He has been in business for eleven
years.
(B) He also used them in direct e-mail
campaigns.
(C) He also owns a local supermarket.
(D) He plans to move to a smaller building.

Questions 143-146 refer to the following notice.

To help reduce traffic congestion and make parking easier, Newgrange Township will provide free bus rides to and from this year's Newgrange County Fair. ----- will be available from Friday, June 5, to Sunday, June 7. Planned pickup locations include the Rhinesberg Elementary School on Route 38 and the Newgrange Municipal Building on Main Street.

Buses going to the fair will depart from these locations hourly from 8 A.M. to 5 P.M. Buses ----- the fairgrounds on the half hour, from 8:30 A.M. to 7:30 P.M. Please note that children under the age of 16 must be accompanied by an adult. -----.

The Newgrange County Fair Committee thanks our generous sponsors for providing buses and ----- this year. We hope you will join us at the Newgrange County Fair!

143. (A) Refreshments
(B) Information
(C) Transportation
(D) Entertainment

146. (A) driven
(B) drivers
(C) drivable
(D) drive

144. (A) will leave
(B) have left
(C) leaving
(D) left

145. (A) Thank you for coming to this year's auto show.
(B) There will be an increase in the cost of the service.
(C) We hope you enjoyed your stay at the hotel.
(D) No food or drinks are permitted on the buses.

PART 7

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

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

To:	Wayan Cahyo
From:	Adi Athletic Club
Date:	March 10
Subject:	Acknowledgment

Dear Mr. Cahyo,

This is to acknowledge receipt of your letter dated March 5.

Your request has been processed. Your athletic club membership is scheduled to end on the date indicated below. You are welcome to use our facilities and attend group classes until then. Please be sure to clear out your locker of any personal belongings by this deadline.

Termination effective: March 31

Thank you.

Jordi Sommers, Customer Service Representative

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

- (A) To correct some information
- (B) To offer a membership discount
- (C) To promote a new group class
- (D) To confirm a cancellation

148. What must Mr. Cahyo do by March 31 ?

- (A) Mail a check
- (B) Empty a locker
- (C) Write to an instructor
- (D) Call Mr. Sommers

Questions 149-150 refer to the following notice.

NOTICE

On Monday, 23 September, Constellation Internet Service will install a new, state-of-the-art system here at Bluestone Tower. Internet service will be down for much of the day. This means that residents will not be able to access the building's wireless network, nor will it be possible for them to contact our management or maintenance staff by e-mail. Those who require access to the Internet between 9:00 A.M. and 5:00 P.M. on 23 September will need to make other arrangements. I apologize for the inconvenience.

Claire Cho
Property Manager, Bluestone Tower

149. For whom is the notice intended?

- (A) Construction crews
- (B) Internet providers
- (C) Building residents
- (D) Maintenance workers

150. What does the notice suggest will happen at 5:00 P.M. on September 23 ?

- (A) A new Web site will be launched.
- (B) A new service charge will take effect.
- (C) Access to a building will be restricted.
- (D) Internet service will be restored.

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

To:	a.thompson@pepperfam.com
From:	customerservice@dixons_clothing.com
Date:	November 4, 11:31 A.M.
Subject:	Your recent order

Dear Mr. Thompson,

Our records show that your Dixon's Clothing order number 5409281 has been delivered.

Item: Canvas Rain-Resistant Jacket (Men's):	\$ 85.00
Shipping Fee:	\$ 4.50
	Total: \$ 89.50

It's important to us to know that you're happy with your item. Therefore, if you have any questions, comments, or concerns about it, call us at 555-0142, Monday through Friday between 8:00 A.M. and 7:00 P.M., and Saturday and Sunday between 10:00 A.M. and 5:00 P.M. You can also e-mail us at customerservice@dixons_clothing.com. We look forward to serving you again.

Sincerely,

Customer Service Department
Dixon's Clothing

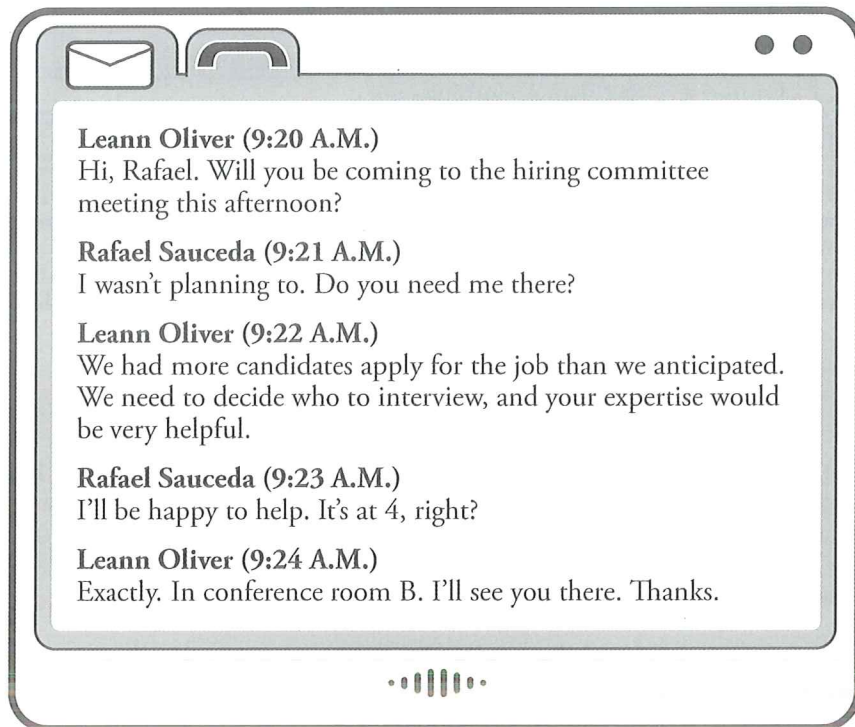
151. What is a purpose of the e-mail?

- (A) To notify a customer of a late delivery
- (B) To confirm a request for an exchange
- (C) To request payment for an order
- (D) To tell a customer how to give feedback

152. What is indicated about Dixon's Clothing?

- (A) It has several store locations.
- (B) It offers free shipping.
- (C) Its customer service representatives are available daily.
- (D) Its Web site features product reviews from customers.

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



153. What is the purpose of the meeting mentioned by Ms. Oliver?
- (A) To interview a candidate for an open position
 - (B) To approve a job announcement
 - (C) To consider applicants for a job
 - (D) To select members for a hiring committee

154. At 9:24 A.M., what does Ms. Oliver most likely mean when she writes, "Exactly"?
- (A) The meeting room is on the fourth floor.
 - (B) The meeting is scheduled for 4:00 P.M.
 - (C) Four people will attend the meeting.
 - (D) The committee will meet four times.

Questions 155-157 refer to the following article.

Manufacturer Celebrates Milestone

MINNEAPOLIS (August 13)—Lindgren Machinery, a manufacturer of precision machine parts, recently celebrated the one hundredth anniversary of its founding. The company was started by Jona Lindgren, who began his career as an apprentice at a metal parts firm in Sweden. He eventually immigrated to the United States and settled in the outskirts of the city of Minneapolis. Mr. Lindgren established a modest enterprise that grew, generating most of its revenue from the production of custom machine parts.

Thirty years ago, Lindgren Machinery

was purchased by James Wallin. Today, the firm continues as a family-owned and family-directed operation. In recent years, current president and CEO Mary Wallin has gradually assumed the leadership role from her father.

Lindgren Machinery makes parts for airplanes, exercise equipment, and health-care devices. According to Ms. Wallin, the company is planning to expand its facility and add capacity as its product list grows and diversifies.

155. What is the main purpose of the article?
- (A) To announce job openings at a company
 - (B) To tell about the relocation of a company
 - (C) To summarize the history of a company
 - (D) To describe successful manufacturing strategies
156. The word “assumed” in paragraph 2, line 6, is closest in meaning to
- (A) undertaken
 - (B) pretended
 - (C) thought
 - (D) attempted
157. What is currently true about Lindgren Machinery?
- (A) It is training new management.
 - (B) It has recently moved its headquarters.
 - (C) It is the largest employer in the city.
 - (D) It is a family-operated business.

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

E-mail	
From:	Reservations <reservations@panticohotels.com>
To:	Roger Underhill <runderhill@monthpress.com>
Date:	10 February
Subject:	Pantico Lisbon

Dear Mr. Underhill:

Thank you for booking your reservation with the Pantico Hotel Group. We are looking forward to your upcoming stay with us in Lisbon from 8 March through 12 March.

We are proud to offer a range of services, including a 24-hour coffee shop, a fitness center, and a business lounge. There is also a parking area for guests who wish to travel by car. However, the Pantico Lisbon is well situated and is within walking distance to many fine shopping, entertainment, and dining options. We also have convenient access to public transportation, and airport transfers can be booked for a fee.

To learn more about us, please visit our Web site, www.panticohotels.com/lisbon. A calendar with details about upcoming events, both at our hotel and in the surrounding area, can be found there.

If you have any questions or concerns, please feel free to respond directly to this e-mail.

All the best,

Branca Lopes
Pantico Lisbon Hotel

158. What is the main purpose of the e-mail?

- (A) To request a change to a room reservation
- (B) To introduce a new hotel employee
- (C) To provide a description of hotel amenities
- (D) To obtain feedback from a recent customer

159. What does the hotel offer its guests?

- (A) Complimentary airport shuttle service
- (B) A parking facility
- (C) Meal vouchers for area restaurants
- (D) Guided city tours

160. According to the e-mail, what will Mr. Underhill be able to find on a Web site?

- (A) Information about some events
- (B) Maps of the local area
- (C) A list of staff members
- (D) A detailed receipt

Questions 161-163 refer to the following letter.

November 23

Matteo Fernandez
5196 Revol St.
Laketon, CA 97999

Dear Mr. Fernandez,

We are writing to notify you that your license as described below will expire at the end of the year. — [1] —.

License Type: Motorcycle

License Number: 297461

Expiration: December 31

State law requires all motor vehicle licenses to be renewed periodically. The fees are \$20 for boat and snowmobile licenses, \$30 for motorcycle licenses, \$40 for car licenses, and \$50 for truck licenses. — [2] —. Check our Web site regarding further requirements for truck licenses, as well as fees for other types of vehicle licenses: www.motorvehiclelicense.net.

It is quick and easy to renew online. — [3] —. You can also renew by mail. If you choose this option, please send a copy of this notice along with payment to your local Motor Vehicle License office. — [4] —.

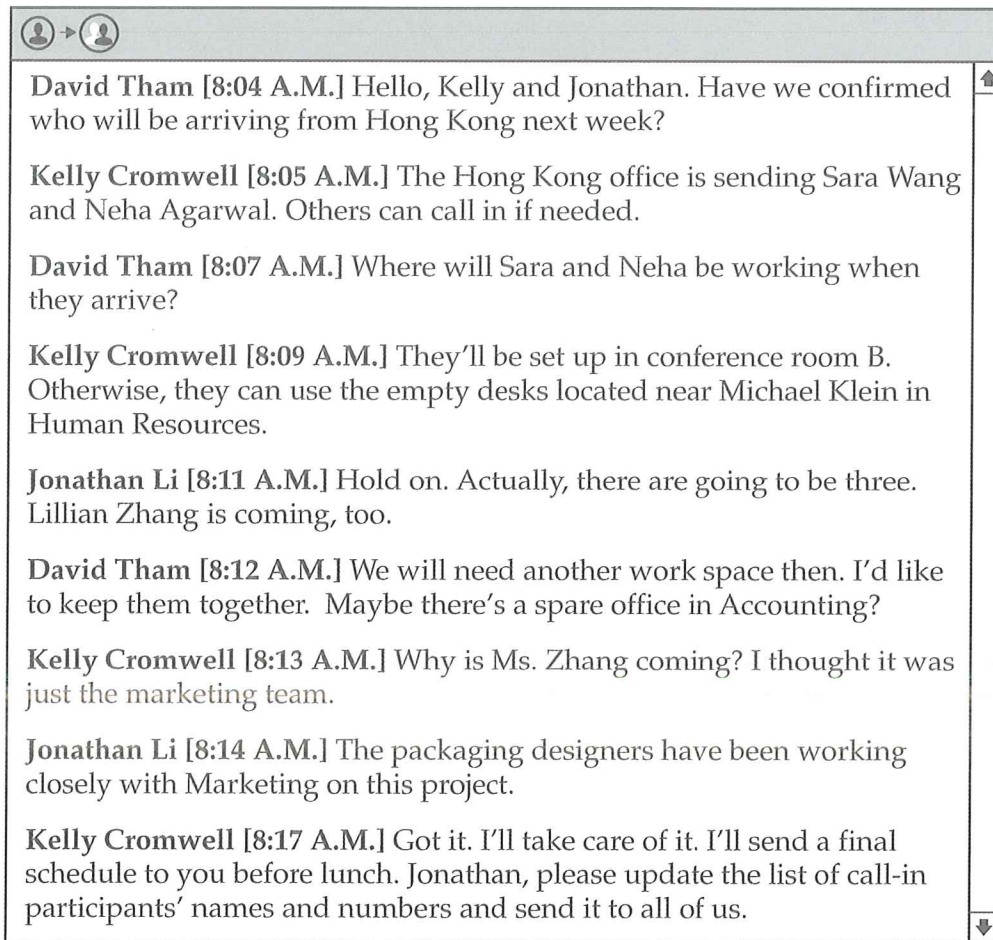
Sincerely,

Betty Tsai

Betty Tsai
Administrator, Motor Vehicle Licenses

161. What is the purpose of the letter?
- (A) To explain the reasons for a fee increase
 - (B) To provide the status of a license
 - (C) To schedule a meeting in Laketon
 - (D) To update a user's identification number
162. According to the letter, how much does Mr. Fernandez need to pay?
- (A) \$20
 - (B) \$30
 - (C) \$40
 - (D) \$50
163. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "To do so, please visit our Web site."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

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



David Tham [8:04 A.M.] Hello, Kelly and Jonathan. Have we confirmed who will be arriving from Hong Kong next week?

Kelly Cromwell [8:05 A.M.] The Hong Kong office is sending Sara Wang and Neha Agarwal. Others can call in if needed.

David Tham [8:07 A.M.] Where will Sara and Neha be working when they arrive?

Kelly Cromwell [8:09 A.M.] They'll be set up in conference room B. Otherwise, they can use the empty desks located near Michael Klein in Human Resources.

Jonathan Li [8:11 A.M.] Hold on. Actually, there are going to be three. Lillian Zhang is coming, too.

David Tham [8:12 A.M.] We will need another work space then. I'd like to keep them together. Maybe there's a spare office in Accounting?

Kelly Cromwell [8:13 A.M.] Why is Ms. Zhang coming? I thought it was just the marketing team.

Jonathan Li [8:14 A.M.] The packaging designers have been working closely with Marketing on this project.

Kelly Cromwell [8:17 A.M.] Got it. I'll take care of it. I'll send a final schedule to you before lunch. Jonathan, please update the list of call-in participants' names and numbers and send it to all of us.

164. Who will be visiting from the Hong Kong office?

- (A) Mr. Tham
- (B) Ms. Cromwell
- (C) Ms. Agarwal
- (D) Mr. Klein

165. At 8:11 A.M., what does Mr. Li most likely mean when he writes, "there are going to be three"?

- (A) An additional visitor is arriving.
- (B) Another conference room is available.
- (C) The Accounting Department has several open work spaces.
- (D) The schedule will include one more day of meetings.

166. Who most likely is Ms. Zhang?

- (A) An accountant
- (B) A human resources representative
- (C) A marketing specialist
- (D) A package designer

167. What does Ms. Cromwell ask Mr. Li to do?

- (A) Print a meeting schedule
- (B) Prepare a list of contacts
- (C) Distribute a lunch menu
- (D) Assign visitors to offices

Questions 168-171 refer to the following information.

Request for Proposal

Purpose

The City of New Langston is seeking proposals for the manufacture and installation of electronic signage at bus stops throughout the city. New Langston plans to deploy new electronic signs that display real-time arrival information to bus riders.

Background

Currently, New Langston's bus stops are marked by simple metal signs displaying only the location of the stop and the lines that stop at the location. Cities around the world have begun to incorporate real-time arrival information into bus stop signage. Electronic signs are proving to be very popular with riders, and studies show that the introduction of such signage has contributed to increased ridership in numerous cities.

Project Description

The successful bidder will provide New Langston with up to 350 electronic signs. The signs must be powered by solar energy and have a battery backup allowing them to operate at night, on cloudy days, and in all weather conditions. The signs must have a reliability factor of at least 99 percent. The signs must display at least three and no more than five lines of text, and be connected to the Internet in order to provide real-time information to bus riders.

Please submit detailed bids outlining costs by 11:59 p.m. on May 31 to the City of New Langston Regional Council at regionalcouncil@cityofnewlangston.gov.

168. What is the purpose of the information?
- (A) To detail a city's public transportation issues
 - (B) To solicit bids for a city project
 - (C) To outline the history of bus ridership
 - (D) To encourage environmental responsibility
169. What is indicated about the proposed signs?
- (A) They would look exactly like the current bus stop signs in New Langston.
 - (B) They would be manufactured by a company in New Langston.
 - (C) They would inform riders about the arrival of the next bus.
 - (D) They would need to be programmed only once a month.
170. According to the information, what has been the result of installing the signs in other cities?
- (A) Increased use of public transportation
 - (B) Higher bus fares
 - (C) Improved lighting at bus stops
 - (D) More on-time bus arrivals
171. What is NOT a requirement for the new signs?
- (A) They must be powered by solar energy.
 - (B) They must operate in the rain.
 - (C) They must be reliable.
 - (D) They must display information in color.

Questions 172-175 refer to the following job announcement.

Junior Project Manager

Traskin Public Relations
Seattle, WA

Traskin Public Relations is a marketing and public relations firm focusing on the hospitality industry. We are based in Seattle and have been in business for more than twenty years. To keep up with our recent rapid expansion, Traskin is now seeking a new junior project manager. — [1] —. This is an opportunity to be trained in valuable strategic and creative processes. This training program served as the starting point for several of our current senior project managers. Traskin offers all employees competitive compensation and benefits. — [2] —.

Responsibilities include coordinating with managers and clients, scheduling meetings and presentations, and managing budgets. — [3] —. Additionally, the successful applicant will create weekly e-mail updates for internal teammates and clients.

Qualifications include a minimum of two years' management experience at a similar agency, knowledge of project management software, and excellent organizational skills. — [4] —.

Upload résumé and cover letter to careers@traskinpr.com.

172. What is indicated about Traskin Public Relations?

- (A) It is a new company.
- (B) It has international offices.
- (C) It focuses on Web site development.
- (D) It is growing in size.

173. What is suggested about the job being advertised?

- (A) It offers travel opportunities.
- (B) It requires experience in training new employees.
- (C) It may lead to a promotion.
- (D) It is a temporary position.

174. What is one responsibility of the job?

- (A) Sending updates regularly
- (B) Leading weekly team meetings
- (C) Conducting market research
- (D) Assigning tasks to team members

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

“Experience preparing budgets is a plus.”

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

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

Navigation: < > | <https://www.zoliorentals.ca> | ▾

Zolio Rentals Ltd. has a large inventory of heavy machines and construction tools available for hourly or daily rental. No matter what your task is, we likely have what you need to tackle it. We have more than 50 locations throughout Canada, with limited delivery available in some locations. If you require assistance, please call us at 604-555-0129 or e-mail us at info@zoliorentals.ca.

Search:

Machine for trench digging

Results:

	45-cm trencher	60-cm trencher
4-hour rental	\$166	\$194
24-hour rental	\$237	\$275

To: Sharla Stanton <sharla@stantonacres.ca>

From: Ralph Fitzpatrick <rfitzpatrick@fitzgreenways.ca>

Date: 6 April

Subject: Trencher machine

Hi Sharla,

You had mentioned the other day that you anticipate needing to dig an irrigation trench on your property, just as I do. I wanted to let you know that I did some searching on the Zolio Rentals Web site, and I have decided that tomorrow I am going to rent the smallest trencher that is available. I will need the machine only for a couple of hours, but since the closest rental location is 45 minutes away in Durham, and it will take time to load it onto my truck both for the trip home and back to Durham again, I have decided to rent the machine for a full day.

Would you want to use the machine while I have it? If so, we can coordinate our schedules, and I can bring it to you after I finish. Then I can return the trencher to Zolio Rentals the next morning. I will gladly cover the entire rental fee. It is my way of returning the favour for your help with my lawn mower last autumn. Please let me know.

Regards,

Ralph

176. What does the Web page state about Zolio Rentals?
- (A) It is expanding its inventory.
 - (B) It is training new customer-service associates.
 - (C) It can deliver equipment to certain areas.
 - (D) It recently opened branch locations.
177. Why did Mr. Fitzpatrick send the e-mail?
- (A) To make an offer of assistance
 - (B) To apologize for an oversight
 - (C) To ask for feedback on a product
 - (D) To postpone a project
178. In the e-mail, the word “cover” in paragraph 2, line 3, is closest in meaning to
- (A) report on
 - (B) protect
 - (C) conceal
 - (D) pay for
179. What does the e-mail suggest about Mr. Fitzpatrick?
- (A) His family is planning to relocate to Durham.
 - (B) He worked as an irrigation consultant for many years.
 - (C) He regularly rents equipment from Zolio Rentals.
 - (D) His property is close to Ms. Stanton’s property.
180. How much will Mr. Fitzpatrick most likely spend at Zolio Rentals?
- (A) \$166
 - (B) \$194
 - (C) \$237
 - (D) \$275

Questions 181-185 refer to the following article and job posting.

Welinaras Corporation to Move R&D Division

PUNE (12 March)—Welinaras Corporation, the health technology company headquartered in Pune, announced today that its Research and Development (R&D) Division will be based in Mumbai effective 1 May. “Mumbai has the business climate, facilities, and creative talent we need to help push our production forward,” said Mr. Ram Jadhav, who became the company’s third president last month. Currently, the company has offices in two other Indian cities, namely New Delhi and Hyderabad.

Welinaras Corporation is the manufacturer of high-quality technological equipment. Its product that is most in demand and, thus, profitable, is called *Vigilant*. Invented by Mr. Jadhav, and available across India, the device is intended for people with health problems. A key feature is its ability to regularly gather and update data about the patient’s condition, information that might be crucial in emergencies.

Welinaras Corporation

Job title: Senior Research and Development Engineer

Listing date: 23 March

Apply by: 25 April

Responsible for designing and testing wearable health-monitoring devices.

EDUCATION AND SKILLS:

- Graduate degree in biomedical engineering
- Minimum of five years’ experience developing medical devices and conducting clinical trials
- Minimum of three years’ experience in managing research teams
- Excellent written and oral communication skills
- Ability to work collaboratively in a global, multicultural environment

Candidate must attend a preliminary training course on 25 May, prior to starting work on 8 June.

181. What is stated about Mr. Jadhav?
- (A) He created one of the company's products.
 - (B) He is the founder of Welinaras Corporation.
 - (C) He used to be in charge of the R&D Division.
 - (D) He has been company president for three years.

182. What is indicated about *Vigilant*?
- (A) It is sold internationally.
 - (B) It collects information.
 - (C) It is inexpensive.
 - (D) It is a new product.

183. Where will the chosen candidate most likely work?
- (A) In Pune
 - (B) In Mumbai
 - (C) In New Delhi
 - (D) In Hyderabad

184. When is the application deadline?
- (A) In March
 - (B) In April
 - (C) In May
 - (D) In June

185. What is one requirement of the position?
- (A) Having published scholarly articles
 - (B) Having provided medical care
 - (C) Having managerial experience
 - (D) Having worked abroad

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

To:	All Library Members
From:	Ada County Library
Date:	March 20
Subject:	Upcoming lectures
Attachment:	📎 Spring_schedule

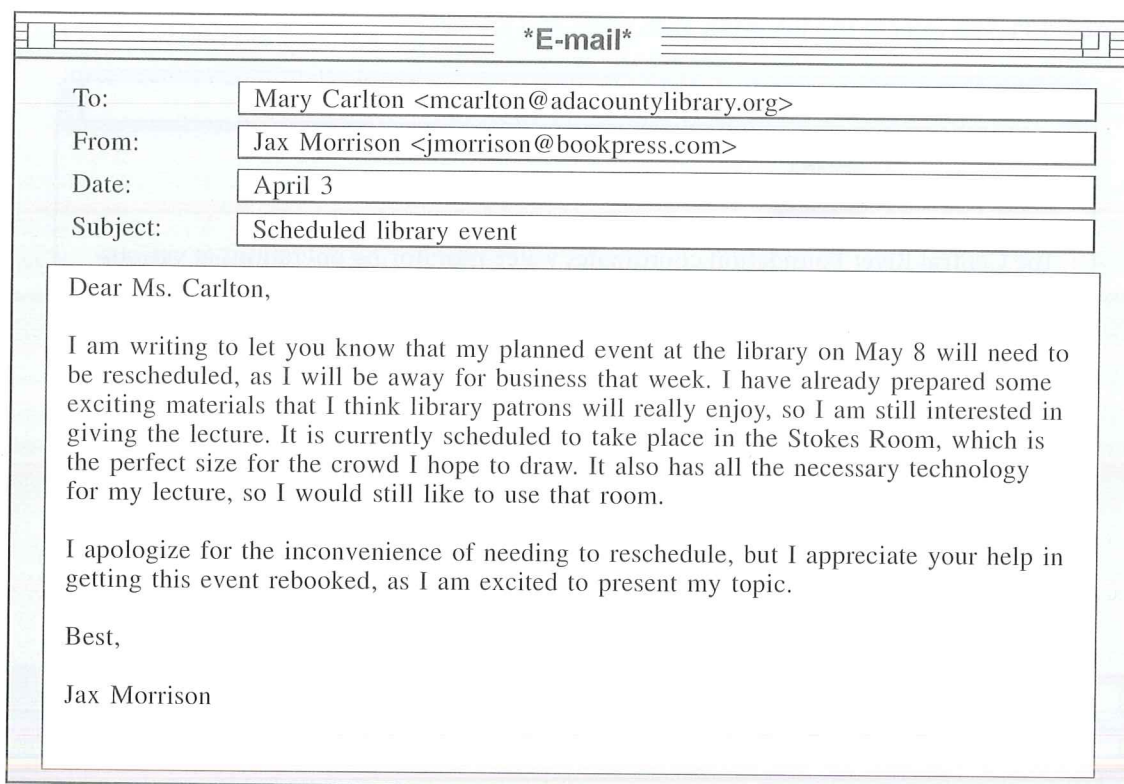
Dear Ada County Library members:

Our long-awaited spring lecture schedule has been finalized. We expect an excellent turnout for these lectures. A highlight is a presentation on Arabic poetry translation, presented by a lecturer who will make her first visit to Ada County Library.

Access to library events is always free and is on a first-come, first-served basis, so please plan accordingly, especially for events in our two smallest venues, the Helms Room, which seats 35, and the Avery Room, which has only 20 computer stations.

Ada County Library Spring Lecture Schedule


Featured Topic	Guest Lecturer	Date and Time	Location
Idaho Literature	Yvonne Briggs	April 10, 4–6 P.M.	Helms Room
Arabic Poetry Translation	Carole Elgin	April 17, 3–5 P.M.	Stokes Room
Effective Résumé Design	Marc D'Angelo	April 24, 3–5 P.M.	Avery Room
History of the Dictionary	Jax Morrison	May 8, 4–6 P.M.	Stokes Room
Philosophical Nonfiction	Darla Weiss	May 15, 3–5 P.M.	Fredricks Room
Programming as a Skill	Alissa Reynolds	May 22, 4–6 P.M.	Avery Room



186. What venue seats only twenty people?
- (A) The Helms Room
 - (B) The Stokes Room
 - (C) The Avery Room
 - (D) The Fredricks Room
187. Who is highlighted as a new speaker at Ada County Library?
- (A) Ms. Briggs
 - (B) Ms. Elgin
 - (C) Ms. Weiss
 - (D) Ms. Reynolds
188. What most likely is Ms. Carlton's job?
- (A) University lecturer
 - (B) Computer programmer
 - (C) Event coordinator
 - (D) Travel agent
189. What event will need to be rescheduled?
- (A) Idaho Literature
 - (B) History of the Dictionary
 - (C) Philosophical Nonfiction
 - (D) Programming as a Skill
190. What is indicated about Mr. Morrison?
- (A) He has not yet begun to prepare for his lecture.
 - (B) He will visit the library on May 8.
 - (C) He is not required to travel for his job.
 - (D) He plans to utilize technology in his presentation.

Questions 191-195 refer to the following Web page and e-mails.

<http://www.crfoundation.org/volunteer>

River Advocates 

The Central River Foundation coordinates water-monitoring operations at various sites along the Central River and its tributaries. The foundation would like to train individuals in area communities to conduct periodic water-quality tests.

If interested in becoming a river advocate, contact us at www.crfoundation.org.

Requirements:

- ▶ Reliable transportation is essential; we work in relatively remote areas.
- ▶ Attention to detail and the ability to take precise measurements
- ▶ Availability to conduct testing at least once every four weeks to detect any changes in water quality

To:	Janis Gutierrez, Mitch Gregory, Mary Connors, Ross Howard
From:	Clare Schroeder < cschroeder@crfoundation.org >
Subject:	Training
Date:	May 5

Thank you for your interest in participating as a river advocate for the Central River Foundation.

A training session has been scheduled at Clifford Park on Saturday, May 8, from 9:00 A.M. to 12 noon. During the training you will practice using the sample kits and be introduced to your mentors. You will leave with your first assignments and a certificate of completion. Then your mentor will accompany you on your first one-hour assignment. This will prepare you to work independently afterwards.

Although we will be training at Clifford Park, you will usually be working at other sites. Please see your individual testing sites below.

Water Testing Site	Volunteer
Sutton Bridge	Janis Gutierrez
Bradford Bend	Mitch Gregory
Alderwick Cove	Mary Connors
Tanner Park	Ross Howard

I look forward to seeing you all on Saturday!

Clare Schroeder

To:	Susan Lim
From:	Mary Connors
Date:	May 13
Subject:	Site visit

Hi Susan,

I'm supposed to complete my first water testing on May 20. Are you available to meet me there to help me do it correctly? I'm available any time between 3:00 P.M. and 6:00 P.M. I looked up the site online, and it looks like we will have to park about half a kilometer away from the river and then walk to the site. Ms. Schroeder mentioned that it will add about 30 minutes to our trip.

Also, do you have an extra water-testing kit? It looks like mine is missing a few pieces. Can we use one of yours until I can get my supplies replaced?

Thanks,

Mary

191. What are the volunteer river advocates responsible for?
- (A) Monitoring changes in water quality
 (B) Promoting water conservation practices
 (C) Keeping the riverbanks clean
 (D) Leading educational tours of rivers and creeks
192. What is implied about the recipients of the first e-mail?
- (A) They will be sharing a vehicle.
 (B) They have helped to recruit volunteers.
 (C) They have committed to being available once a month.
 (D) They will enter records into a computer system.
193. What does the first e-mail indicate about the training?
- (A) It will be held at the Central River Foundation building.
 (B) It will take place in the morning.
 (C) It will last for one hour.
 (D) It will take place at multiple sites.
194. Where will Ms. Lim most likely meet Ms. Connors?
- (A) At Sutton Bridge
 (B) At Bradford Bend
 (C) At Alderwick Cove
 (D) At Tanner Park
195. In the second e-mail, what does Ms. Connors ask Ms. Lim to do?
- (A) Give her a ride
 (B) Contact Ms. Schroeder
 (C) Arrive 30 minutes early
 (D) Bring a water-testing kit

Questions 196-200 refer to the following e-mails and Web page.

To:	Kristof Szasz <kszasz@budaceramics.com>
From:	Anouk Ayala <aayala@ayala.net>
Subject:	Solar power options
Date:	January 25

Dear Mr. Szasz:

Thank you for your recent e-mail requesting recommendations for solar power options for your ceramics company. Before I make a recommendation for which company would best serve your needs, could you answer these questions?

1. *How flexible is your budget for solar panel purchase and installation?*
2. *What is your time frame?* The government plans to provide financial incentives toward the cost of installing solar power that will take effect in about two years.
3. *What is the configuration of your property?* If you have the space, you could choose to install solar panels in a parking area or on the ground. The first choice consists of canopies over your parking lot, while the second choice is great for large, unused areas.
4. *What kind of roof do you have?* A flat roof is not ideal. Neither is a roof that has a lot of equipment on it, as there is not enough room for large solar panels.
5. *Are you planning on expanding your business in the future?*

I look forward to hearing back from you soon.

Anouk Ayala

To:	Anouk Ayala <aayala@ayala.net>
From:	Kristof Szasz <kszasz@budaceramics.com>
Subject:	RE: Solar power options
Date:	January 27

Dear Ms. Ayala:

Our company headquarters is located outside of the capital city. The ceramics factory occupies approximately one-half of our property. To ensure sufficient cooling, much of the roof space is taken up by industrial-sized air-conditioning units and venting silos for our ovens. The rest of our property contains a sizeable parking lot, because there is no public transportation in the area, and our 150 employees must drive to work.

The solar power business we choose should be well established. We have an inflexible deadline for our current project, so I am willing to sacrifice money to get the panels installed as soon as possible. I hope these answers help you with your recommendation.

Kristof Szasz

http://www.solarinsider.com

Based on a recent customer survey, these four solar power companies in the capital city area are rated the most successful.

Company	Specialty	Comments
AKX Solar	Rooftop	Very low cost; a very stable company
Sun365	All types	Superior quality; very thorough; but a bit slow
Beranek Systems	Parking areas	Fast turnaround; but quite expensive
Plutosolar	Ground installation	Cannot begin until March

196. What most likely is Ms. Ayala's job?
- (A) Technical consultant
 (B) Factory supervisor
 (C) Magazine writer
 (D) Maintenance worker
197. What does Ms. Ayala indicate about solar power?
- (A) Many government buildings are equipped with solar panels.
 (B) Solar businesses overseas are growing extremely fast.
 (C) Rooftop panels provide the most energy efficiency.
 (D) Delaying installation of solar panels for two years would lower costs.
198. Which of Ms. Ayala's questions does Mr. Szasz fail to answer?
- (A) Number 1
 (B) Number 3
 (C) Number 4
 (D) Number 5
199. According to the second e-mail, what is suggested about the ceramics factory?
- (A) It is situated far from the road.
 (B) It requires extensive cooling.
 (C) It is located on a public transportation route.
 (D) It recently moved to the capital city area.
200. What company will Ms. Ayala most likely recommend?
- (A) AKX Solar
 (B) Sun365
 (C) Beranek Systems
 (D) Plutosolar

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.