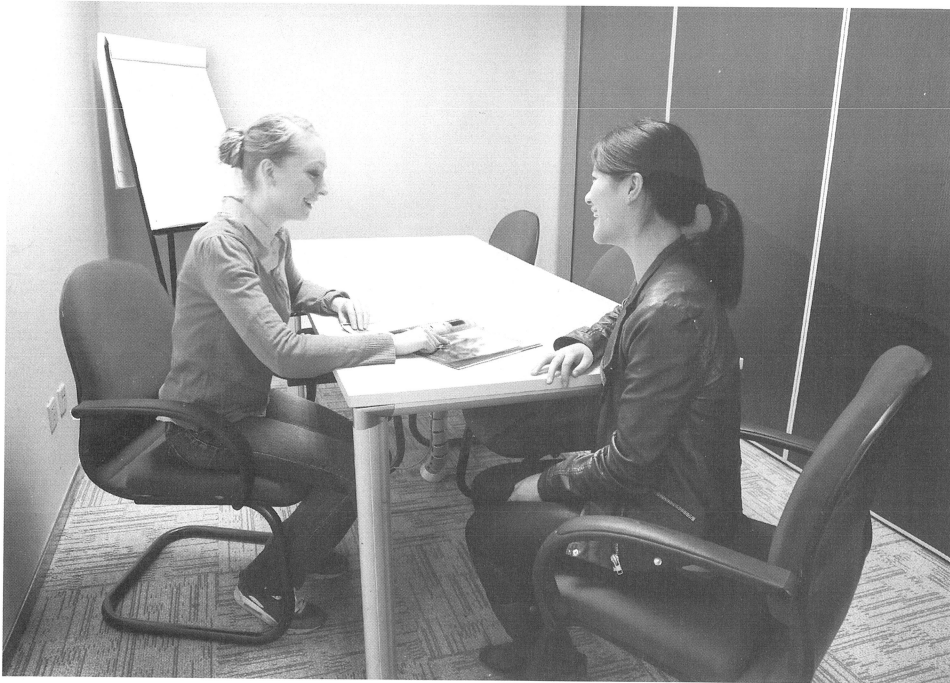


LISTENING TEST

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.



TEST 5

2.



GO ON TO THE NEXT PAGE

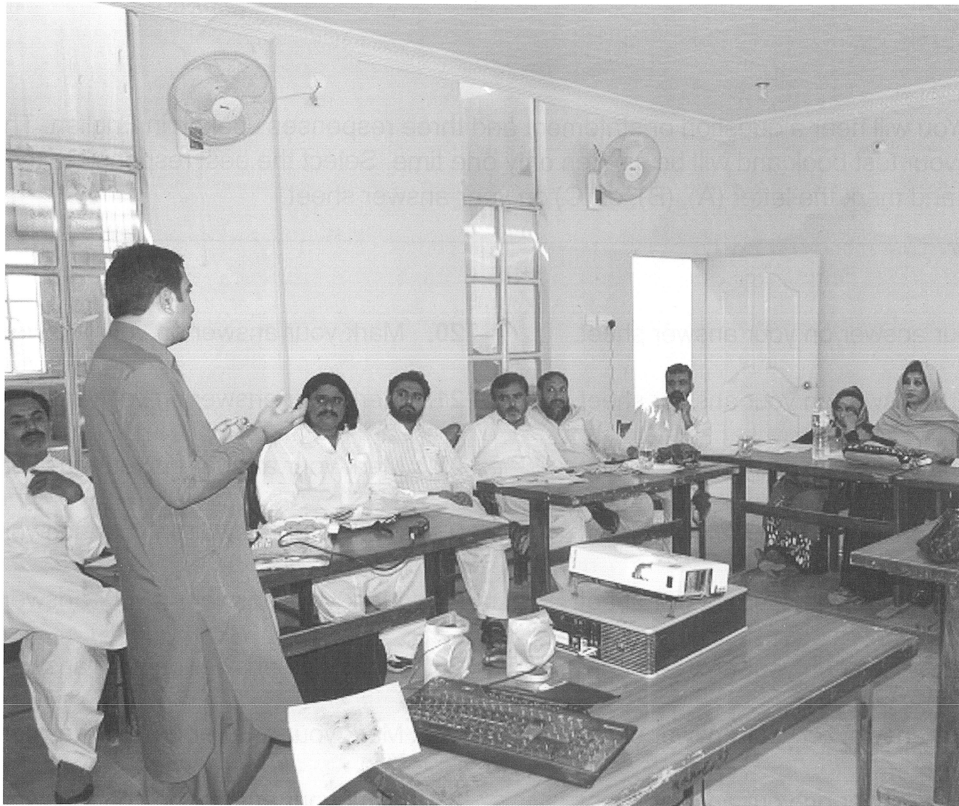
3.



4.

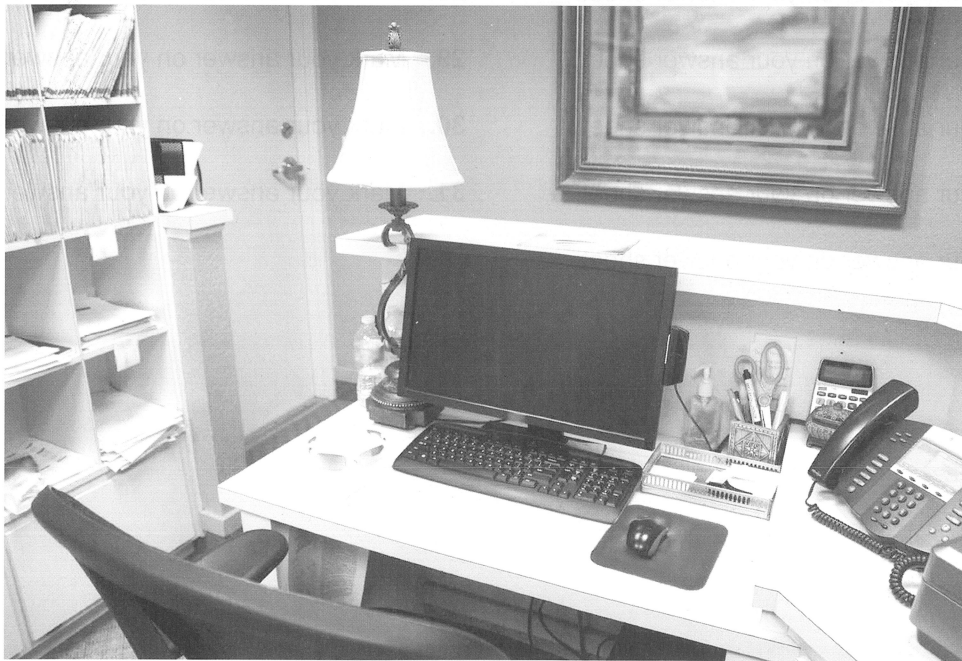


5.



TEST 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.
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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. Who most likely is the man?
(A) A Web-site designer
(B) A truck driver
(C) A factory worker
(D) A customer service representative
33. What is the woman trying to do?
(A) Add an item to an order
(B) Change a delivery location
(C) Return a damaged product
(D) Correct a billing error
34. What does the man offer to do?
(A) Reimburse a purchase
(B) Contact a shipping agent
(C) Check a price
(D) Expedite a shipment
-
35. What will the man do on Monday?
(A) Attend a seminar
(B) Graduate from school
(C) Start a new position
(D) Receive an award
36. Why does the man say he is busy?
(A) He is moving into a different office.
(B) He is meeting with some clients.
(C) He has an upcoming business trip.
(D) He has a project deadline.
37. What does the woman offer to do?
(A) Review an expense report
(B) Arrange a company celebration
(C) Introduce the man to a colleague
(D) Provide the man with supplies
-
38. What has the man just finished doing?
(A) Negotiating a contract
(B) Repairing a television
(C) Producing an advertisement
(D) Interviewing a job candidate
39. What does the woman imply when she says, "Rashid has worked in television for years"?
(A) Rashid's opinion would be valuable.
(B) Rashid's résumé is out of date.
(C) Rashid should receive a promotion.
(D) Rashid wants to change careers.
40. What does the man say he is concerned about?
(A) Staying under budget
(B) Impressing a client
(C) Arriving on time to a meeting
(D) Satisfying a technical requirement
-
41. According to the woman, what is taking place next week?
(A) A career fair
(B) A retirement celebration
(C) A promotional event
(D) An anniversary party
42. Why does the woman say, "have you ever met Mr. Kato"?
(A) To point out a mistake
(B) To introduce a colleague
(C) To recommend a staff member
(D) To complain about a service
43. What does the woman offer to do?
(A) Review some slides
(B) Pay for a delivery
(C) Contact a client
(D) Call a restaurant
-

44. Why is the man calling the woman?
(A) To congratulate her
(B) To apologize to her
(C) To set up an interview
(D) To organize a client visit
45. What do the speakers say about James Tanaka?
(A) He has worked overseas.
(B) He is very talented.
(C) He is familiar with the company policies.
(D) He is easy to work with.
46. What does the woman promise to do tomorrow?
(A) Revise some documents
(B) E-mail some customers
(C) Create a training course
(D) Give feedback to a colleague
-
47. What are the speakers discussing?
(A) Invitations for a library fund-raiser
(B) Applications for a construction permit
(C) Design plans for a new building
(D) Membership requirements for patrons
48. What is the man concerned about?
(A) How to lower costs
(B) When to hold an event
(C) Who will be in charge of training
(D) Where a room will be located
49. What does the man say he will do this afternoon?
(A) Confirm some information
(B) Purchase some equipment
(C) Reserve a meeting space
(D) Write a book review
-
50. Why was the woman disappointed with a hotel?
(A) It was far from the city center.
(B) It was crowded with guests.
(C) The staff were inattentive.
(D) The rooms were small.
51. What does the man say he will do?
(A) Call a taxi
(B) Print out a ticket
(C) Check an advertisement
(D) Contact a colleague
52. What does the woman request?
(A) An extra key
(B) A reimbursement
(C) A city map
(D) A room upgrade
-
53. Why is the woman traveling to Paris?
(A) To visit a friend
(B) To attend a meeting
(C) To watch a performance
(D) To inspect a store
54. What does the man explain to the woman?
(A) How to avoid a delay
(B) How to reset an electronic device
(C) How to fill out some paperwork
(D) How to retrieve a ticket
55. What does the man suggest?
(A) Going to the train station together
(B) Searching online for an address
(C) Inviting another colleague
(D) Submitting some travel receipts
-

56. What are the speakers mainly discussing?
(A) A computer malfunction
(B) A company policy
(C) A financial report
(D) A recent holiday
57. Why does the man say, "What if I need to contact my bank"?
(A) To explain why he is concerned
(B) To suggest revising a budget
(C) To request some contact information
(D) To ask for a deadline extension
58. According to the woman, what complaint has been made about some employees?
(A) They need technical training.
(B) They work inconsistent hours.
(C) They waste work time.
(D) They are disorganized.
-
59. What is the woman invited to do?
(A) Join coworkers for lunch
(B) Travel to a conference
(C) Lead a seminar
(D) Interview for a job
60. What does the woman say she is concerned about?
(A) Not being qualified
(B) Not having enough time
(C) Losing a reserved seat
(D) Missing a call
61. What will the woman most likely do next?
(A) Request a refund
(B) Open an account
(C) Speak with a manager
(D) Ask for a menu
-
62. What does the woman want to buy?
(A) Kitchen appliances
(B) Cooking supplies
(C) Wall decorations
(D) Dining furniture
63. Why will the woman receive a discount?
(A) She is purchasing a large quantity.
(B) She lives close to the store.
(C) Some of the products are damaged.
(D) The store is having a sale.
64. What does the woman say will happen next month?
(A) A business will open.
(B) An inspection will begin.
(C) An invoice will be sent.
(D) A road will be closed.
-

Error Code	Problem
<input type="checkbox"/> E-1	Dirty lens
<input type="checkbox"/> E-2	No flash
<input type="checkbox"/> E-3	Low battery
<input type="checkbox"/> E-4	Memory card full

65. Who most likely is the woman?

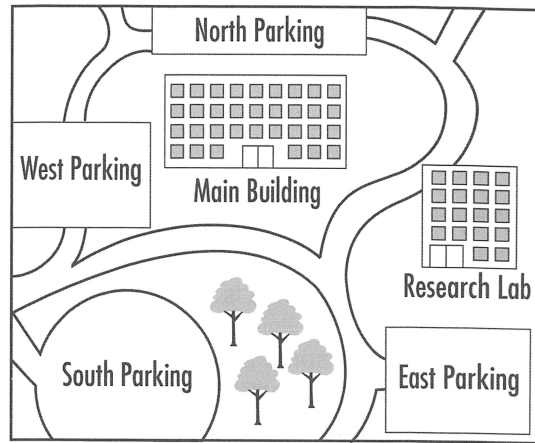
- (A) A workshop instructor
- (B) A store clerk
- (C) An electrician
- (D) A product designer

66. Look at the graphic. Which error code is the camera displaying?

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

67. What will the woman most likely do next?

- (A) Replace an item
- (B) Take a photograph
- (C) Read a manual
- (D) Show some slides



68. Look at the graphic. Which parking area will be closed?

- (A) North
- (B) East
- (C) South
- (D) West

69. What is the woman concerned about?

- (A) Building security access
- (B) Parking fees
- (C) Road conditions
- (D) Heavy traffic

70. What does the man say the company will do?

- (A) Reimburse employees
- (B) Offer a shuttle service
- (C) Provide maps
- (D) Distribute electronic badges

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. Where does the woman work?
(A) At a furniture store
(B) At a bank
(C) At a law office
(D) At a construction company
72. What problem does the woman mention?
(A) A machine is broken.
(B) A contract has not been signed.
(C) A price list is incorrect.
(D) An item is out of stock.
73. Why does the woman ask the man to call her back?
(A) To verify his credit card number
(B) To confirm a color choice
(C) To provide his e-mail address
(D) To get directions to a building site
-
74. Where is the talk most likely taking place?
(A) At a software development company
(B) At a medical office
(C) At a moving company
(D) At a training institute
75. What will happen on October tenth?
(A) A new manager will join the team.
(B) A staff member will be out of the office.
(C) A business will move to a new location.
(D) A new computer system will be put in place.
76. What will the listeners do next?
(A) Schedule appointments
(B) View a product demonstration
(C) Have a discussion
(D) Relocate some files
-
77. What event is being discussed?
(A) A city tour
(B) A hotel renovation
(C) A company anniversary
(D) A professional conference
78. What are listeners reminded to do?
(A) Sign up early
(B) Bring a camera
(C) Check identification
(D) Read a manual
79. What can listeners do in the afternoon?
(A) Attend presentations
(B) Watch a video
(C) Meet city officials
(D) Visit museums
-
80. What is the speaker planning?
(A) A fund-raising party
(B) A welcome reception
(C) An award ceremony
(D) An annual picnic
81. What does the speaker imply when she says, "35 people have accepted the invitation"?
(A) She thinks changing a date would be difficult.
(B) She forgot to notify some people about an event.
(C) The current venue is too small.
(D) A ticket price is too high.
82. What does the speaker ask the listener to do?
(A) Update a database
(B) Prepare some name tags
(C) Help select a speaker
(D) Make some phone calls
-

83. What is the speaker mainly discussing?
- (A) A revised work schedule
 - (B) New fitness equipment
 - (C) Opportunities for promotion
 - (D) Free exercise classes

84. What are the listeners asked to do?
- (A) Read about some products
 - (B) Submit hours of availability
 - (C) Contact a supplier
 - (D) Fill out an application

85. According to the speaker, what will occur next week?
- (A) A holiday sale
 - (B) A store opening
 - (C) A training session
 - (D) A trade show

86. What does the speaker want to talk about?
- (A) Working on a different project
 - (B) Modifying an agenda
 - (C) Moving to a new office space
 - (D) Arranging a client visit

87. Why does the speaker say, "you are right next to the break room"?
- (A) To suggest that a location is undesirable
 - (B) To propose taking a break
 - (C) To turn down a colleague's invitation
 - (D) To ask about a convenient place to meet

88. What does the speaker say will take place on Monday?
- (A) A sales presentation
 - (B) A department orientation
 - (C) A facility tour
 - (D) A computer installation

89. Where do the listeners most likely work?
- (A) At a clothing factory
 - (B) At an electronics shop
 - (C) At an art museum
 - (D) At a shoe store

90. Who is Jacqueline Porter?
- (A) A store clerk
 - (B) A corporate trainer
 - (C) A clothing designer
 - (D) An advertising executive

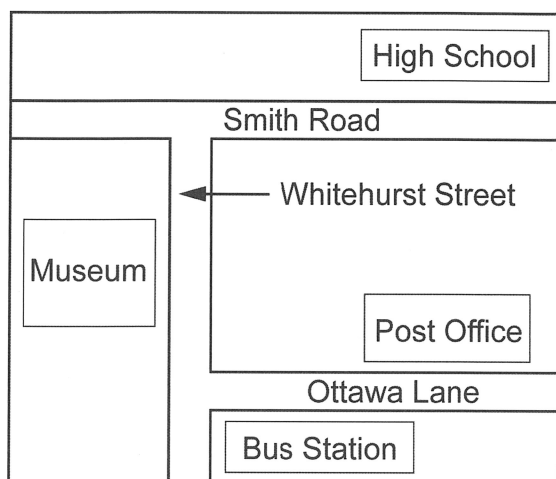
91. What does the speaker remind listeners to do?
- (A) Turn off mobile phones
 - (B) Sign a receipt
 - (C) Complete a survey
 - (D) Put up a display

Tuesday Schedule		
9:00	Board meeting	Room 223
9:30	Marketing meeting	Auditorium
9:30	Product development videoconference	Room 407
11:00	All-staff meeting	Cafeteria

92. What happened last night?
- (A) Some servers were delivered.
 - (B) The electricity went out.
 - (C) A Web site was launched.
 - (D) Some keys were lost.

93. Look at the graphic. Which room will the speaker go to next?
- (A) Room 223
 - (B) Auditorium
 - (C) Room 407
 - (D) Cafeteria

94. According to the speaker, what will Li Wei do?
- (A) Lead a repair crew
 - (B) Test out some products
 - (C) Install some software
 - (D) Answer a telephone



95. Who gave a press conference today?
- (A) A civil engineer
 - (B) A local student
 - (C) The city mayor
 - (D) The company president
96. Look at the graphic. Which building will be affected by the first road closure?
- (A) The high school
 - (B) The post office
 - (C) The bus station
 - (D) The museum
97. What information does the speaker say can be found on a Web site?
- (A) The location of a bus stop
 - (B) The schedule for a construction project
 - (C) Information about job openings
 - (D) Steps for filing a complaint

BLOOM AIRLINES

To: **Los Angeles**

Flight: **B1205**

Gate: **22C** Seat: **8D**

Departure Time: **9:15**

98. According to the speaker, why should listeners visit the customer service desk?
- (A) To claim a lost item
 - (B) To check extra baggage
 - (C) To request a special meal
 - (D) To volunteer for a later flight
99. Look at the graphic. Which information has changed?
- (A) Los Angeles
 - (B) B1205
 - (C) 22C
 - (D) 8D
100. According to the speaker, what is the reason for the change?
- (A) Some workers are late.
 - (B) A door is broken.
 - (C) The weather is bad.
 - (D) A computer is malfunctioning.

This is the end of the Listening test.

READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 5

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

101. Ms. Tillinghast has received several awards ----- her innovative ideas.
(A) away
(B) for
(C) often
(D) across
102. Using proper techniques to ----- items drastically reduces the risk of back injury.
(A) select
(B) lift
(C) damage
(D) attract
103. Restaurants in Rondale must follow all ----- health guidelines.
(A) local
(B) locals
(C) locally
(D) localize
104. Sinee's Catering is always ----- to deliver outstanding food to your special events.
(A) ready
(B) skillful
(C) complete
(D) delicious
105. A ----- way to support economic growth in Ludlow City is to shop at area businesses.
(A) practice
(B) practicing
(C) practical
(D) practically
106. A record number of appliance ----- came into the Port of Reece last month.
(A) shipments
(B) shipping
(C) shipment
(D) shipped
107. At Sloat Publishing, interns are assigned to a ----- of positions with increasing responsibility.
(A) frequency
(B) length
(C) shortage
(D) series
108. The conference fee ----- admittance to more than twenty workshops and seminars.
(A) include
(B) includes
(C) is included
(D) including

109. Cabinetmaker Finley Orcheta uses the finest woodworking machines imported ----- Denmark.
(A) from
(B) against
(C) about
(D) before
110. Senior hotel manager salaries differ ----- by company, location, and experience.
(A) great
(B) greater
(C) greatly
(D) greatest
111. Pantep, Inc., works ----- with customers to establish long-term partnerships.
(A) nearly
(B) closely
(C) recently
(D) newly
112. Adalet Farm's unique method of irrigating vegetables has proved to be ----- effective.
(A) far
(B) correctly
(C) highly
(D) much
113. Customers who submit payments ----- March 10 will be charged a late fee.
(A) after
(B) behind
(C) quite
(D) almost
114. The poll shows how often company executives make financial decisions that are ----- by employee opinions.
(A) acted
(B) trained
(C) reminded
(D) influenced
115. Prices at Taylor City Books are ----- lower than at other online bookstores.
(A) more significant
(B) significant
(C) significance
(D) significantly
116. The ----- of this workshop is to equip business leaders with the tools to make prudent financial decisions.
(A) guide
(B) experience
(C) aim
(D) solution
117. A marketing campaign was designed to target ----- of the three demographics we identified.
(A) which
(B) other
(C) either
(D) each
118. ----- food critics recommend ZJ's Bistro as the best restaurant in the area, most local residents prefer Dree's Café.
(A) Whenever
(B) Although
(C) So that
(D) Among
119. Green Grocer customers should request assistance from staff instead of removing products from the top shelves -----.
(A) themselves
(B) their own
(C) them
(D) their
120. Skovent Products' sales revenue showed a ----- improvement at the end of last quarter.
(A) respective
(B) crowded
(C) marked
(D) diverse

121. Before work can begin at the construction site, the ----- permit applications must be processed.
- (A) relevant
 - (B) relevantly
 - (C) relevance
 - (D) relevancies
122. During negotiations, Mr. DuPont insisted that price ----- be implemented without delay.
- (A) expectations
 - (B) institutions
 - (C) sensations
 - (D) reductions
123. After the team meeting next week, Ms. Li ----- whether the project deadline needs to be changed.
- (A) to decide
 - (B) deciding
 - (C) will decide
 - (D) has decided
124. ----- the proposal for the Southside Library garden was incomplete and had an unclear timetable, it was rejected.
- (A) Until
 - (B) Because
 - (C) While
 - (D) Unless
125. As the rental agreement with the Smith Group is set ----- soon, the available office space can be advertised.
- (A) expired
 - (B) to expire
 - (C) will have expired
 - (D) expiring
126. Any furniture purchased at Marty's Superstore throughout February will be delivered ----- five business days.
- (A) since
 - (B) between
 - (C) within
 - (D) above
127. The manager presented data on employee performance with ----- on measurable achievements.
- (A) emphatic
 - (B) emphasis
 - (C) emphasize
 - (D) emphasized
128. Even employees who ----- were not familiar with the new software program have found it easy to use.
- (A) initially
 - (B) annually
 - (C) successfully
 - (D) inadvertently
129. Supervisors will not ----- approve time off for employees during peak operational months.
- (A) generalization
 - (B) generalize
 - (C) generally
 - (D) general
130. Toronto is one of three cities being ----- as the host for the next convention of the Global Society of Accountants.
- (A) found
 - (B) categorized
 - (C) known
 - (D) considered

PART 6

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

Questions 131-134 refer to the following announcement.

We are pleased to announce that the installation of the new manufacturing equipment in our main plant has been completed. The new machines ----- work flow by allowing for flexibility in production. With six mixing tanks of ----- sizes, we expect to be able to fill a wider range of orders, from small to very large. This ----- is an important way to ensure that Balm Manufacturing continues to be a leader in the fragrance industry.

----- . Jim Martel, who is organizing this effort, will contact each of you soon with details.

131. (A) have been improved
(B) were improving
(C) will improve
(D) improved
132. (A) varying
(B) varies
(C) vary
(D) variation
133. (A) proposal
(B) contract
(C) impression
(D) upgrade
134. (A) Supervisors completed a tour of the plant yesterday.
(B) Unfortunately, the installation cost more than we had anticipated.
(C) As you are aware, our industry is increasingly competitive.
(D) All personnel must be trained on the new equipment by the end of the month.

Questions 135-138 refer to the following Web page.

www.kateweicommunications.com

Marketing your business can be confusing. Newspapers and magazines are ----- useful venues
135.
for advertising. -----, social media platforms have become even more critical marketing outlets.
136.
Kate Wei Communications utilizes both traditional outlets and the latest communication
platforms. ----- . In addition to exceptional print services, Kate Wei Communications has the
137.
expertise to help you ----- your online presence. Why wait? Choose our award-winning firm to
138.
strengthen your company's image today!

135. (A) still
(B) nowhere
(C) soon
(D) evenly

138. (A) optimal
(B) optimize
(C) optimization
(D) optimum

136. (A) As a result
(B) To demonstrate
(C) Otherwise
(D) However

137. (A) Marketing professionals give conflicting
advice.
(B) Traditional methods have the best
impact.
(C) We will develop a diverse plan for your
business.
(D) We have recently changed our terms of
service.

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

To: Emily Swanton <eswanton@swantonfarmfeed.com>
From: Arnold Hansen <AHansen@poltonfairgrounds.org>
Subject: Polton Farm Fair
Date: June 2

This e-mail serves as a receipt for your registration _____ confirms your participation in the
139.
Seventeenth Annual Polton County Farm Fair from July 14 to July 16. As a returning exhibitor,
Swanton Farm Feed will be offered _____ space at a discounted rate.
140.

Please be aware of a new requirement when preparing your space. This year, all booths must be
completely ready by 8 P.M. on July 13. _____. Tables will be provided by the organizer, as in past
141.
years.

Thank you once again for your participation in our _____.
142.

Arnold Hansen, Assistant Coordinator
Polton County Farm Fair

- 139.** (A) whereas
(B) rather than
(C) in case
(D) and also

- 142.** (A) discovery
(B) survey
(C) event
(D) vote

- 140.** (A) rent
(B) rental
(C) rents
(D) renting

- 141.** (A) This includes the removal of trash and
packing materials.
(B) The number of food vendors has
increased in recent years.
(C) The exact schedule will be announced
later.
(D) The Livestock Pavilion will be located
next to the south exit.

Questions 143-146 refer to the following article.

Sparkle Pro Enterprises Opens American Factory

Worldwide News

MANCHESTER (10 April)—Sparkle Pro Enterprises, a leading Belgium-based ----- of cleaning products, is expanding its territory. The company has just opened its first plant in the United States, in Indianapolis. For more than forty years, Sparkle Pro has been making and distributing household and industrial cleaners to a wide range of vendors, including retail outlets and hotel chains, throughout Europe. ----- .

The Indianapolis facility will require the company to hire 300 additional employees ----- the end of this year in order for it to achieve full capacity. According to Egon Bretz, the new director of North American operations, Sparkle Pro is confident that it will be able to train a large number of personnel quickly. Mr. Bretz expects no significant ----- in meeting these needs.

143. (A) produced
(B) producing
(C) producer
(D) produce

145. (A) by
(B) despite
(C) as
(D) except

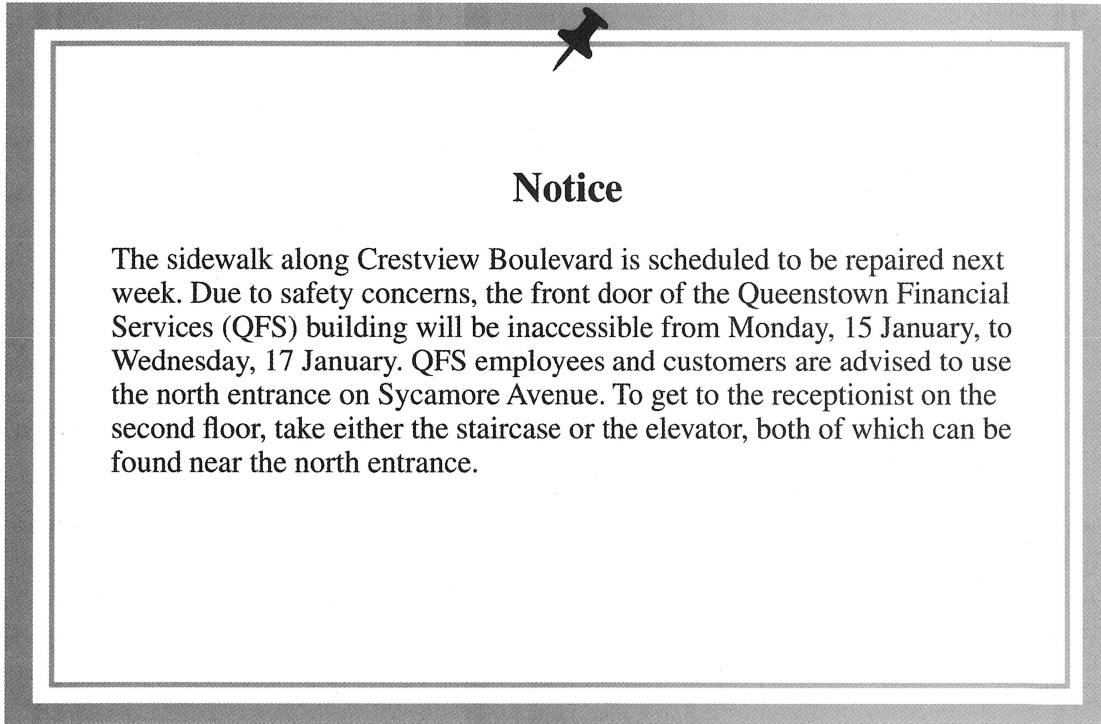
144. (A) Water-based cleaners have become more expensive.
(B) The company's Web site lists all of its major vendors.
(C) The hotels are conveniently located in most cities.
(D) Other factory facilities were gradually sold.

146. (A) decrease
(B) challenges
(C) project
(D) candidates

PART 7

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

Questions 147-148 refer to the following notice.



Notice

The sidewalk along Crestview Boulevard is scheduled to be repaired next week. Due to safety concerns, the front door of the Queenstown Financial Services (QFS) building will be inaccessible from Monday, 15 January, to Wednesday, 17 January. QFS employees and customers are advised to use the north entrance on Sycamore Avenue. To get to the receptionist on the second floor, take either the staircase or the elevator, both of which can be found near the north entrance.

147. What is the purpose of the notice?
- (A) To introduce changes to certain safety regulations
 - (B) To announce the temporary closure of an entryway
 - (C) To report the installation of a new elevator
 - (D) To disclose the new location of a company
148. What is suggested about the QFS building?
- (A) Many employees work there.
 - (B) It will reopen on Thursday.
 - (C) The main entrance is on Crestview Boulevard.
 - (D) The renovation project will take more than a week.

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

E-mail	
To:	Corporate Resource Team
From:	Junko Shigeno, Team Lead
Date:	January 27
Subject:	Support issues

Hi, Team,

At next week's strategy session, we will address the specific needs of our company representatives working at our new overseas retail locations. Our goal is to have each employee fully trained in marketing our products and in client retention. I'm requesting that each of you be ready to present two ideas on the best way to provide them with training and logistical support at levels comparable to their domestic counterparts.

Thanks,

Junko Shigeno
Team Lead, Integra Optics

149. According to the e-mail, what is true about Integra Optics?
- (A) It markets corrective eyewear.
 - (B) It has an international presence.
 - (C) It plans to open several more stores.
 - (D) It just produced a new line of products.

150. What does Ms. Shigeno ask employees to do?
- (A) Evaluate a proposal
 - (B) Contact clients
 - (C) Attend training sessions
 - (D) Prepare for a meeting

Questions 151-152 refer to the following information.

Important Information

At the Froehling Company, we take great pride in our high-quality, easy-to-assemble furniture, and we want you to be completely satisfied with your purchase.

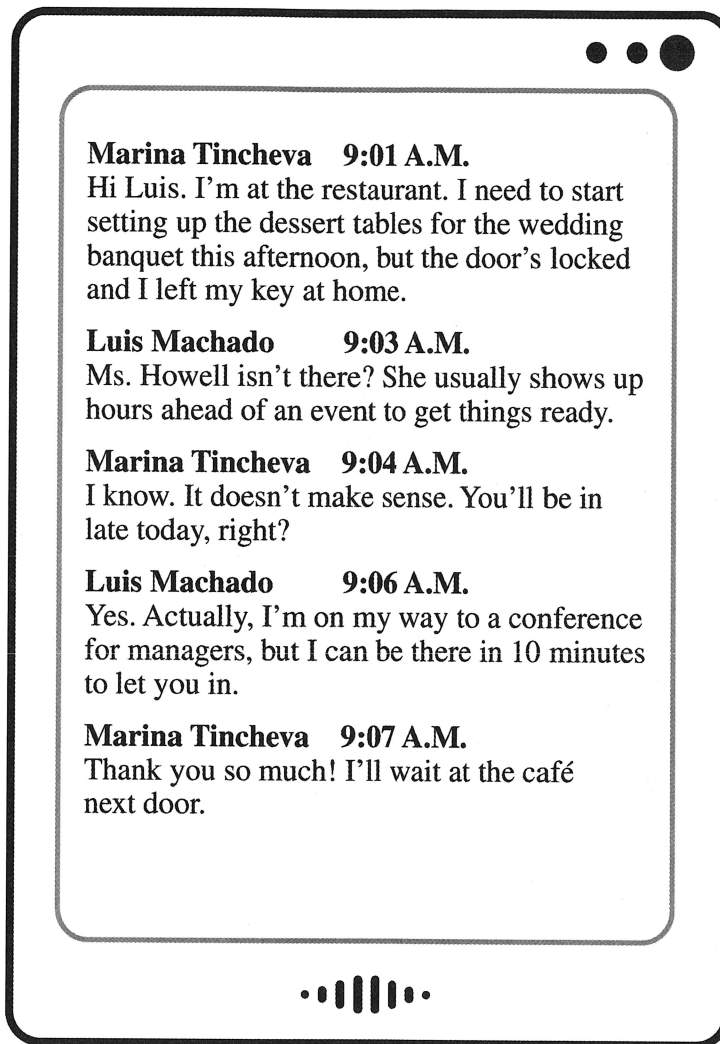
Before beginning to assemble the product, check the parts list to make sure that all parts have been included in the box.

If your item is missing parts or assembly hardware, or if it has been damaged during shipping, do not return the product to the store from which you purchased it; stores do not stock replacement parts. Rather, contact us directly and we will send you the item(s) required free of charge. You can reach us by

- visiting us at www.froehlingco.com to order replacement parts online;
- sending us an e-mail at parts@froehlingco.com; or
- calling us anytime at 555-0128.

151. What is the purpose of the information?
- (A) To inform customers where to obtain product assembly instructions
 - (B) To notify customers how to resolve a problem involving their purchase
 - (C) To offer a gift to loyal customers of a company
 - (D) To help customers find nearby retail stores
152. What is suggested about the Froehling Company?
- (A) It has customer service representatives available at all times.
 - (B) It recommends returning damaged goods to the retailer.
 - (C) It has a new system for keeping track of inventory.
 - (D) It supplies a product catalog with each order.

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



153. Who most likely is Mr. Machado?

- (A) A café waiter
- (B) A dessert chef
- (C) A wedding florist
- (D) A restaurant manager

154. At 9:04 A.M., what does Ms. Tincheva most likely mean when she writes, "It doesn't make sense"?

- (A) The bride should be there already.
- (B) Her coworker usually arrives early.
- (C) She received the wrong paperwork.
- (D) She does not know where her key is.

Questions 155-157 refer to the following information from a brochure.

Visiting Carlin County? Don't miss these points of interest!

Avevo Botanical Garden

Open daily, 9 A.M.–6 P.M.; \$8 admission

With stunning views of Gull Bay, the Avevo Botanical Garden is a beautiful place to examine and learn about the region's abundant and diverse plant life.

Rever Concert Hall

Open to the public Monday to Friday, 10 A.M.–4 P.M.

Designed by renowned architect Ang Zhao, the Rever Concert Hall has striking architecture and is well worth a visit. Guided tours are available for \$2 per person.

Carlin County Museum of Art

Open daily, 10 A.M.–7 P.M.; \$5 admission

This lovely art museum focuses on works by local artists. Special exhibits rotate monthly.

The Maritime Museum

Open Wednesday to Sunday, 9 A.M.–4 P.M.; no fee, but donations are welcome

An impressive collection of historical artifacts makes the Maritime Museum a wonderful place to learn about the region's seafaring history. This museum is located on a retired ship on East Beach.

155. What is the purpose of the information?
- (A) To provide a schedule of events
 - (B) To give directions to notable landmarks
 - (C) To highlight the accomplishments of local artists
 - (D) To describe tourist destinations
156. What is indicated about Carlin County Museum of Art?
- (A) It is closed on Mondays.
 - (B) It was designed by a famous architect.
 - (C) It features collections from around the world.
 - (D) It changes some exhibits periodically.
157. According to the information, what do the Avevo Botanical Garden and the Maritime Museum have in common?
- (A) Both charge a small admission fee.
 - (B) Both are located near water.
 - (C) Both display historical artifacts.
 - (D) Both offer guided tours.

Questions 158-160 refer to the following article.

Bingham Man Receives Award

by Timur Kardos

9 October—A Bingham native received this year's Contributors Award from the Association for the Construction of Steel Bridges (ACSB), a trade organisation. Scott Moore, 66, was presented the award during yesterday's annual ACSB meeting in Norwalk.

According to an ACSB press release, the award is given every year to "an individual who has contributed significantly to the betterment of the steel industry." ACSB spokesperson Cora Schroeder said, "Mr. Moore devotes his spare time to ensuring quality in our industry. For the past decade, he has

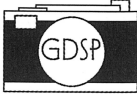
dedicated himself to helping the ACSB monitor and refine steel-production standards and practices. This year, he chaired a committee that created an improved set of standards for structural steel used in the construction of bridges."

Mr. Moore was born and raised in Bingham and received his engineering degree from Bingham University. After graduating, he worked as a construction manager during the building of Bingham's new city hall. He joined Marshall Steel 39 years ago as a building supervisor, ultimately rising to his current position of senior project engineer.

158. What is suggested about Mr. Moore?
- (A) He led efforts to raise standards for steel use.
 - (B) He designed a new type of bridge.
 - (C) He serves on a committee with Ms. Schroeder.
 - (D) He has received several awards from the ACSB.
159. According to the article, what happened ten years ago?
- (A) Mr. Moore moved to Norwalk.
 - (B) Mr. Moore began to help the ACSB.
 - (C) The ACSB revised its membership requirements.
 - (D) The ACSB first presented its award.
160. What was Mr. Moore's first job at Marshall Steel?
- (A) Senior project engineer
 - (B) Company spokesperson
 - (C) Construction manager
 - (D) Building supervisor

Questions 161-164 refer to the following Web page.

http://www.goldendayimages.com



Golden Day Stock Photographs

Using stock images in your materials can significantly improve your company's ability to communicate—not only with external clients but with employees as well. A well-chosen image can serve many functions, from increasing employee engagement with internal communications, to catching the attention of potential clients, to helping readers of documents better understand complex ideas.

Golden Day's images come from a unique international network of contributors, so our selection is not only large but also truly diverse. No matter the size of your organization, and no matter where you are located and with whom you do business, you will find the perfect photo to enhance your message.

Our monthly subscription plans range from \$49 to \$495 based on the quantity and resolution of the images you download. Once you download an image, there are no limits on its usage.

Don't miss our special introductory offer: first-time subscribers qualify for consultations with our branding experts for six months at no extra cost! Our experts will help you ensure that all your client-facing materials are cohesive and make your company stand out.

TEST 5

161. What reason to use stock images is NOT mentioned in the advertisement?
- (A) To encourage employees to read company newsletters
 - (B) To keep current customers interested in a company's brand
 - (C) To attract new customers
 - (D) To help clarify written information
162. According to the advertisement, why are Golden Day's images special?
- (A) They are a larger size than is typically offered.
 - (B) They are created by famous photographers.
 - (C) They are used by multinational companies.
 - (D) They are sourced from all over the world.
163. The word "resolution" in paragraph 3, line 1, is closest in meaning to
- (A) level of detail
 - (B) statement of agreement
 - (C) subject matter
 - (D) firmness of purpose
164. What is Golden Day offering to new customers?
- (A) Free marketing advice
 - (B) Discounts on subscription plans
 - (C) Limited-time access to additional photo collections
 - (D) Introductions to potential new clients

GO ON TO THE NEXT PAGE

Questions 165-167 refer to the following article.

We're Doing Something Right

by Ariel Garman

SUSTERN (November 8)—According to a recent study conducted by the Mid-Atlantic Hotel Association, tourism at our beaches improved significantly this past summer, and the hotel industry showed greater profits this year than last. Hotel occupancy averaged 94 percent during the peak summer months. — [1] —.

Sustern saw the opening of the area's largest hotel, The Glaston, last spring. The new hotel was at full capacity nearly every weekend during the summer. Weekday occupancy also exceeded expectations.

The hotel's manager, Anika Bastien, said, "Tourists were thrilled with the array of

amenities offered, including 24-hour dining options, a free shuttle to nearby beaches, and free Wi-Fi. In fact, many have already reserved rooms for next summer. — [2] —."

Sustern has become the most popular tourist destination in the region, with about 20 percent more beachgoers than the Delmire shore, its biggest competitor. — [3] —. Experts attribute this to the growing number of outlet stores in Sustern, overall lower prices, and an abundance of new restaurants, hotels, and community events. Tourists continue to visit the area after the prime beach months, keeping hotel rooms occupied longer. — [4] —.

165. What is the purpose of the article?
- (A) To announce the opening of a new hotel
 - (B) To provide information about the local tourism industry
 - (C) To discuss job opportunities in the hotel industry
 - (D) To compare the quality of beaches in two locations


166. What is NOT indicated about Sustern?
- (A) Its beach is more popular than Delmire's.
 - (B) Its new hotel employs Ms. Bastien.
 - (C) It hosts a wide variety of events.
 - (D) It recently held a beach cleanup weekend.

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

"This was a big increase from last summer's average of just 77 percent."

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

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

E-mail	
To:	All staff
From:	Jessica Perry
Subject:	Conference
Date:	19 July
Attachment:	 Workshop application

Hello everyone,

The fourth annual Australian National Sales and Marketing Conference (ANSMC) will take place from 18 to 22 November here in Perth. Conference organizers have asked local marketing specialists to help out by giving a keynote speech, leading a workshop, or working in the exhibition hall. — [1] —.

Our chief executive officer, Martin Hughes, wants us to take advantage of this excellent opportunity for Hughes Australia Marketing to achieve visibility on a national stage. It is sure to help us to expand our client base. Mr. Hughes has already agreed to give a keynote speech about using survey results to create successful marketing campaigns. — [2] —. I am designing our company's booth for the exhibition hall. If you would like to help, please come to Room C556 at 2:00 P.M. next Tuesday, 23 July, for a planning meeting. — [3] —.

If you would like to lead a workshop, please complete the attached proposal form and return it to me by 26 July. — [4] —. You may present alone or with a partner. Workshop ideas will be discussed and approved at a managers' meeting on 29 July.

Thanks,

Jessica

168. What is the purpose of the e-mail?
- (A) To remind staff to register for a conference
 - (B) To apologize for missing a deadline
 - (C) To invite staff to submit an application
 - (D) To request responses to a marketing survey
169. What is suggested about Hughes Australia Marketing?
- (A) It is hosting the ANSMC.
 - (B) It is located in Perth.
 - (C) It has been in business for four years.
 - (D) It serves clients throughout Australia.
170. According to the e-mail, why does Mr. Hughes want employees to participate in the ANSMC?
- (A) So they can learn new marketing strategies
 - (B) So they can share the results of a survey
 - (C) So they can attract new clients
 - (D) So they can listen to his keynote speech

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

“This will help me ensure that none of our workshop topics overlap.”

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

Questions 172-175 refer to the following online chat discussion.



Alberto Ovando [11:15 A.M.]

When we met last week, production was nearly finished on the boxes and other packaging for Redmond's. Rani, where are we now?

Rani Verma [11:16 A.M.]

The refrigerator and dishwasher boxes were supposed to arrive at Redmond's warehouse on Wednesday, but the snowstorm really backed up our delivery schedule.

Alberto Ovando [11:17 A.M.]

Have you told them this?

Stacy Pfeiffer [11:18 A.M.]

I will, but I was waiting to hear from the drivers. George, can you help?

George Kellerman [11:19 A.M.]

I spoke with them ten minutes ago. They're back on the road now, so they only lost a day. They should have everything before the end of the week.

Stacy Pfeiffer [11:21 A.M.]

OK. I'll tell them to expect delivery by Friday at the very latest.

Rani Verma [11:22 A.M.]

At least the packaging materials for the smaller appliances shipped before the storm; only the larger boxes are affected.

Alberto Ovando [11:23 A.M.]

The contract is for us to provide packaging materials for all of Redmond's products, not just the smaller ones. Let's make sure we stay on the revised schedule.

172. For what type of business do the people most likely work?
- (A) A restaurant supply company
 - (B) An appliance repair shop
 - (C) A packaging manufacturer
 - (D) A furniture delivery service
173. What problem are the people discussing?
- (A) A shipment was delayed.
 - (B) A warehouse was closed.
 - (C) An order was incorrect.
 - (D) A driver did not report for work.
174. What will Ms. Pfeiffer most likely do next?
- (A) Cancel a shipment
 - (B) Sign the contract
 - (C) Call a driver
 - (D) Contact the client

175. At 11:18 A.M., what does Ms. Pfeiffer most likely mean when she writes, "can you help"?
- (A) She thinks Mr. Kellerman should load some boxes.
 - (B) She needs Mr. Kellerman to drive to the warehouse.
 - (C) She wants Mr. Kellerman to provide delivery information.
 - (D) She expects Mr. Kellerman to pay the drivers.

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

**PAGA's Seventeenth Annual Botanical and Horticultural Expo, July 10-13
Starkey Convention Center, Pittsburgh, Pennsylvania**

The Pittsburgh Area Garden Association (PAGA) invites companies to support its garden exhibition, which last year was attended by nearly 40,000 visitors. This is a cost-effective means of reaching home gardeners and outdoor enthusiasts and enhances your firm's commercial performance.

PAGA is pleased to offer the following levels of corporate sponsorship with corresponding benefits. (For inquiries, contact Ms. Carita Aragon, PAGA's Event Coordinator, at 925-555-0142. To register, e-mail sponsors@paga.org.)

Workshop Patron—\$1,250

A representative of your company will have the honor of introducing the presenter(s) of a workshop, to be conducted on the second day of the event.

Charging Station Patron—\$2,000

There will be eight mobile-device charging stations in the exhibition hall, each with a sponsor sign next to it.

Bag Patron—\$3,500

Your company's emblem will be on all fabric tote bags, to be distributed to every visitor.

General Program Patron—\$5,000

Two executives of your company will attend the PAGA Gala Banquet on the opening night of the expo.

From:	caragon@paga.org
To:	mkee@wimosol.com
Date:	May 15
Subject:	Thank you

Dear Mr. Kee:

Thank you for registering Wireless Monitoring Solutions as a sponsor of the Pittsburgh Area Garden Association (PAGA) Expo. Your sponsorship not only helps to make this year's event possible, but also to generate interest in gardening.

Your contribution of \$2,000 has been processed. Additionally, we are offering you sponsorship of our expo bags at no additional cost. This offer is a token of our appreciation for the long-standing support of PAGA and its programs. To finalize the promotional materials, please send us the artwork of your company's logo.

Carita Aragon, PAGA Event Coordinator

176. What is the purpose of the flyer?
- (A) To promote the benefits of participating in an event
 - (B) To present a breakdown of the costs of hosting an activity
 - (C) To report on the financial success of a fund-raising campaign
 - (D) To encourage community members to join a nature preservation project
177. According to the flyer, when should a call be placed to PAGA's office?
- (A) When a contribution cannot be processed
 - (B) When a payment has not been received
 - (C) When additional information is required
 - (D) When a change in sponsorship level must be made
178. What will happen on July 10 ?
- (A) Attendance figures from last year's expo will be released.
 - (B) Mobile-device charging stations will be installed.
 - (C) A workshop will be presented.
 - (D) A formal dinner will be held.
179. What is suggested about PAGA's event?
- (A) It is partially funded by the Pittsburgh city government.
 - (B) It is held at a different venue every year.
 - (C) It is intended to promote enthusiasm for gardening.
 - (D) It attracts more than 40,000 visitors annually.
180. What is NOT indicated about Wireless Monitoring Solutions?
- (A) Its name will be featured in various locations at the convention center.
 - (B) It will install wireless monitoring devices in the exhibition hall.
 - (C) It has sponsored PAGA's exhibition on various occasions.
 - (D) Its logo will be displayed on souvenir bags.

Questions 181-185 refer to the following product reviews.

The screenshot shows a web browser window with the address bar containing <https://www.buyforbusiness.com/projectors0102>. The page title is "Buy for Business Reviews Miniprojectors" and there is a search icon. The main content is a review for the "HJ6 Miniprojector by Collierpro".

HJ6 Miniprojector by Collierpro

The HJ6 is a top-of-the-line miniprojector, which is no surprise to those familiar with Collierpro. As usual, the company spared no expense in making sure this projector is easy to take almost anywhere: it is lightweight and comes with its own carrying case, which includes a remote control and a tripod. Its internal lamp is much brighter than that of other projectors its size. Due to its brightness, the HJ6 was able to project the sharpest picture of all the miniprojectors that we tested.

The major weakness of the HJ6 is its speakers. They are not nearly as loud as one would expect, given the superiority of all the other features. You can easily plug in different speakers. It is a miniprojector, however, and its small size means it is not the best choice for giving presentations in lecture halls or large conference rooms.

Overall, this is a fantastic projector for travelers, and we recommend it. This is a new model, though, and the sticker price is quite high. It may be best to hold off making a purchase right away. Projectopro will introduce the Pico P17 projector next month, so the HJ6's price may drop in order to remain competitive.

The screenshot shows a web browser window with the address bar containing <https://www.buyforbusiness.com/projectors0103>. The page title is "Buy for Business Reviews Miniprojectors" and there is a search icon. The main content is a review for the "Pocket Mini C by Excellentronics".

The Pocket Mini C by Excellentronics

The Pocket Mini C is a reliable projector and a good buy for those who aren't interested in spending a lot of money. Like its competitors, it is lightweight and compact. The feature we were most impressed with is its battery: it can run for up to six hours, which is much longer than the other battery-powered projectors that we tested.

There are a few downsides, as could be expected from a budget projector. The ports are in awkward locations and the menu organization is confusing, so setting up the projector is not straightforward. The audio capabilities are also limited; when the volume is turned up, the audio can sound muffled. But overall, it's a decent miniprojector for a reasonable price.

181. What is suggested about Collierpro?
- (A) It is owned by *Buy for Business*.
 - (B) It makes high-quality electronics.
 - (C) It is a new company.
 - (D) It offers discounts for business travelers.
182. What is mentioned as a feature of the HJ6 Miniprojector?
- (A) It is less expensive than the Pico P17.
 - (B) It is sold with a spare power cord.
 - (C) It has a rechargeable battery.
 - (D) It produces a very clear image.
183. Why should customers wait before purchasing the HJ6 Miniprojector?
- (A) The model's features will be updated soon.
 - (B) The projector might become less expensive soon.
 - (C) Minor problems with the machine will be fixed soon.
 - (D) Another company will buy the projector's manufacturer soon.
184. What criticism do both of the reviewed projectors receive?
- (A) They are too heavy.
 - (B) They are not easy to set up.
 - (C) Their sound systems do not work well.
 - (D) Their projections are not large enough.
185. According to the second review, what is the best feature of the Pocket Mini C?
- (A) Its design is attractive.
 - (B) It is easier to carry than other projectors.
 - (C) It has more ports than other projectors.
 - (D) Its battery lasts for a long time.

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


From:	Alan Grady <agrady@st.pro.com>
To:	Jaco Neves <owner@neveslocal.com>
Date:	Monday, August 7, 9:31 A.M.
Subject:	Contract addendum

Mr. Neves,

Thanks for calling to discuss your progress on the house construction. To summarize our conversation, even with the delay until September 22, the house should be ready for me to move into before my apartment lease expires on October 10. I've thought more about the status reports we discussed, and twice a week would be best. My understanding is that you will now document these changes to the contract so that I can sign off on them this week.

Thanks, as always, for your careful attention to this project.

Alan Grady

E-mail	
From:	Jaco Neves <owner@neveslocal.com>
To:	Alan Grady <agrady@st.pro.com>
Date:	Monday, August 7, 4:16 P.M.
Subject:	RE: Contract addendum
Attachment:	 Addendum

Mr. Grady,

I have drawn up the revisions we discussed to the June 5 contract and attached it to this message. The recent bad weather set us back, but not by much. As we near the end of the project, many pieces will need to come together at once. I will keep you informed to the best of my ability, but as always, my first priority will be to make sure the work itself is done.

If the document looks acceptable to you, sign and return a copy to me. Please don't hesitate to contact me or Evan Baurkot with any questions or concerns about how our business can serve you.

Regards,

Jaco Neves

CONTRACT ADDENDUM

1. Because of work that could not be performed due to unavoidable circumstances from July 24 to July 28, the completion date for all construction will be moved from September 17 to September 22. The Client will not be charged any additional labor costs as a result of this change. Any charges resulting from an extension of building permits will be paid by the Contractor.

2. Effective immediately, the Contractor will submit a report of all work completed (including any delays incurred or anticipated) once every week, beginning on Monday, August 12.

- 186.** Who is Mr. Grady?
- (A) A business partner of Mr. Neves'
 - (B) A client of Mr. Neves'
 - (C) An assistant to Mr. Baurkot
 - (D) A legal advisor of Mr. Baurkot's
- 187.** What is planned for October?
- (A) A lease will be extended.
 - (B) A contract will be changed.
 - (C) A project schedule will be revised.
 - (D) A house will be occupied.
- 188.** In the second e-mail, the phrase "drawn up" in paragraph 1, line 1, is closest in meaning to
- (A) raised
 - (B) sketched
 - (C) prepared
 - (D) straightened
- 189.** When was the work most likely affected by bad weather?
- (A) On June 5
 - (B) On July 24
 - (C) On August 12
 - (D) On September 22
- 190.** What information in the contract is different from what Mr. Grady requested?
- (A) The frequency of the reports
 - (B) The charge for additional labor
 - (C) The date of completion
 - (D) The number of permits required

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

More Improvements Ahead

At its meeting on Tuesday, the Eldonbury Town Council voted to explore options for additional work to be done on town facilities. According to Charles Gruber, town clerk, the renovation of the Eldonbury Community Centre came in well under budget. The council, therefore, decided to compile a list of smaller improvement projects that could be done with the leftover funds.

Some suggested projects include adding a covered entryway to the Eldonbury Public Library, improving lighting in Westfall Park, and replacing floors in the Town Hall. According to Mr. Gruber, the council will solicit ideas from members of the public. Interested parties may voice their opinions at the council's meeting on Tuesday, 20 March, at 4:00 P.M. or send an e-mail to the council office before 31 March. After the period of public comment, the planning committee will put forth a final list for the council to discuss, with a decision expected by 15 April.

E-mail	
From:	mccaffrey32@citymail.co.uk
To:	towncouncil@eldonbury.org.uk
Date:	25 March
Subject:	Additional Project

Dear Town Council Members,

I read that you are accepting suggestions for the use of the leftover money from the Community Centre renovation. Because of a previously scheduled appointment, I was not able to attend the council meeting, but I would like to express my support for the idea of expanding the lighting in the park. While the cost of that project is likely to be reasonable compared to that of the other possibilities, the improved lighting would increase the usability of Westfall Park and would benefit many people, especially in the dark winter months. A well-lit, nicely maintained park is an obvious source of civic pride, and something we could all appreciate. I hope the council will seriously consider this project.

Sincerely,

Heather McCaffrey

From:	sunil.pai@hgnetworks.co.uk
To:	towncouncil@eldonbury.org.uk
Date:	27 March
Subject:	Town projects

Dear Mr. Gruber,

I was glad to hear that the latest renovation project was completed with money to spare. Although the Community Centre does sponsor activities for citizens of all ages, it is, for the most part, visited by adolescents and parents with children. Therefore, I would like to suggest that the next project focus on a place more often used by Eldonbury's older people.


The public library is a natural gathering place for older adults, and a new entryway would provide a dry, protected place for people to chat or wait for transportation. It would be a noticeable improvement, likely to be applauded by citizens who did not feel that they gained much from the improvements to the Community Centre. In April, when the votes are cast, please consider this suggestion to balance the interests of all members of the Eldonbury public.

Thank you,

Sunil Pai

191. Why does the town of Eldonbury have funds available?
- (A) The town council has canceled a project.
 - (B) The town has raised the tax rate.
 - (C) A group of citizens has donated money.
 - (D) An earlier project cost less than expected.
192. In the article, the phrase "put forth" in paragraph 2, line 12, is closest in meaning to
- (A) grow
 - (B) exert
 - (C) propose
 - (D) request
193. When did Ms. McCaffrey have an appointment?
- (A) On March 20
 - (B) On March 25
 - (C) On March 31
 - (D) On April 15
194. What does Mr. Pai mention in his e-mail about the Eldonbury Community Centre?
- (A) It is located near public transportation.
 - (B) It is used mainly by younger residents.
 - (C) Its building previously served another purpose.
 - (D) Its programs will run year-round.
195. On what point would Ms. McCaffrey and Mr. Pai most likely agree?
- (A) The chosen project should be beneficial to the entire community.
 - (B) The town should spend as little money as possible on its next project.
 - (C) The town council should extend the deadline for public comment.
 - (D) The patrons of the library and the park should work together to raise money.

Questions 196-200 refer to the following form, e-mail, and Web page.



Delayed Luggage Form

Dear Tahara Air Customer,

We regret that the arrival of your luggage has been delayed. Please provide the following details to help us track down and return your luggage more quickly. A Tahara Air representative will contact you by phone as soon as your luggage is located. Should your luggage remain missing for more than three days, please visit www.tahara-air.com/baggage for further instructions.

Date: 12 October

Name: Marzena Majewska

Local Address: Hotel Dantes, Rua Jau, 1300 Lisbon, Portugal

Telephone: +44 1632 812110

Flight Number: J77FG2

Delayed Luggage Information

	Quantity	Description
<input checked="" type="checkbox"/> Suitcase	1	small black suitcase with wheels; "Marzena Majewska" on the name tag
<input type="checkbox"/> Backpack		
<input type="checkbox"/> Purse		
<input checked="" type="checkbox"/> Box	1	small cardboard box with "Marzena Majewska, Saltoni Foods" written on it
<input type="checkbox"/> Other		

From:	hgilbert@saltonifoods.co.uk
To:	mmajewska@saltonifoods.co.uk
Subject:	Re: Sauce samples
Date:	12 October, 2:03 P.M.

Dear Marzena,

I'm sorry to hear about your luggage. At least the airline has located your suitcase.

Since it's impossible to determine when the rest of your luggage will be found and returned, I've sent you more samples by overnight shipping. That way, you will not have to go empty-handed to tomorrow's meeting with the clients. There are five packets of each flavour as well as two small sauce jars with labels. I sent the items by BDW Shipping to your hotel. The package will be delivered by 8:30 a.m. so that you are sure to have the sauce samples and packaging to show when you speak at the meeting at 11.

Take care,

Harry Gilbert

https://www.bdwshipping.co.uk/overnight

BDW SHIPPING
The Fast and Reliable Delivery Corporation

Submit an Overnight Shipment

Your shipment information:

Ship from: Saltoni Foods, 27 Aston Street, Oxford OX1 1HD, UK
Ship to: Hotel Dantes, Rua Jau, 1300 Lisbon, Portugal
Weight: 0.75 kg

Envelope Box Custom packaging

Your overnight shipment options:

BDW Early Morning	Delivery by 8:30 A.M. tomorrow	£52 Ship Now
BDW Morning	Delivery by 11:00 A.M. tomorrow	£45 Ship Now
BDW Afternoon	Delivery by 2:00 P.M. tomorrow	£39 Ship Now
BDW Evening	Delivery by 8:00 P.M. tomorrow	£31 Ship Now

196. What is indicated about Tahara Air?
- (A) It requires customers to include name tags on all pieces of luggage.
 (B) It guarantees that missing luggage will be returned in three days.
 (C) It will notify Ms. Majewska when her luggage is found.
 (D) It will reimburse Ms. Majewska for her lost luggage.
197. Where did Ms. Majewska most likely pack her samples?
- (A) In a box
 (B) In a purse
 (C) In a suitcase
 (D) In a backpack
198. What is implied about Mr. Gilbert?
- (A) He is meeting with clients in Portugal.
 (B) He travels frequently for Saltoni Foods.
 (C) He is a Tahara Air customer service agent.
 (D) He wants the clients to review some products.
199. According to the e-mail, what will Ms. Majewska do tomorrow at 11 A.M.?
- (A) Accept a delivery
 (B) Make a presentation
 (C) Check out of the hotel
 (D) Confirm her return flight
200. How much was Mr. Gilbert charged for shipping?
- (A) £31.00
 (B) £39.00
 (C) £45.00
 (D) £52.00

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