

기출 TEST

10

LISTENING TEST

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

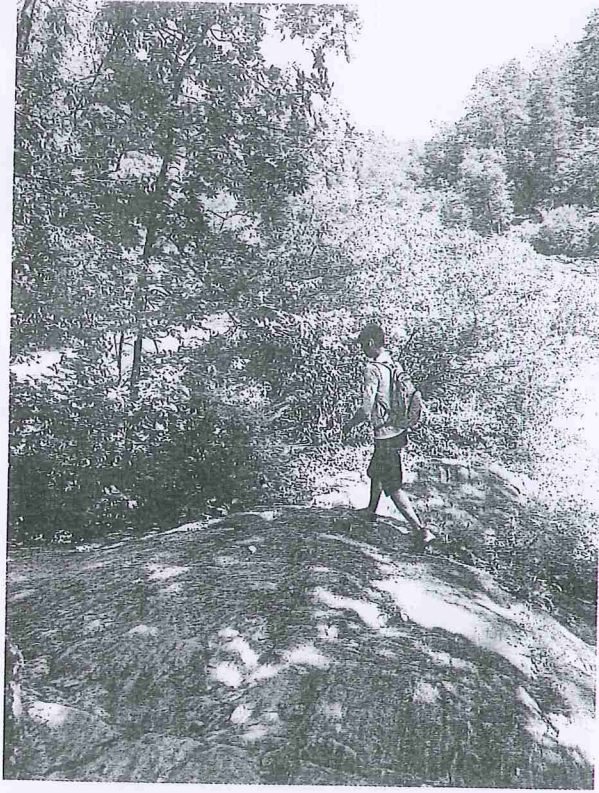
PART 1

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

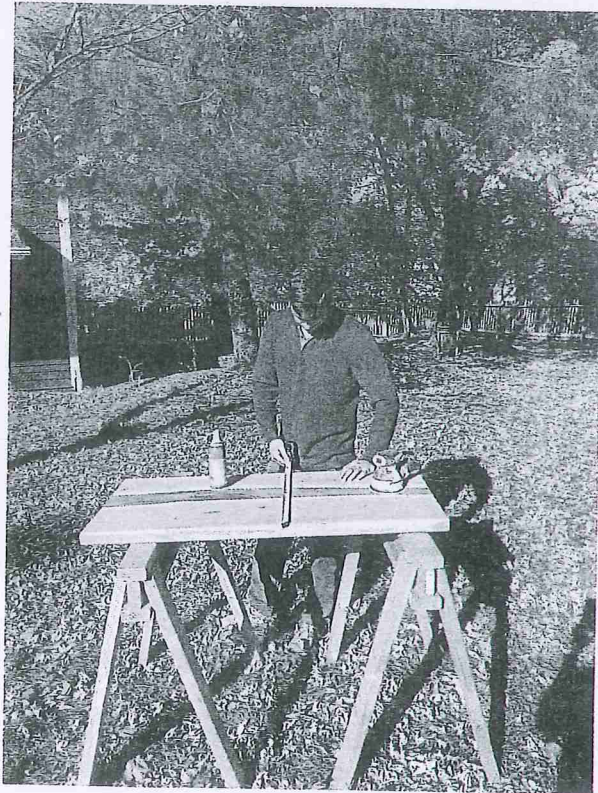


Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.



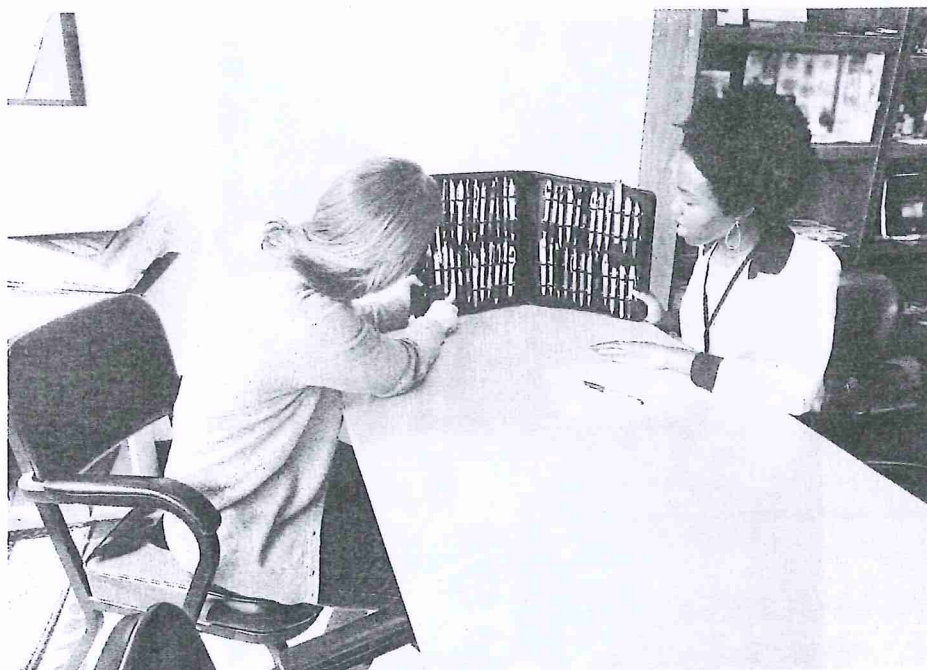
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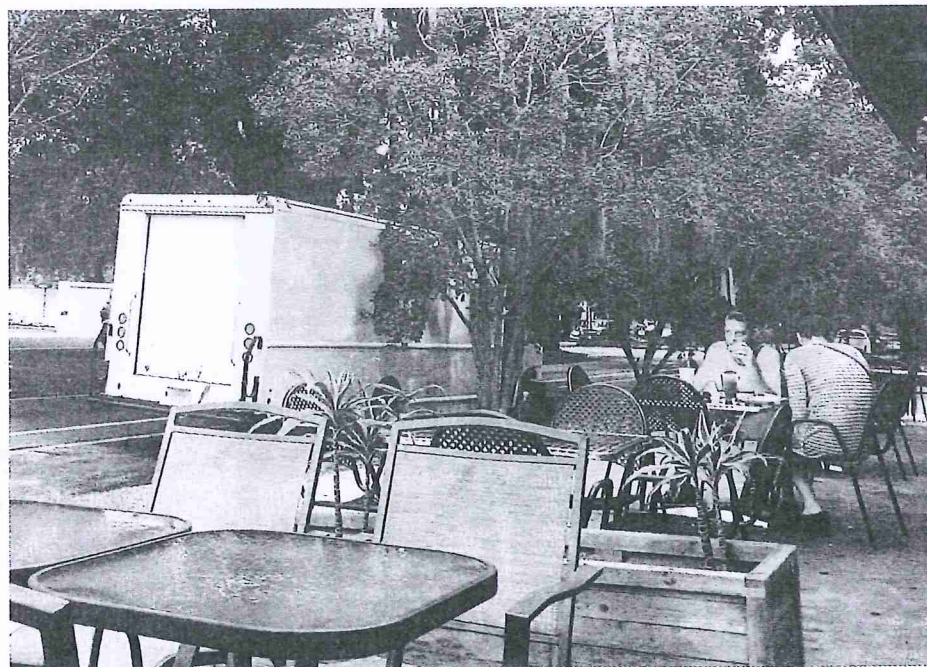
TEST 10

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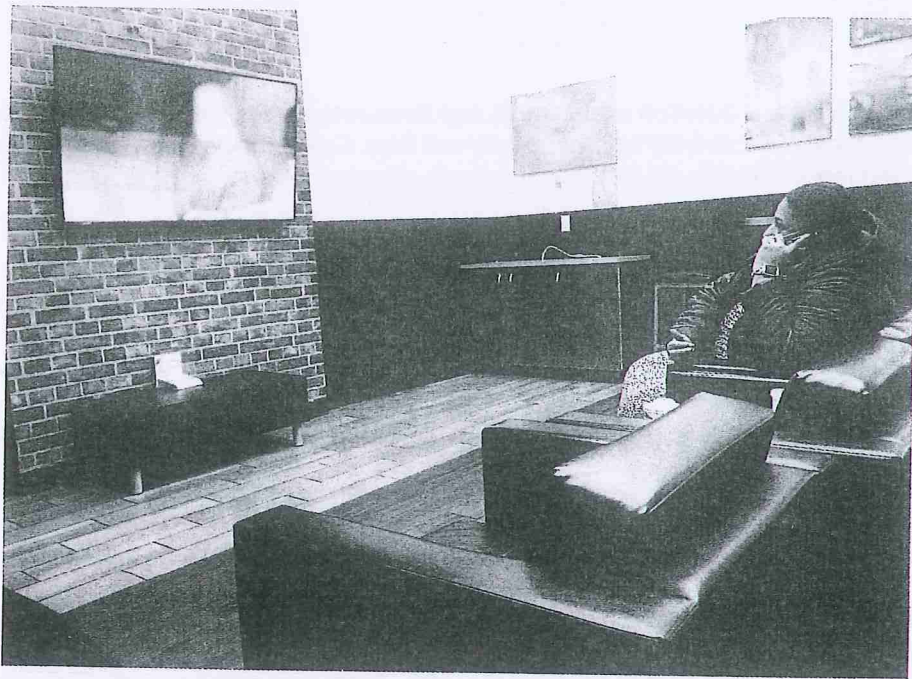
3.



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5.



6.



TEST 10

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PART 2

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

- | | |
|--|--|
| 7. Mark your answer on your answer sheet. | 20. Mark your answer on your answer sheet. |
| 8. Mark your answer on your answer sheet. | 21. Mark your answer on your answer sheet. |
| 9. Mark your answer on your answer sheet. | 22. Mark your answer on your answer sheet. |
| 10. Mark your answer on your answer sheet. | 23. Mark your answer on your answer sheet. |
| 11. Mark your answer on your answer sheet. | 24. Mark your answer on your answer sheet. |
| 12. Mark your answer on your answer sheet. | 25. Mark your answer on your answer sheet. |
| 13. Mark your answer on your answer sheet. | 26. Mark your answer on your answer sheet. |
| 14. Mark your answer on your answer sheet. | 27. Mark your answer on your answer sheet. |
| 15. Mark your answer on your answer sheet. | 28. Mark your answer on your answer sheet. |
| 16. Mark your answer on your answer sheet. | 29. Mark your answer on your answer sheet. |
| 17. Mark your answer on your answer sheet. | 30. Mark your answer on your answer sheet. |
| 18. Mark your answer on your answer sheet. | 31. Mark your answer on your answer sheet. |
| 19. 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 are the speakers?
(A) Chefs
(B) Florists
(C) Bank tellers
(D) Fashion designers
33. What does the man say he will do?
(A) Send a payment
(B) Arrange a meeting
(C) Find another supplier
(D) Review a checklist
34. Why does the woman say she will need to leave early?
(A) She is going on vacation.
(B) She is having her car repaired.
(C) She has a family event.
(D) She has a medical appointment.
-
35. Who most likely is the woman?
(A) A receptionist
(B) A security guard
(C) A laboratory assistant
(D) A cashier
36. What problem does the man report?
(A) He has lost his identification card.
(B) Some mail was not delivered.
(C) He is going to arrive late.
(D) Some equipment is broken.
37. What does the woman remind the man about?
(A) A payment option
(B) A change in location
(C) Some required paperwork
(D) An online directory
-
38. What are the speakers mainly discussing?
(A) Hiring an actor
(B) Recreating a scene
(C) Replacing some cameras
(D) Purchasing some costumes
39. How does the man intend to resolve a problem?
(A) By changing a start date
(B) By doing some research
(C) By revising a film script
(D) By negotiating a salary
40. What does the woman ask the man to look at?
(A) A catering contract
(B) Some flight arrangements
(C) An employment law
(D) Some lodging possibilities
-
41. Who is the man?
(A) A farmer
(B) A banker
(C) A restaurant owner
(D) A city official
42. Why does the man call the woman?
(A) To ask her to volunteer
(B) To hire her as a consultant
(C) To inform her about an award
(D) To collect some data
43. What strategy does the woman's company use?
(A) It keeps inventory low.
(B) It plants native species.
(C) It reduces paper waste.
(D) It maintains strong customer relations.
-

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44. What is causing a change in the speakers' plans?
(A) A scheduling conflict
(B) A last-minute business trip
(C) Budget reductions
(D) Upcoming weather conditions
45. Which group is an event intended for?
(A) City officials
(B) Valued customers
(C) Potential investors
(D) Company employees
46. What will the woman do next?
(A) Make a room reservation
(B) Compose an e-mail
(C) Book a music group
(D) Request a refund
-
47. What field does the woman most likely work in?
(A) Health care
(B) Finance
(C) Hospitality
(D) Transportation
48. What most likely is the man's job?
(A) Data analyst
(B) Athlete
(C) Journalist
(D) Delivery driver
49. What does the woman say is necessary?
(A) A revised report
(B) A bill payment
(C) A return visit
(D) A confidentiality agreement
-
50. What is being celebrated next Tuesday?
(A) A birthday
(B) A retirement
(C) A work promotion
(D) A grand opening
51. Why does the man say, "our budget is limited"?
(A) To request more funding
(B) To question a decision
(C) To complain about a price
(D) To decline an offer
52. What does the man ask the woman about?
(A) Some decorations
(B) Some ingredients
(C) A pickup location
(D) The time a store opens
-
53. Where do the speakers most likely work?
(A) At a bank
(B) At an advertising firm
(C) At an employment agency
(D) At a printing company
54. Why does the woman say, "Four of our people are on vacation"?
(A) To apologize for an error
(B) To express concern about an order
(C) To suggest that a meeting be canceled
(D) To explain a company policy
55. What does the man suggest offering to motivate employees?
(A) Increased time off
(B) Free meals
(C) Renovated work spaces
(D) Extra pay
-

56. What is the main topic of the conversation?

- (A) A leadership reorganization plan
- (B) An office relocation project
- (C) An energy efficiency initiative
- (D) An employee retirement plan

57. According to the woman, what are employees responding positively to?

- (A) An office relocation
- (B) A revised vacation policy
- (C) A monthly contest
- (D) An employee survey

58. What does the woman plan to do?

- (A) Lease some equipment
- (B) Hire a contractor
- (C) Pause item production
- (D) Research some competitors

59. Where is the conversation most likely taking place?

- (A) At a zoo
- (B) At a beach
- (C) At a park
- (D) At a farm

60. What are the women going to do today?

- (A) Take some measurements
- (B) Pour some concrete
- (C) Calculate a price estimate
- (D) Clear some trees

61. What does Adriana point out about some land?

- (A) It is dry.
- (B) It is flat.
- (C) It is sandy.
- (D) It is surrounded by a fence.

Flight	Status
Flight 105	Delayed
Flight 451	On time
Flight 57	Canceled
Flight 23	Boarding

62. Why is the man traveling?

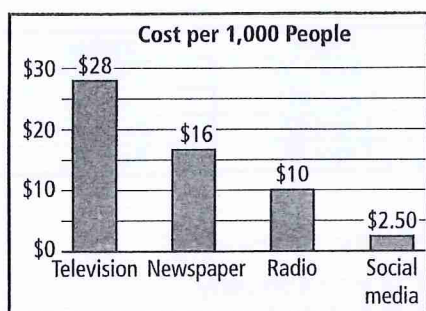
- (A) To view a property
- (B) To participate in an interview
- (C) To give a talk
- (D) To visit family

63. Look at the graphic. Which flight did the man book?

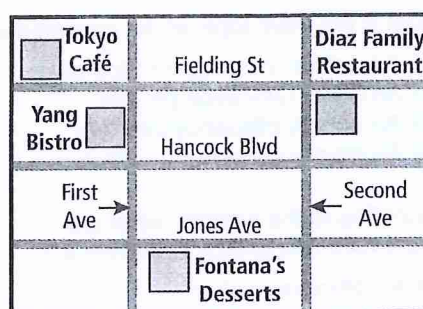
- (A) Flight 105
- (B) Flight 451
- (C) Flight 57
- (D) Flight 23

64. Why is the man surprised?

- (A) A refund will be issued.
- (B) A departure gate has changed.
- (C) A meal will not be served on a flight.
- (D) A voucher will be provided.



65. Why does the woman want to change an advertising strategy?
- (A) A competitor has revised a prototype.
 (B) Some costs are too high.
 (C) A project was delayed.
 (D) A product is not selling well.
66. Look at the graphic. What type of media do the speakers decide to use for advertising?
- (A) Television
 (B) Newspaper
 (C) Radio
 (D) Social media
67. What will the man most likely do?
- (A) Hire an extra employee
 (B) Conduct a customer survey
 (C) Prepare a slideshow
 (D) Contact a colleague



68. Where do the speakers most likely work?
- (A) At a television studio
 (B) At a cooking school
 (C) At a train station
 (D) At a tourism office
69. According to the man, what happened last year?
- (A) A television show premiered.
 (B) An advertising campaign was launched.
 (C) A community garden was started.
 (D) A local festival was canceled.
70. Look at the graphic. Which business will be removed from the map?
- (A) Tokyo Café
 (B) Diaz Family Restaurant
 (C) Yang Bistro
 (D) Fontana's Desserts


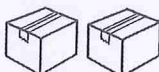
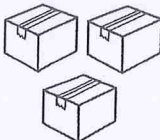
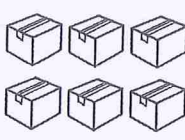
PART 4

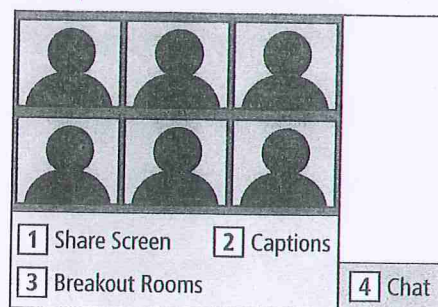
Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book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

71. Where does the tour take place?
(A) At an art museum
(B) At an amusement park
(C) At a zoo
(D) At a nature park
72. What activity does the speaker recommend?
(A) Renting a bicycle
(B) Taking photographs
(C) Watching birds
(D) Buying souvenirs
73. Why should the listeners meet the speaker at noon?
(A) To eat lunch
(B) To return some equipment
(C) To take a group photo
(D) To see a performance
-
74. Who is the speaker?
(A) A real estate agent
(B) A construction worker
(C) An interior decorator
(D) A building inspector
75. Why does the speaker say, "we did have a cleaning crew come yesterday"?
(A) To emphasize an accomplishment
(B) To disagree with a decision
(C) To suggest an explanation
(D) To complain about a cost
76. What does the speaker tell the listener to do?
(A) Choose some photos
(B) Check a schedule
(C) Submit a payment
(D) Apply for a permit
-
77. What are the listeners preparing for?
(A) A sports competition
(B) A music festival
(C) A company picnic
(D) A harvest fair
78. What will Maria be responsible for?
(A) Setting out extra chairs
(B) Collecting event tickets
(C) Putting up some decorations
(D) Showing vendors where they need to be
79. What does the speaker mean when she says, "we haven't had a day this nice in a while"?
(A) Some tests may not be necessary.
(B) She is excited about an outing with friends.
(C) An event will probably not need to be moved.
(D) The weather has been unusually cold recently.
-
80. Where does the speech most likely take place?
(A) At a wellness fair
(B) At an employee luncheon
(C) At a training seminar
(D) At a press conference
81. What industry does the speaker work in?
(A) Fishing
(B) Tourism
(C) Shipping
(D) Health care
82. What does the speaker say he is proud of?
(A) A hiring process
(B) An environmental initiative
(C) Funding innovative research
(D) Supporting local businesses
-

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83. What industry does the speaker most likely work in?
(A) Publishing
(B) Advertising
(C) Film
(D) Hospitality
84. What does the speaker say recently happened?
(A) A book was made into a film.
(B) A new executive was hired.
(C) A manuscript was found.
(D) An anniversary celebration was held.
85. Why does the speaker want the listener to call her back?
(A) To finalize a design
(B) To confirm a guest list
(C) To discuss a contract
(D) To develop a timeline
-
86. What is the speaker currently working on?
(A) Listing some job duties
(B) Correcting errors in a report
(C) Updating an equipment manual
(D) Designing a new company logo
87. What did the board talk about in October?
(A) Purchasing some software
(B) Changing a meeting time
(C) Keeping some documents online
(D) Opening a new branch location
88. What will the speaker be available to do?
(A) Issue a press release
(B) Assist a colleague
(C) Create a progress report
(D) Revise a client contract
-
89. What did the listener buy?
(A) A software program
(B) A tablet computer
(C) An advertising service
(D) A video camera
90. According to the speaker, how will the product improve a business?
(A) It will make sharing information easier.
(B) It will ensure security.
(C) It will help attract more clients.
(D) It will collect customer data.
91. What does the speaker recommend?
(A) Writing down a serial number
(B) Using a second device
(C) Restarting a machine
(D) Conducting a quality test
-
92. Where does the speaker most likely work?
(A) At a television station
(B) At a publishing company
(C) At an advertising agency
(D) At a tour company
93. Why does the speaker say, "a comedy club just opened up in the arts district"?
(A) To express surprise about a timeline
(B) To complain about a location
(C) To suggest a solution to a problem
(D) To apologize for a mistake
94. What will the speaker do next?
(A) Announce award winners
(B) Distribute invitations
(C) Play a video
(D) Ask for volunteers
-

Subscription Options	
1 month \$10.00 	2 months \$18.00 
3 months \$25.00 	6 months \$45.00 



95. What is being advertised for monthly delivery?
- (A) Office supplies
(B) Potted plants
(C) Best-selling books
(D) International snacks
96. What does the speaker say will be available in January?
- (A) Weekend delivery
(B) Free gift wrapping
(C) Refrigerated shipping
(D) Online tracking
97. Look at the graphic. What is the smallest subscription amount needed to receive an extra box?
- (A) \$10.00
(B) \$18.00
(C) \$25.00
(D) \$45.00
98. What is the topic of the workshop?
- (A) Arranging flowers
(B) Making candles
(C) Painting pictures
(D) Decorating cakes
99. Look at the graphic. Which button represents a new feature of the software program?
- (A) Button 1
(B) Button 2
(C) Button 3
(D) Button 4
100. What does the speaker say is a benefit of subscribing?
- (A) Additional video content
(B) Individual instruction
(C) Discounted supplies
(D) Networking opportunities

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. Aberdeen Bank offers a range of financial services ----- the needs of its customers.
(A) meet
(B) to meet
(C) is meeting
(D) meetings
102. ----- staff are asked to provide a backup cell phone number and e-mail address.
(A) Every
(B) All
(C) Each
(D) Any
103. Today, Mr. Rahn will present ----- ideas to improve the company's accounting software.
(A) he
(B) him
(C) his
(D) himself
104. The firm's one-hour lunch policy is ----- enforced, so do not return late.
(A) strictly
(B) hungrily
(C) punctually
(D) bravely
105. Ms. Martinova's promotion to chief financial officer is contingent ----- approval by our board of executives.
(A) within
(B) on
(C) around
(D) beside
106. The peninsula's southernmost portion is rarely visited because it is not ----- accessible to travelers.
(A) easy
(B) easily
(C) easier
(D) easiest
107. The Vaknis Group ----- all clients a flat consultation fee, to be paid in advance.
(A) informs
(B) considers
(C) charges
(D) suggests.
108. On August 19, employees will not be able to access their e-mail account ----- time sheet.
(A) like
(B) so
(C) or
(D) first

109. Walk-in clients are ----- a reliable source of business for the Auburn Hair Salon.
 (A) typically
 (B) fairly
 (C) sharply
 (D) evenly
110. By the end of the year, all packaging used for Schaefer's food products will be ----- recyclable.
 (A) critically
 (B) initially
 (C) freshly
 (D) fully
111. Highbrook Hotel staff are trained to provide each guest with an exceptional -----.
 (A) experiencing
 (B) is experienced
 (C) experience
 (D) to experience
112. In ----- for their help, volunteers at the library's book sale were given personalized tea mugs.
 (A) appreciate
 (B) appreciative
 (C) appreciation
 (D) appreciates
113. Because employees must learn to use the new software, several training sessions will take place ----- the next two weeks.
 (A) by
 (B) over
 (C) against
 (D) at
114. Flight attendants asked passengers to take their seats ----- upon boarding the plane.
 (A) quicken
 (B) quickened
 (C) quickly
 (D) quickest
115. Last July, Rojas Rieper LLC ----- a grand opening celebration.
 (A) hosts
 (B) hosted
 (C) will host
 (D) is hosting
116. Mr. Kim was one ----- three people who received the firm's Competitive Edge award.
 (A) by
 (B) of
 (C) for
 (D) to
117. Interviews begin today for the production manager ----- at Zhu Pharmaceuticals.
 (A) participation
 (B) outline
 (C) arrangement
 (D) position
118. Tours of the historic courthouse are offered twice a week ----- the summer.
 (A) onto
 (B) during
 (C) about
 (D) at
119. ----- the next few months, Abundi Ltd. will open its fourth pharmaceutical laboratory in New Zealand.
 (A) Within
 (B) Soon
 (C) Even
 (D) When
120. The ----- at Yohanan Company organizes the delivery of supplies to all conference locations.
 (A) coordinating
 (B) coordinates
 (C) coordinated
 (D) coordinator

121. The owners of Rowecroft Porcelain ----- to begin production of casual dinnerware sets next month.
(A) intend
(B) intending
(C) intentional
(D) intentionally
122. Mykos Auto Makers agreed to grant long-term factory employees ----- vacation time.
(A) exhausted
(B) every
(C) extended
(D) any
123. The customer ----- believed that the coat he had purchased was waterproof.
(A) mistakenly
(B) mistaken
(C) mistook
(D) mistake
124. All cars built by Roadway Motors come ----- with an alarm reminding drivers to buckle their seat belts.
(A) equips
(B) equipped
(C) equipping
(D) equipment
125. The components of the CT640 dishwasher are largely the same as ----- of earlier models.
(A) they
(B) them
(C) those
(D) themselves
126. The Nakato Group has won several industry awards for its innovative marketing -----.
(A) strategize
(B) strategic
(C) strategically
(D) strategies
127. Krit Pinthong's new mystery novel is the most widely ----- book of the year.
(A) estimated
(B) anticipated
(C) assumed
(D) predicted
128. The leadership team was quite relieved ----- the Tovyar building project was completed under budget.
(A) especially
(B) following
(C) when
(D) than
129. ----- two floors of offices, the building offers several retail spaces.
(A) In addition to
(B) Fortunately
(C) In order that
(D) Especially
130. ----- regarding construction noise and traffic delays should be directed to Mr. Jasdi, the project manager.
(A) Materials
(B) Concerns
(C) Expansions
(D) Selections

PART 6

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

Questions 131-134 refer to the following advertisement.

JOIN THE RGBS AUTOMOTIVE TEAM

RGBS Automotive is _____ hiring full-time and part-time workers. Apply today! _____ could
131. 132.
become part of our manufacturing team! We make high-tech products _____ found in cars and
133.
trucks of all kinds.

RGBS Automotive pays well, and we provide ongoing training plus opportunities for promotion.

_____. Go to www.rgbsautomotive.com for more details and to fill out an application.
134.

131. (A) now
(B) likewise
(C) there
(D) instead

132. (A) It
(B) You
(C) They
(D) Everyone

133. (A) can be
(B) that are
(C) and being
(D) that had been

134. (A) Ours is a highly competitive industry.
(B) RGBS Automotive began doing business 45 years ago.
(C) We also offer a generous number of vacation days.
(D) RGBS Automotive sells a wide selection of merchandise.

Questions 135-138 refer to the following memo.

MEMO

To: Marketing Team
From: Alyssa Jacobs, Project Manager
Date: 27 September
Subject: Meeting wrap-up

Thank you again to all of you for your fine work on the upcoming marketing campaign for the Turbo Omega 2 smartphone. As ^{135.} during yesterday's meeting, our goal is to launch the television, radio, and social media advertisements on 1 November. The phone itself will be in stores by 1 December. ^{136.}

^{137.}, Gary Carollo will draft the press release and post it on our shared drive, where all of you will be able to read it. Please e-mail any ^{138.} for changes to Gary within one week. He will present his final draft at our next regular meeting. We will also tie up any loose ends at that time.

135. (A) taken
(B) driven
(C) earned
(D) decided

136. (A) Remember to turn off your phone at the end of the workday.
(B) This gives us one month to generate consumer excitement.
(C) The wholesale price can also be adjusted if necessary.
(D) These new features will surely increase Turbo Omega 2 sales.

137. (A) Rather
(B) Soon
(C) After all
(D) That is

138. (A) suggesting
(B) suggested
(C) suggestions
(D) suggests

Questions 139-142 refer to the following product information.

Handmade Silk Blouse by Coreopsis Textiles, Size Medium, £45

Coreopsis Textiles' silk blouses are created from vintage fabrics and other recycled components that we sew together in a patchwork fashion. Because all ^{139.} garments are handcrafted, each is one of a kind. ^{140.} Unique variations within each piece are part of the charm of Coreopsis Textiles' products. The blouse you receive will be similar in style but not identical to the one pictured.

Please note that this garment is ^{141.} . It is recommended that you either hand-wash it or wash it in cold water on the gentle cycle in a mesh bag. While the item has been prewashed, dryer heat ^{142.} , it is important that it be hung to air dry.

139. (A) its
(B) our
(C) your
(D) their

140. (A) This is a hassle-free return policy.
(B) Always check your receipt.
(C) They cannot be exactly replicated.
(D) Extra shipping charges may apply.

141. (A) popular
(B) delicate
(C) mild
(D) unavailable

142. (A) If not
(B) Likewise
(C) Therefore
(D) On the contrary

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

To: Shu Jiang <sjiang@rowanatech.ca>
From: Maxwell Baschet <mbaschet@mapleroadstorage.ca>
Date: 4 April
Subject: Your contract
Attachment: Jiang contract

Dear Ms. Jiang,

We are pleased you 143. Maple Road Storage for your storage needs. I have attached a copy of your signed contract. 144.

Do you know about our referral program? You will receive one free month of storage if someone you recommend signs a contract with us. The new tenant will receive a free month

145. You can find more information about this program and all our special 146. on our Web site at www.mapleroadstorage.ca.

Sincerely,

Maxwell Baschet, Site Manager

143. (A) chooses
(B) will choose
(C) chosen
(D) have chosen

145. (A) after all
(B) again
(C) as well
(D) since

144. (A) If your contact information changes, please let us know.
(B) We hope you will enjoy working here.
(C) We will reply as soon as possible.
(D) However, business contracts can be difficult to understand.

146. (A) offers
(B) schedules
(C) classes
(D) amounts

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.

Cardinal Street Project—Update

Because of unusually wet and cold weather conditions, the road closure on Cardinal Street between Lee Drive and Petunia Lane will be extended until late spring. Construction will continue; however, final paving on Cardinal Street cannot occur until the weather conditions improve. Workers will begin the pavement work once construction of the bridge on Cardinal Street has been completed. If you have questions or comments, please contact Vy Nguyen in the city planning office at 615-555-0184.

147. What is a purpose of the notice?

- (A) To report a change in weather patterns
- (B) To announce a new detour route
- (C) To explain a change in road construction plans
- (D) To highlight causes of road deterioration

148. What is indicated about the Cardinal Street project?

- (A) It includes building a bridge.
- (B) It is being handled by Ms. Nguyen's company.
- (C) It does not involve street paving.
- (D) It cannot be completed in hot weather.

Questions 149-150 refer to the following sign.



149. What does George's Orchard Farm offer visitors?

- (A) Free buckets for fruit gathering
- (B) Customized picnic baskets
- (C) Samples of pies and jams
- (D) Tours of the farm

150. What is indicated about the market?

- (A) It has a new parking area.
- (B) It sells products made with peaches.
- (C) It is under new management.
- (D) It is open every day of the week.

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

To:	Thandiwe Ngxongo <tngxongo@fancyandformal.co.uk>
From:	Customer Service <service@homethings.co.uk>
Date:	26 October
Subject:	Performa lint roller (Model PL293)

Dear Ms. Ngxongo,

I am sorry to inform you that the Performa lint roller you selected is on back order because of a shortage of its ultra-strong adhesive. We expect a new shipment within three to four weeks. However, if you prefer not to wait, Home Things will be glad to ship the Extreme2 lint roller to you at no extra charge. The Extreme2 model includes a perforated sticky tape for ease of use and comes with two refills. Like the Performa model, it has a strong adhesive that effectively removes hair, fuzz, lint, and dust from most fabrics.

You can request this similar product to be shipped to you in place of the one you ordered, as long as you make the change to your order before the original item ships. Thank you for your understanding.

Sincerely,

Glen McCraine
Customer Service Specialist
Home Things

151. Why did Mr. McCraine write the e-mail?

- (A) To highlight a new product
- (B) To apologize for a delay
- (C) To respond to a question
- (D) To provide details about a return

152. What is indicated about the Extreme2 lint roller?

- (A) It is less expensive than the Performa model.
- (B) It comes with additional tape.
- (C) It is more effective than the Performa model.
- (D) It has received high user ratings.

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



153. What is suggested about Mr. Geraci?

- (A) He owns a building.
- (B) He recently renovated a facility.
- (C) He will approve a loan.
- (D) He will meet with Mr. Michelacci.

154. At 6:53 P.M., what does Ms. Chai most likely mean when she writes, "I can't see that happening"?

- (A) She thinks that renters will be difficult to attract.
- (B) She believes that an offer will still be rejected.
- (C) She doubts that shipping will be easy to organize.
- (D) She thinks that clients will have trouble finding a location.

Questions 155-157 refer to the following advertisement.

Blossom Sales Systems

Blossom Sales Systems (BSS) makes running your business a breeze with its sleek, intuitive point-of-sale devices. As a small business owner, you have many responsibilities and a reputation to build. BSS has all the tools needed to make transactions safe, seamless, and hassle-free.

Enjoy the convenience of a system that has you covered wherever you conduct your business. Whether you sell in a store, over the phone, or online, BSS simplifies the transaction process while backing you with 24-7 technical expertise. Our innovative devices enable you to accept a variety of payment types—from magnetic-stripe and chip readers for credit cards to digital scanners for checks to popular mobile app payment services—ensuring that no potential sales are missed.

Sign up for BSS today and enjoy a free ten-day trial. Registration takes just fifteen minutes to complete. Once approved, save \$50 on the purchase of any BSS device that connects to your phone or tablet. Call 931-555-0148 to schedule a demonstration and see how BSS can make your sales bloom!

155. The word "backing" in paragraph 2, line 3, is closest in meaning to
- (A) favoring
 - (B) reversing
 - (C) supporting
 - (D) establishing
156. What payment method is NOT mentioned in the advertisement?
- (A) Cash
 - (B) Check
 - (C) Credit card
 - (D) Mobile app
157. What is BSS offering as a sales promotion?
- (A) A new mobile phone
 - (B) A fifteen-day free trial
 - (C) A free device for a tablet
 - (D) A discount on equipment

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

E-mail	
To:	cbrandt@prebleevents.com
From:	chsiao@yanvillefestival.com
Date:	May 15
Subject:	Festival support

Dear Mr. Brandt,

Thank you for contacting us regarding the Yanville Festival. — [1] —. We have already contracted with Breemer's Staging to provide lighting equipment for our main stages.

— [2] —. Do you provide catering services? — [3] —. We do not have anyone yet to manage the food for our actors and stage crews. Would you be interested in this work? Please let me know. — [4] —.

Best regards,

Cecily Hsiao
Vice-Chair, Yanville Festival

158. What is one reason that Ms. Hsiao wrote the e-mail?

- (A) To confirm an order
- (B) To request a price
- (C) To provide a report
- (D) To make an offer

159. What most likely is the focus of the Yanville Festival?

- (A) Music
- (B) Books
- (C) Theater
- (D) Fashion

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

"However, we have heard good reports about your company, Preble Events, from our partners."

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

Questions 161-163 refer to the following advertisement.

Kramer's Emporium
2323 Raleigh Street • Houston, TX 77021

After 25 years in business, our store is closing. Everything must go!

From refrigerators to washing machines, we have hundreds of brand-new appliances for your home or office. Most items have been marked down by 30 percent. Delivery is available within 60 miles of our store for a flat fee of \$50.00. We are open daily from 9:00 A.M. to 7:00 P.M.

Don't wait! Merchandise is selling fast!

161. What most likely can be purchased at Kramer's Emporium?
- (A) Computers
 - (B) Sofas
 - (C) Dishwashers
 - (D) Food
162. Why is Kramer's Emporium selling merchandise at a discount?
- (A) It will soon move to a new location.
 - (B) It wants to promote a specific brand.
 - (C) It needs to make room for new items.
 - (D) It will soon go out of business.
163. What is mentioned about delivery?
- (A) It is free for purchases of two or more items.
 - (B) It is available only in a specific area.
 - (C) It is limited to large items.
 - (D) It is included in the price of the item.

Questions 164-167 refer to the following e-mail.

To:	Bruce Holt
From:	Shamonica Walker
Date:	April 9
Subject:	Immediate and confidential

Dear Bruce,

Beginning with the new fiscal year, a change in retirement benefits will be applied for all full-time employees here at Blanen Industries. They will no longer be given their matching retirement funds in the form of cash. Instead, their retirement funds will be provided in the form of company stock to be deposited in their retirement portfolios.

Our current retirement management firm, Proxave Futures, has been informed of this change in retirement benefits. The firm will manage the transition and will continue to provide customer support to Blanen Industries employees. Questions should be directed to Pierre Dehaene at Proxave Futures rather than our human resources department.

Please work with Yua Suzuki, head of human resources, to provide her with the information she should include in her all-staff communication about this important change in employee benefits. Our president notified me that he would like to receive all reports related to this transition. Also, please continue to send me daily financial reports.

Best,

Shamonica Walker, CFO
Blanen Industries

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

- (A) To inquire about a transaction
- (B) To plan a meeting agenda
- (C) To provide instructions
- (D) To ask for an opinion

165. The word "applied" in paragraph 1, line 1, is closest in meaning to

- (A) requested
- (B) delayed
- (C) discussed
- (D) implemented

166. What is suggested about Proxave Futures?

- (A) It is giving employees a bonus.
- (B) It offers company stock shares to its employees.
- (C) It will address any concerns of Blanen Industries employees.
- (D) It is merging with Blanen Industries.

167. Who is responsible for notifying all employees about the policy change?

- (A) Mr. Holt
- (B) Ms. Walker
- (C) Mr. Dehaene
- (D) Ms. Suzuki

Questions 168-171 refer to the following online chat discussion.



Monica Zia (8:27 A.M.) Hi, Yuji and Sung-ho. I wonder if one of you could help me later today. Dejana Jones was going to help, but she's going to be out of the office today.

Yuji Saito (8:28 A.M.) That's too bad. Did she say why?

Monica Zia (8:28 A.M.) She said she had a slight cold but that she should be able to work from home on the data analyses for her clients.

Sung-ho Suh (8:29 A.M.) So, she won't be coming in at all today?

Monica Zia (8:31 A.M.) No. And Dejana and I were going to go to Willi's Market to buy food and beverages for tomorrow's office picnic. You remember, right? Saturday at noon at City Park. Anyhow, Dejana has a car and was going to drive us to the store and use her credit card to purchase the supplies. I know that both of you drive to work, so I thought one of you could help.

Sung-ho Suh (8:32 A.M.) When were you thinking of going?

Yuji Saito (8:32 A.M.) Sure. I can help, and we can use my credit card.

Monica Zia (8:33 A.M.) Around two.

Yuji Saito (8:34 A.M.) No problem. Just stop by my cubicle, and we can take my car to go to the store.

Sung-ho Suh (8:35 A.M.) That's great, Yuji. I have several meetings this afternoon, so I wouldn't be able to get away.

Monica Zia (8:35 A.M.) Thanks, Yuji. I'll see you this afternoon.

168. Why is Ms. Jones going to be out of the office today?

- (A) She is feeling ill.
- (B) She works from home every Friday.
- (C) She is meeting with clients.
- (D) She is having car trouble.

169. What had Ms. Jones previously agreed to do?

- (A) Drive Ms. Zia to work
- (B) Choose a location for a picnic
- (C) Move to a new office cubicle
- (D) Help with some shopping

170. Who most likely will purchase food and beverages for the picnic?

- (A) Ms. Zia
- (B) Ms. Jones
- (C) Mr. Saito
- (D) Mr. Suh

171. At 8:33 A.M., what does Ms. Zia mean when she writes, "Around two"?

- (A) She needs at least two people to help her at Willi's Market.
- (B) She has reserved two tickets for an event at City Park.
- (C) She plans to meet with Mr. Suh in about two hours.
- (D) She wants to leave the office this afternoon at about two o'clock.

Questions 172-175 refer to the following e-mail.

To:	Dorota Kucharski <dkucharski@internationaltechnologicalsociety.org>
From:	Luciano Moretti <lmoretti@internationaltechnologicalsociety.org>
Date:	8 August
Subject:	Research results

Ms. Kucharski,

The following is a summary of what I have learned in my research about where to hold our next annual technology conference in June of next year.

In Rome, the best option I have found is Hotel al Ponte. The total cost for conference events there would be €31,500. — [1] —. Individual hotel rooms would cost €80 per night for participants. In the event that attendance is high, we could also house participants in the nearby Hotel Milvio at €120 per night. — [2] —.

I also looked into hotels in Genoa and Florence, but I could not find any that would be much cheaper in overall conference costs. — [3] —. More importantly, I am concerned that the greater cost of flights to those smaller cities could discourage some attendees. Rome, on the other hand, has affordable direct flights from most European cities. — [4] —. It will also be more affordable for our colleagues coming from Buenos Aires.

If you would like to pursue the Hotel al Ponte option, I will provide a detailed write-up of the anticipated costs and of the amenities offered by the hotel.

Best,

Luciano Moretti
Secretary, International Technological Society

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

- (A) To book travel for a conference
- (B) To compare possible venues for a conference
- (C) To request a budget increase for organizing a conference
- (D) To inquire about the cost of attending a conference

173. What is indicated about the conference?

- (A) It is for professionals in the travel industry.
- (B) It takes place every year.
- (C) It is usually held in Buenos Aires.
- (D) It will occur in August.

174. What is true about Hotel Milvio?

- (A) It is more expensive than Hotel al Ponte.
- (B) It is usually fully booked.
- (C) It has locations in Genoa and Florence.
- (D) It has more rooms than Hotel al Ponte.

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

"The savings to host the conference in one of those cities would be €500 at most."

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

Questions 176-180 refer to the following Web page and online review.

https://www.centraluniversity.edu/nutrition/newsletter				
Home	Customer Service	Subscribe	Account	Log In
<i>Central University Health Newsletter—Your Guide to Nutrition and Well-Being</i>				
<p>Tips on healthful eating are available almost everywhere—from TV shows to online cooking forums. It's often difficult to know whether the advice you encounter is based on scientific evidence. That's why the <i>Central University Health Newsletter</i> is indispensable. Each month, it delivers informative, easy-to-understand articles that summarize findings by researchers at the Central University School of Nutrition. For example, last April's issue evaluated nutritional supplements that are sold in supermarkets. The back page features our Ask an Expert column, in which the director of the School of Nutrition answers readers' questions.</p> <p>A one-year subscription is \$20 and includes online access to all previous issues. We also offer a 10 percent discount on your first subscription renewal. What's more, subscribers receive our free weekly "Healthy Living" e-mail update, which includes special reports plus links to videos and podcasts.</p> <p>To get started, simply go to our Subscribe page and follow the instructions.</p>				

https://www.centraluniversity.edu/nutrition/newsletter/reviews
<p>Publication: <i>Central University Health Newsletter</i></p> <p>★★★★★</p> <p>Reviewed by: Ari Kipp</p> <p>Date posted: August 4</p> <p>This is my second year subscribing to the <i>Central University Health Newsletter</i>, which I read cover to cover. I'm particularly impressed with the Ask an Expert column, and I always learn something new. This month, for instance, Dr. Stella Booth gives a surprising answer to the question of which pasta is most nutritious. I didn't know that bean-based pasta even existed, much less how much fiber it contains. I tried it and will never go back to regular pasta. My sole complaint is that the newsletter is only twelve pages long!</p>

176. What is the purpose of the Web page?

- (A) To explain the reason for a price increase
- (B) To increase the size of the audience for a publication
- (C) To recruit volunteers for a research project
- (D) To sell nutritional supplements

177. In the Web page, the word "delivers" in paragraph 1, line 4, is closest in meaning to

- (A) presents
- (B) transports
- (C) guides
- (D) claims

178. What is true about Mr. Kipp?

- (A) He is a health-care professional.
- (B) He received a 20 percent discount on a subscription.
- (C) He gets nutrition tips from a television program.
- (D) He gets a weekly e-mail from Central University.

179. What is indicated about the Central University School of Nutrition?

- (A) It creates lesson plans for local teachers.
- (B) It is headed by Dr. Booth.
- (C) It offers online cooking classes.
- (D) It has a job opening for a researcher.

180. According to the online review, what is a weakness of the newsletter?

- (A) The limited range of topics
- (B) The complexity of the articles
- (C) The lack of photographs
- (D) The overall length

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

Brit-Revision Editing Services Invoice

Freelance Editor: Lisa Yamashita

Invoice Date: 30 September

Address: 178 Upsala Road
LONDON
E16 1DJ

Contact: (020) 7946 0612
lisa.yamashita@bluesun.co.uk
Stashcash ID: Lisa.Yamashita8

Client Name	Project Description	Date Completed	Time
Eddie Kent	University thesis editing	5 September	2 hours
Ben Gallagher	Grant proposal editing	9 September	10 hours
Lydia Quinn of Hyden Interiors	Marketing copy editing	17 September	8.5 hours
Winona Rogers	Journal article editing	22 September	2 hours
Tony Withers	CV and cover letter editing	28 September	2.5 hours

To:	Lisa Yamashita <lisa.yamashita@bluesun.co.uk>
From:	Claudio Aguilar <caguilar@britrevision.co.uk>
Date:	1 October
Subject:	Your recent invoice

Dear Lisa,

Thank you for sending your invoice for services rendered in the month of September. I want to commend you on your superb start as one of our independent freelance editors. Our clients had nothing but positive things to say about your work. As you know, we do not dictate how you structure your workday; instead, Brit-Revision (BRV) guidelines require simply that deadlines be met and that work quality be maintained. You have done both admirably.

Also, we will pay you for an additional 30 minutes of work that you did for Mr. Kent. He reported that you did consulting work for him over the phone on a short oral presentation that he created. As for the work that you did for our long-standing corporate client Lydia Quinn, you will see on your receipt that we have paid you at a higher hourly rate.

I have initiated the transfer of £750 into your Stashcash account. The funds should appear in your account by tomorrow morning.

Sincerely,

Claudio Aguilar
Accounts Payable, Brit-Revision Editing Services

181. What client of BRV's is most likely seeking new employment?
- (A) Mr. Gallagher
 - (B) Ms. Quinn
 - (C) Ms. Rogers
 - (D) Mr. Withers
182. What does the e-mail indicate about Ms. Yamashita?
- (A) She can set her own hours.
 - (B) She visits the BRV office every week.
 - (C) She must find new clients for BRV.
 - (D) She will be eligible for a job promotion soon.
183. According to the e-mail, what did Ms. Yamashita NOT include on the invoice?
- (A) A change of address
 - (B) An additional task
 - (C) A project end date
 - (D) An account number
184. For what project will Ms. Yamashita earn the most per hour?
- (A) The university thesis
 - (B) The grant proposal
 - (C) The marketing copy
 - (D) The journal article
185. When can Ms. Yamashita expect a payment to arrive?
- (A) On September 28
 - (B) On September 30
 - (C) On October 1
 - (D) On October 2

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

To:	New Employees
From:	Hemi Amos <hamos@motmanmotors.com>
Date:	June 8
Subject:	Welcome to Motman Motors
Attachment:	📎 Information

Dear New Employees,

Welcome! We are thrilled that all of you are joining Motman Motors.

New-employee orientation for all is on June 10 from 9:00 A.M. to 12:00 noon. Please report to the proper room in the Pimzler Building on our campus as indicated below. I will come around to each room to meet the new employees briefly.

- Marketing and Customer Service: both groups report to room 320.
- Engineering: report to room 215.
- Technology Services: report to room 158.

I can confirm that the employee paperwork has been finalized for most of you, so at this point we just need to ensure that your Motman Motors portal account is set up using the employee identification number recently sent to you and that your bank account information is entered there. Please follow the attached instructions to complete this final step. It should not take any more than fifteen minutes, and I ask that you do this by June 17. Don't hesitate to reach out if you have any questions.

Welcome aboard!

Hemi Amos
Human Resources, Motman Motors

Please follow these steps to create and activate your new Motman Motors portal account. Go to <https://motmanmotors.com/portal/activation> to begin.

1. Go to the "New User Registration" page and enter your employee ID number.
2. Your name and address will appear. Confirm that this information is correct.
3. A new screen titled "Bank Account" will appear. Fill in your bank account information.
4. Finally, you will be asked to select two security questions and provide the answers.

Once you have created your account, your account will become active, the payroll department will be alerted, and your payment schedule will be set. Please e-mail Mr. Hemi Amos at hamos@motmanmotors.com if you have any difficulties or questions.

To:	Hemi Amos <hamos@motmanmotors.com>
From:	Karuna Dimaano <kdimaano@motmanmotors.com>
Date:	June 9
Subject:	Trouble with Motman Motors portal

Dear Mr. Amos,

Thank you for the kind welcome e-mail yesterday.

I am trying to set up my Motman Motors portal account, but I seem to be having trouble with my employee ID number. Each time I put the information into the system, I get an error message. I might not have the right number. Can you please advise me on how to address this?

I also have another question. Will the orientation include any information for newcomers to San Antonio? I am excited to start exploring everything here that this great city offers.

I look forward to meeting you tomorrow in room 215 in the Pimzler Building.

Thank you,

Karuna Dimaano

186. According to the first e-mail, what was previously sent to new employees?
- (A) An advertisement
 - (B) An application form
 - (C) An employee ID number
 - (D) Directions to an office complex
187. According to the first e-mail, what is the deadline to complete an online task?
- (A) June 8
 - (B) June 10
 - (C) June 15
 - (D) June 17
188. What step is Ms. Dimaano having trouble with?
- (A) Step 1
 - (B) Step 2
 - (C) Step 3
 - (D) Step 4
189. What department will Ms. Dimaano join?
- (A) Marketing
 - (B) Customer Service
 - (C) Engineering
 - (D) Technology Services
190. In the second e-mail, what is suggested about Ms. Dimaano?
- (A) She has just graduated from university.
 - (B) She has met Mr. Amos before.
 - (C) She is concerned about finding a building.
 - (D) She has recently moved to San Antonio.

Questions 191-195 refer to the following e-mail, invoice, and memo.

To:	Felix Herman <felixh@videogenieproductions.com>
From:	Sapna Mathai <smathai@thehospitalequipmentco.com>
Date:	September 17
Subject:	Notes on rough cut of video
Attachment:	Information

Dear Mr. Herman,

Thank you for sending the rough version of the informational video for our new Fluorolook Imager. I think that the video looks great so far. It clearly demonstrates why the Fluorolook is the best medical imaging device available. I have just a few notes before you proceed to create the final version.

- At 20 seconds: Could you insert a short timeline of the history of The Hospital Equipment Company? I have attached the relevant information to this e-mail.
- At 1 minute: I had a hard time seeing the details of the control panel in this scene. Could you please replace it with a close-up shot?
- At 2 minutes: The sequence in which the medical technician positions the patient and adjusts the machine moves too quickly. Can this be slowed down?

I look forward to seeing the final version on September 23. As always, thank you and your colleagues at Video Genie Productions for the excellent work.

Sincerely,

Ms. Sapna Mathai, Project Manager
The Hospital Equipment Company

The Hospital Equipment Company				
Invoice 9984				
Billing date: October 25				
Installation date: October 26				
Bill to:				
All-City Hospital				
3 Shoreline Road				
Clear Lake, Minnesota 55319				
Quantity	Item Number	Description	Unit Price	Total
2	62630	Fluorolook Imager	\$242,300	\$484,600
Delivery and Installation				\$2,350
Total				\$486,950

MEMO

To: All The Hospital Equipment Company Employees
From: Marcia Oliver, Vice President of Sales
Date: October 27
Re: Good work!

Congratulations on the successful launch of the Fluorolook Imager! The Hospital Equipment Company has made its first sale—to a hospital in Clear Lake. And MDP Delivery has informed us that the two devices have been delivered.

I would especially like to commend Ms. Mathai. She was instrumental in getting us to this point. The administrator of the hospital that made the purchase, Mr. Fabrice Lamontagne, credited his decision to the informational video. He remarked that the video effectively demonstrated why the Fluorolook Imager was the right device for his medical institution.

191. What is attached to the e-mail?
- (A) Details about an invoice
 - (B) Reviews of Video Genie Productions
 - (C) A timeline for completing a project
 - (D) A graphic outlining a company's history
192. Why does Ms. Mathai want to replace the scene at 1 minute?
- (A) Some content is not clearly visible.
 - (B) Some equipment is labeled incorrectly.
 - (C) The video of the scene moves too quickly.
 - (D) The medical technician speaks too quietly.
193. What does the invoice indicate about the Fluorolook Imagers?
- (A) They were sold at a discount.
 - (B) The delivery was free of charge.
 - (C) The purchaser ordered two of them.
 - (D) They were installed on October 25.
194. Whom does Ms. Oliver specifically praise?
- (A) A medical technician
 - (B) A hospital administrator
 - (C) A project manager
 - (D) A video producer
195. Where does Mr. Lamontagne most likely work?
- (A) At MDP Delivery
 - (B) At Video Genie Productions
 - (C) At The Hospital Equipment Company
 - (D) At All-City Hospital

Questions 196-200 refer to the following packing slip and e-mails.

Packing Slip

From: Reina Olive Oil Company
Calle Tablas 820
18002 Granada, Spain

To: Best Products Supermarket
241 Yeonhae-ro, Jung-gu
Incheon 22382, Republic of Korea

Order Date: 28 November

Order Number: SK6224

Item Number	Description	Quantity
EVO160	750-millilitre extra-virgin olive oil standard size glass cruet with handle	15 cases
EVO161	1-litre extra-virgin olive oil family size glass bottle	20 cases
EVO162	1.5-litre extra-virgin olive oil chef size glass bottle	10 cases
EVO163	3-litre extra-virgin olive oil bulk size Reina logo tin	5 cases
EVO001	50-millilitre extra-virgin olive oil December sample size	2 cases

Celebrate the season with us! Place your next order by 31 January to receive 10 percent off.

E-mail

To:

Pablo Nadal <pnadal@reinaoliveoilcompany.es>

From:

Min Hae Seong <seongmh@bestproductssupermarket.co.kr>

Date:

12 December

Subject:

Order number SK6224

Dear Mr. Nadal:

We appreciate your fulfilling our recent order of extra-virgin olive oil so quickly. Unfortunately, there is a small issue with the shipment, and we need your assistance. While nothing was damaged or missing, the 3-litre bulk size containers were delivered in error.

We would like to arrange to send these products back. Please inform us how to proceed.

Thank you,

Min Hae Seong
Receiving and Distribution, Best Products Supermarket

To:	Min Hae Seong <seongmh@bestproductssupermarket.co.kr>
From:	Pablo Nadal <pnadal@reinaoliveoilcompany.es>
Date:	14 December
Subject:	RE: Order number SK6224

Dear Ms. Seong,

I apologise for the error in order number SK6224. We have determined that your order was accidentally combined with another in our electronic database. Unfortunately, we are unable to restock any items that have left our warehouse. Therefore, you may keep the additional olive oil and sell it in your stores. Also, you will receive a refund for the extra charge within the next five to ten business days because of our mistake.

We are currently celebrating peak olive season by offering 10 percent off of your next order. Also, during our Olive Harvest Festival in December, every shipment includes samples of our company's classic olive oil that we encourage you to give to your shoppers with our compliments.

We hope to continue providing Best Products Supermarket with the finest olive oils.

Sincerely yours,

Pablo Nadal
Export Division Manager, Reina Olive Oil Company

196. What is the purpose of the first e-mail?
- (A) To place an order
 - (B) To inquire about delivery costs
 - (C) To discuss a shipping mistake
 - (D) To make a payment
197. What item number does Ms. Seong refer to?
- (A) EVO160
 - (B) EVO161
 - (C) EVO162
 - (D) EVO163
198. What does the second e-mail suggest about Reina Olive Oil Company?
- (A) It is seeking new clients.
 - (B) It cannot accept returns.
 - (C) It is owned by Mr. Nadal.
 - (D) It distributes more than olive oil.
199. What does Mr. Nadal mention he will do for Ms. Seong?
- (A) Begin an investigation
 - (B) Send some company brochures
 - (C) Arrange for a refund
 - (D) Send a revised bill
200. Why was item number EVO001 included in the shipment?
- (A) To recognize and celebrate a festival
 - (B) To introduce a company's new product
 - (C) To replace an item that was out of stock
 - (D) To resolve an issue with a company's database

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.