

실전 TEST

02

LISTENING TEST

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

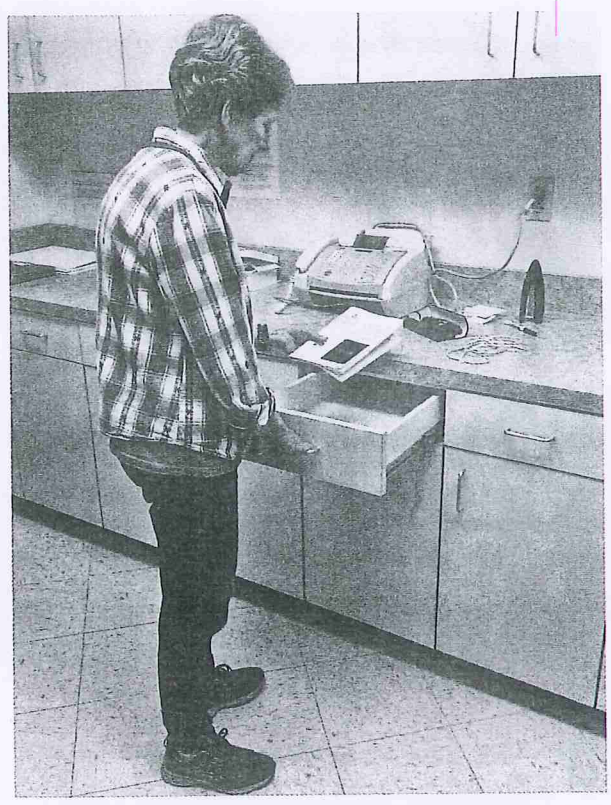
PART 1

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



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

1.



2.



GO ON TO THE NEXT PAGE

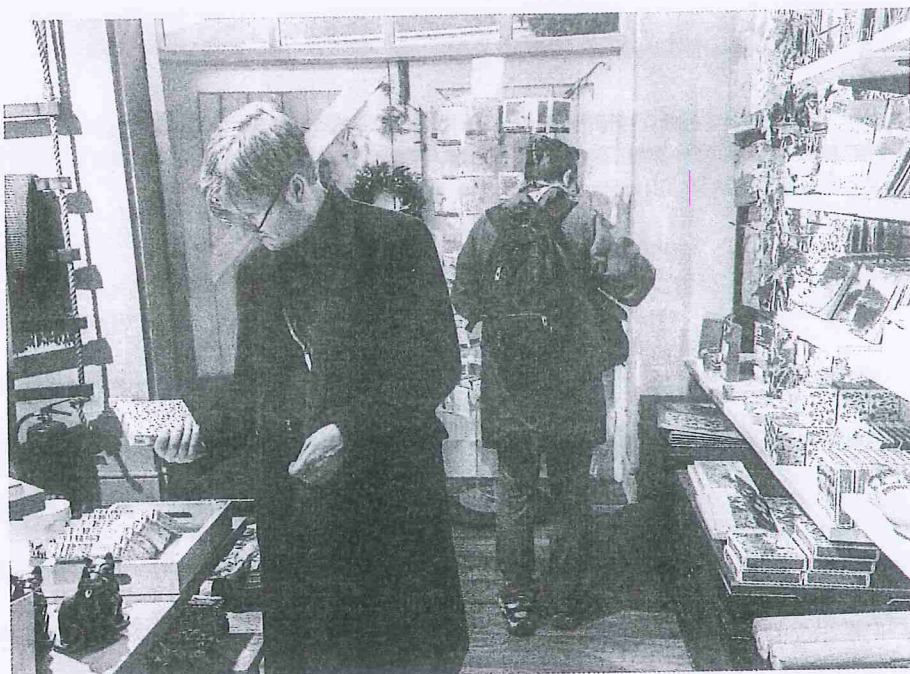
3.



4.



5.



6.



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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. Why is the man calling?
 (A) To rent a facility
 (B) To hire a photographer
 (C) To request a price list
 (D) To schedule a repair
33. What problem does the woman mention?
 (A) Her employee does not have transportation.
 (B) Her service does not cover sports events.
 (C) The weather will be bad on Tuesday.
 (D) The time the man requested is too late.
34. What does the woman say she will do?
 (A) Issue a refund
 (B) Cancel an order
 (C) Talk to an employee
 (D) E-mail her manager
-
35. Where most likely are the speakers?
 (A) In a restaurant
 (B) In a school
 (C) In a warehouse
 (D) In a library
36. Why do the speakers mention Maria Jeong?
 (A) She placed a very large order.
 (B) She wants to replace a product.
 (C) She is unable to work today.
 (D) She may be able to help with a task.
37. What will the man probably do next?
 (A) Pack an order
 (B) Call a colleague
 (C) Process a refund
 (D) Write to a customer
-
38. What do the speakers need to choose?
 (A) An introductory activity for a retreat
 (B) A residential site for a retreat
 (C) Decorations for a party
 (D) A location for a dinner
39. What do the speakers like about McNally's?
 (A) It is nearby.
 (B) It is open late.
 (C) It is highly recommended.
 (D) It has been remodeled.
40. What does the woman offer to do?
 (A) See what the retreat attendees prefer
 (B) Find an alternative site
 (C) Discuss pricing options
 (D) Contact a hotel
-
41. What does the speakers' company produce?
 (A) Computers
 (B) Software
 (C) Web sites
 (D) Medical equipment
42. What does the man say has been helpful?
 (A) Focus group data
 (B) An engineering consultant
 (C) A search engine
 (D) Customer feedback
43. What is the next step in the project that the speakers are discussing?
 (A) Giving a presentation to the client
 (B) Sending a product to another group in the company
 (C) Creating a schedule for the next phase of development
 (D) Determining the price of a product
-

GO ON TO THE NEXT PAGE 

44. What is the purpose of the phone call?
(A) To help a customer choose a product
(B) To check on a customer's satisfaction
(C) To inform a customer of a price estimate
(D) To advertise a special offer
45. What does the man say about replacing kitchen cabinets?
(A) He guarantees his company will do a good job.
(B) His company is too busy to do the work.
(C) His company does not do that type of work.
(D) He thinks it will be an expensive job.
46. What will the man most likely do next?
(A) Send workers to the woman's house
(B) Find a telephone number for the woman
(C) Check kitchen cabinet prices
(D) Discuss a new product with some workers
-
47. Where is the conversation taking place?
(A) At a travel agency
(B) At a pharmacy
(C) At a mobile phone store
(D) At a hotel
48. What does the woman say she will do at lunch today?
(A) Go to the airport
(B) Print out a ticket
(C) Register for a giveaway
(D) Call a doctor
49. What does the man offer to do?
(A) Arrange a delivery
(B) Postpone an appointment
(C) Check a discount rate
(D) Download an application
-
50. Where does the woman work?
(A) At a baseball stadium
(B) At a fitness center
(C) At a shipping warehouse
(D) At a school
51. What is the woman concerned about?
(A) A store's closing time
(B) Overall costs
(C) When an order will be received
(D) The color of some uniforms
52. What will the man do next?
(A) Look up some prices
(B) Package an order
(C) Call a manager
(D) Check the store's inventory
-
53. What problem does the woman mention?
(A) There is no time to create centerpieces.
(B) The shop never received the man's order.
(C) A supplier cannot fulfill an order.
(D) The wrong date is on the order form.
54. What does the man say about his company's logo?
(A) It was designed many years ago.
(B) It contains the color pink.
(C) It won an award.
(D) It features a drawing of flowers.
55. What does the man mean when he says, "I suppose no one will really be disappointed"?
(A) He will postpone the luncheon.
(B) He will accept the woman's offer.
(C) He will find a replacement award.
(D) He will modify the company's logo.
-

56. What kind of company do the speakers most likely work for?

- (A) Manufacturing
- (B) Financial
- (C) Publishing
- (D) Educational

57. What problem are the speakers discussing?

- (A) A pause while more funding is obtained
- (B) A delay in making a delivery
- (C) A need for the company to relocate
- (D) The loss of some experienced staff

58. What does the man request?

- (A) A report from the client
- (B) A faster pace of work
- (C) Additional employees
- (D) Daily updates from the team

59. What does the woman say about Central Airport?

- (A) The airport operates two shuttles.
- (B) There are not enough people working there.
- (C) It is not far from the Legend Hotel.
- (D) It is more modern than the local airport.

60. Why does the man say, "That's good news"?

- (A) He will be able to take a shuttle to the hotel.
- (B) His flight was rescheduled.
- (C) Central Airport will reopen soon.
- (D) He will be able to change his hotel reservation.

61. What will the woman do for the man?

- (A) Give him the shuttle company's phone number
- (B) Find information about Central Airport
- (C) Give him a discount on his reservation
- (D) Make sure that his room has been prepared

Cost per Tile	
Glass Tile \$12.00	Marble Tile \$6.50
Ceramic Tile \$4.99	Porcelain Tile \$2.50

62. What did the man do yesterday?

- (A) He visited a property.
- (B) He contacted a supplier.
- (C) He sent a plan.
- (D) He took some measurements.

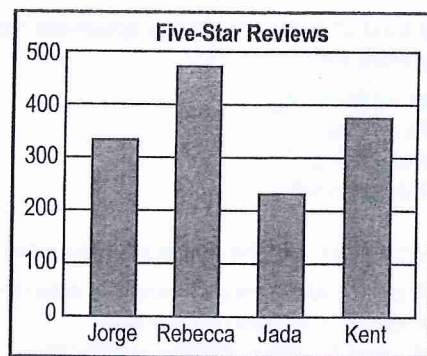
63. What does the woman say she likes?

- (A) The cost the man has estimated
- (B) The open-space design
- (C) The colors the man has selected
- (D) The remodeling timeline

64. Look at the graphic. How much will the woman pay for each tile?

- (A) \$12.00
- (B) \$6.50
- (C) \$4.99
- (D) \$2.50

Room Types	Price
Executive suite	€ 120
Deluxe double	€ 115
Standard king	€ 99
Single basic	€ 89



65. Why is the man calling?
- To request a room change
 - To make a group reservation
 - To order room service
 - To complain about noise
66. Look at the graphic. Which room type does the woman mention?
- Executive suite
 - Deluxe double
 - Standard king
 - Single basic
67. Who is Pablo Gonzales?
- An accountant
 - A client
 - A bus driver
 - An event planner
68. What is the conversation mainly about?
- A sales strategy
 - An improvement in customer service
 - A new manager
 - An award
69. Who does the woman say she will send a reminder to?
- The management team
 - The customer service representatives
 - A magazine editor
 - A repair technician
70. Look at the graphic. Which representative is the man most likely talking about?
- Jorge
 - Rebecca
 - Jada
 - Kent

PART 4

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

71. What is being advertised?
 (A) A trip to Mexico
 (B) A city tour
 (C) A farm visit
 (D) A botanical garden
72. What event is happening this weekend?
 (A) A competition will be held.
 (B) Special plants will be on display.
 (C) Crops will be planted.
 (D) A special sale will take place.
73. What does the speaker say about a café building?
 (A) It will soon be repainted.
 (B) It was once a greenhouse.
 (C) It is located near public transportation.
 (D) It is closed this spring.
-
74. Who most likely is the speaker?
 (A) A salesperson
 (B) A manager
 (C) A safety inspector
 (D) A software developer
75. What is the main topic of the talk?
 (A) A delivery route
 (B) A corporate merger
 (C) Performance reviews
 (D) Hiring procedures
76. What does the speaker ask the listeners to do?
 (A) Pass along some information to workers
 (B) Sign up for a training course
 (C) Get some information from customers
 (D) Talk with employees about their goals for the year
-
77. Who is the speaker most likely calling?
 (A) A real estate firm
 (B) A moving company
 (C) A travel agency
 (D) A furniture store
78. Why does the speaker say, "my apartment is on a very high floor"?
 (A) To correct a misunderstanding
 (B) To negotiate a price
 (C) To ask about a property's value
 (D) To warn about a situation
79. What will the speaker do next week?
 (A) Host an event
 (B) Make a payment
 (C) Travel abroad
 (D) Begin a new job
-
80. Why might the listeners be disappointed?
 (A) A performance has been canceled.
 (B) A performer will not be appearing.
 (C) A new production will be delayed.
 (D) A production is not new.
81. What does the speaker indicate about Rita Marks?
 (A) She has flown in from Toronto.
 (B) She taught the speaker.
 (C) She has experience with a role.
 (D) She is a good friend of the speaker's.
82. What does the speaker imply when he says, "I saw the reviews from Toronto"?
 (A) He attended the opera in Toronto.
 (B) An audience disliked Lisa Gornicka.
 (C) Critics disagree about Rita Marks's performance.
 (D) Rita Marks has been praised for her singing.
-

83. Where does the speaker most likely work?
(A) At an automobile company
(B) At a data analysis company
(C) At a toy manufacturer
(D) At a department store
84. What does the speaker mean when she says, "It's been a mixed bag"?
(A) The product she is discussing cannot be returned for a refund.
(B) Customers often purchase more than one of the product.
(C) A competitor has developed a similar product.
(D) A product has had both positive and negative reviews.
85. What does the speaker ask the listeners to do?
(A) Try using the product she is discussing
(B) Improve one part of the product
(C) Get more information from customers
(D) Collaborate with the marketing team
-
86. Where is the announcement most likely being made?
(A) At a supermarket
(B) At a community center
(C) At a restaurant
(D) At a shopping mall
87. What is the main topic of the announcement?
(A) A discount offer
(B) A new product
(C) A giveaway
(D) A volunteer opportunity
88. What does the speaker say about some Shopsmart products?
(A) They are not available at all Shopsmart locations.
(B) They are acquired from overseas distributors.
(C) They are currently on sale.
(D) They are the only products that qualify for an event.
-
89. What work was the speaker hired to do?
(A) Deliver firewood
(B) Repair a roof
(C) Install flooring
(D) Complete a landscaping job
90. What does the speaker say about the distributor?
(A) It lowered a price.
(B) It is no longer in business.
(C) It expects a delay.
(D) It has not responded to his request.
91. Why did the speaker wait to place an order?
(A) He is not sure what quantity is needed.
(B) He wants a customer to reconsider a decision.
(C) He forgot what the customer requested.
(D) He learned that a product is no longer available.
-
92. Who most likely is the speaker?
(A) A teacher in a classroom
(B) A worker at an environmental center
(C) A salesperson in a sporting goods store
(D) A guide in a natural history museum
93. What is the purpose of the project?
(A) To recruit volunteers
(B) To release bluebirds into the wild
(C) To provide shelter for bluebirds
(D) To educate people about bluebirds
94. What is marked on some maps?
(A) Locations where work can be done
(B) Flight patterns of bluebirds
(C) The location of nearby attractions
(D) Directions to the environmental center
-

Pattern	Wholesale Orders (Number of complete sets)
Everyday	7,000
Dawn	5,000
Café	2,000
Holiday	6,200
New Year	6,000
Harvest Festival	200

Package Name	Number of Games Included
Holiday package	6
Sunday package	16
Friday night package	19
Discount package	36

95. What product does the speaker's company sell?

- (A) Bath towels
- (B) Dishware
- (C) Tablecloths
- (D) Drinking glasses

96. Why will the CEO be pleased?

- (A) The company bought a new warehouse.
- (B) Customer reviews have been positive.
- (C) Shipping costs have gone down.
- (D) An investment was successful.

97. Look at the graphic. What number of orders does the speaker say the Harvest Festival pattern must reach?

- (A) 5,000
- (B) 2,000
- (C) 6,000
- (D) 200

98. Who most likely is the speaker?

- (A) A baseball player
- (B) A travel agent
- (C) A new job applicant
- (D) A customer service trainer

99. Why are ticket sales expected to be good?

- (A) The prices have been reduced.
- (B) The team's previous season was successful.
- (C) There is a new advertising campaign.
- (D) The team has many new players.

100. Look at the graphic. How many games are included in the new ticket package that the speaker describes?

- (A) 6
- (B) 16
- (C) 19
- (D) 36

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. Last week, three staff members ----- at the local library's book sale.
(A) volunteer
(B) voluntary
(C) volunteered
(D) volunteering
102. In April, prices are expected to drop ----- 20 percent.
(A) with
(B) on
(C) since
(D) by
103. The project management software allows staff to handle many tasks by -----.
(A) themselves
(B) them
(C) they
(D) theirs
104. Local manufacturers have ----- shipping times by hiring external shipping companies.
(A) attempted
(B) reduced
(C) weakened
(D) finished
105. Gramwell Corporation may charge an ----- fee for last month's work.
(A) add
(B) adding
(C) additionally
(D) additional
106. Ms. Kang prefers to complete ----- current project before transferring to the finance department.
(A) herself
(B) she
(C) her
(D) hers
107. There are ----- criteria that must be met for a password to be changed successfully.
(A) specific
(B) to specify
(C) specify
(D) specifies
108. To assist the costume designers in preparing for the film, fabric samples can be sent to the ----- designer.
(A) leader
(B) leads
(C) led
(D) lead

109. The product presentation has been fully rehearsed, so it can be ----- any day next week.
(A) film
(B) filmed
(C) films
(D) to film
110. The new logo is part of a comprehensive effort to ----- the brand's identity and appeal to younger consumers.
(A) remind
(B) refer
(C) refresh
(D) repeat
111. The latest sport utility vehicle from Bondon Automotive can carry eight people -----.
(A) comfortable
(B) comfort
(C) comfortably
(D) comforting
112. ----- deciding to replace the food-service provider, the management team conducted a survey of all employees.
(A) Before
(B) Unless
(C) Whether
(D) Except
113. Although Mr. Cho was ----- about transferring to the Houston office, he is now working there confidently and productively.
(A) hesitate
(B) hesitant
(C) hesitation
(D) hesitated
114. The personnel office should be contacted about unpaid leave ----- supervisors cannot approve it.
(A) as
(B) either
(C) like
(D) instead
115. Yesterday the board voted to ----- with discussions about acquiring Atlasburg Financial.
(A) proceed
(B) proceeded
(C) proceeding
(D) proceeds
116. Robles Corporation encourages employees to work toward a ----- goal, rather than pursuing individual interests.
(A) common
(B) regular
(C) usual
(D) plain
117. The ----- in the brochure are an accurate representation of what guests staying at the resort can expect to find.
(A) image
(B) images
(C) imaged
(D) imaging
118. Current employees interested in the new managerial position should ----- about the internal hiring process.
(A) provide
(B) inquire
(C) evaluate
(D) control
119. Colleagues in the accounting department consider the matter closed and ----- cannot provide more input.
(A) large
(B) consequently
(C) very
(D) anyone
120. The CEO hopes that the consultant's advice will ultimately ----- higher profits for the company.
(A) yield
(B) submit
(C) invent
(D) resolve

121. A team of experts is reviewing the contract from a financial ----- so please do not share it with the client yet.
 (A) perspective
 (B) belief
 (C) movement
 (D) proportion
122. To prevent noise that is distracting to performers, the lobby gift shop is ----- open during performances.
 (A) almost
 (B) even
 (C) never
 (D) soon
123. Zuper Brite lightbulbs ----- reduce energy consumption when compared with standard incandescent lightbulbs.
 (A) great
 (B) greater
 (C) greatest
 (D) greatly
124. The airport's proposed ----- project will include two remodeled terminals and an updated transportation system.
 (A) encouragement
 (B) modernization
 (C) assistant
 (D) importance
125. Market Research is the ----- of the company concerned with better understanding our clients' needs.
 (A) divisional
 (B) divisible
 (C) division
 (D) divide
126. Mr. Tanaka was so pleased by the quarterly performance report ----- he canceled the weekly updates.
 (A) in case
 (B) which
 (C) that
 (D) seldom
127. Quincycor's price increase is justifiable ----- there is an improvement in the quality of the Internet service we receive.
 (A) whereas
 (B) likewise
 (C) because of
 (D) only if
128. The chart attached to this e-mail presents a ----- of Vivasyco's latest smartphone with a model from Eustace Tech.
 (A) comparison
 (B) pronouncement
 (C) guideline
 (D) publicity
129. It is the catering director's ----- to inform the chef of the intended menu well in advance of the event.
 (A) obliged
 (B) obligated
 (C) obligatory
 (D) obligation
130. Given her experience in health care, Ms. Chung is ----- well suited to manage the company's wellness program.
 (A) formerly
 (B) expectantly
 (C) particularly
 (D) avoidably

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 product description.

Sanberg Industries: Big Angle Television Wall Mount

The Big Angle Television Wall Mount is perfect for mounting televisions from 40 inches to 75 inches in size as measured diagonally across the screen. The mount connects easily to your wall, _____ freeing your tabletops and saving space. The _____ mount comes with a 25-inch arm that _____ bends in multiple directions so you can enjoy watching television from anywhere in the room. Plus, it has vertical and horizontal tilt capabilities, so your television can be placed _____ in the position you like. _____.

131. (A) due to
(B) so that
(C) although
(D) thereby

132. (A) mysterious
(B) flexible
(C) skillful
(D) limited

133. (A) exact
(B) exacting
(C) exactly
(D) exacted

134. (A) Like all products by Sanberg Industries, it also comes with a five-year guarantee.
(B) Your inquiry about your Sanberg product will be addressed within two business days.
(C) We are grateful that you have worked for Sanberg Industries for so many years.
(D) High-definition televisions offer an improved viewing experience.

GO ON TO THE NEXT PAGE 

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

To: minjunlee@alto.com

From: contest@asianaturemag.org

Date: 7 September

Subject: Tenth annual contest

Asia Nature magazine wants to thank you for your _____. Your participation in our tenth annual amateur photography contest is appreciated. Each photograph we receive is judged by our panel of experts. _____. Their works have been displayed in galleries around the world.

Asia Nature magazine depends on people like you who care about the environment and _____ nature's beauty. We ask that you visit our Web site and make a contribution today.

Without _____ readers like you, we would not be able to continue our work.

135. (A) subscription
(B) letter
(C) submission
(D) article

136. (A) Photographing nature is a difficult skill to learn.
(B) Every reader of our magazine knows that wildlife is precious.
(C) *Asia Nature* magazine has been published for fourteen years.
(D) These professionals are among the best in their field.

137. (A) value
(B) values
(C) valuable
(D) valued

138. (A) crowded
(B) accidental
(C) generous
(D) light

Questions 139-142 refer to the following article.

New Italian Food Shop Opening Soon

CALGARY (28 March)—This Saturday marks the grand opening of Calgary's latest Italian specialty food shop. Salerno's Italian Food will sell its own brand of fresh pastas and sauces

139. imported goods. The shop is located on the corner of Macall Avenue and Arnhem Street.

140. This small part of Calgary is becoming a very popular place to go for gourmet food. Leo

Sarri, the store's owner, was 141. the chef at Milano's. He is looking forward to Saturday and says he is thrilled to be entering the 142. world for the first time.

139. (A) even though
(B) in order to
(C) in spite of
(D) as well as

140. (A) The weather on Saturday is expected to be beautiful.
(B) This area is already home to several bakeries, bistros, and coffee shops.
(C) Fresh pastas and sauces are superior to mass-produced ones.
(D) We will soon learn what consumers think of the products that Salerno's offers.

141. (A) efficiently
(B) later
(C) previously
(D) especially

142. (A) retail
(B) education
(C) shipping
(D) travel

GO ON TO THE NEXT PAGE 

Questions 143-146 refer to the following advertisement.

Experienced Machinist Wanted

Caliphar Tech Industries is seeking experienced machinists ^{143.} problems, set up and operate machinery, and troubleshoot machines in our main production plant. ^{144.} Examples of the equipment we make include pumps and fans for various industries.

Caliphar Tech Industries features a fast-paced work environment with tight deadlines. We need team players who can work together ^{145.} pressure. We offer ^{146.} salaries and excellent benefits. Contact humanresources@caliphartechindustries.com.

143. (A) analyze
(B) analyzer
(C) analyzing
(D) to analyze

145. (A) along
(B) under
(C) beyond
(D) for

144. (A) Send specifications for your project to our production director.
(B) Our factory manufactures components used in industrial equipment.
(C) We hope you enjoy the tour of our innovative manufacturing plant.
(D) Congratulations on being hired by Caliphar Tech Industries.

146. (A) compete
(B) competition
(C) competitive
(D) competed

PART 7

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

Questions 147-148 refer to the following advertisement.

Uncle Pete's Marionette Theater Presents
Moose Lake
March 27–May 7

Ever since the founding of Uncle Pete's Marionette Theater, our adaptation of the well-known ballet *Moose Lake* has been one of our most beloved shows. Our 100 handcrafted marionettes will take you on a thrilling adventure into the world of *Moose Lake*.

As our skilled puppeteers pull the strings and make the puppets move, you will cheer for Maria and the Moose Prince. You may be unhappy with the Lizard King and his minions. You will be enthralled by the Drifting Dragonflies!

Uncle Pete's version of *Moose Lake* has been delighting viewers of all ages for more than 30 years. Shows sell out every year, so get your tickets today.

Tickets are available at the box office, 521 Perry Avenue, Fenton.

147. What is being advertised?

- (A) A lake cruise
- (B) A puppet show
- (C) A string quartet
- (D) An adventure park

148. What is Uncle Pete's version of *Moose Lake* based on?

- (A) A classic children's book
- (B) A popular film
- (C) A video game
- (D) A dance performance

GO ON TO THE NEXT PAGE 

Questions 149-150 refer to the following coupon.

✂

Clean House Janitorial Services
Copper County's trustworthy and efficient cleaning solution since 1972

NEW CUSTOMER PROMOTION
*Copper County residents ONLY

Save 15%
on your first year of home cleanings!
*Carpet-cleaning service NOT included

Call 916-555-0137 today for details and to schedule your first service.

Offer valid through December 31



149. What is indicated about Clean House Janitorial Services?

- (A) It was founded in 1972.
- (B) It specializes in office cleaning.
- (C) It offers a discount on carpet cleaning.
- (D) It prefers online communication.

150. Who in Copper County may use the coupon?

- (A) Any large retail store
- (B) New customers
- (C) Returning customers
- (D) Any resident

Questions 151-152 refer to the following letter.

Pierre Gitane
26 Bent Tree Lane
Charlotte, NC 28804
April 15

Dear Mr. Gitane,

This letter is to inform you that you are due for your semiannual dental care visit. Go to our Web site and fill out a form to request an appointment. Or if you prefer, call us at (704) 555-0138 to reach one of our receptionists.

We are happy to announce that we now offer teeth whitening and invisible braces to improve your smile. Please let us know if you are interested in one or both of these services.

We look forward to hearing from you soon.

All best,

Sarah Hamadi

Sarah Hamadi
Office manager, Red Street Dental Care

151. Why did Mr. Gitane receive the letter?

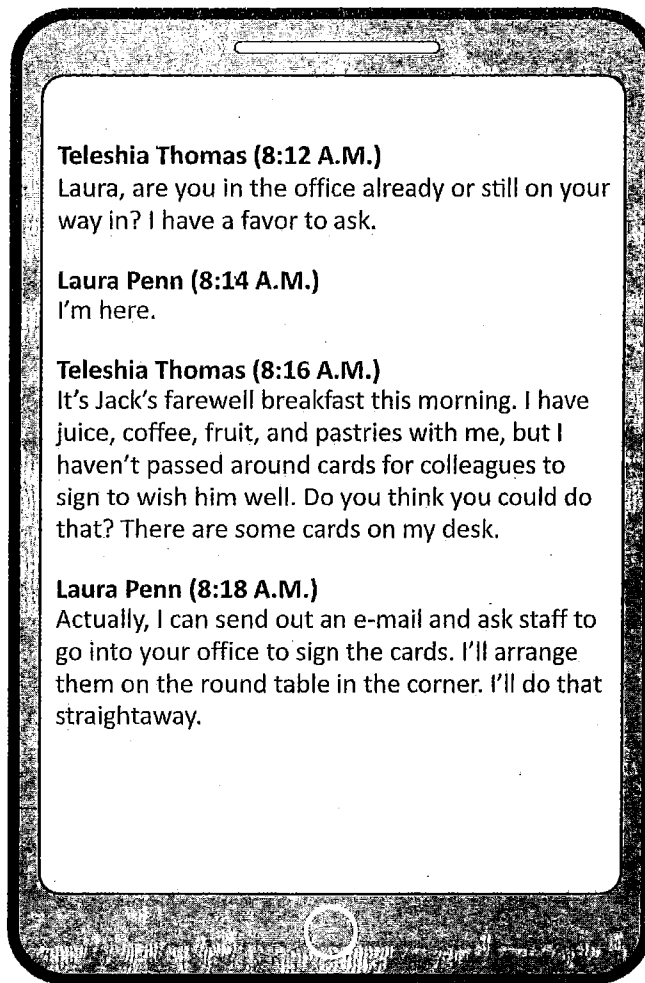
- (A) He just got a new dentist.
- (B) It is time for a routine checkup.
- (C) Red Street Dental Care is requesting his feedback.
- (D) He was dissatisfied with his last visit.

152. What does the letter state about the teeth-whitening service?

- (A) It costs about the same as invisible braces.
- (B) It was not available at Red Street Dental Care until recently.
- (C) It takes up to six months to obtain the desired results.
- (D) It is not covered by dental insurance plans.

GO ON TO THE NEXT PAGE 

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



153. At 8:14 A.M., what does Ms. Penn most likely mean when she writes, "I'm here"?

- (A) She is paying attention.
- (B) She is in the same room as Ms. Thomas.
- (C) She is waiting for Ms. Thomas to arrive.
- (D) She is already at the office.

154. What will Ms. Penn most likely do next?

- (A) Give a presentation
- (B) Postpone a meeting
- (C) Put cards on a table
- (D) Arrange seats in a staff room

Questions 155-157 refer to the following menu.

History

Welcome to the historic H. G. Walsh Building and North Riverview Restaurant! Constructed by H. G. Walsh in 1897, the building served as Astoria's post office until 1942. It has subsequently been a general store, a boutique, and a family-run restaurant serving up fresh seafood. Over the past century, the building's second floor has been used for private parties, such as birthdays and weddings.

Facing a potential demolition in the late 1970s, the building was purchased by its current owners, Henry and Juana Thomason, in 1981. Subsequent investment and extensive renovation helped save the H. G. Walsh Building, and in 1996 it gained status on the National Register of Historic Places. With its stunning views of the Columbia River and an extensive seasonal menu, the H. G. Walsh Building has become a prime destination for visitors to Oregon's Pacific coast.

Fall Menu

Seafood chowder | Cup: \$5, Bowl: \$8

Cream-based with clams, shrimp, and mussels

Fish and chips | Cod: \$12, Halibut: \$15

Three pieces breaded in a buttermilk batter

Grilled salmon | \$20

Served with lemon-garlic sauce and a side salad

Bok choy | \$12

Pan-seared in a garlic-ginger oyster sauce and served over rice noodles

Chef's salad | \$11

Mixed greens tossed with toasted almonds, blue cheese dressing, and avocado

155. The word "served" in paragraph 1, line 2, is closest in meaning to
- (A) supplied
 - (B) delivered
 - (C) presented
 - (D) functioned
156. What is suggested about the H. G. Walsh Building?
- (A) It is a one-floor building.
 - (B) It is located on the waterfront.
 - (C) It is located next to a post office.
 - (D) It has remained largely unchanged.
157. What can be purchased for less than \$10?
- (A) Seafood chowder
 - (B) Fish and chips
 - (C) Bok choy
 - (D) Chefs salad

GO ON TO THE NEXT PAGE →

Questions 158-160 refer to the following company newsletter article.

Headquarters Teams Help Out in Stores

Hannan has operated one of the largest chains of department stores in the Southwest since 1962. The In-Store Project, launched on February 7, is a new initiative from the Hannan Department Store corporate operations team. Following recommendations from employees at various levels, the initiative was developed to allow company headquarters to better understand the day-to-day operations at the individual store level.

The In-Store Project places employees from the corporate headquarters in stores, where they are paired with store employees to work typical shifts. This allows both types of Hannan employees to ask questions and learn about one another's work. So far, the initiative has led to a greater understanding among store employees of the decisions made at the corporate level and a greater understanding among headquarters employees on how corporate plans are implemented.

Hannan plans to complete store visits within the next two months and conduct repeat visits annually.

158. Why did the company start the project?

- (A) It is a current trend among large companies.
- (B) The parent company required it.
- (C) It was suggested by some employees.
- (D) Some customers requested it.

159. What does the project involve?

- (A) Store employees visiting other department store chains
- (B) Interns being hired to receive on-the-job training
- (C) Corporate employees temporarily working in stores
- (D) Teams of employees working to redesign stores

160. What does the article indicate about the future of the project?

- (A) The company plans to do it again each year.
- (B) The company plans to expand it to other stores it owns.
- (C) It is being discontinued because it has been unsuccessful.
- (D) It will not be completed because it is too expensive.

Questions 161-164 refer to the following online article.

KARLINGA BEACH

(December 4)—More resources need to be allocated to promote cultural tourism to the region, officials from the Karlinga Beach Tourism Department (KBTD) concluded at a planning meeting held yesterday. The department also drafted a new marketing campaign, titled “Connect with Karlinga Beach,” that will highlight the region’s rich history and culture. “Everyone agreed that, moving forward, we should focus less on advertising traditional beach activities and more on new eco-friendly tourist activities,” said Tourism Director Arnold Bhatt.

During the meeting, Mr. Bhatt gave a presentation in which he analyzed the results from an online questionnaire designed by students from the region’s university. Respondents included both local residents and tourists. In one key

result, more than 80 percent of all respondents agreed that there should be more emphasis on promoting eco-friendly tourism. In another finding, more than 75 percent of surveyed tourists indicated they would like to see a wider selection of locally sourced, organic food options. “For me, the tourists’ response was unexpected,” said Mr. Bhatt. “But, looking at the full picture, it makes sense, as there are many family farms on the land near the beach.”

The insights from the survey are welcome news for Kathy Li, who operates the KLP Organic Farm. Its grocery store, located on the farm property, is stocked year-round with fresh, seasonal, organically grown produce. In the future, if tourist visits increase, Ms. Li plans to offer prepared foods and beverages.

161. What is the main purpose of the article?
- (A) To announce recent personnel changes
 - (B) To outline proposed marketing plans
 - (C) To explain a decrease in local tourism
 - (D) To encourage participation in a survey
162. What is indicated about Karlinga Beach?
- (A) It has a short tourism season.
 - (B) It offers inexpensive accommodations.
 - (C) It is accessed mostly by ferry.
 - (D) It is close to a university.
163. According to the article, what is true about Mr. Bhatt?
- (A) He was surprised by a survey result.
 - (B) He changed the design of a questionnaire.
 - (C) He is concerned about a region losing farmland.
 - (D) He wants to increase attendance at public meetings.
164. What is mentioned about KLP Organic Farm?
- (A) It offers free tours to hotel guests.
 - (B) It publishes its own newsletter.
 - (C) It recently opened a restaurant.
 - (D) It sells fruits and vegetables on-site.

GO ON TO THE NEXT PAGE 

Questions 165-167 refer to the following advertisement.

Treks Auto

Keeping your vehicle running smoothly demands getting the job done right. Leave yours in the hands of the professionals at Treks Auto, and always be sure you're getting exactly what you need and nothing that you don't. — [1] —. Our repair shop has been based in Leeds ever since Tony Reker opened his first garage in 1963. — [2] —. For three generations, our family-run business has been proud to serve the West Yorkshire community with fair pricing and a commitment to honest service.

— [3] —. Treks Auto offers a variety of oil-change packages. Each package includes a complimentary tyre-pressure check, tyre rotation, fluid fill-up, standard oil filter, five-litre oil change, and brake inspection. Choose from the oil options listed below. — [4] —.

Synthetic Blend	High Mileage	Full Synthetic
£25	£40	£50
Recommended for vehicles with fewer than 125,000 miles or under ten years old.	Best for vehicles with more than 125,000 miles or over ten years old.	Ideal for vehicles with more than 125,000 miles and with special manufacturer-recommended maintenance needs.

165. What is indicated about Treks Auto?

- (A) It is based in London.
- (B) It was started in 1983.
- (C) It is focused on great customer service.
- (D) It has been a family-run business for five generations.

166. What is indicated about the oil-change packages?

- (A) They all cost the same.
- (B) They each include free brake-pad replacement.
- (C) Only one of the packages offers a fluid fill-up.
- (D) They are based on the number of miles a vehicle has been driven.

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

"Ask any of our service technicians if you are unsure of the best one for your car."

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

Questions 168-171 refer to the following article.

New Addition to Shadeside Plaza

BIRCH CITY (November 12)—Design Glory, a jewelry business operated by lifelong Birch City resident Tamara Banda, has set up a brick-and-mortar store in the city's Shadeside Plaza shopping area. — [1] —. Ms. Banda said the shop, which opened on November 9, features her entire line of handmade jewelry along with a selection of beautiful natural crystals that can become the centerpiece of any room.

Ms. Banda emphasizes that she sets her jewelry brand apart from others by offering handmade designs at price points that won't break a budget. To keep her overhead costs in check, she says she sources materials creatively from a variety of local metal suppliers. — [2] —. Although managing the store, which is

open Tuesday through Saturday from 11:00 A.M. to 5:00 P.M., will occupy much of her time, Ms. Banda said she still intends to operate booths at regional arts festivals. — [3] —. She will also continue to serve on the planning committee for the annual art show at Central Arts University, where she learned her jewelry-making techniques.

The idea of opening a physical store came to Ms. Banda when a friend, Brad Machado, told her of his positive experience in operating his retail bookshop on the opposite side of Shadeside Plaza from where Design Glory is now. — [4] —. The shopping area, he said, benefits from the heavy foot traffic nearby.

168. What is indicated about Design Glory?

- (A) It had a delayed opening date.
- (B) It sells decorative stones.
- (C) It has weekly craft demonstrations.
- (D) It is closed on Saturdays.

169. What does Ms. Banda say is special about her jewelry?

- (A) It is designed by local students.
- (B) It looks old-fashioned.
- (C) It is affordable.
- (D) It is lightweight.

170. Who is Mr. Machado?

- (A) A property developer
- (B) A metal supplier
- (C) A photographer
- (D) A bookseller

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

"She noted as well that she will be participating in the City Art Museum's craft fair next month."

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

TEST 2

GO ON TO THE NEXT PAGE →

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

Sandra Kyle (8:19 A.M.)

Good morning. I'm on my way but running late because of a lane closure on Roseway Boulevard. It's all backed up, and the bus is barely moving.

Lucas Bodin (8:20 A.M.)

Sounds terrible!

Sandra Kyle (8:21 A.M.)

I'm supposed to take notes at our 8:30 A.M. meeting. Could one of you please fill in for me until I arrive?

Carolina Mata (8:23 A.M.)

Wait, haven't you heard? The meeting was moved to Thursday.

Sandra Kyle (8:24 A.M.)

Really? What a relief.

Carolina Mata (8:26 A.M.)

Mr. Chang is in Portsville meeting with the client about the final design for the new warehouse building. He won't be back until tomorrow.

Sandra Kyle (8:27 A.M.)

Yes, I heard he was going to Portsville.

Lucas Bodin (8:30 A.M.)

The client requested some last-minute changes, so Mr. Chang is away longer than expected. Hopefully the changes are minor, because we're already over the allocated budget.

Carolina Mata (8:33 A.M.)

We will get an update at the Thursday meeting. Hopefully it's good news.

172. Why does Ms. Kyle expect to be late for work?
- (A) The bus is slow because of poor weather.
 - (B) The bus is stuck in traffic.
 - (C) She missed the bus.
 - (D) The bus arrived late at her stop.
173. Why was the meeting postponed?
- (A) A colleague is out of the office.
 - (B) The client needs more time to prepare.
 - (C) Mr. Bodin has a scheduling conflict.
 - (D) Ms. Mata needs to prepare an update.
174. At 8:24 A.M., what does Ms. Kyle most likely mean when she writes, "Really"?
- (A) She is disappointed by certain designs.
 - (B) She disagrees with the decision.
 - (C) She is surprised by Ms. Mata's comment.
 - (D) She already heard the news.
175. What is indicated about the project?
- (A) It is more expensive than planned.
 - (B) It has some technical difficulties.
 - (C) It has been poorly managed.
 - (D) It cannot be completed on time.

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

Thompson and Groves



The law firm of Thompson and Groves is seeking a dedicated assistant to join our established environmental litigation team.

This assistant will work on a wide range of legal services, such as

- investigating evidence related to cases being prepared for court;
- preparing exhibits, charts, and diagrams to display information; and
- communicating with clients and keeping files updated.

The best candidate for this position

- is self-directed, responsible, and capable of juggling many projects at once; and
- has strong communication, organization, and computer skills.

To apply, e-mail your résumé to Julia Powell (in human resources), julia.powell@thompsonandgroves.com, by May 25. Interviews will be conducted at the beginning of June, and our selection will be made in early July.

To:	julia.powell@thompsonandgroves.com
From:	jonas_ivanov@sidmail.com
Date:	July 12
Subject:	Re: Legal assistant position

Dear Ms. Powell,

I was pleased to read your letter offering me the position of legal assistant. However, after much consideration, I have decided that now is not the best time to leave Wilson Law. I did not realize how deeply I am invested in working on my projects here until I was faced with the possibility of leaving the company. While I was thrilled by the idea of working for an illustrious law firm that has won so many high-profile environmental cases, now is not the time for me to make a change.

It was a pleasure meeting you and your colleagues, and I hope we cross paths in the future.

Kind regards,

Jonas Ivanov

176. What is included in the job advertisement?
- (A) A brief history of the Thompson and Groves law firm
 - (B) Directions to a company's office
 - (C) A description of the job's pay and benefits
 - (D) A description of the ideal applicant
177. What most likely is one of Ms. Powell's job responsibilities?
- (A) Preparing exhibits and charts
 - (B) Updating computer files
 - (C) Hiring new employees
 - (D) Writing about environmental issues
178. What does Mr. Ivanov indicate in his e-mail?
- (A) He has changed his career goals.
 - (B) He has decided to stay at his present job.
 - (C) He has decided to retire.
 - (D) He will apply for a different job.
179. What does the e-mail mention about the Thompson and Groves law firm?
- (A) It is well-known for its successes.
 - (B) It will be moving to a larger space.
 - (C) It no longer specializes in environmental issues.
 - (D) It will be hosting an international conference.
180. What is suggested about Mr. Ivanov?
- (A) He received a promotion in May.
 - (B) He met with Ms. Powell in June.
 - (C) He and Ms. Powell have a mutual friend.
 - (D) He has just completed a certification program.

Questions 181-185 refer to the following memo and notice.

MEMO

To: Kildare Recreation Centre Staff
From: Madeline Byrne
Date: 11 April
Subject: Daily Passes

As discussed in April's staff meeting, we are considering raising the cost of daily passes from €5 to €9. The exact increase will be decided in our May meeting. This change is expected to bring in an extra €5,000 over the next year, which we will use toward the cost of replacing our outdoor running track. With the increased revenue from the fee change, we will be close to the €7,000 needed for the improvement.

I realize that the outdoor running season is short, and I know that in our meeting, some staff members wanted to consider other uses for the money. The possibilities of using the funds for a remodeled reception area, a new floor for the dance studio, or more flat-screen televisions throughout the centre were raised. However, the board of directors thought it would be wiser to focus on the improvement most frequently requested by our members. The upgrades suggested by the staff fall into the €1,000–€2,000 range, and we hope to be able to consider them in the coming years.



NOTICE



Kildare Recreation Centre Visitors

Effective 1 June, the cost of a daily pass for nonmembers will be €8. This modest increase will allow us to provide visitors with a much better outdoor running track. The cost of monthly and annual memberships has not changed. Please visit the registration office during regular business hours to discuss membership-related issues.

181. What is the purpose of the memo?
- (A) To announce an increase in membership numbers
 - (B) To explain how certain funds will be used
 - (C) To describe tasks to be done for an event
 - (D) To solicit donations for a project
182. What did the staff do at the April meeting?
- (A) They designed a survey for recreation center members.
 - (B) They objected to a price increase.
 - (C) They proposed upgrades to a recreation center.
 - (D) They considered moving a reception area.
183. According to the memo, what do the recreation center members most frequently ask for?
- (A) A remodeled reception area
 - (B) A new dance studio floor
 - (C) Additional flat-screen televisions
 - (D) An improved outdoor running track
184. In the notice, the word "modest" in paragraph 1, line 2, is closest in meaning to
- (A) shy
 - (B) modern
 - (C) creative
 - (D) small
185. What is true about the new fee for daily passes for nonmembers?
- (A) It is less than what was originally considered.
 - (B) It will be effective starting May 1.
 - (C) It can be paid online.
 - (D) It was approved at a June meeting.

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

E-mail	
To:	jsantos@coloniamenor.com
From:	markash@amtrcorp.com
Date:	September 4
Subject:	Job tip

Hello, Juan,

It was nice to see you again at the Tech Writers' Conference in Mexico City. You mentioned that your cousin Carlos Cruz wants to find a product design job here in Dallas. Well, the company I work for, AMTR Corporation, is about to post a job for a junior industrial designer, which might interest him. So far, the company has announced the opening only to current employees, but next week it will appear on the company Web site. The salary is good, and there may not be any qualified candidates in-house. Please let him know about this opportunity.

Heide Markas

https://www.amtrcorp.com	
AMTR Corporation	HOME ABOUT CAREERS CONTACT BLOG
Current Opportunities	
Junior Industrial Designer: This is a full-time position developing and improving the full range of products manufactured by AMTR Corporation in Dallas, Texas.	
Sample Job Duties:	
<ul style="list-style-type: none">• Design consumer and office supply products, including personal computers, tablets, copiers, and printers• Collaborate with design team and colleagues from engineering, marketing, and manufacturing departments to develop new products• Improve sustainability efforts by promoting the use of recycled, recyclable, and reusable materials	
Qualifications:	
<ul style="list-style-type: none">• Understanding of design principles, theories, and concepts• Ability to analyze and apply customer feedback• Proven analytical and problem-solving skills• Experience in creating sketches, storyboards, models, and prototypes• Bachelor's or master's degree in industrial design	

E-mail	
To:	Carlos Cruz <ccruz@bmail.com>
From:	Pamela Wang <wangp@amtrcorp.com>
Date:	November 11
Subject:	Job Application
<p>Dear Mr. Cruz,</p> <p>Thank you for submitting your application for junior industrial designer to AMTR Corporation. Our hiring committee has reviewed your application and determined that you meet the qualifications for the position. We will contact you shortly to schedule an initial interview. Interviews will be held on-site at our Dallas headquarters during the first two weeks of December. In the meantime, you will receive a request for professional references via e-mail. Please respond to the request as soon as you receive it.</p> <p>Cordially,</p> <p>Pamela Wang Human Resources Specialist AMTR Corporation</p>	

186. What is the purpose of the first e-mail?
- (A) To share information about a new job opening
 - (B) To ask whether a company is hiring new staff
 - (C) To learn whether a colleague will attend an upcoming conference
 - (D) To congratulate someone for getting a new job
187. What does the company that Ms. Markas works for produce?
- (A) Guides for creating Web sites
 - (B) Operating manuals for passenger airplanes
 - (C) Transportation system maps
 - (D) Office equipment
188. What is explained in the second e-mail?
- (A) The procedure for submitting an application
 - (B) What applicants can expect during an interview
 - (C) The next steps of the hiring process
 - (D) AMTR Corporation's expectations for designers
189. What will AMTR Corporation do during the first two weeks of December?
- (A) Move its headquarters to Dallas
 - (B) Begin reviewing applications
 - (C) Send out professional references
 - (D) Perform the first round of interviews
190. What is most likely true about Mr. Cruz?
- (A) He will begin the job in November.
 - (B) He has a degree in industrial design.
 - (C) He has relocated to Dallas.
 - (D) He recently interviewed for a new job.

GO ON TO THE NEXT PAGE

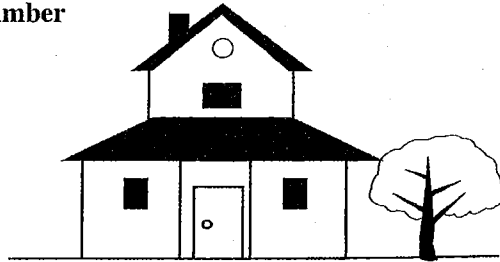
Questions 191-195 refer to the following list, letter, and schedule.

Shingle Town Roofing

Color Options

Choose from our many colors of high-quality, affordable shingles
for a long-lasting, beautiful roof.

Color	Product Number
Lawnwood Blue	(#302)
Charcoal Bliss	(#702)
Foxwood Gray	(#704)
Mission Gray	(#707)
Cedarwood	(#203)
Hickory Nut	(#209)
Brick Red	(#505)



Joanne Westley
8021 Daffodil Lane
Herndon, Virginia 22090

Dear Ms. Westley,

This is to confirm our agreement to replace your roof in Herndon, Virginia, on August 4. As discussed, we will be using our exclusive Prime Technology System with Hickory Nut color shingles. The Prime Technology System is guaranteed to keep your house dry and has a ten-year warranty for labor and materials.

Our crew will arrive at 8:30 A.M. We have received your deposit and signed contract. The remainder of the charge is due upon completion of the job. Please contact us if you have any questions.

Martin Sage

Martin Sage, customer service representative
Shingle Town Roofing

Shingle Town Roofing: Installation Schedule for August 1–7						
Note to installation crew: Be sure to confirm the job location and the required materials.						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 Harris residence (#702)	3 Landsford Apartments E-3 (#505)	4 Westley residence (#209)	5 Kendelwood Motel (#302)	6 Hopewell Gardens (#704)	7 Hopewell Gardens (#704)

191. What is the purpose of the letter?

 - (A) To get a cost estimate for a new roof
 - (B) To request a deposit for a job
 - (C) To ask a contractor to do a project
 - (D) To finalize a business arrangement
192. What does Mr. Sage indicate about the Prime Technology System?

 - (A) It requires a separate fee for the ten-year warranty.
 - (B) It prevents water from leaking into a house.
 - (C) It is available for only certain types of shingles.
 - (D) It requires a large crew to install.
193. Where is a shingles installation scheduled to take place on August 3?

 - (A) At the Harris residence
 - (B) At Landsford Apartments
 - (C) At Kendelwood Motel
 - (D) At Hopewell Gardens
194. What color shingles will the crew be installing at Kendelwood Motel?

 - (A) Lawnwood Blue
 - (B) Charcoal Bliss
 - (C) Mission Gray
 - (D) Brick Red
195. When will Shingle Town Roofing do work at 8021 Daffodil Lane?

 - (A) On Monday
 - (B) On Tuesday
 - (C) On Wednesday
 - (D) On Thursday

Questions 196-200 refer to the following Web page, customer review, and company response.

<https://carinasolutions.com/home>

[Home](#) [Services](#) [Contact Us](#) [Reviews](#)

Carina Solutions

The Best Software Option for Hotel Management

We will help you manage all aspects of your hotel. Whether you need help with your reservation system, managing staff, or improving your advertising and online presence, our software will work for you!

Here are just a few of the tasks our software can do.

- Manage online bookings and payments
- Track staff hours and vacation time
- Promote your hotel on top booking Web sites
- Manage property maintenance

Contact us today to begin using the trial version of our software completely free for three months. More information about the pricing and features of the Premier software version can be found on the Services page of our Web site.

<https://carinasolutions.com/reviews>

[Home](#) [Services](#) [Contact Us](#) [Reviews](#)

My trial version of the Carina Solutions hotel management software expires tomorrow, and I have to decide whether to purchase the Premier version or search for something better.

I have two main concerns.

1. The reservations module does not allow you to keep information about repeat guests on file. This forces staff to reenter repeat customers' information manually, which wastes time.
2. The software offers full functionality only when accessed on a desktop computer, which is unfortunate because I do almost everything on my mobile phone. The interface should be the same no matter what device you use.

—Submitted by Susan Yan

https://carinasolutions.com/reviews_response

[Home](#)
[Services](#)
[Contact Us](#)
[Reviews](#)

Dear Ms. Yan,

Good news! We have updated some features of Carina Solutions since you began your trial subscription. There is now an automatic rebooking feature that you can use to register repeat guests, cutting down on manual data entry.

Additionally, you should know that one of the differences between the trial version and the Premier version is that the interfaces are the same across all devices.

Remember, Carina Solutions hotel management software is more than just a booking tool. Learning about all the features in the Premier version can help you fill your hotel with happy customers. Make sure to visit carinasolutions.com to see our instructional videos.

Marcus Feldman
Carina Solutions representative

196. According to the Web page, what is true about the maker of Carina Solutions software?
- (A) It makes products for the transportation industry.
 - (B) It makes two versions of its software.
 - (C) Travelers use its products to find discounted hotel prices.
 - (D) Its products are not yet available for sale.
197. What is implied about Ms. Yan?
- (A) She has been using Carina Solutions for nearly three months.
 - (B) She was referred to Carina Solutions by another client.
 - (C) She plans to stay at a hotel during her next trip.
 - (D) She works for a software company.
198. What is Ms. Yan's concern about hotel guest information?
- (A) It cannot be downloaded easily.
 - (B) The system does not protect it with a secure password.
 - (C) She cannot enter corrections to misspelled names or addresses.
 - (D) It must be entered every time a guest makes a reservation.
199. What does Mr. Feldman indicate about the company's videos?
- (A) They contain information about interesting places to visit.
 - (B) They are available for guests to view in their hotel rooms.
 - (C) They describe many ways that the company's software can be used.
 - (D) They were created by the company very recently.
200. What is suggested about the Premier version of Carina Solutions software?
- (A) It must be updated every three months.
 - (B) It addresses Ms. Yan's second concern.
 - (C) Optional features can be added for a fee.
 - (D) Ms. Yan may contact Mr. Feldman to receive a discount coupon.

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.