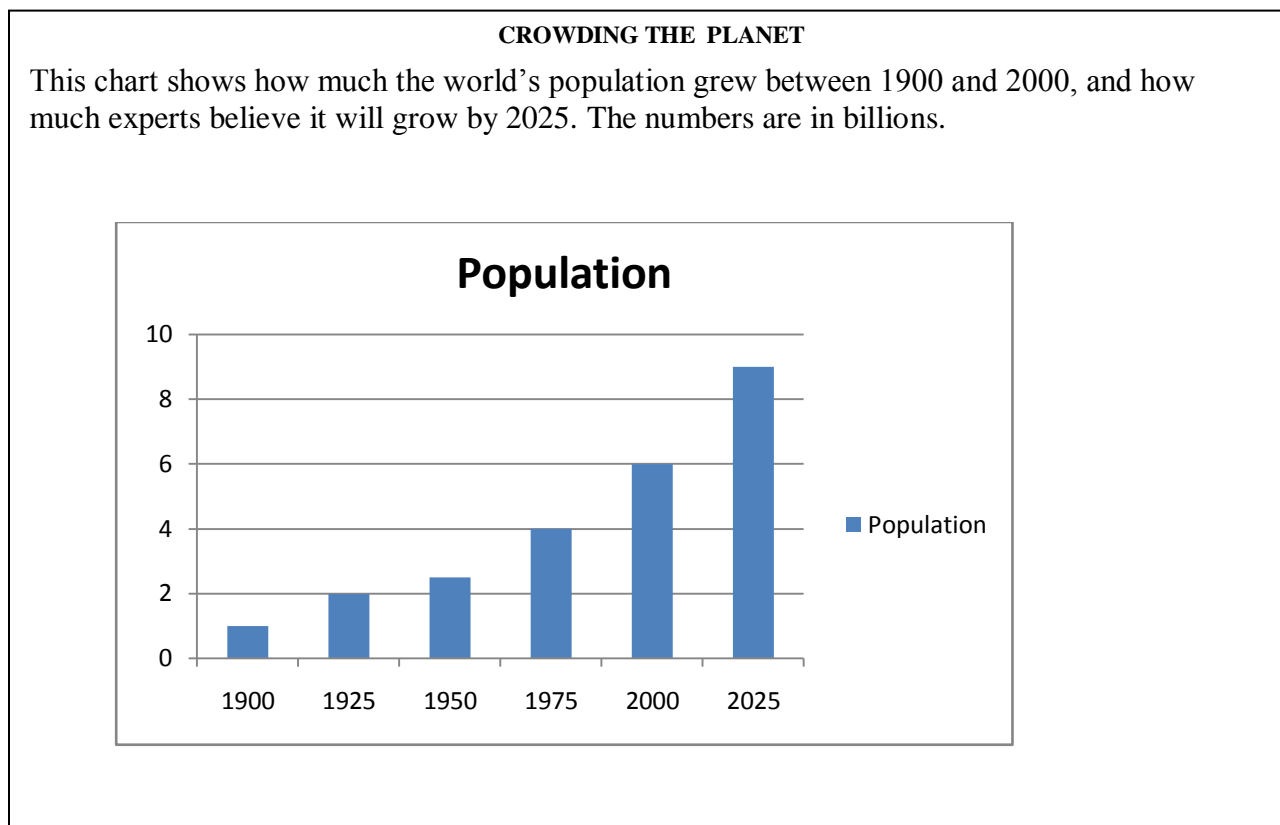


Questions 1-3 refer to the following chart.



1. What was the world population in 1950?

- (A) Half a billion
- (B) 2 billion
- (C) 2.5 billion
- (D) 5 billion

2. When was the population under 2 billion?

- (A) In 1900
- (B) In 1925
- (C) In 1950
- (D) In 1975

3. In what year did the population reach 4 billion?

- (A) 1900
- (B) 1925
- (C) 1950
- (D) 1975

Questions 4-6 refer to the following article.

When a position becomes vacant, finding a new employee with the skill-set and personality that suit the needs of that particular workplace is a challenge that many companies face. First, the company must outline the tasks and responsibilities involved in the position to be filled. A careful analysis of these will help the company define what skills, abilities, and knowledge an employee must have in order to carry out the job successfully. Often it is the process of writing the job description and vacancy announcement that helps the company define the qualities they seek in a new employee.

Once the requirements at the position are defined, the next challenge is to find the person who can meet those requirements. One of the most common ways to locate a qualified person to fill a vacant position is to look within the organization itself. Is anyone currently working for the company who could do the job? This is often the best way to find qualified people. They are already known to the company, have been successful in it, and are familiar with its people, procedures, and policies.

If there is no available person within the company who is qualified to fill the vacancy, then someone must be sought outside the organization. Some of the most common sources of new employees are educational institutions such as high schools, junior colleges, four-year colleges, and universities. Companies also use newspapers and industry association newsletters to help locate job applicants.

4. What is this article about?

- (A) Reading newspapers
- (B) Hiring employees
- (C) Protecting the organization
- (D) Going to high school

(C) Newspaper ads

5. What is an example of a common outside source?

- (A) High schools
- (B) Resources within the organization
- (C) Spies
- (D) Temporary employees

6. According to the passage, what do firms use to help locate applicants?

- (A) Yellow pages
- (B) Subway ads
- (C) Newspaper ads
- (D) Word of mouth

Questions 7-9 refer to the following announcement.

AERONAUTIC SYSTEMS, INC., the Berlin-based company also; known as AeroSys, has made an agreement with three of the world's major international airlines to provide a satellite system

For voice and data communications, a company spokesperson announced last week. This agreement is a major leap forward for the company, which began operations just three years ago and has now gained the business of three of the airline industry's largest companies.

The agreement with Skyways, Air One, and Travelers International will provide communications between aircraft and on-ground systems for operational control and air-traffic services. The agreement was signed last month, and AeroSys will begin providing services to the airlines before the end the year.

7. Where is AeroSys based?

- (A) In London
- (B) In New York
- (C) In Berlin
- (D) In Tokyo

9. Which of the following is NOT a part of this agreement?

- (A) A satellite system
- (B) Communication between aircraft
- (C) A system of voice and data communication
- (D) Ticketing service

8. According to the passage, what will be provided by the agreement?

- A) Aircraft
- (B) A satellite system
- (C) On-ground systems
- (D) Air traffic services

Questions 10-13 refer to the following announcement.

San Juan Academy has developed a unique approach to dealing with underachieving students. Instead of doling out punishment for incomplete assignments, or assigning extra hours of tutoring for bad grades, the academy provides failing students with a reward. Through the Computers for Success program, San Juan Academy students who fall behind their classmates in reading and mathematics are given their own computers. For nine weeks, the students get to keep a personal computer with a printer and software in their homes. They can work and play with the computer whenever they like and as often as they like.

Is this a prize for being bad in school? "It may look that way to an outsider," says school principal Edna Seymour, "but this approach is actually well backed up by research. Studies show that students who are computer literate do much better in school. The figures rise for students who actually have a computer at home, and are even higher for students from homes where most of the family members are comfortable using a computer."

Because of this, when a student is given a computer to take home, families are encouraged to get into the act, too. Students in the Computers for Success program are required, together with their parents and siblings, to attend a weekend computer seminar. This way everyone in the family becomes familiar with the use of the computer. This is an investment in the students' educational future. "It is widely accepted that parental involvement makes all the difference in a child's school success," says Principal Seymour. "We are extending that idea to involve families in our computer literacy program. As part of that program, we make it possible for families to buy refurbished computers at an affordable price. Many of our families have already taken advantage of this opportunity. On the whole, we have been very pleased with the Computers for Success program."

10. Which of the following is NOT part the students the program?

- (A) Software programs
- (B) A printer
- (C) A personal computer
- (D) Textbooks

11. When can students use the computers? (A) only during School time

- (B) On weekends only
- (C) At lunch break
- (D) Anytime they Wish

12. What are families of the students encouraged to do?

- (A) Become involved
- (B) Be actors
- (C) Drive away
- (D) Donate computers

13. The word "siblings" in paragraph 3, is closest in meaning to

- (A) classmates
- (B) brothers and sisters
- (C) teachers
- (D) friends and neighbors

Questions 14 - 17 refer to the following article.

We most often think of communication as talking but it commonly occurs in other forms as well. In addition to words, communication can occur in the form of pictures or through actions.

When we Speak or write, we are using words to communicate our ideas and feelings. It is essential for people to use words effectively in order to communicate clearly. Although words may seem straightforward, they are as subject to misinterpretation as any other form of communication,

Pictures can be a quite powerful form of communication. You will understand this if you think of any great work of art. Businesses can successfully use pictures in posters, charts, signs, and packaging. When combining words and pictures` the design should be carefully planned out. The pictures used on posters and charts, as well as in brochures and advertisement, should complement rather than conflict with the words.

Action is an important form of communication that we are often unaware of. As the adage says, "Actions speak louder than words." This medium is most important when dealing face-to face with employees, colleagues and clients. A frown, a handshake, u wink, and even silence all have meaning and people will attach significance to these actions. Just as it is important to choose our words carefully, it is also important (o be aware of our actions and of how they may be perceived by others.

14. What is the main topic of the article?

- (A) Marketing
- (B) Communication
- (C) Actions
- (D) Businesses

15. According to the article, which of the following is used the most?

- (A) Words
- (B) Posters
- (C) Charts
- (D) Telephones

16. The word "medium" in paragraph 4, line 3, is closest in meaning to?

- (A) size
- (B) method
- (C) situation
- (D) movement

17. Which of the following is NOT given as an example of actions?

- (A) Silence
- (B) A wink
- (C) Television
- (D) A handshake

Questions 18-19 refer to the following announcement.

Responding to the needs of an aging population, Health Network, Inc. of Melbourne and Futura Computing of Perth Amboy have agreed to cooperate in the development of handheld, computerized products to help the elderly monitor their health. It is widely accepted in the healthcare field that patients who participate in monitoring their health status enjoy healthier lives. They are more aware of the factors affecting their health and are better-informed participants in making decisions regarding their health Care. It is expected that these products will go a long way toward improving the health of senior citizens.

The cost of these products to the individual consumer will be covered under most insurance plans. They will be made available free or at reduced cost low-income senior citizens who qualify according to government guidelines.

18. Who would most likely read this announcement?

- (A) Lawyers
- (B) Health-care professionals
- (C) Blood-pressure monitors
- (D) Teachers

19. Which of the following could be one of the products?

- (A) Dishwashers
- (B) Calculators
- (C) Word processors
- (D) All-weather gloves

Questions 20-21 refer to the following announcement.

operation of DeTrolt's Trash incinerator, the largest in the nation, was halted last month, less Than a year after it was put into service, The huge plant, which was designed to change waste into energy, had been hailed as an innovative means of putting trash to good use. However, soon after the plan began operating, unhealthy levels of mercury began to be detected in the air around the city.

It was soon discovered that the culprit was the new incinerator. Entire neighborhoods were threatened by the toxins being discharged into the air. Environmental officials ordered the plant to be shut down last week. They say it is uncertain when or even whether, the plant will reopen

20. According to the passage, why was the plant shut down?

- (A) There was too much trash.
- (B) It was unhealthy.
- (C) It was unable to convert waste into energy
- (D) It could not be regulated.

21. What was the function of the plant?

- (A) To collect waste
- (B) To monitor air quality
- (C) To supply Detroit with mercury
- (D) To turn trash into energy

Questions 22-25 refer to the following article.

Absenteeism is an ongoing problem in many companies, and the Stummering Corporation was no exception. Absenteeism and late arrival had been issues there for a long time, so management decided to study the problem. During the months of January through June of this year, employee absentee rates and arrival times were monitored. It was discovered that the average employee was showing up for work fifteen minutes late three times a week. In addition, the study showed that the majority of employees were missing a minimum of one day of work per month. Aside from the direct effects this situation was having on productivity, it was also creating a noticeable impact on employee morale. Management knew that this was a serious problem and that something had to be done right away.

Human Resources suggested that management undertake an incentive program. A plan was devised whereby every employee who arrived at work on time every day during the month of August would be eligible for a cash award. Within five days of the announcement, the number of late arrivals had declined to the lowest level the company had ever experienced. The company decided to extend the program so that employees who didn't miss any days of work for the rest of the year (exclusive of approved vacations) would also be eligible for a cash award. As a result, absenteeism declined dramatically. Stummering plans to continue the program into next year and is looking into making it permanent company policy. This successful program could easily be replicated at other companies. It worked for Stummering. It could work for you.

22. What was the problem at the Stummering Corporation?

- (A) Management
- (B) Absenteeism
- (C) Low pay
- (D) Unprofessional atmosphere

23. How many times was the average employee late?

- (A) Three times a week
- (B) Fifteen times a week
- (C) Three times between January and June
- (D) Fifteen times between January and June

24. What did employees who were on time receive?

- (A) A vacation
- (B) A cash award
- (C) A promotion
- (D) A new watch

25. The word "replicated" in paragraph 2, line 10, is closest in meaning to

- (A) copied
- (B) enjoyed
- (C) studied
- (D) announced

Questions 26-28 refer to the following letter.

WALTERS CORPORATION

3255 Trenton Avenue, Columbus, OH 43216

November 20, 20...

Mr. Alan Porter

2870 Kennewick Drive

Bloomington, IN 42777

Dear Mr. Porter,

We were pleased to receive your letter and résumé inquiring about the vacant position which we announced in the Journal of Engineering and Business last month. Unfortunately, your letter arrived on my desk several days after the closing date of November 1. We received an overwhelming response to our job announcement. There were over 25 applications from qualified accountants. Although you appear to be well qualified for the position we announced, I am sorry to inform you that we have already hired another applicant. However, we were impressed with your background, and we would like to keep your résumé on file. We anticipate hiring again in the spring or summer of next year. We will inform you when another position that matches your qualifications becomes vacant.

We wish you the best of luck in your job search.

Thank you for your interest in the Walters Corporation.

Sincerely,

John Simons

John Simons

Director of Human Resources

26. What is the main purpose of the letter?

- (A) To ask for a job
- (B) To reject someone who wanted a job
- (C) To ask for references
- (D) To learn about the Walters Corporation

28. What is Mr. Porters profession?

- (A) Director of Human Resources
- (B) Detective
- (C) Accountant
- (D) Administrative Assistant

27. What did Mr. Porter include with his letter?

- (A) His résumé
- (B) A report on the Walters Corporation
- (C) A gift for Mr. Simons
- (D) A job announcement

Questions 29-33 refer to the following forms.

_____ A.M
DATE: June 19, 20 TIME: 5:15 P.M
FORE: _____
RECEIVED BY: Lev
CALLER; Marina
PHONE NLMBER; (3 272) 43-98-58
MESSAGE; She immediately needs 2 computer, 10 packs of ink cartridges, 5 standard phones, and 2 photocopiers: 1 industrial – sized and 1 personal sized. She also needs furniture: 2 large wooden desks, 4 small wooden chairs, 1 tall metal filing cabinet, and 1 long metal meeting table. She can waiting 7 days for the furniture. Please call her back to confirm fulfillment of this order
CALL BACK REQUESTED? YES NO
DATE/TIME COMPLETED:/...../..... A.M

_____ A.M
DATE: June 20, 20 TIME: 9:20 P.M
FOR: Marina
RECEIVED BY: Konstantin
CALLER: Alonya
PHONE NUMBER: (095)55-4503
MESSAGE: Most of those items are here in Moscow. There will be a three-day delay on the large copier. Also, she will have to order the table from Almaty, so it will arrive 1 day after your deadline. Let her know if that's OK. Express shipping is possible. She can explain the charges for that if you are interested. Call her back today to order. She's headed to Berlin tomorrow, then on to Paris later in the week, so this has to be taken care of today.
CALL BACK REQUESTED? YES NO
DATE/TIME COMPLETED: ____/____/____ : ____ A.M
P.M

29 . Who is ordering office supplies?

- (A) Lev
- (B) Marina
- (C) Konstantin
- (D) Alonya

32. When will the table arrive?

- (A) In one clay
- (B) In two days
- (C) In seven clays
- (D) In eight days

30. What kind of filing cabinet dues the caller want?

- (A) Standard
- (B) Personal-sized
- (C) Wooden
- (D) Metal

33. What will Alonya do tomorrow?

- (A) Call Marina
- (B) Ship the order
- (C) Leave on a trip
- (D) Buy a table

31. Where are the ink cartridges now?

- (A) Moscow
- (B) Almaty
- (C) Bedin
- (D) Paris

Questions 34-38 refer to the following e-mail and table

From: Guillermo Grimaldi

To: Samantha Young

Subject: Survey Results

We have the results of our Preferred Investments Survey. I have attached the “Types of Investments” table,

There is one change On the survey compared to last year. We divided one major category into two parts. The parts are “buildings” and “property” That’s why we don’t have a number from last year to use as a comparison.

We talked to 1,000 investors between March 1 and March 15. While most of them put their money into a variety variety, the survey shows that this year there was a greater variety in the type of investment chosen than last year. More people are purchasing each different type of investment. For example, look at the number of mutual fund investors last year (800) as compared to this year (850).

These results will help our company better decide how to sell our investment products. We predict three types of investment will increase in popularity. and they should be heavily advertised over the next year. Also, we predict that three investments will decrease in popularity. We should decide what to do about those. Are you available on Friday morning? Let’s discuss the declining investments.

Types of Investments

March 1- 15

	Number of investors (this year)	Number of Investors (last year)	Prediction
Annuity	825	815	S
Bonds	1,000	850	S
Cash	1,000	1,000	S
Gold	625	600	D
IRA 900	875	D
IRA, Roth	850	900	U
Mutual Fund	987	800	S
Real Estate, property	700	U
Savings	1,000	S
Stocks, domestic	945	1,000	S
Stocks, international	965	900	U

*Prediction: d= will stay the same; u= will go up

34. How many investors participated in the survey?

- (A) 800
- (B) 850
- (C) 965
- (D) 1,000

35. How many survey participants invested in gold this year?

- (A) 600
- (B) 625
- (C) 900
- (D) 875

36. Why are three categories on the table missing numbers from last year?

- (A) Nobody invested in those areas last year.
- (B) People lost all their money in those investments.
- (C) Real estate was not divided into two categories last year.
- (D) The Survey did not ask about real estate investments.

37. Which types of investment did Mr. Grimaldi want to advertise?

- (A) Bonds, cash, and savings
- (B) Gold, Roth IRAs, and mutual ... funds
- (C) Annuities, domestic stocks, and real estate
- (D) Roth IRA, real estate, and international Stocks

38. Which types of investments does Mr. Grimaldi want to discuss with Ms. Young?

- (A) Gold, IRA 900's, and real estate
- (B) International and domestic stocks
- (C) Cash, savings, and bonds
- (D) Mutual funds, Roth IRAs, and annuities

Questions 39-43 refer to the following advertisement and e-mail.

THE 20TH ANNUAL HOME ELECTRONICS SHOW

January 20-24

Join us at the Convention Center to see the latest in home electronics. Companies from Ground the country will display new model stereos, TVs, and sound systems for home use, as well as the latest in home security devices. Don't miss the special domestic robot demonstrations. See robots clean floors, wash dishes, even take out the garbage!

Admission To The show cost \$10 for adults, \$5 for children ages 5-12. Children under 5 will not be admitted. An extra \$3 fee is charged for some special events. These include:

- | | |
|------------|---|
| January 21 | Movie: "The Home of Tomorrow" |
| January 22 | Speaker: Roberta Wilkinson, President of Automation, Inc
Topic: The invention team at Automation, Inc. |
| January 23 | Demonstration: Home Security Systems |
| January 24 | Reception with JET Company, The Designers of RoboCleaners |

Tickers can be purchased QT The Convention Center or online. There is on charge of \$1 per ticket for online purchases. Buy your Tickers today! Last year's show sold out!

From: Mai Itakura

To: Hank Ellmers

Sent: Wednesday, January 19, 20 _11:12 P.M

Subject: Schedule a time to go to the show

Hank,

The Home Electronics Show begins tomorrow and last through the weekend. Would you like to go with me? Your daughter Emma might enjoy it, too. It would cost just 525 for the three of us.

We can go tomorrow or later in the week if you prefer. There are some special events that you might enjoy, too. That company than you just bought stock in is giving a presentation on January 22. The company's president is speaking. You will probably want to see security demonstration, too, since you're a police officer.

E-mail or call me today if you're interested, be near the Convention Center tomorrow. So I can pick up the tickets without paying the extra charge. By the way, there is also an extra charge for the special events. You pay it at the time of each event, so you can decide about that later.

Mail

39. What will robots demonstrate at the convention?

- (A) Playing stereos
- (B) Watching TV
- (C) Doing housework
- (D) Operating security Systems

340. When can convention visitors see a movie?

- (A) January
- (B) January 21
- (C) January 22
- (D) January 23

41. How old is Emma?

- (A) Younger than five
- (B) Between five and twelve
- (C) Older than twelve
- (D) Eighteen

42. In what company does Hank own Stock?

- (A) Automation, Inc.
- (B) Home Security Systems
- (C) JET Company
- (D) RoboCleaners

43. How much extra will Hank pay to see the security demonstration?

- (A) \$1.00
- (B) \$300
- (C) \$5.00
- (D) \$10.00

Questions 44-48 refer to the following e-mail messages.

To: Gertrude Gerlak
From: Ping Lai
Subject: Retirement party

Hi Gertrude,

Don't forget that Samir's party is tomorrow night at the Lotus Chinese restaurant at 700. I'm giving Rae a ride. Let me know today if you want to ride with us. We plan to leave here at 6:15 so we can get to the restaurant on time to put up some decorations before everyone else arrives. I hope you don't mind helping with that. In fact, we would really appreciate your help since you have such an artistic eye. Rae has a card for Samir already, and she is collecting money for a gift. Let her know if you have any ideas for the gift. Thanks.

Ping

To: Gertrude Gerlak
From: Ping Lai
Subject: Retirement party

Hi Ping,

Yes. I need a ride. Thanks for the offer. I went to the Lotus restaurant last month for my birthday. It's a great place. I don't mind leaving here early, and I'm happy to help with the decorations. Alex needs a ride, too, if you have enough room in your car for all of us. Do you need me to buy any decorations? Why don't we leave thirty minutes earlier than you said? That way we're sure to have enough time to do some really nice decorating. I'll be in a meeting tomorrow afternoon, but it should be over well before we have to leave. I think a digital camera would be a great gift. Tell Rae I'll pick one up tomorrow during my lunch hour. I know where I can get a great price on one. She can give me the money later.

Gertrude

44. Why are Ping and Gertrude going to a Restaurant tomorrow?

- (A) For a birthday party
- (B) For a work meeting
- (C) For a retirement party
- (D) For a monthly get - together

45. How many people want to ride with Ping?

- (A) One
- (B) Two
- (C) Three
- (D) Four

46. What time does Gertrude want to leave for the party?

- (A) 5:45
- (B) 6:15
- (C) 6:30
- (D) 7:00

47. Who will receive a digital camera?

- (A) Rae
- (B) Ping
- (C) Alex
- (D) Samir

48. Why will Rae give money to Gertrude?

- (A) To pay for dinner
- (B) To pay for the gift
- (C) To pay for decorations
- (D) To pay for a ride

Questions 49 – 50 refer to the following document

Yellowfield Department Stone

YDS

This certificate can be redeemed at any Yellowfield Department Store for the value of \$150.

There are over 30 Yellowfield Department Stores nationwide, located in London, Bristol, Leeds, and Glasgow. For more information about stores in your local area and seasonal sales, visit the website at www.yellowfield.co.uk

The certificate was issued on July 14, 2007, and it expires on July 14, 2008. It can be used at any time between these dates, including during seasonal sales and promotional offers.

Please note that this certificate cannot be exchanged for cash. Thank you.

49. What kind of document is this?

- (A) A discount Coupon
- (B) A voucher
- (C) A receipt
- (D) A receipt

50. What is the bearer of the document NOT entitled to do?

- (A) Exchange it at any store location
- (B) Buy an item valued under \$150
- (C) Trade it for money
- (D) Use it during a seasonal sale

Questions 51-52 refer to the following email

From: Jared Petrovski, Office Manager <jared@naracore.com>

To: Dan Vickerman, Administration Assistant <vickerman.@naracore.com>

Re: Tomorrow's conference preparations

Hi Dan,

I need you to help me set up the conference room for tomorrow's event. We have to arrange the tables, set up the audio-visual equipment, and prepare the afternoon tea. The conference starts at noon, so you should start helping me at around 9:30am. If it's just the two of us, I guess it will take a couple of hours to get everything done. But if there's any one else in the administration department who's available to help, please bring them along. I'd like to get many people involved in the preparations as possible, so that we can be ready by 11am.

Thanks,

Jared Petrovski

51. When is the event scheduled to begin?

- A. 9:30
- B. 11:00
- C. 11:30
- D. 12:00

52. What does Mr. Petrovski ask Dan Vickerman to do?

- A. Ask other people to volunteer.
- B. Buy some audio-visual equipment
- C. Call the administration manager
- D. Bring handouts along to the room.

Questions 53-55 refer to the following advertisement

Savex

For the best advice on how to invest for your future, call the experts at Savex Inc. Savex Inc. advisors are experienced professionals with superb credentials and a diverse range of skills.

Savex Inc, is a company that you can trust. It is well-respected in the industry and has an excellent reputation among its clients. Just check out the glowing testimonials from previous customers on the website at www.savex.com.

Call 555-8730 now for a free consultation with a savex Inc. advisor. Even if you don't become a client, you can still sign up for the fantastic e-newsletter! The newsletter has all the latest information about stock market trends and emerging markets.

53. What is being advertised?

- A. An insurance policy
- B. A consulting service
- C. A bank loan
- D. A retirement plan

54. What evidence does the company provide to prove that it is reliable?

- A. Recommendations from customers
- B. Results from an industry-wide survey
- C. A list of current and previous employees.
- D. Information about its employees credentials.

55. How can people get free information about investment trends?

- A. By meeting the advisors
- B. By sending an email
- C. By visiting the website
- D. By subscribing to the newsletter

Questions 56 – 57 refer to the following advertisement

Vespa clothing's stock clearance sale!

Spring is almost here, so we're saying good bye to winter at Vespa Clothing with a massive stock clearance sale. Come down to Vespa Clothing on the corner of Stenson and Valdiva. You won't want to miss it!

Everything is affordable! Save up to 50% on all women's coats and winter jackets. Accessories like scarves, gloves and hats are also discounted by as much as 30%. And we're offering between 20-40% off on all men's winter wear!

Sale ends Monday. April 27

Opening hours: Mon – Fri, 9 am to 9 pm – weekends, 10 am to 11 pm

56. Why is the store holding a sale?

- A. To get rid of its winter stock
- B. To mark its anniversary
- C. To celebrate the holiday season
- D. To clear out its spring collection

57. By how much is women's outerwear marked down?

- A. 20%
- B. 30%
- C. 40%
- D. 50%

Questions 58-61 refer to the following document

Cedar international

Date: 12 /07/2007

Name: Jenny Bordeaux

Position interested in: Marketing Manager

Qualifications:

1995 - 1998, Bachelor of Business Studies, University of Michigan

2003 - 2004, Diploma in Marketing Chicago Technical Institute

Work Experience:

1998 - 1999, Junior Intern at Hubble Finance

1999 - 2003, Executive Assistant at Cornell Inc.

2004 – present, Marketing Assistant at Jame Hay Retail

Personal Qualities:

I am a hard working, innovative employee. I have excellent interpersonal skills and extensive experience working with client in this area. I also have the ability to work well either individually or in a team environment.

Any other information:

I will need to give one month's notice at my current job before I can take up a role at your company:

The following question will not affect your application. It is for our own recruitment purposes.

How did you find out about this vacancy?

- Classified newspaper advertisement ()
- Internet job board (✓)
- Cedar International website ()
- Other ()

Thank you for providing this important information. A member of the Cedar International will contact you within the next couple of weeks regarding this employment opportunity.

If you have any inquiries, please call the department at 555-9078 ext.221.

58. What kind of document is this?

- A. A personal file
- B. A job application form
- C. An employee survey
- D. A marketing report

59. Where is Ms. Bordeaux working now?

- A. The University of Michigan
- B. Hubble Finance
- C. Cornell.Inc
- D. James Hay Retail

60. which of the following does Ms. Bordeaux NOT mention as one of her assets?

- A. Diligence
- B. Teamwork
- C. Computer skills
- D. Social skills

61. What is Ms. Bordeaux asked to do next?

- A. Call the personnel department to inquire about other vacancies
- B. Give one months's notice at her current job
- C. Recruit other potential applicants
- D. Wait to be contacted by a representative of the company

Questions 62-64 refer to the following memo

FROM: Kristerson, Chairperson, Board of Directors
TO: All board members
SUBJECT: Next week's meeting

Hello everyone,

Please remember that we have a board meeting next week. We're still working on an agenda for the meeting, and we hope to have it finalized by the end of the week. If there are any issues you would like to raise, email me or the board secretary Quentun Palmer with those details right away. As soon as the agenda is finalized, I will forward you all a copy so that you can begin preparing for the meeting. I will also send you all a copy of the minutes from last month's meeting at the same time.

Unfortunately, CEO Gemma Perterson won't be able to brief us next week. She will be attending a conference on women in management in Berlin. Instead of her, Frank Jacobs, the CFO, will attend the meeting. If you'd like to contact him directly about anything, his email is fjacobs@impact.com.

I look forward to seeing you all next week, and I'll be in touch again soon.

Kind regards,

Guy Kristerson

62. What is main purpose of this memo?

- A. To remind people about the upcoming meeting
- B. To inform board members of the agenda
- C. To let the recipients know about the cancellation
- D. To explain the board's latest decision

64. Who will NOT be at the meeting next week?

- A. Guy Kristerson
- B. Gemma Peterson
- C. Frank Jacob
- D. Quentin Palmer

63. What will everyone be sent later?

- A. Mr. Jacobs contact details
- B. A record of the previous meeting
- C. A copy of the annual report
- D. Notification of the venue

Questions 65-68 refer to the following letter.

Mr. Tim Jenkins, Public Relations Manager
Caldwell Hardware Inc.
114 Lipton Avenue
Portland Oregon

June 15, 2007

Dear Mr. Jenkins,

On behalf of the Portland Soccer League, I would like to invite you to extend the sponsorship contract you have with us. I'm sure you'll agree that it has been a very successful year for soccer in the region, and we couldn't have done it without your support.

I hope that your company also got a lot of benefit from the sponsorship deal. Certainly, we feel you got a very good return on your investment as the league got even more exposure than we had projected. Crowds at games were bigger than at any time in the league's history, and there was also more coverage of the league in the local media than ever before. Moreover, we anticipate that local interest in the soccer league will continue growing over the next year.

Having enjoyed such an excellent working relationship over this past year, we would love to secure a deal with your company for next season's league as well. I'm sure we can reach an agreement that is mutually beneficial. Please contact me as soon as possible regarding this proposal. Keep in mind that we need to have all major sponsorship deals confirmed by the end of June.

Thank you for your consideration.

Regards

Ruud Hajenken

President of the Portland Soccer League.

65. Why has this letter been written?

- A. To terminate a contract with the company
- B. To solicit sponsorship for a sports league
- C. To invite Mr. Jenkins to a formal function
- D. To offer assistance to the local media

66. What is NOT mentioned about this year's league?

- A. Sponsorship money has been increasing annually
- B. Mr. Jenkin's company was a sponsor
- C. More people watched the games
- D. Media interest in the competition grew.

67. According to the letter, what do the administrators expect to increase next year?

- A. Investment from key sponsors
- B. Interest in the league
- C. The number of soccer clubs
- B. The league's administration costs

68. Why should Mr. Jenkins respond quickly?

- A. The league begins in June
- B. The season is nearly over
- C. The deal needs to be finalized soon
- D. The media is waiting for the result

Questions 69-71 refer to the following article.

Mayor Plans to Clean Up Downtown Area

Mayor Ellis announced today that there would be a city-wide initiative to clean up the streets in downtown Newark. The move apparently follows recent complaints from many citizens and lobby groups concerned about excessive litter and graffiti in the area. As part of the new plan the Newark city government will provide additional trash cans in all public areas. Moreover, it will employ up to 50 people full-time to work on keeping the downtown area clean and free of graffiti. These measures will be introduced in conjunction with a public awareness campaign against littering.

The new plan is expected to cost the city around \$2 million dollars this year alone. In spite of these costs, the mayor believes that the plan will reap much greater benefits in the long term. He suggested that it would help revitalize the downtown area, ensuring that it becomes one of America's most eco-friendly cities.

69. What is this article mainly about?

- A. An initiative to renovate downtown buildings
- B. A plan to improve the city environment
- C. A policy to reduce inner-city crime
- D. A proposal to upgrade transportation facilities.

70. What is NOT part of the policy?

- A. An increase in the number of trash cans
- B. Additional city employees to clean the area
- C. Extra funding for homeless shelters downtown
- D. An environmental publicity campaign

71. How is the policy expected to be beneficial to the city?

- A. It will help to make the city's image better
- B. It will attract more culture events to the city
- C. It will allow taxpayers to pay less money
- D. it will raise public awareness of inner-city poverty.

Questions 72-76 refer to the following article.

Carl li

17 Mungo Place

Bankstown

Sydney, Australia

Sydney Arts and Culture Board

Dear Mr. Li,

Thank you very much for sending in your application for an Emerging Artist Grant last week. I'm pleased to announce that your application has passed our initial screening process. The grant panel will, over the next two days, narrow the candidates down even further into a shortlist of around 10 people. The 10 people chosen on the shortlist will have to come in to the Sydney Arts and Culture Board offices for an interview with our panelists. We will get in touch with you as soon as this shortlist is confirmed. Please do not try to contact us first.

Once the shortlist is finalized, there will only be a week or so before the interviews take place. Therefore, we are asking everyone to prepare in advance. Please remember to bring at least two letters of reference, preferably from notable members of the artistic community. Along with the portfolio you have already sent in and your performance in the interview, these letters are very important selection criteria. After conducting the interviews, the panel will deliberate. The grants will be awarded by the end of the month.

I'd like to congratulate you on making it this far. The Emerging Artist Grant is an extremely prestigious prize. Past recipients include some of the most internationally acclaimed local artists such as Morris Jones, and only the top few young artists in the region are even considered for the awards/

Regards,

Insobella De La Cruz

Secretary, Sydney Arts and Culture Board

72. What is the main purpose of the letter?

- A. To inform Mr.Li his application is being considered
- B. To reject Mr. Li's request for an Emerging Artist Grant
- C. To recommend that Mr. Li fill in an application form.
- D. To ask Mr.Li to come for the job interview in person

73. When will Mr. Li probably be contracted again?

- A. By the end of the day
- B. In around two days
- C. In a week or so
- D. By the end of the month.

74. According to the letter, what has Mr.Li already submitted for assessment?

- A. His design proposal
- B. A selection of his work
- C. His letters of reference
- D. A review of his art.

75. What does Ms. De La Cruz imply about Mr. Li?

- A. He is already quite famous internationally
- B. He has received praise from several local artists.
- C. He is one of the region's most promising young artists.
- D. He probably will not be considered for the grant.

76. This word "acclaimed" in paragraph 3, line 2 is closest in meaning to?

- A. Distinguished
- B. Obscure
- C. Assertive
- D. Successive.

Questions 77–81 refer to the following notice and email**Attention shoppers!**

Following a routine engineering safety inspection, experts recommended that we have the ceiling in the Kindle Street parking lot reinforced. As a result, this lot will be closed for renovation from the 13th to the 15th of this month. It will reopen again on the 16th. We apologize for any inconvenience this causes.

On the affected days you will need to use either our main parking lot or the nearby Nelson public lot. For those of you who don't know, Nelson Street is on the other side of Mclean Park, and the public lot is next to Kennedy Sports Center. We have made arrangements with the management at Nelson that will allow us to validate tickets for that lot.

Thank you,

The Management, Luton Department Store.

From: Max Verlaine <mazyaho@sendyou.com>

To: Customer affairs, Luton Department Store <caservice@lutonstore.com>

Subject: Parking

Hello,

I visited your department store this morning to do some shopping. Your main parking area was full, and your Kindle Street lot under maintenance, so I had to park at the public lot on Nelson Street. This was a little inconvenient as the walk from Nelson Street is uphill. However, I understand the situation and the safety concerns involved.

I was very disappointed, though, when I had so much trouble getting my parking ticket validated at your store. The clerk who served me claimed that she was not authorized to handle tickets for the Nelson public lot. She told me that me I had to go to the information desk. Then, in turn the person at the information desk directed me to the cashier's office on third floor. I finally got the ticket validated there.

The process was very confusing and complicated. I realize that today is the first day your employees have had to handle parking validation for the Nelson lot, but please make sure your staff is fully aware of your procedures in the future.

Yours,

Max Verlaine

77. What is the notice mainly about?

- A. A temporary closure of a parking area
- B. The preparations for a routine safety inspection
- C. Proposed changes to the layout of the department store.
- D. Some upcoming road construction work

78. What caused the management at Luton to take action?

- A. A serious disaster
- B. A building check
- C. New engineering regulations
- D. Relocation of a parking lot

79. When did Mr. Verlaine go shopping?

- A. The 13th
- B. The 14th
- C. The 15th
- D. The 16th

80. Why has Mr. Verlaine written this email?

- A. To complain about a problem he experienced at the store
- B. To ask for a department store membership card
- C. To request a parking permit for the main lot
- D. To inquire about other parking facilities.

81. Where are tickets for the alternative parking lot validated?

- A. At the office on Nelson Street
- B. At the cashier's office
- C. At the counter
- D. At the information desk.

Questions 82-86 refer to the following advertisement and notice

Blackwell Appliances is holding a massive promotion for the new Braunside EV2007. The EV2007 is a state of the art 50 inch flat screen television. You'll just love watching all your favorite shows, sports events, and movies on this large screen! This set is ideal for a personal home theater or for a business. Special features include:

- High definition picture quality
- Screen glare reduction
- Surround sound

This set is priced as high as \$ 3.500 at other appliance stores, and it can't be found anywhere else for less than \$ 2.900. But at Blackwell Appliances, we're selling it for the incredible price of just \$ 2.700! Why wait any longer? Come down to Blackwell Appliances for this and many other great specials as well.

Attention all customer of Blackwell Appliances

This is recall notice for all Braunside EV2007 television sets. The manufacture has issued a warning to retailers that the new models have faulty wiring, and there have been reports of some overheating problems. Although the risks posed to EV2007 owners are only slight, we are asking that all sets be returned as a precautionary measure.

We are endeavoring to get in touch with all of the customers who purchased this model. If you own this model and we have not contacted you, please call us immediately at 555-9612. We will arrange to have the set disassembled and removed from your property.

We would like to apologize sincerely for the inconvenience. All affected customers will receive a full refund plus an additional \$ 50 voucher to be used at Blackwell Appliances.

Kind regards,

Ted Franks, Owner & Operator

Blackwell Appliances

82. What is NOT an outstanding feature of the television set?

- A. The artistic design
- B. The large size
- C. The picture quality

D. The sound system

83. How much is the cheapest available set at the store's competitors?

- A. \$2.007
- B. \$2.799
- C. \$2.900
- D. \$3.500

84. What is the main purpose of the notice?

- A. To let buyers know they will not get a refund
- B. To explain why the set is out of stock
- C. To announce a general recall on the model
- D. To describe the product's safety features

85. According to the notice, who should call the store?

- A. Buyers of the Braunside EV2007 who have not been contacted
- B. Customers who are interested in the model
- C. Anyone who has complaints about some TV Shows
- D. Those who can disassemble and return their sets.

86. How will Blackwell Appliances keep affected customers satisfied?

- A. By offering them a partial refund
- B. By allowing them to exchange the item
- C. By giving them a complimentary coupon
- D. By presenting them with \$50 cash.

Questions 87–91 refer to the following notice and letter

Support Youth in sports

The sports Freeport Association will be holding a flea market fundraising event on Saturday, July 7 from 10:00am to 4:00pm to raise money for our youth sports programs. In circulating this notice we hope to garner support from the Freeport business community to help keep our programs operating.

We would greatly appreciate any donations that might be suitable for selling at a community flea market. Donations can be dropped off at the Freeport Community Center at 85 Western Ave. Monday through Friday from 5:00 pm to 9:00 pm, and on Saturday between 10:00 am and 6:00 pm until July 6.

If you have any inquiries, please contact Miriam Noseworthy who is in charge of donations and drop-offs, at (207)-556-3471.

We are also looking for volunteers to help sort through donations and work at the tables during the flea market. For information on volunteering, please contact Joe Vesper at (207)-556-3412.

We thank you in advance for your support, and hope to see you on July 7.

Stewart Miller

Rockford Shose
202 Main store St.
Freeport. ME 10986

Miriam Noseworthy
Freeport Community Center
85 Western Ave.
Freeport. ME 10985

Dear Ms. Miriam Noseworthy

I am writing on behalf of the owners of Rockford Shose to let you know that we have footwear of various sizes available for donation. We can provide approximately 20 pairs of men's and women's footwear from our spring line, and we plan to drop the footwear off at the community center on the afternoon of Monday, June 18. We trust this will make a suitable contribution to your fundraising event.

In addition to this, a number of employees would like to volunteer their services at your flea market. A representative here will be calling in the coming week to discuss the volunteering options. Most of our employees will also be attending the flea market.

87. What is the purpose of the notice?

- A. To promote a youth sports event
- B. To thank volunteers for their help at the event
- C. To advertise for a volunteer coordinator
- D. To ask for assistance from local businesses

88. What should people do with donations?

- A. Send them by parcel post
- B. Give them to a sports facility
- C. Drop them off at a flea market
- D. Take them to a designated center.

89. Who will the Rockfore Shoes representative contact?

- A. Joe Vesper
- B. Jenny Taylor
- C. Stewart Miller
- D. Miriam Noseworthy.

90. Why was the letter written?

- A. To inquire about volunteering jobs
- B. To offer a discount on shoe purchases
- C. To give advance notice about a donation
- D. To request details about a fundraising event.

91. The word “garner” in paragraph I, line 3 of the notice is closest in meaning to?

- A. Study
- B. Gather
- C. Thank
- D. Supply

Questions 91– 95 refer to the following two emails

From: Vinie ELs, Kennington County office.

To: Clark Dodd, Madger Construction

Subject: Coordinating Projects

Mr. Dodd

Congratulations to Madger Construction on winning the contract to build the new city bus terminal! As I'm sure you are aware, at the county office we have the responsibility of monitoring the construction work to ensure its overall quality. We also need to make sure that your building program is in line with other projects going on around the area. It is important that the various construction firms operating in the area work together so that we can minimize disruption of local utilities and traffic. We also take an interest in making sure the construction work does not harm the natural environment.

There for, I'd like to get together with you sometime soon in order to discuss how we can best coordinate operation. I'm sure you'll agree this is in everyone's best interests.

Please get in touch with me to let me know when you are available to come to our office for a meeting.

Vinnie ELs

Contractor Manager

Kennington County office.

From: Clark Dodd, Madger Construction

To: Vinie ELs, Kennington County office.

RE: Subject: Coordinating Projects

Dear Mr. ELs

Thank you very much for you email. We realize there will need to be a lot of cooperation with county officials and contractors working on other projects. As a firm, we have already worked on a number of local government contracts, so we are familiar with these requirements. We established a good working relationship with officials in the past, so I's sure it will all go smoothly.

I'm available to meet anytime this week, but I'd like to make it as early as possible. We're due to start working on the bus terminal by the end of the month, and we need to start the process of hiring laborers and preparing the materials. Basically, the sooner we can get organized, the better. Please call secretary to arrange a time.

Also, I would appreciate it if you could send me as many details as possible about the other projects going on around area. I'd like to be fully prepared for the meeting so that we can make really good progress.

I look forward to meeting you soon.

Clark Dodd

Project Manager

Madger Construction

91. What is the main purpose of Mr. Els' email?

- A. To ask Mr. Dodd to come in to the county office for a meeting
- B. To remind Mr. Dodd of his contractual costs.
- C. To congratulate Mr. Dodd on this excellent work.
- D. To cancel Mr. Dodd's contract to build the terminal.

92. What aspect of the work is the county office NOT responsible for overseeing?

- A. The environmental impact
- B. The coordination of operations
- C. The overall quality
- D. The reliability of the employees.

93. Why does Mr. Dodd think the project will run smoothly?

- A. His firm has worked on many government contracts
- B. his firm has already satisfied the requirements.
- C. he has a good working relationship with Mr. Els.
- D. The work will not require much complex coordination.

94. Why does Mr. Dodd want to meet right away?

- A. He is going away on business next month.
- B. He wants to meet Mr. Els personally before a meeting.
- C. He needs to begin preparing for the project
- D. He laborers have already started working.

95. What does Mr. Dodd request?

- A. Contact details for Mr. Els secretary
- B. More information about the other projects
- C. Details on local building codes and regulations
- D. Help in securing low – cost building materials.

Questions 96-97 refer to the following schedule.

CLEANING SCHEDULE FOR BUILDING B				
Monday, May 9				
9 A.M - 5 P.M				
	Kitchens	Meeting Rooms	Break Rooms	Lobby and Hallway Areas
9:00 AM – Noon	Amy (Floors 1 and 2)	James (Floors 1 and 2)	Craig (Floors 1 and 2)	Mary (Floors 1 and 2)
Noon – 1:00 Pm	LUNCH BREAK			
1:00 Pm – 3:00 Pm	James (Floor 3)	Amy (floor 3)	Mary (floor 3)	Craig (floor 3)
3:00 Pm – 5:00 Pm	Craig (floor 4)	Mary (floor 4)	Amy (floor 4)	James (floor 4)
<p>Cleaning Team Members: Amy Hiam, Craig Morgan, James Smith, Mary Laws</p> <p>Team Leader: Amy Hiam</p> <p>Staff Supervisors: Vincent Warren and Dean Jones</p> <p>Each team member is entitled to a 15-minute morning break and a 10-minute afternoon break in addition to the lunch hour. Breaks must be approved by a team leader or staff supervisor.</p>				

96. What area is James responsible for cleaning between 100 pm and 3:00 pm.?

- (A) The second floor break rooms
- (B) The first floor meeting rooms (C) The fourth floor hallways
- (D) The third floor kitchens

97. Who is NOT authorized to approve a break?

- (A) Vincent Warren
- (B) Craig Morgan
- (C) Amy Hiam
- (D) Dean Jone

Questions 98-100 refer to the following e-mail.

From: Maria Jacobsen
To: Rina Evans
Sent: June
Subject: Automobile insurance Policy #35629

Hello Rina,

Mr. Williams sent me his personal information, which I have pasted into this e-mail.

Would you make a copy and put it in the customers file, please? Thanks,

Maria

Hello, Ms. Jacobsen,

Thanks for getting back to me so quickly. In answer to your questions, I purchased the used car last month on May 7 from the original owner, John Weldon. The car is a four –year-old, Festo 645, and it still has the original black paint. I have registered the car and installed the license plates, 2B0N77. I’ve read through your company’s list of policies, and I think I’d like to sign up for the comprehensive insurance. My home phone number is 343-555-3792. I’ll have a copy of my driving record faxed to you by next week. In the meantime, please let me know if I need to provide any other information.

Thanks for your help, David Williams

98. What does Ms. Jacobsen ask Ms. Evans to do?

- (A) File information about a customer
- (B) Provide a customer with a price quote
- (C) Contact a customer about a new policy
- (D) Compose an e-mail message to a customer

99. What information about the car is NOT given?

- (A) Its color
- (B) Its license plate number
- (C) Its price
- (D) Its purchase date

100. Who was the first owner of the car?

- (A) Rina Evans
- (B) Maria Jacobsen
- (C) David Williams
- (D) John Weldon

Questions 101-102 refer to the following article.

RAMONVILLE TIMES

August 8

The Ramonville Drama Committee (RDC) is now accepting applications for committee membership for the coming year.

The RDC produces stage plays at the Ramonville Theater House.

Committee responsibilities include arranging actor auditions and performance rehearsals, and selling tickets at the theater box office.

Members must have a strong interest in theater and be able to attend committee meetings once a month.

The RDC has received much public recognition for its work, including an Exceptional Public Service Award from the mayor's office.

If you are interested in joining the RDC, please visit the committee's Web site at www.Ramonvilledrama.org to download a membership application. Applications can also be obtained by contacting the committee chair, Yolanda Wang, at 454-555-9878.

101. What is the purpose of this article?

- (A) To announce an awards contest
- (B) To advertise auditions
- (C) To publicize a theater event
- (D) To recruit committee members

102. How can people obtain more information about RDC?

- (A) By visiting the mayor's office
- (B) By calling Yolanda Wang
- (C) By e-mailing the Ramonville Times
- (D) By attending an August meeting

Questions 103-105 refer to the following letter.

April 29

Martha Simmons

425 East River Parkway

St. Paul, MN55112

Selvac Appliances

Attn.: Customer Service

8642 Lower Pine Drive

Scranton, PA 18502

Dear Customer Service,

On April 15 I ordered a Selvac vacuum cleaner (model 12) from your product catalog. I had seen the product advertised on television and had high expectations. However, I have noticed that the vacuum cleaner barely absorbs dust, leaving the carpet unclean. In fact, the product is worse than my old vacuum cleaner, which I bought a couple of years ago for under \$50.

I am very disappointed with your product. Please contact me as soon as possible and let me know how to return the product and obtain a full refund. You can reach me by phone at 651-555-6323 or at the address above.

Enclosed is a copy of the invoice, which shows how much I paid for the vacuum cleaner. I look forward to hearing from you soon.

Sincerely,

Martha Simmons

103. What is the purpose of the letter?

- (A) To make a complaint
- (B) To inquire about a discount
- (C) To request repair services
- (D) To place an order

104. What can NOT be inferred from the letter?

- (A) Selvac model 12 is a poor quality product.
- (B) Martha Simmons expects a quick response.
- (C) Martha Simmons used to work for Selvac.
- (D) Selvac advertises its products on television.

105. What is enclosed with the letter?

- (A) A product order form
- (B) A copy of the warranty
- (C) A return envelope
- (D) A proof of purchase

Questions 106-107 refer to the following evaluation form.

Conference of Newspaper Reporters
Sydney, Australia
The Royal Crenshaw Hotel
July 5 – July 11

EVALUATION FORM

Thank you for attending the Conference of Newspaper Reporters. We value your opinion. Please take a moment to fill out the following form and put it in the box in the hotel lobby.

Please rate the following seminars.

	Very helpful	Somewhat helpful	Not Helpful	Did not attend
Communicating with Politicians		x		
Winning News Photos	x			
Getting the Quote ... every time				x
Developing Story ideas			x	
Managing your Workload				x
Legal issues in Journalism		x		

Comments/Suggestions:

Te legal issues seminar- should be longer:

The photography seminar was fantastic! Mark Stephens really knows his job. I'll never look at pictures the same way again.

106. What seminar did the evaluator find least helpful?

- (A) Developing Story ideas
- (B) winning News Photos
- (C) Communicating with Politicians
- (D) Legal Issues in Journalism

107. What most likely is Mark Stephens' occupation?

- (A) History teacher
- (B) Politician
- (C) Hotel manager
- (D) Photographer

Questions 108-111 refer to the following information.

Garinello studio

Instruction in Photography

Garinello Studio is pleased to offer instruction in photography in three different areas as outlined below. Serious amateurs are invited to join studio owner Steve Garinello for comprehensive, fun lessons in photography. Though class sizes vary, only ONE photographer at a time shoots pictures during each session. Classes are offered Monday through Friday except where noted otherwise.

Portrait Session

Participants will work with several different styles of lighting and learn how to achieve the best exposures. Instruction will be given in how best to pose the sitter, as well as how to integrate different props and backgrounds. We usually work through four different settings in a session, and sessions are limited to ten photographers. 7:30 to 10:00 PM; £25 per participant.

Fashion Session

In addition to the key areas of lighting, poses, props, and backgrounds, participants will be given instruction in how to direct a model and what techniques can be used to bring out the model's best shots. Again, we typically work through four different scenes, and sessions are limited to ten participants. 7:30 to 10:30 PM; £28 per participant.

Advertising and Still Life Session

This is an introduction to the principles of advertising design. Special attention will be paid to the positioning and presentation of the product, as well as any models required in the shot. Some shots will be based on actual advertisements created by Steve Garinello, while others will be created to illustrate a specific technique. Sessions are limited to six photographers. 7:00 to 11:00 PM; £30 per participant.

All-Day Sessions

On Saturdays we offer full-day instruction covering Portrait and Fashion photography. Sessions are limited to eight photographers. 9:30 AM. to 3:00 PM.; £60 (includes lunch and refreshments).

108. For whom is the instruction intended?

- (A) People who want to have their photographs taken
- (B) Professional photographers
- (C) People who want to learn about photography
- (D) Models who are trying to expand their portfolios

109. How many scenes are included in a fashion session?

- (A) 1
- (B) 4
- (C) 6
- (D) 10

110. What is NOT mentioned as a topic in the advertising session?

- (A) Product presentation
- (B) Design principles
- (C) Model placement
- (D) Camera selection

111. In what session is the studio owner's work used?

- (A) Portrait
- (B) Fashion
- (C) Advertising
- (D) All - day

Questions 112-114 refer to the following invoice.

The Furniture Connection 7865 Jackwa Heights Kiter, Nebraska 09678-0678	Phone (customer support): 800-555-7000 Fax: 635-555-9487 E-mail: info@furnitureconnection.com
--	---

INVOICE

Bill To: Shipped: October 26 Hiram Kay and Associates 4565 Reinles Street Creek, Nebraska 09685-0685 Phone: 208-555-9878	Date
---	------

Quantity	Description	Unit Price	Total
2	Armchairs, green	\$175.00	\$350.00
1	Sofa, pink	\$250.00	\$250.00
1	Side table, mahogany	\$85.00	\$85.00
Subtotal			\$685.00
Sales Tax (5%)			\$34.00
Shipping & Handing			\$75.00
Total Due			\$794.25

Notes: Your merchandise was shipped by Speedy way Transport, Inc.

** If your merchandise arrives damaged, please Contact Furniture Connection's customer support office at 1-800-555-7000. **

Payment Information Make all checks payable to The Furniture Connection. The total amount due must be paid within 90 days of the date listed at the top of this invoice.

If you have questions concerning this invoice, please contact our Corporate Accounts Office in Baylor, Connecticut (i-800-555-7846), and ask to speak to a finance representative.

We Appreciate Your Business!

112. Who is responsible for making the payment?

- (A) Speedy Way Transport
- (B) The Furniture Connection
- (C) Hiram Kay and Associates
- (D) The Corporate Accounts Office

113. How much did it cost to ship the merchandise?

- | | |
|--------------|--------------|
| (A) \$34.25 | (B) \$75.00 |
| (C) \$250.00 | (D) \$685.00 |

114. What should the customer do if there are questions about the invoice?

- (A) E-mail the seller within 90 days
- (B) Contact the customer-support office
- (C) Fax the seller a copy of the invoice
- (D) Call a finance representative

Questions 115-118 refer to the following article.

Town Meeting to discuss Tunnel Project

The Clarion City Council will hold a meeting this week to discuss the proposal to build a tunnel under the Central River. The tunnel would not replace the existing bridge but would relieve traffic congestion on the roads that link downtown Clarion to suburbs on the south side of the river. Yanco Builders, seen as the firm likely to be given the building contract, has been working with council members ever since preliminary studies of the tunnel project began. A spokesperson for Yanco, Donald Young, stated. This tunnel will have a tremendous impact on the people of Clarion. Traffic conditions will improve; noise pollution will be reduced, and the struggling downtown shops and restaurants will see a growth in business. If people in the suburbs can get downtown more easily, they will go there for their shopping and entertainment."

Some opponents of the tunnel project question whether the tunnel will actually reduce traffic jams. A citizens group calling itself Responsible Traffic Solutions (RTS) has been pushing for a temporary delay in the project so that further studies can be conducted. RTS, which has requested a meeting with city council members, believes that the city's shortage of public transportation might be a more important issue to address when considering how to reduce traffic on the bridge. The group has also expressed concern over the loss of green space along the river. Says an RTS spokesperson, To take away the little green space the city has would be harmful to plant and animal species that live along the southern edge of the city and would take away from the natural charm of the area."

115. What is true about the city council?

- (A) It has voted to approve the tunnel project.
- (B) It has been working with Yanco Builders.
- (C) It plans to build more shops and restaurants.
- (D) It has met with the leaders of RTS.

116. What did Mr. Young say about the tunnel project?

- (A) It will be completed later than expected.
- (B) It will create more jobs in the suburbs.
- (C) It will replace the existing bridge.
- (D) It will be good for the downtown economy.

117. Why has RTS asked that the project be delayed?

- (A) It wants citizens to vote on the project.
- (B) It wants to extend the tunnel to a neighboring town.
- (C) It wants more studies to be done.
- (D) It wants a different company to build the tunnel.

118. What is NOT stated about the city of Clarion?

- (A) Its shops have recently seen a growth in business.
- (B) Traffic is a problem between downtown and the suburbs.
- (C) Its public transportation system is insufficient.
- (D) Its green space is very limited.

Questions 119-123 refer to the following article.

<p>Classy Shopping Bags</p> <p>Winning Customers</p> <p>BY KATARIANA WIESE</p> <p>Consumer's excessive use of hard to recycle plastic bags is harmful to the environment. Supermarkets have used many tactics to encourage their customers not to use these plastic bags. Some try charging extra for each bag used or offering paper bags instead, but these methods are far from perfect. Charging for a plastic bag can have the effect of driving customers to a competing supermarket. Paper bags are expensive to make, so they are less viable than even low-quality bags. Many supermarkets offer a small discount in return for not using a plastic bag, and still others sell reusable cloth sacks that customers can bring back every time they come shopping. But the availability of cloth bags has done little to reduce the use of plastic disposables.</p>	<p>Marketing experts at Ipanerra Supermarkets Company believe cloth bags would be more successful if they were more fashionable.</p> <p>According to them, it is hard to blame customers for not buying a durable cloth carryall. Even a cheap one, if it doesn't have a catchy design, and if all it features is a company logo. To address this problem, Ipanerra hired a team of designers to make its cloth bags more colorful than those available at other supermarkets. Rather than sporting company logos, Ipanerra bags feature pictures of animals, drawings of famous buildings and cartoon figures commissioned for this purpose. The result? Not only is there considerable demand for the bags but they also attract attention in the street, which means free advertising for the supermarket chain even without the logos, which Ipanerra removed from both its cloth and plastic bags. The success has prompted the company to consider designing smaller sacks suited for younger customers, a logical next step for a supermarket chain targeting children.</p>
--	--

119. What method of reducing the use of plastic bags IS NOT mentioned?

- (A) Introducing extra charges for plastic bags
- (B) Providing customers with other kinds of bags
- (C) Offering a discount for not using plastic bags
- (D) Publicizing the harmful effects of using plastic bags

120. According to the article, why are paper bags not a good alternative?

- (A) It is difficult to recycle them.
- (B) They contain harmful substances.
- (C) It costs a lot to produce them.
- (D) They are generally of low quality.

121. What is the disadvantage of many supermarkets' cloth bags?

- (A) Their durability
- (B) Their appearance
- (C) Their cost
- (D) Their size

122. What did Ipanerra stop printing on its bags?

- (A) Pictures of animals
- (B) Company logos
- (C) Drawings of buildings
- (D) Cartoon figures

123. What does Ipanerra plan to do next?

- (A) Offer bags for children
- (B) Reduce the price of its cloth bags
- (C) Advertise its bags in the media
- (D) Increase the size of its cloth bags

Questions 124-128 refer to the following notice and letter.

Obtaining Certified Vital Records

You must apply in person or by mail for certified copies of vital records, such as birth certificates marriage licenses, or health records, Our office does not accept applications by telephone, fax, or through our Web site. You must provide the following information with your request:

- Name
- Address
- Type of record requested
- Passport, government ID card, Or other photo identification (Photocopies of these documents are acceptable)

The charge is \$15.00 per copy issued. We accept checks, money orders, and credit cards.

In Person:

You can apply in person at 5 East Amber Street, Room 115. The Vital Records Office is open 8:00 AM. to 4:30 PM. Monday to Wednesday; 8:00 A.M. to 5:30 PM. Thursday; and 8:00 A.M. to 4:00 on Friday.

By Mail:

Applications for copies of vital records should be mailed to the following address:

Vital Records, P.O.Box 349, Madison, W/ 53702. Please include an addressed, stamped, business-size envelope with your request. Copies are normally mailed within fourteen business days. If you require faster service, you may request our expedited service. Expedited requests are normally processed within 24 hours and require an additional charge of \$10 per request, for a total of \$25 per copy.

Requests for expedited service should be mailed to the following address: Vita/ Records-Rush Service, P.O. Box 567, Madison, WL 53702.

2235 Meyer

Way Appleton, Wisconsin 52206

Dear Sir or Madam:

This letter is to a certified copy of a marriage license issued last month in Milwaukee County to John Allen Heinrich and Elizabeth Ann Miller. I have enclosed a check for \$25, as well as a copy of my passport. Please mail the certificate to John Heinrich, 2235 Meyer Way, Appleton, WI 52206.

Thank

Yours sincerely,

124. What is the main purpose of the notice?

- (A) To announce a recent price increase
- (B) To provide directions to an office
- (C) To explain how to obtain certain official
- (D) To describe a new government facility

125. What Information must accompany each request?

- (A) Identification that includes a photograph
- (B) Two copies of recent tax returns
- (C) The applicant's telephone number
- (D) A letter written on business stationery

126. On what day does the Vital Records Office close at 5:30?

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

127. What does John Heinrich request a copy of?

- (A) A birth certificate
- (B) A marriage license
- (C) A passport records
- (D) A health record

128. Why does John Heinrich enclose a check for \$25?

- (A) He wants two copies of a document.
- (B) He is requesting a very old record.
- (C) He is asking to have his records sent to an overseas address.
- (D) He wants to receive a document quickly.

Questions 129-133 refer to the following newspaper articles.

Cezanta's Move

Atlanta (United News Service) - Atlanta - based Cezanta Air, the nation's number four airline, announced today that it will cut its domestic airfares significantly. The company is hoping that by offering its new promotional fare plan, the carrier will be able to increase its customer base and win a greater share of the market. The company promises to charge no more than 300 for a one-way economy ticket or 500 for a one-way first class ticket. The new plan also includes the reduction of various ticketing fees and the elimination of several less-traveled routes at the end of this year. Cezanta hopes that these changes will raise revenue over the long term. The company is also planning to update its airplanes' interiors and redesign flight attendants' uniforms.

Buford Valley Daily News

WILL NEW AIRLINE STRATEGY FLY?

Faced with weak revenues, rising labor costs, aggressive pricing from small, discount competitors, and most notably high fuel costs, several major air carriers have struggled mightily in the past three years. They have experimented with a wide variety of marketing strategies without much success. Recently, Cezanta cut its ticket prices by nearly 50 percent. However, it is unlikely that this strategy will result in a major increase in profits for the airline, as most of the other large airlines will probably cut their prices to follow suit. Some analysts are actually expecting Cezanta's revenues to fall in the upcoming year. With fuel prices expected to continue rising and with the cost of fuel accounting for nearly 40 percent of all carriers operating expenses, any increase in passenger traffic is unlikely to offset the decrease in ticket prices. The one sure thing is that, after December, consumers flying out of Buford Valley will no longer be able to take advantage of Cezanta's price cuts.

129. What is suggested about the airline industry?

- (A) Operating costs have recently gone down.
- (B) Smaller airlines often offer very low prices
- (C) Ticketing fees will be eliminated.
- (D) Airlines have increased the amount spent on advertising.

130. What does Cezanta Air plan to do?

- (A) Reduce the number of its international flights
- (B) Expand its service on less-traveled routes
- (C) Eliminate business-class and first – class seating.
- (D) Modernize the inside of its aircraft

131. What does Mr. Daly suggest?

- (A) Other airlines will try to match Cezantas prices.
- (B) Smaller airlines will be bought by their larger competitors.
- (C) Cezanta’s revenues will increase right away.
- (D) Passengers’ opinions influence aircraft design.

132. According to analysts, what is the industry’s greatest challenge?

- (A) Outdated equipment
- (B) Rising fuel costs
- (C) Customer satisfaction
- (D) Improving safety

133. What can be inferred about Buford Valley?

- (A) It is close to Atlanta
- (B) It is the site of a new airport.
- (C) Cezanta will move its headquarters there. Seating
- (D) Cezanta will not fly there next year.

Questions 134-138 refer to the following article and table.

<p>The Starfish Water Park is one of the greatest attractions for both the tourists and residents of the sea resort town of Zopot. Before this impressive swimming pool complex was inaugurated last May, it had generated enough public interest for its owners to dispense with expensive advertising campaigns. While new facilities of this kind are often recommended by celebrities on television prior to opening, all that the water park needed was word of mouth for business to take off. Residents of Zopot had known about the construction since it started in October two years ago, and had anxiously awaited the opening day.</p> <p>But for all the water park's success, its owners had worried that the pool might be situated</p>	<p>too close to the beach. And in fact, the complex received fewer visitors last August, when many tourists chose to swim in the nearby sea. But the situation changed completely in December, a record – breaking month, when outdoor temperatures dropped, and entire families waited in half-hour lines to enter the recreational complex. This is understandable given the variety and quality of the facilities, including pools with breathtaking simulated waves and long, roller-coaster-like slides.</p> <p>Ticket prices range from \$8 to \$20 depending on the time of day; general admission tickets allow access to all sections of the water park except to all sections of the water park except the sauna area</p>
--	---

Facilities offered at Starfish Water Park			
Wave Section	Green Section	Blue Section	Sun Section
Two indoor pools with artificial waves: the Lagoon Splash and the Vertigo Falls, each up to 3m deep. In addition, there are three long slides.	A glass – roofed saltwater pool, the Bermuda Tide features an astonishingly realistic – looking artificial beach.	The Misty Baths is an open-air pool with heated water.	Seven different sauna rooms.

134. What does the article imply about the opening day of the water park?

- (A) It did not generate much interest.
- (B) It was not advertised on television.
- (C) It had to be postponed by one month.
- (D) It was attended by celebrities.

135. What were people concerned about regarding the extra charge?

- (A) The choice of location
- (B) The cost of construction
- (C) The building design
- (D) The safety code

136. When did the water park receive the most visitors?

- (A) In May
- (B) In August
- (C) In October
- (D) In December

137. Which pool is located outdoors?

- (A) The Vertigo Falls
- (B) The Lagoon Splash
- (C) The Bermuda Tide
- (D) The Misty Baths

138. For which section of the water park is there an extra charge?

- A) The Wave Section
- (B) The Green Section
- (C) The Blue Section
- (D) The Sun Section

Questions 139-143 refer to the following letters.

Customer Service Department

Mid-City Savings Bank

115 Main Street

San Diego, California 92122

April 14

Dear Sir or Madam:

I am writing to ask why my bank account was charged a \$30 service fee on April 1. In accordance with the terms of my account, I always maintain a balance of at least \$500. This is the first time that I have been charged a fee in the five years that I have had the account. Could you please explain the additional charges to me?

Sincerely,

Susan Young

SusanYoung

Mid-City Savings Bank

115 Main Street

San Diego, California 92122

April 15

Dear Ms. Young:

Thank you for your inquiry. I will be happy to explain the reason for the service charge. As of April 1, the minimum balance requirement was changed to \$1000. All accounts with balances below \$1000 were automatically charged a service fee. We announced this change in a letter to all our customers in early February and again in early March.

Because you are a long-time customer of Mid-City Savings Bank, I am going to waive the fee on your account this month and issue a credit for the amount you were charged. In order to avoid future charges, though, please remember to maintain the required minimum balance each month.

Please let me know if you require further assistance.

Sincerely,

139. Why did Ms. Young write to the bank?

- (A) To inquire about an unexplained deposit
- (B) To close an account
- (C) To ask about a fee
- (D) To transfer \$500 into an account

140. In the first letter, the word "terms" in paragraph 1, line 2, is closest in meaning to?

- (A) conditions
- (B) expressions
- (C) agreements
- (D) periods

141. What must customers do to avoid a service charge?

- (A) Make less than thirty withdrawals a year
- (B) Keep a minimum sum of money in the account
- (C) Maintain the account for at least five years
- (D) Have more than one account at the bank

142. How much will be credited to Ms. Young's account?

- (A) \$1000
- (B) \$500
- (C) \$30
- (D) \$15

143. What action did Mark Aubrey take?

- (A) He asked a supervisor for assistance.
- (B) He requested a meeting.
- (C) He closed an account.
- (D) He canceled a charge.

Questions 142-143 refer to the following advertisement.

CREATE YOUR OWN SPACE

Do you dream of having a space away from the demands of everyday life—a place where you can create, think, and relax?

Marvel Space Planners, a group of architects, designers, and makers of built-in furniture, can turn an unused room or an awkward space into a practical room of your own. Our free, full color brochure presents a sampling of options for individually designed spaces.

If you would like to create a customized space, why not call us today at 800-555-7552 to request a copy of the brochure or to schedule a free initial consultation with our design team.

MARVEL

Space Planners

142. What is being advertised?

- (A) Rooms for rent
- (B) A design service
- (C) A job placement service
- (D) Vacation packages

143. What is offered for free?

- (A) Exercise equipment
- (B) Some paint samples
- (C) A consultation
- (D) An architectural plan

Questions 144-146 refer to the following letter.

Theater Digest
125 LAKE AVE.
CHICAGO, IL 60616

Dear Subscriber,

Your subscription to Theater Digest will end in two months. Please don't let that happen.

Take time to renew your subscription today. By doing so, you will continue to receive every month the very latest in theater reviews, information on actors and directors, and up-to date reports on new dramas and musicals for the next year.

I've attached an invoice for your renewal order. You will receive 12 issues for the special low price of \$35. Please send your payment in the reply envelope provided. Make any corrections to your name or address right on the back of the invoice. Then, visit our Web site at www.theaterdigest.com to read about contests for readers. You could win tickets to a great show!

Sincerely,

Matthew Chambers

Matthew Chambers

Customer Service Representative

144. What is the purpose of this letter?

- (A) To advertise a new publication
- (B) To encourage subscription renewal
- (C) To correct a billing error
- (D) To request a donation

145. How often is Theater Digest published?

- (A) Once a month
- (B) Every two months
- (C) Twice a year
- (D) Once a year

146. What is mentioned about the Web site?

- (A) It provides access to other theater-related Web sites
- (B) It offers additional information on stories printed in Theater Digest.
- (C) It contains information about competitions for readers.
- (D) It can be used for online payments.

Questions 147 – 150 refer to the following information.

TRAVEL TO NACU CONFERENCE		
Airline Arrangements Sky High Air and Mountain High Airlines will serve as the official carriers for attendees of the Forty-Fourth Annual NACU Conference. Both carriers have agreed to offer low fares for conference attendees. To obtain information on discount airfares, call Sky High Air at (800) 555-0987 and refer to Convention Number CV786309 or call the Mountain High Airlines Reservation Desk at (800) 555-7382 and refer to Convention Number H1987.		
Ground Transportation The trip from Rushmore Airport to downtown hotels is about 15 miles and takes 45 minutes by shuttle bus or car.		
By Shuttle Bus: Airporter (708) 555-9541 offers a shuttle bus service from the airport to the Fairmont Hotel and the Regency Hotel. Departure time is every 20 minutes from 9:00 A.M. to 8:00 P.M. and every 30 minutes from 8:00 P.M. to 11:00 P.M. The Airporter main desk is located on the lower level, near Exit B. No reservations are required, but tickets must be purchased at the Airporter main desk, at the conference registration desk in the convention center, or at the travel agency located in the Regency Hotel. Tickets are not available directly from the shuttle bus drivers.		
Shuttle Bus One-Way Fares Adult \$9.00 Child \$4.00 Family \$17.00	Shuttle Bus Round-Trip Fares Adult \$14.00 Child \$6.00 Family \$26.00	By Taxis Taxis are readily available outside Exit C in the main terminal. Appropriate fare to downtown hotels is \$18.00-525.00.
Parking For attendees driving to the conference, parking is available at both hotels. The Fairmont Hotel provides parking for \$15.00 per day, with in/out privileges. The Regency Hotel offers parking for \$0.00 per day Monday to Friday, \$8.00 on Saturday, and \$6.00 on Sunday.		

147. On whose Web site would this information most likely be found?

- (A) Sky High Air
- (B) NACU
- (C) Regency Hotel
- (D) Airporter

148. The word “serve” in paragraph 1, line 1 is closest in meaning to

- (A) wait on
- (B) operate
- (C) obey
- (D) give out

149. How long does it take to drive to downtown hotels from the airport?

- (A) 15 minutes
- (B) 20 minutes
- (C) 30 minutes
- (D) 45 minutes

150. How much does it cost to park at the Regency Hotel on Thursdays?

- (A) \$6.00
- (B) \$8.00
- (C) \$10.00
- (D) \$15.00

Questions 151-152 refer to the following information.

The Ridgeway Herald News			
Black and White Display Advertisements			
Size	1 Month	2 Months	3 or More Months
Full page	\$450.00	\$400.00	\$350.00
1/2 page	\$250.00	\$210.00	\$180.00
1/4 page	\$130.00	\$110.00	\$ 95.00

- Quoted prices are per month.
- One photo is included in the price of the advertisement.
- Advertisements must be received by the first of the month proceeding publication
- Payment in full should be submitted with advertisement; payment by credit card or personal check is acceptable.

For longer-term advertising contracts, please contact Henry Shin at The Ridgeway Herald News, 87 King St., Ridgeway.

151. Who is this information intended for?

- (A) Editors
- (B) Advertisers
- (C) Photographers
- (D) Lawyers

152. What policy is stated in the information?

- (A) Payment may be made after publication.
- (B) Color advertisements are more expensive.
- (C) A late fee may be applied.
- (D) A picture may be submitted.

Questions 153-155 refer to the following letter.

Mr. Boyce Adams

424 Lenox St.

Orange, MA01388

Dear Mr. Adams,

At the end of this year, Toppo Travel will celebrate its twentieth year as a successful operator in the leisure industry. With modern hotels, exciting itineraries, and beautiful locations, our all-inclusive, organized tours have remained the most popular in the industry for the past ten years. We have decided to include our most loyal customers in the celebration of our success.

Our records indicate that since you became a customer five years ago, you have booked six trips with us. We would therefore like to invite you to an evening of exotic fare and tropical sounds, which will be held on December 1 in the Grand Ballroom of the Panorama Hotel.

The buffet will consist of delicacies from the 16 countries that are featured in our catalog for the new season. Bands from Cuba, Mali, and Slovenia will lend an exuberant atmosphere to the event.

Enclosed please find two complimentary tickets for entry to this exclusive event.

Sincerely,

Jim Bull

Jim Bull

Director Customer Relations

Toppo Travel, Inc.

153. To what event has Mr. Adams been invited?

- (A) A hotel's grand opening
- (B) A retirement dinner
- (C) An anniversary celebration
- (D) An awards ceremony

154. For how many years has Mr. Adams been traveling with Toppo?

- (A) Five years
- (B) Six years
- (C) Ten years
- (D) Twenty years

155. What will the event feature?

- (A) A slide show
- (B) Ballroom dancing
- (C) Exotic food
- (D) A noted speaker

Questions 156-159 refer to the following notice.

NOTICE TO ALDER PARK RESIDENTS:

New City Recycling Program

On August 1, a new law will take effect in Alder Park that will require residents to recycle products made of paper, glass, and aluminum. Those recyclables should be placed in green plastic bins provided by the city, which will be delivered during the week of July 15. The city will pick up those recyclables during the second and third weeks of each month on garbage pick-up days.

Some examples of acceptable recyclables include:

Type	Examples	Notes
Paper	Newspapers, printer and copy papers, Staples are permitted. magazines envelopes, cardboard	Staples are permitted No paper clips or plastic sheets.
Glass	Bottles. jars	Must be clean. Labels are permitted. Non-glass caps must be removed. No broken glass.
Aluminium	Cans, foils	Must be clean Crush if possible

Please follow the guidelines provided above. Garbage pick-up will continue on a weekly basis, according to the regular schedule.

If you have any questions, please contact the city refuse program at 555-1067, extension 27.

156. What is announced in this notice?

- (A) A revised schedule for garbage collection
- (B) Fees for residential garbage pickup
- (C) Rules for recycling household items
- (D) The opening of a recycling center

157. Who will supply green containers?

- (A) City employees
- (B) Bottling company staff
- (C) Recycling center volunteers
- (D) Alder Park residents

158. How many times per month will papers be Collected?

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

159. What is mentioned about bottles?

- (A) They should be wrapped in newspaper.
- (B) They should not be broken.
- (C) They will be collected weekly.
- (D) They should have no labels.

Questions 160-162 refer to the following letter.

Lasell, Inc.

676 Keenan Dr.

Fort Worth, Texas 76035

Dear Customer,

As you may be aware, Lasell has routinely received commendations for our commitment to product safety. Every item that is sold under the Lasell name is subjected to rigorous product testing. When design flaws are detected, the model is revised to eliminate the problem. In addition, our products are built from the strongest plastics to ensure that you never have a problem with a Lasell product.

In the unlikely event that products are released with previously undetected flaws, great steps are taken to ensure that every flawed item is removed from the market and replaced for customers.

Late last week, our exceptional quality assurance team identified a previously undetected minor flaw in the air filters in our model. Because our records show that you have recently purchased a 6000X vacuum cleaner, we want to inform you of this flaw and of your right to return the product for a new one. Please be assured that there is absolutely no safety risk to you or any operators of the machine. However, to ensure that you are satisfied with the quality of our products, we would like to ask you to Contact the Lasell store nearest to you. The store will arrange to pick up your machine at your home at a time that is convenient for you.

Our customers' satisfaction is foremost on our mind, and we want to make sure that you are not inconvenienced in any manner. A replacement vacuum cleaner will be delivered at the time of the pickup. Furthermore, customers who share in the exchange will receive a free gift in appreciation of their business.

Sincerely,

Joe Glidden

Joe Glidden

Director

160. What is the purpose of the letter?

- (A) To introduce a policy change
- (B) To invite customers to an in-store event
- (C) To respond to a customer complaint
- (D) To announce a replacement plan

162. What is Lasell's business?

- (A) Producing appliances
- (B) Safety assessment
- (C) Packaging materials
- (D) Commercial deliveries

161. What should the reader do?

- (A) Report problems immediately
- (B) Pick up a gift in the office
- (C) Submit a Copy Of the receipt
- (D) Call to schedule a pickup

Questions 163-167 refer to the following announcement.

BRAND

MANAGER

Juneco

COMPANY BACKGROUND: The Juneco Company, expected earnings of approximately

\$40 million seeks to increase marketing and product innovation efforts to significantly increase revenues within 1-2 years. Headquartered in upstate New York, Juneco manufactures kitchenware products and home security systems under several nationally recognized brand names. In addition to these major brands, Juneco produces similar products under private label programs for home improvement merchants.

RESPONSIBILITIES: The brand manager's priority is to handle the heightening of product recognition of Juneco's major accounts abroad. The brand manager position was created to build brand recognition in the marketing sector of Juneco's new International Division. The brand manager will Spearhead efforts to foster growth in garden tool producês.

Specific responsibilities include the following:

- generate marketing plans and lead the development of new products;
- increase public awareness of and demand for Juneco's products;
- identify and evaluate market requirements and opportunities;
- work closely with other members of the marketing department, as well as sales and sales operations departments to ensure achievement of company goals

PROFESSIONAL EXPERIENCE AND PERSONAL QUALITIES: The ideal candidate will have the following qualifications:

3-5 years' experience as brand manager in retail marketing;

strong experience in analyzing current markets;

outstanding verbal and written communication skills,

EDUCATIONAL BACKGROUND: An MA degree in Marketing is required; an MBA is a significant plus. Upon receipt of applications, confirmation letters will be sent to applicants via e-mail.

Thereafter, priority applicants will be invited to meet with Juneco's CEO and Chief Marketing Officer.

163. In which Juneco division will the successful applicant probably work?

- (A) International marketing
- (B) Human resources
- (C) Production
- (D) Accounting

164. What is NOT a stated job responsibility?

- (A) Creating marketing plans
- (B) Evaluating market opportunities
- (C) Increasing product recognition domestically
- (D) Working with sales representatives

165. The word "foster" in paragraph 2 line 4 is closest

in meaning to

- (A) substitute
- (B) measure
- (C) cherish
- (D) encourage

166. What qualification will the successful applicant possess

- (A) Experience in the home improvement
- (B) A degree in finance
- (C) Fluency in a foreign language
- (D) Experience in market analysis

167. How will Juneco Contact applicants?

- (A) By phone
- (B) By fax
- (C) By e-mail
- (D) By mail

Questions 168-169 refer to the following advertisement.

Techno Database

Management 5197 Blackburn Pike

Sidney, B.C, Canada V8L 5G1

Stephanie Strickland. President

E-mail: steph@techdatamgmt.com

Tel: 468-298-9935 | Fax: 468-298-9934

www.techdatamgmt.com

Techno Database Management provides data storage facilities for information technology and computer networking professionals. For only \$39.95 per month, customers may store their data in online-accessible Web space (up to 1,000 gigabytes). For \$59.95 per month, subscribers may store up to 5,000 gigabytes of data in an offline archive.

TDM customer services include 24-hour technical support and free subscription to our online bimonthly newsletter, TDM News. Topics include ratings and reviews of current software and equipment, opinion articles, and a help wanted section directed toward information technology professionals.

New customers who pay in advance for three months of offline service before July 30 will receive one month of free data storage—that's a nearly \$180 value for just under \$120! Call or today to set up your account.

168. About how much does three months of offline storage cost for Customers who subscribe by July 30?

- (A) \$39.95
- (B) \$59.95
- (C) \$120
- (D) \$180

169. What is NOT featured in *TDM News*

- (A) Technical support questions and answers
- (B) Discussions about computer equipment
- (C) Assessments of new software
- (D) Job opportunities for computer technicians

Questions 169-173 refer to the following letter and form.

BLIXEN MEMORIAL THEATER

Annual Fundraising Event

January 19

Dear Friend of Blixen Memorial Theater:

As a non-profit performing arts organization, we rely on membership and fundraising efforts to support our operating costs. Every year at this time we hold a drawing to help raise funds to meet a portion of our budget.

This is your chance to help Blixen Memorial Theater. Each individual who donates 20 to the theater at this time will be eligible for a special prize. On May 20, we will select one name at random to receive this years prize4 tickets to each of the 10 Blixen Memorial Theater performances for the upcoming year. (The winner need not be present) That's 40 tickets, a 3,000 value!

To participate in this year's drawing, simply complete the entry form and mail it with your payment. We will send you a confirmation number for each \$20 donation upon receipt. Every 20 you donate increases your chances of winning a whole years worth of exciting performances. And even if your name is not selected, you'll still win by helping Blixen Memorial Theater offer high-quality programs.

For further information, call the office at (507) 555-8826, ext. 908.

Sincerely,

Anna Kessler

Anna Kessler

Executive Director

Name. Anton Maldonado

I have enclosed a check for \$..... Address 14 Sunset Drive

Please charge my credit card \$40 City Stockton State MN Zip 55988

Card # 1122334455667788 Phone 507 - 555 - 2292

Signature Anton Maldonado

Please return this form with payment to:

E3LIXEN MEMORIAL TEATE

Attention: Raffle

480 Sioux St.

Winona, MN 55987

169. Why did Ms. Kessler write this letter?

- (A) To invite Anton Maldonado to an event
- (B) To advertise a new show
- (C) To explain a new ticketing policy
- (D) To announce a fundraising event

170. What does Ms. Kessler say about the Blixen Memorial Theater?

- (A) It has had to reduce its budget.
- (B) Its next season begins on May 20.
- (C) It holds an annual drawing.
- (D) It is offering discount tickets to people who donate money.

171. What prize is being offered?

- (A) A check for \$ 3,000
- (B) A years worth of theater tickets
- (C) Front - row seats to four performances
- (D) Meetings with performers after the shows

172. In the letter, the word “present” paragraph 2, line 4 is closest in meaning to

- (A) in attendance
- (B) current
- (C) on hold
- (D) performing

173. What does Anton Maldonado indicate on the form?

- (A) He will purchase tickets to two shows.
- (B) He will contribute to the theater.
- (C) He is paying by personal check.
- (D) He would like a schedule for the new season.

Questions 173-177 refer to the following e-mail and invoice.

To:	Scott Abernathy <sa@zenith.com>
From:	Mike O'malley <sa@zenith.com>
Subject:	Shipment
Date:	June 22

Hi Scott,

I am glad I was able to reach you on the phone today before you shipped my order. As I mentioned, I'd like to change the delivery date to Thursday. In addition, instead of shipping the entire order to our warehouse, please send 10 of the 50 silk lamp shades and 10 of the parchment lamp shades to the showroom on Congress Avenue.

By the way, I want to thank you again for recommending me to Vincent Balasco as a potential supplier for his furniture stores. We're meeting at the Congress Avenue showroom over the weekend so that he can have a look at the lamps, which is why need the shades there. I'll let you know how it goes. Please send me a revised shipping order.

Best regards,

Mike

SHIPPING ORDER CARRIER		CARRIER: Metro Trucking		SHIP DATE: June 26	
TO		FROM			
Name	Mike O'Malley	Shipper	Zenith Lamp Part Warehouse		
Company	Bright Lights warehouse	Street	3387 South Ferry Road Street		
Street	10649 Industry Road	City, State	Marshfield, Massachusetts		
City, State	Boston, massachusetts	Contact	Scott Abernathy		
SEND INVOICE TO		SHIPPER'S INSTRUCTIONS			
Name	Mike O'Malley	SPLIT ORDER			
Company	Bright Lights Showroom	Deliver 10 silk shades. 10 parchment shades			
Street	1305 Congress Avenue	(separately packaged) to billing address			
City, State	Boston, massachusetts	Deliver rest of order to Industry Road address.			
N0.	DESCRIPTION OF ARTICLES	SIZE	UNIT PRICE	TOTAL CHARGE	
SHIPPING			\$		
50	Pleated silk shade. soft white	15 inches	12	600	
50	Parchment shade, beige	18 inches	10	500	
120	Brass sockets, 3-way turn knob	Medium T-14	3	360	
		TOTAL		\$ 1,460	
Hi Mike					
Here's the revised shipping order. Good luck showing the lamps on Saturday. I think you'll like Vincent Balasco.					

173. Why did Mike O'Malley contact Scott Abernathy?

- (A) To cancel a shipment
- (B) To change a shipping order
- (C) To invite him to the factory
- (D) To place a furniture order

174. On which day will Vincent Balasco visit the showroom?

- (A) Thursday
- (B) Friday
- (C) Saturday
- (D) Sunday

175. Why will part of the order be delivered to a different location?

- (A) Mike O'Malley wants to show his merchandise to a potential buyer.
- (B) The Industry Road Warehouse will be closed.
- (C) The Congress Avenue showroom is closer to the Zenith warehouse.
- D. Mike O'Malley is opening a second showroom.

176. Who is Vincent Balasco?

- (A) A warehouse clerk
- (B) A furniture store owner
- (C) A lamp shade manufacturer
- (D) A truck driver

177. How much is the total cost of the merchandise?

- (A) \$360
- (B) \$500
- (C) \$600
- (D) \$1,460

Questions 178-182 refer to the following announcement and e-mail.

Lemont Valley Hospital Volunteer Program

NO EXPERIENCE NECESSARY!

Requirements:

- Proof of age (must be at least 18 years old)
- Satisfactory recommendation from current or former employer
- Properly completed application forms
- Ability to fulfill the commitment of one shift per week for the duration of the program session - summer, fall, or spring
- Adequate transportation to and from the hospital
- Neatness in appearance (volunteers must purchase a uniform)
- Mandatory completion of the volunteer orientation/training

Attendance:

A required commitment of at least one shift per work week is expected from each volunteer for the duration of the specific program session. Fall and spring four-hour shifts are available after 2:00 P.M. and on weekends. During the summer session the shifts are six hours in length Monday through Friday and four hours on Saturdays and Sundays. Individual schedules! assignments will be determined by the volunteer coordinator during the orientation on May 22.

May 15 is the deadline for summer volunteer applications. Contact Russ Lehman at rlehman@lvh.org for more information on how to apply.

To:	Rush Lehman < rlhman@lvh.org >
From	Josh Tobin < jtobin@hello.com >
Date:	May 17
Re:	Volunteering
Attachments:	Application, Recommendation letter

Dear Mr. Lehman:

My name is Josh Tobin. Two weeks ago I saw the announcement for the volunteer positions posted in the weekly community newsletter.

I apologize for the delay in contacting you. I understand that the completed application was due two days ago; however, I have been out of town on vacation. I will return on May 21 and will be able to attend the orientation. Please note that all necessary documents are attached.

My time this summer is limited, but I'll be available every Tuesday. Unfortunately, not available on Saturdays and Sundays due to my restaurant job. I'll wait to hear from you prior to the orientation and training next week.

Thank you for your time,

Josh

178. What is NOT required for volunteer positions?

- (A) Experience working in a hospital
- (B) A letter from an employer
- (C) Completion of training
- (D) A commitment to a weekly shift

179. On what date were applications due for summer volunteer positions?

- (A) May 15
- (B) May 17
- (C) May 21
- (D) May 22

180. What does Josh request in his message?

- (A) More time to obtain a recommendation letter
- (B) A specific shift in the hospital restaurant
- (C) Permission to miss the orientation and training
- (D) Special consideration for his late application

181. How many hours will Josh likely volunteer on the hospital day he is available?

- (A) 4
- (B) 6
- (C) 8
- (D) 10

182. In the email message, the word "limited" in paragraph 3, line 1, is closest in meaning to

- (A) unavailable
- (B) adequate
- (C) restricted
- (D) shared

Questions 182-186 refer to the following article and table.

Dunnlow to Deliver New

Trains for Gaelic Railway

By Briana MacCorrie

Gaelic Railways (GR), the national railway, announced yesterday that it has entered into a contract with manufacturer Dunnlow for the purchase of fourteen new electric trains. The decision by GR's management came after a test run from Rexford to Donnebrook revealed that the new trains can cover the 45 kilometers separating the two towns in half the time it takes GR's current trains.

The new trains will gradually replace those currently in service, introduced by GR 25 years ago. The railway company had originally intended to complete the project in a 5 –years ago span so as to let the last phase of the transition coincide with the end of the 30-year life expectancy of GR's current fleet.

However, company officials were so excited

By the performance of the Dunnlow trains that the decision was made to pull all current trains from the tracks within 3 years. They plan to upgrade the longest routes first, beginning with the distances longer than 100 kilometers.

Negotiations between GR and Dunnlow have been going on for nearly 2 years. The lengthy duration of the talks was mostly due to reluctance on the part of the government to help fund the project. Says Shane O'Farrel, GR's spokesperson, "We had difficulty convincing the authorities that buying new, faster trains, while expensive, was a worthwhile investment. Gradually, however, the government realized that adequate transportation is indispensable for the continued development and prosperity of the region"

Gaelic Railways			
Service	Distance	Former Duration	New Length of Trip
Rossmoor-Kilbarney	74 km	1 hour and 30 minutes	44 minutes
Weston – Barlow	162 km	2 hours and 30 minutes	1 hour and 25 minutes
Southford – Kirke	80 km	1 hour and 40 minutes	53 minutes
Rexford - Donnebrook	45 km	1 hour and 8 minutes	34 minutes

182. How long have the current trains been in service?

- (A) 30 years
- (B) 25 years
- (C) 14 years
- (D) 3 years

183. Why has the schedule been moved up?

- (A) Passengers wrote to government officials.
- (B) Company executives were impressed by the trains.
- (C) The manufacturer offered reduced rates.
- (D) The population of the area has increased.

184. Why did it take a long time to get the new trains approved?

- (A) The expense was questioned.
- (B) The design was not finalized.
- (C) The company appointed a new president.
- (D) The region's power supply was not sufficient.

185. What does Mr. O'Farrel imply about the region's economic growth?

- (A) It will be difficult to sustain in the future.
- (B) It will benefit from an improved transportation system.
- (C) It will be slow but steady.
- (D) It will depend on foreign investment.

186. Which train route will be upgraded first?

- (A) Rossmoor - Kilbarney
- (B) Weston - Kirke
- (C) Southford - Kirke
- (D) Rexford - Donnebrook

Questions 187-190 refer to the following memo.

Memorandum

To: Juan Gomez

From: Maria Johnson, Building Engineer

Date: 17 Jan, 20____

Re: Thermostat located in your office

It has come to our attention that the thermostat located, in your is frequently being turned off. Please be aware that although this thermostat is located in your office, it actually controls the temperature on the entire second floor. When it is turned off, it affects not only your but all the surrounding offices as well. We ask that you not touch the thermostat. The other second-floor tenants are complaining about the lack of heat in their offices.

If you wish to adjust the temperature in your office at any time. please speak with me or with one of my assistants. We would be happy to help you create an environment that is comfortable for you and your office staff, but please remember that we need to consider the comfort of everyone in the building. Thank you for your cooperation.

187. What is the problem?

- (A) Someone keeps turning off the thermostat.
- (B) There is no thermostat on the Second floor.
- (C) The other tenants want a
- (D) The second floor has enough heat.

188. When should the thermostat be turned off?

- (A) In the evenings
- (B) When it gets cold out
- (C) Never
- (D) When it gets hot

189. The word "adjust" in paragraph 2, line 1 is closest in meaning to

- (A) pay for
- (B) change
- (C) look at
- (D) open

190. What should Mr. Gomez. do?

- (A) Change offices
- (B) Turn off the heat
- (C) Leave the thermostat alone
- (D) Complain to the other tenants

Questions 191-193 refer to the following advertisement.

White Shoes Kleen-Kit

White shoes are a handsome addition to any summer wardrobe, but they have always been difficult to keep clean . . . until now. Wright and Perry, the same company that has been providing you with top quality shoe finishes and other fine shoe care products for years, has developed a solution to the problem of cleaning white shoes. Thorough research and careful testing of products have resulted in Kleen~Kit, the fantastic new two-step, two-minute product that will keep YOUR white shoes sparkling white. Our special formula not only cleans your shoes to their whitest, it also protects them from dirt and water and preserves the leather, giving your shoes longer life.

If you own a pair of white shoes, or plan to enjoy that sparkle that can add to your wardrobe, This kit is a must. It solves the problem you have always had . . . of keeping white shoes white. And at a price you can afford.

Kleen-Kit sells for only \$7 each, or \$5 with each shoe order, Kleen-Kit is available at most shoe retail outlets and anywhere shoe-care products are sold.

Not convinced? Ask your local shoe dealer for a free trial sample or request one from our website. Your shoes will be sparkling white in no time!

191. What is this advertisement promoting?

- (A) White shoes
- (B) Shoe cleaner
- (C) Shoe repair
- (D) Company supplies

192. How long does it take to use the kit?

- (A) Two minutes
- (B) Five minutes
- (C) Seven minutes
- (D) Ten minutes

193. What problem does the product solve?

- (A) Improving Wright shoe sales
- (B) Finishing first
- (C) Staying handsome
- (D) Keeping white shoes white

Questions 194-196 refer to the following e-mail.

From: Ms. J. Gibbons
To: All employees
Date: July 17, 20__
Subject: Required hours

All employees are reminded that the Smithson Company observes a 35-hour workweek, normally from 9:00 AM. To 5:00 PM., Monday through Friday, with a one-hour lunch period. In addition, after careful consideration and planning, the Smithson Company has recently implemented a flex-time policy. This means Thai individual employees, with good reason, may establish different work schedules with their supervisor's approval. The employee must explain the reasons for requesting flex-time as well as demonstrate that a variation of work hours will not be detrimental in any way to the work of the other people on that employee's team. Whatever changes may be made to an individual's schedule, 35 hours per weeks is still expected of all full-time employees.

Flex-Time does not mean that on employee can work any hours he or she chooses at any time. In order to make schedule changes under the flex-time policy, on form must be submitted to your supervisor two weeks in advance of proposed schedule change dole. The form must be signed and filed by your supervisor before you can start following a new schedule. Forms or available from the Human Resources Office. Employees who adjust their schedule without completing o form and getting supervisor approval are subject to loss of pay, even if they work o full 35 hours in o week.

194. What is the topic of the e-mail?

- (A) Schedules
- (B) Hiring
- (C) Observations
- (D) Lunches

195. How many hours a week do the employees work?

- (A) 17 hours
- (B) 25 hours
- (C) 35 hours
- (D) 40 hours

196. Who must approve any change?

- (A) The employee
- (B) The employee's supervisor
- (C) The human resources director
- (D) The vice-president

Questions 197-200 refer to the following memo.

MEMORANDUM

To: All employees
From: George Hendrika, Chief of Security
Date: May 30,
Re: Office Visitors

Employees are reminded that a number of our contracts with clients are of a confidential nature. In order to ensure the maintenance of this confidentiality, visitors will not be allowed within the office area unless they are accompanied by a member of the staff.

Please let your visitors know that they will be asked to sign in at the reception desk when they enter the building. The receptionist will call your office to admit them and give them a visitor's pass. You must come to the reception area and escort your visitors to your office. Unescorted visitors will be asked by security to leave the building.

Thank you for your cooperation with this matter.

197. Who will read this memo?

- (A) Clients
- (B) Company employees
- (C) Visitors
- (D) Security staff

198. Why must visitors not be alone?

- (A) They may get lost.
- (B) They have appointments with staff members.
- (C) Company projects are confidential.
- (D) They are special guests.

199 What must visitors do when they arrive?

- (A) Call the office they are visiting
- (B) Admit themselves
- (C) Leave before closing
- (D) Sign in

200. How will employees know when their visitors have arrived?

- (A) The visitors will call ahead.
- (B) The receptionist will call the employee's office.
- (C) The employee must wait in the reception area.
- (D) The visitor will be sent to the employee's office.

201. The word "escort" in paragraph 2, line 4, is closest in meaning to

- (A) accompany
- (B) remove
- (C) invite
- (D) hide

Questions 202-205 refer to the following article.

Business travelers find that some jobs take them away from home for longer than a few days at a time. Those who find themselves at a new job site for weeks or even months often find it more comfortable and economical to stay at an apartment-hotel rather than a traditional style hotel. The comfort and convenience of these short-term residences are making them more and more popular among frequent business travelers. They provide advantages that more luxurious traditional hotels do not. Apartment-hotels offer both small and full-size apartments that are available to rent on a weekly or monthly basis. Apartments are fully furnished with everything from sofas and writing desks to dishes and silverware. They also usually include cable TV service and internet access. Best of all, they are run like hotels, with cleaning and linen services, exercise rooms and restaurants, and a desk clerk to take messages and help tenants with questions about the city. In addition, the prices are much more reasonable than the rates normally charged at a traditional hotel. One of the reasons that many apartment-hotels are economically priced is that they are often not found in a city's downtown area. This is not necessarily a disadvantage however. They are usually conveniently located near public transportation, so the expense of a rental car is not always necessary. In short, apartment-hotels offer a convenient alternative to the business traveler, as they are more cost-effective than traditional hotels and more comfortable than hastily furnished apartments. Many business travelers find that apartment-hotels are as comfortable as it is possible to be away from home.

202. Why are these residences called “apartment-hotels”?

- (A) They have characteristics of apartments and hotels.
- (B) They contain full-sized apartments.
- (C) They look like hotels.
- (D) They have only short-term tenants.

203. Who would be likely to use an apartment-hotel?

- (A) A businessperson on an overnight trip
- (B) A family of tourists
- (C) An engineer on a ten-week project away from home
- (D) A Consultant in town for a convention

204. What is NOT mentioned as an advantage of apartment-hotels?

- (A) They are furnished
- (B) They have cleaning service.
- (C) They are centrally located.
- (D) They have a desk clerk on duty

205. How do apartment-hotels compare with standard hotels?

- (A) The rooms are larger.
- (B) They are not as comfortable.
- (C) There are fewer services offered.
- (D) They are less expensive for a long stay.

Questions 206-208 refer to the following article.

Surveys have found that wages and benefits are not always the major determining factor for employees who are looking to move between jobs. David Bikowski is a case in point. Last year he was laid off from his production job at a factory where he had worked for close to eight years. After several months of searching for a new job, he found employment at another factory in a nearby town. Although he would earn \$100 a week less in the new position than he did at his old one, he took the job. He has no family to support and couldn't afford to stay out of work much longer. Just a few months after starting of his new position, he received an offer to return to his old job at his old salary. Bikowski decided to turn the offer down. Why? Because, he says, he finds that his new workplace is much less stressful than the old one. "We've been able to get by on what I've been earning at Sitrat more (his new employer), and know I'll be getting the usual raises as time goes on" he explains. And it's better for my family in ways that money can't pay for. I'm more relaxed when get home, I have better quality time with my kids. That's worth more than money to me "Bikowski represents a growing sentiment among the country's workforce. More and more workers care looking for less stressful lives, sociologists say. Work conditions are often given equal weight with wages benefits when job decisions are made.

206. Why did David Bikowski leave his job?

- (A) He wanted a promotion.
- (B) He was fired.
- (C) He wanted more money.
- (D) He was laid off.

207. How does Mr. Bikowski's present salary compare to his salary at his previous job?

- (A) It is \$100 less a week.
- (B) It is \$100 less a month.
- (C) It is \$100 more a week.
- (D) It is \$100 more a month.

208. According to the article, why did Mr. Bikowski stay at his new job?

- (A) The salary is better.
- (B) The new job is less stressful.
- (C) He has become a supervisor.
- (D) He prefers working close to home.

Questions 209-212 refer to the following letter.

GUESS CONSULTING

121 Market St, New York, NY 10012

J. P. Thompson. Esq.
14, Rue du Mont Blanc
1201 Geneva. Switzerland

Dear Mr. Thompson

I have enclosed a copy of the evaluation that I was hired to prepare for the project "Improving Employee Performance." You will see that the evaluation is divided into three sections, as we agreed upon in our discussion: Employee Relations, Physical Environment, and Training Opportunities. The appendices include all forms and outlines of other methods used to gather information for the evaluation. I have attempted to present everything in as clear a manner as possible. If, however, you have any questions or desire any additional information. Please don't hesitate to contact me.

I have enjoyed working with your law firm on this project and look forward to working with you again in the future.

Sincerely,

Amanda Guess

Amanda Guess

Consultant

209. What is the main purpose of the letter?

- (A) To submit a report
- (B) To inquire about future job possibilities
- (C) To request future projects
- (D) To ensure prompt payment

210. Which of the following would Mr. Thompson like to improve?

- (A) Ms. Guess's writing
- (B) Employee performance
- (C) The salary
- (D) The evaluation

211. According to the letter, which of the following is NOT true?

- (A) Ms. Guess would like more projects.
- (B) Ms. Guess will discuss her evaluation.
- (C) Ms. Guess is a consultant.
- (D) Ms. Guess didn't complete the project.

212. What is Mr. Thompson's profession?

- (A) Lawyer
- (B) Personnel director
- (C) Consultant
- (D) Landlord

Questions 213-214 refer to the following advertisement.

TRAVELLER

A multi-function watch displaying local time simultaneously in all twenty-four world time zones.

Self-winding, water-resistant, in a combination of stainless steel and 18kt-gold.

Five – year international limited warranty. Intelligently priced.

Also available in all 18 kt-gold or all stainless steel.

A tradition of excellence in watches, jewelry, and unique gift ideas since 1928

Paris Jewelers

*137 Saint Paul Street, Newport, ME 04064
(207) 555-4600*

213. How many time zones can be displayed?

- (A) Five
- (B) Twelve
- (C) Eighteen years
- (D) Twenty-four

214. How long is the warranty?

- (A) Eighteen months
- (B) Five years
- (C) Eighteen
- (D) Lifetime

Questions 215-219 refer to the following letter and e-mail.

**Health Center
29 Adelaide St. E.
Toronto, Ontario
Canada
M5A 1N0**

**Vanessa Wendel
1907 Street Notre-Dame
Montreal, Quebec
Canada
H3A STB**

Dear Ms. Wendel:

January 2nd, 20__

I understand that you are in charge of the fundraising events for the Heart and Stroke Research Fund of Central Canada. My colleague, Jessica, suggested that I Contact you about getting some brochures for our office. We need information on the half marathon that is taking place in Toronto on the weekend of July 1st-3rd.

When I looked at the Heart and Stroke website, I noticed that your name was among the female runners who finished in the top ten last year. Jessica was surprised to hear that in addition to managing the fundraiser, you also participated in the race. You must be in excellent shape! Are you running this year?

I would appreciate your sending some brochures for the center. I'd like to know more about the race myself. We've been thinking about entering, but I'm not sure if I am ready to run a half marathon. I think I should start with a ten-kilometer run. Currently I run about 20 kilometers each week.

Hope to hear from you soon.

Best Wishes,

Kandy Miller

Kandy Miller, Front Office Manager

To: Kandy Miller
From: Vanessa Wendel
Subject: Marathon Brochures

Hi Kandy.

Thank you for your letter. I was fun participating in the race last year. At first when my co-workers decided to do the run I wasn't interested. However, within a few weeks of their training I noticed how much more energy they had. That's when I decided to join them. It was a good experience, but unfortunately I will not be running in this year's event. I pulled a muscle in my leg when I was golfing this summer. You should give this run a try, though. It took me about 6 months to train for the half marathon. It will probably take you half of that since you have some running experience already.

I sent some brochures to the Health Center today. Thank you for your support of our cause. Last year we raised \$400,000 in Toronto, and this year our goal is to double that amount.

Thanks again,

Vanessa

Vanessa Wendel

Fundraising Supervisor

215. Why did Miller write this letter?

- (A) To request sponsorship money
- (B) To explain about a fundraiser
- (C) To order some brochures
- (D) To ask for advice about exercise

216. How far will participants in the July race have to run?

- (A) A full marathon
- (B) A half marathon
- (C) 10 kilometers
- (D) 20 kilometers

217. Why isn't Wendel running at this year's event?

- (A) She has a golf engagement.
- (B) She has a sore leg.
- (C) She has low energy.
- (D) She has a running injury.

218. If Miller started training immediately, when would she be ready for the run according to Wendel?

- (A) By January
- (B) By March
- (C) In 6 months
- (D) Around July 3rd

219. How much money do they want to raise at the Toronto running event this year?

- (A) \$200,000
- (B) \$400,000
- (C) \$300,000
- (D) \$1,200,000

Questions 220-225 refer to the following e-mail and advertisement.

To: Kathene Smith
From: Althea Jenkins
Subject: Job opening

Hi Kathy.

I saw this ad today and thought you would be interested. You have exactly the work experience they are looking for, and the office is close to your apartment. That new car you were talking about buying wouldn't be necessary. The position is with a reputable company, too. My cousin Don Wade is the chair of the board. It's too bad you can't make it to my brother's wedding. Don will be there, and I could have introduced you.

If you decide to apply, let me know. I can at least send Don an e-mail and give a personal reference to him for you. He is usually in charge of conducting the interviews.

On the other hand. I haven't from you in a few weeks, so maybe you have already found some work. If you do apply, don't forget to attach you resume after you fill in the online application.

Take care.

Althea

You are reviewing JOB BANK item # 334885. To apply to this ad and attach an electronic résumé, [click here](#).

Job Opening

Pharmacy Assistant

Part-time

Harrisons Pharmaceutical Company and Store --Auckland

Job Description:

- Provide clerical support to four pharmacists who have rotating shifts
- Measure, mix, and package prescription drugs"
- Take care of computer inventory and restocking
- Update customer files

Note: This position does not involve patient counseling or taking telephone prescriptions.

Qualifications and requirements:

- 2 years' experience under a licensed pharmacist
- Pharmacy Assistance License A
- Certificate from an accredited Pharmacy Assistant Program

Hours: Monday-Friday 9 AM – 1 PM

Salary: Negotiable

Health Benefits: Not applicable

Some deliveries may be required, No car is necessary.

How to apply for this job: Please send c cover letter and résumé lo the above JOB BANK number. We will respond within 10 days if we are interested in setting up an interview. Please copy and paste your résumé into the blank file provided. Do not send e-mail attachments.

220. Which is true about Althea's brother?

- (A) He is the chair of a board.
- (B) He is getting married.
- (C) He noticed this ad.
- (D) He needs to find a job.

221. What is Althea unsure of?

- (A) Whether or not Kathy still needs a job
- (B) When Kathy wants to go back to work
- (C) Where Kathy and her kids live
- (D) Whether or not Wade will be at the wedding

222. What does Kathy NO I need in order to apply for this job?

- (A) Pharmacy Assistants license.
- (B) A vehicle for making deliveries.
- (C) Experience in a pharmacy.
- (D) A license to work in a pharmacy.

223. Why does Althea think Kathy is suitable for this job?

- (A) Kathy is buying a new car anyway.
- (B) Kathy knows some of the staff members already
- (C) Kathy has two years experience working in a pharmacy.
- (D) Kathy only wants to work part time.

224. What advice does Althea give that Kathy must ignore if she wants the job?

- (A) Look at the JOB BANK ad.
- (B) Fill out the online application.
- (C) Attend Altheas brothers wedding
- (D) Attach her résumé to her e-mail.

Questions 225-229 refer to the following notice and telephone message.

NOTICE

The four parking garages for Mansfield Towers will be closed at various times during the last three weeks of June for cleaning and repainting. Please make alternative arrangements for parking during this period. Make sure to inform the receptionist in the lobby if you are expecting clients from out of town in June. We will issue temporary parking passes for the garage at 5th and Main for our clients. These passes can be purchased for a fee of 200 a day during the month of June, but are reserved for regular clients, not employees. There are five spots available for these clients, and these will be assigned on a reservation basis only.

Note: Parking on Green St. or Howe Ave. is strictly prohibited. Cars that are illegally parked will be ticketed and towed. For information about other local parking garages call the city help line at 800-555-9000.

DATE: June 2

TIME: _____ AM/PM

FOR: Niels Henrikson

RECEIVED BY: Dagmar

CALLER: Eva Pederson

MESSAGE: Eva Pederson called this morning. She read a notice in the lobby today, and is concerned about parking for the upcoming conference in mid June. She said that at least 50 potential clients have already committed to the conference and about 30 more have not yet responded to the invitation. She is expecting at least 60 people or more. She wants to know where these people are going to park since the parking garage will be closed. Eva thinks the Calvin St. parking garage is open on the weekends, but it's at least a ten-minute walk to the conference room. This doesn't give a very good first impression considering these may one day be important clients. Call her with any ideas.

CALL BACK REQUESTED: YES/NO

URGENT: YES/NO

225. Where in Mansfield Towers was this notice posted?

- (A) In the parking garage
- (B) In the lobby
- (C) In the conference room
- (D) In the elevator

226. What ideas might Henriksen offer to Pederson if he checks the notice?

- (A) They could the city for parking advice.
- (B) They could make a reservation with the receptionist.
- (C) They could ask clients not to forget then passes.
- (D) They could each give up an employee pass.

227. Why are none of the people attending the conference allowed to park at the 5th and Main garage?

- (A) They didn't make reservations on time.
- (B) They aren't current clients.
- (C) They only have temporary passes.
- (D) They are from out of town.

228. When is the conference taking place?

- (A) Over a weekend
- (B) The first week of June
- (C) In the .middle of July
- (D) In ten minutes

229. How many attendees does Pederson expect at the conference?

- (A) less than 30
- (B) less than 50
- (C) about 60
- (D) over 80

Questions 230-235 refer to the following advertisement and e-mail.

Taipei Discount Package Deals

You are viewing our online Hotel and Air Packages

Travel valid from September 10 to December 1*

Tokyo Comfort Zone Inn

Room includes:

- Four-star rating
- 1 single bed
- Internet access and satellite television

Location:

Ten-minute walk from Tokyo International Airport

Free shuttle bus available.

Conditions:

From October 2 to 4 there is a black-out period for this deal. No reservations will be taken during this time.

Click here to bookmark this site.

TAIPED | SCOUNT PACKAGE DEALS

Managed by TP Discount Travel Agency, Ltd.

Travel Agent License No: 22009

To: Geo Friends
From: Kit-ken Lim
Re: Itinerary

To Whom It May Concern,

Below you will find my travel itinerary. Again, I'm sorry that I wasn't able to book my trip for the weekend of the 3rd as you requested. That weekend would have been perfect for me as well. I leave Tokyo at 4 PM on the 10th. Unless I hear from you before I leave, I will assume that one of you will meet me at the airport with a sign. I have never been to Tokyo before, so I would prefer not to have to hire a taxi or find my own way to the hotel. I look forward to discussing franchise opportunities and to meeting all of you. I will have my checkbook with me in case we work out deal right away.

Thank you.

Kit-ken Lim

P/S: I'll be wearing a green hat and a long black coat.

To: Kit-ken Lim
From: Geo Friends
Re: Itinerary.

Name: Kit – ken Lim

Departure: Chiang Kai-shek, 9:00 AM . October 7th

Arrival: Tokyo, 1 PM. October 7th

Hotel Accommodations: Tokyo Comfort Zone Inn: 3 nights

Style of occupancy: Double

Total cost including taxes: Not applicable

“Paid in full using air travel points.

230. Why does Lim apologize in his e-mail?

- (A) A black-out period changed his travel plans.
- (B) He was busy on the weekend of the 3rd.
- (C) He forgot to book his return flight.
- (D) It is his first time traveling to Tokyo.

231. How does Lim plan to get to the hotel from the airport?

- (A) He will take a shuttle bus.
- (B) He will hire a taxi,
- (C) He will walk the short distance.
- (D) He will be picked up.

232. What type of travel was booked?

- (A) A business trip
- (B) A vacation
- (C) A group tour
- (D) A study' trip

233. How does Lim's reservation differ from the original ad?

- (A) He decided to stay in a 4-star hotel.
- (B) He requested a room with a television.
- (C) He switched to a double room.
- (D) He chose a different travel agency.

234. How was this trip paid for?

- (A) With travel points
- (B) With a credit card
- (C) With cash
- (D) With a check

Questions 235 - 237 refer to the following fax.

One Devonshire Gardens

7. July 20__

Fax to: P. Peterman

Fax number: 0101-202-555-1218

Dear Mr. Peterman:

Thank you for your confirmation far of today. We take great pleasure in confirming your reservation of one superior double room for the evenings of 28 through 30 July. The cost of this room will be £135 a night, inclusive of tax, newspaper, and continental breakfast. The total charge off £405 will be made to the credit card number which you previously provided to us.

I would like to take this opportunity to remind you that we have a fully equipped exercise room, as well as an indoor swimming pool, for the exclusive use of our guests at no extra charge. We also have a restaurant located on the premises at which you may purchase lunch or dinner at your discretion.

Should you require transportation from airport when you arrive in our city, we can arrange a special airport shuttle for you. Just call the hotel from one of the white courtesy phone located throughout arrivals terminal. Press 15 to reach the One Devonshire gardens front desk,

We look forward to welcoming you at One Devonshire gardens. Please don't hesitate to contact me should you have any questions regarding your reservations or our accommodations.

Yours sincerely,

Debbie Smith

Debbie Smith

Reservations Manager

235. What kind of room was reserved?

- (A) A single
- (B) A twin
- (C) A double
- (D) A suite

236. Which of the following is NOT included in the price of the room?

- (A) Breakfast
- (B) Tax
- (C) A newspaper
- (D) Dinner

237. How did Mr. Peterman make a reservation?

- (A) By fax
- (B) Through an agent
- (C) By letter
- (D) In person

Questions 238-241 refer to the following job announcement.

Seeking: Assistant Controller

- Large downtown law firm is seeking an Assistant Controller for our Accounting Department.
- Basic responsibilities include control of the accounting systems, supervision of a seven-person team, and assisting with the hiring and training of new employees.
- Qualified applicant should have eight years of accounting experience, as well as a minimum of two to three years in a supervisory position. Experience working in a law firm is desirable.
- Education requirements include an undergraduate degree in accounting. CPA is preferred.
- The successful candidate will have the necessary computer skills and be familiar with the most current automated financial systems.

To apply for this position, send a résumé and three letters of reference to: Annabelle Smythe
Forbes, Lawrence, and Ross

187 Oakland Boulevard

Detroit, MI 41084

Closing date: November 12

238. What kind of firm is hiring?

- (A) A computer company
- (B) An accounting office
- (C) An advertising agency
- (D) A law firm

239. Which of the following is NOT mentioned as a qualification?

- (A) Experience as a supervisor
- (B) Familiarity with automated
- (C) A law degree
- (D) A degree in accounting

240. What kind of applicant would be most attracted to this job?

- (A) A lawyer
- (B) An accountant
- (C) A computer science major
- (D) A director of human resources

241. The word "automated" in paragraph 5 line 2, is closest in meaning to

- (A) global financial systems
- (B) modern
- (C) common
- (D) mechanical

Questions 242-244 refer to the following letter.

Dear customer,

Congratulations! You have just purchased one of the world's most sophisticated ovens. This appliance has been designed with your convenience in mind. It combines an array of special features with ease of use. State - of-the-art features include a temperature sensor SO that you will never again have an over-cooked or undercooked meal; a 2-1-hour timer so that you can prepare your food when you have time and have it ready to eat when you are; an automated defrosting system so that you can prepare frozen food with no extra waiting time; a programmable chime system lo let you know when your food is read y; and an automatic self-cleaning system so that your oven is always fresh and ready for use.

All of these features and more arc available to you at just the push of a button. It is so simple to use. Each feature is completely explained in this manual. Just follow the step-by-step instructions and you will be cooking delicious meals in no time at all! In addition, recipes for various entrees and desserts are included at the back of the manual to get you started on your new adventures in microwave cooking. This product has been designed to give you many years of trouble - free operation as long as the instructions are followed. If for some reason the product should fail, it is completely guaranteed for one year. A complete explanation of the warranty is included on page 15 of the manual. Additional instructions and recipes are available on our website.

Thank you again for becoming a Kitchen Appliances customer.

Sincerely,

242. Where would this letter most likely be found?

- (A) In a microwave manual
- (B) In the mail
- (C) In an advertisement
- (D) In a design store.

243. The word "sophisticated" in line 2 is closest in meaning to

- (A) popular
- (B) advanced
- (C) dependable
- (D) well-known

244. What must the user do for trouble-free operation?

- (A) Exchange the product
- (B) Follow instructions
- (C) Purchase another model
- (D) Redesign the kitchen

Questions 244-246 refer to the following press release.

More than 50.000 electronics retailers and distributors are expected at the McCormick Convention Center in Chicago starting next Saturday. Some 1,300 manufacturers from more than 35 countries will exhibit their latest high-technology equipment, including industrial equipment, office machines, and household appliances. The new products won't appear on retailers' shelves until next fall, but show attendees will be able to purchase them during the show at special prices.

Highlights of the show include the following:

- Demonstrations of robots designed for household use. Watch robots perform everyday household chores. Each day, models from a different group of manufacturers will be shown. Hall of Industry, 300500 PM daily.
- Talks by product developers representing companies from various countries on topics such as *The impact of Electronic Technology on Business*, *Future Developments in Technology*, *How Electronic Technology Will Solve Our Transportation Problems*, and more. Call the Convention Center or visit our website for the speaker list. Wilson Auditorium, 7:00PM nightly.
- Musical equipment demonstrations. Show attendees will be able to try out the latest synthesizers, guitars, and other electronic musical equipment Exhibit Hall A, ongoing
- Inventors of Tomorrow, a special hands -on workshop for children ages 10-13, Free with the price of admission to the show, but due to space limitations, preregistration is required. Call the Convention Center or visit our website to register Saturday and Sunday, 2:00 PM.

Visit the Convention Center website for a complete schedule of demonstrations, workshops, and special events going on throughout the show.

Tickets are available by calling the Convention Center or through the Convention Center website. Special prices are available for multi-day passes.

Contact us by phone: 800-555-0913 or on the web.

The Summer Consumer Electronics Show will continue through June 5.

244. What is the main topic of the press release?

- (A) The McCormick Convention
- (B) Chicago's convention centers
- (C) Electronics retailers
- (D) The Summer Consumer Electronics Show

246. What is on display at the Convention Center?

- (A) High-technology products
- (B) Distribution of networks
- (C) Retail outlets
- (D) Shelving samples

245. How many manufacturers are expected?

- (A) 1,300
- (B) 5,000
- (C) 13,000
- (D) 50.000

Questions 247-249 refer to the following table.

Programming for Sunday, March 26

11:30 A.M

Ch 4 Business Review

A review of this week's business news. This week's Special guest is international business analyst Marilyn Kim of the McGuire Institute.

1:00 P.M

Ch 9, 11 Company Profiles

An in-depth look at significant companies around the world. Featured this week are Limnex, Inc., and Asian Global Industries, two newcomers to the international finance scene.

1:30 P.M.

Ch 4 Up Front with Politics and Economics

Discussion of the latest political decisions affecting business and finance. Host Richard Lee interviews political analysts and finance experts.

2:00 PM

Ch 7,13 Business Today

Recent innovations in business. This week we visit with Tina and Luis Gomez, who will share how they built their small family clothing business into an international company.

3:00 PM

Ch 4 World View of Business

News on business around the world, with commentaries by Masafumi Sachimoto and Jacques DeLeon.

4:00 PM

Ch.20 Making Money

Successful personal investing. This week's topic: How to Take Advantage of the Real Estate Market" Plus, tips for financing your child's college education.

247. What do these TV listings feature?

- (A) Concerts
- (B) Business programs
- (C) Travelogues
- (D) Sports events

248. What begins on TV at 2:00 PM?

- (A) Business Today
- (B) Company Profiles
- (C) Making Money
- (D) Business Review

249. Which station would someone who has money to invest watch?

- (A) Ch 4
- (B) Ch 7
- (C) Ch 11
- (D) Ch 20

Questions 250 - 251 refer to the following announcement.

As a national leader with over forty years of experience providing TV, radio, and marketing services to the corporate world, Abingdon can offer you outstanding career opportunities.

We are looking for energetic, creative, and committed professionals to join the Abingdon family. If you are looking for a position in a dynamic and stimulating work environment with plenty of room for professional growth, we want to talk to you.

We are currently seeking applications for computer programmers and software developers. We offer a competitive salary and benefits, excellent working conditions, and a chance to make a difference.

Please visit our booth at the National Career Center Job Fair during the week of October 13-18 to find out about the exciting job opportunities awaiting you at Abingdon.

250. What type of announcement is this?

- (A) A government proclamation
- (B) A job announcement
- (C) A television listing
- (D) Publicity for the opening of a National Career Center

251. Which of the following people would be most interested in this announcement?

- (A) A communications major
- (B) A retired radio announcer
- (C) A production manager
- (D) A computer specialist

Questions 252-255 refer to the following letter.

International Films, Ltd.

124 West Houston St. New York. NY 10012

July 30, 20__

E. Denikos, Inc.

Earos 42

Aghia Paraskevi 15342

Athens, Greece

Dear Mr. Denikos:

I am writing to you at the request of Ms. Evangelia Makestos, who is applying for a position as an assistant in your company.

Ms. Makestos worked for me as an assistant during her summer vacations for the past three years. My colleagues and I found her to be a very competent and reliable employee. Her duties consisted of typing and copying documents, maintaining files, organizing appointment schedules, assisting visitors to the office, and other office tasks as they arose. She was able to handle multiple tasks and to work independently. She always assisted our clients in a knowledgeable, professional, and patient manner. In addition, she developed a high level of ability in the English language during the time she worked and studied in this country. We had hoped to rehire her at our company in a permanent position when she finished her business course here in New York. However, she has decided to go through with her original plan of returning to Greece.

We will miss Ms. Makestos here at International Films, but I am happy to recommend her as a valuable addition to your company staff. Please feel free to contact me at the above address if you have any questions or need further information.

Sincerely,

Elizabeth Hogan

Elizabeth Hogan, Director

International Films, Ltd.

252. What is Ms. Makestos probably doing?

- (A) job hunting
- (B) Quitting her job
- (C) Moving to New York
- (D) Applying to school

253. The word “competent” in paragraph 2, line 2, is closest in meaning to

- (A) responsible
- (B) friendly
- (C) Skilled
- (D) useful

254. How long did Ms. Makeslos work at International Films?

- (A) One summer
- (B) Three summers
- (C) Oni-2 year
- (D) Three years

255. What kind of letter is this?

- (A) A letter of complaint
- (B) A job inquiry
- (C) A letter of recommendation
- (D) A request for information

Questions 256-258 refer to the following announcement on the Internet.

Current Issue (#148. March 20-26)	
SPP Archive back issues	
Prospects (SPP Culture 84. Lifestyle Guide)	
Moscow	
DAILY	
Subscription Information	
To order an international subscription to the English language edition of the Moscow Daily, please e-mail Vladimir Alekseev, subscription service manager.	
Please include your name and address to receive a subscription coupon.	
.....	
Yes! I want to subscribe to the Moscow Daily and have 5 percent of the subscription rate go to the charity of my choice:	
Please check one:	
<ul style="list-style-type: none">- Protecting Our Natural Resources Organization- Clean Oceans Today Association- Saving Endangered Species Society	
All subscriptions are honored with a money-back guarantee. The first month's issue is complimentary.	
<input type="button" value="CONTINUE"/>	
<ul style="list-style-type: none">- How to contact us- More about the Moscow- How to subscribe to the printed newspaper- Staff	
Return to Moscow Daily web home page	
© Moscow Daily. All rights reserved	

256. Wham would this form most likely be seen?

- (A) On a computer monitor
- (B) On a movie screen
- (C) In a phone book
- (D) In a newspaper

257. What would happen if the reader were dissatisfied with the newspaper?

- (A) The newspaper would send a complimentary issue
- (B) The subscription would be extended.
- (C) The reader would be contacted.
- (D) The subscription price would be refunded.

258. Which type of charities does the newspaper support?

- (A) Disadvantaged children
- (B) Disease prevention
- (C) Environmental concerns
- (D) Art and Cultural institutions

Questions 259-261 refer to the following announcement

TWO TYPES OF TRAINING

There are two common forms of employee training-on-the-job training and off-the-job training. On-the-job training is the most widely used and least expensive form of training. It consists of an employee learning from a supervisor or Co-worker how to do the job. On-the-job training could be described as an apprenticeship. It is efficient because it is done at the workplace while the employee is fulfilling work duties. As time goes by, the employee becomes more and more skilled at the job and eventually can train other employees in turn.

Off-the-job training is the most expensive form of training. It consists of an employee being sent away from the workplace to a training program where training is provided. It is less efficient because it requires the employee to take time away from work duties. In addition, depending on where the training site is located, travel and accommodation expenses may be incurred. And of course, fees must be paid to the person or organization providing the training.

When deciding which form of training to provide, an employer must consider such things as the availability of staff with necessary skills and time to provide on-the-job training and the types of off-site training available, in addition to the expense. It may well be decided that off-the-job training is worth the cost. While the requirements are different for on-the-job training as compared to off-the-job training, the purpose of both types is the same-to improve employee efficiency and productivity.

259. Which of the following best describes on-the-job training?

- (A) Expensive
- (B) Ineffective
- (C) Common
- (D) Quick

260. What is on-the-job training similar to?

- (A) An apprenticeship
- (B) Off-the-job training
- (C) A supervisory position
- (D) A company benefit

261. According to the passage, what is the on-the-job training?

- (A) To improve employee efficiency
- (B) To spend excess capital
- (C) To satisfy government requirements
- (D) To please a Supervisor

Questions 262-266 refer to the following e-mail and directory

From: Hessein Gitai
To: Olga Montgomery
Subject: Errands for Monday

Olga,

I am out sick today, so there are several errands I'll need you to do for me. I have outlined them below. Please call me at home if this message is not clear.

There are several things to deliver to other floors in the library. All of these items are on my desk, and they must be delivered today. Take the DVDs to Marjorie. At the same time, you can take the black umbrella to the Lost and Found since it's on the same floor. Also, there are some books in Arabic. They go to Level 2. Deliver the biography on Anwar Sadat to Level 3.

I was scheduled to give two presentations today. The first one is a workshop in Room C. Please put a sign on the door saying, "Today's workshop is canceled," I am also scheduled to read a book to the children. Please go to Children's Services and let Adishree know that I can't do it.

Because you are a new employee, I have attached a copy of the library directory to help you find your way around. Thank you again. I hope to recover quickly and see you at work tomorrow.

Hussein

DIRECTORY

Audiovisual (DVDs, Videos)	Level 1
Biography	Level 3
Children's Services	Level 5
Fiction	Level 3
Information Desk	Level 1
International Languages	Level 3
Lost and Found Items	Level 1
Music Research Collections	Level 6
Political Science	Level 2
Research Collection. A-M	Level 6
Research Collection, N-Z	Level 6
Security Desk	Level 1
Telephones	Level 1
Workshop Rooms	Level 4

262. Where does Marjorie Work?

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

263. To which department should Olga take the Arabic books?

- (A) Biography
- (B) Fiction
- (C) International Languages
- (D) Political Science

264. Why does Olga put a sign on a door?

- (A) To help children learn to read
- (B) To tell library users that a workshop location has changed
- (C) To inform people that Hussein can't give a presentation
- (D) To let know that Hussein is out of the office today

265. Why does Olga need a library directory?

- (A) She hasn't been working at the library for long.
- (B) Several locations have changed recently.
- (C) She has never been in the library before.
- (D) People often get lost in the library.

266. What does Hussein plan to do tomorrow?

- (A) Stay home
- (B) Show Olga around the library
- (C) Return to work
- (D) Read a story to children

Questions 267-271 refer to the following two emails.

From: Christina van Dijk
To: Heinz Niebaum
Subject: Meeting next week

Dear Heinz,

I am coming to Germany next Wednesday at 10:00 A. I will be at our office in Berlin. I am free on Thursday at 9:00 A. to go to Potsdam and meet with you. Are you available then?

I'd like to talk about ordering computer systems from your company. Our offices in Utrecht and Tillburg are expanding and need to upgrade their technology. I'd also like to meet with a trainer from your company so that we can work out a training package. Also, could you bring a training manual with you?

Let me know if you need me to bring anything. Also let me know if 9:00 isn't good for you. Maybe we can work something out later in the day.

Christina

From: Heinz Niebaum
To: Christina Van Dijk
Subject: Re: Meeting next week

Christina,

I'm delighted that you're coming to Germany. It will be very convenient for us to meet because I will actually be in Potsdam from Tuesday through Friday, so we'll be able to meet at our office there on the day you suggested. The time you suggested is a bit early for me as I will be meeting with our CEO all morning. Are you available to meet at noon? Perhaps we could meet during lunch.

I will bring the materials that you requested. Theodor Eckert, our training supervisor, will join us. It would be helpful if you could bring some of your company's brochures and a copy of the annual report for us. Thank you.

Heinz

267. What does Christina want to discuss at the meeting with Heinz?

- (A) Finding train schedules
- (B) Buying computers
- (C) Mailing packages
- (D) Expanding office space

268. Where will Heinz and Christina meet?

- (A) Berlin
- (B) Potsdam
- (C) Utrecht
- (D) Tillburg

269. What day will they meet?

- (A) Tuesday
- (B) Wednesday
- (C) Thursday
- (D) Friday

270. Why can't Heinz see Christina at 9:00?

- (A) He will be in another city.
- (B) He has to pick up Mr. Eckert at the train station.
- (C) He will be supervising a training session.
- (D) He has to meet with someone else.

271. What will Heinz bring to the meeting with Christina?

- (A) Some computers
- (B) A training manual
- (C) Some brochures
- (D) An annual report

Questions 272-276 refer to the following letter and purchase order.

Green Construction Co.

429 Mills Road Minneapolis, MN 55440-0710

Tel: (763) 555-2100 Fax: (763) 555-2252

July 30, 20__

Sevil Tuncay

Construction Manager

National Bank

349 Taksim Square

Istanbul, Turkey 34400-1488

Dear Ms. Tuncay:

Thank you for contacting us to learn more about our environmentally friendly products. We suggest that you try a sample of our materials first. If you are happy with them, then you can buy more. If your order totals \$10,000 or more, then we will reduce your shipping handling fee by . We prepared a purchase order for you so that you can try a sample of our products.

Our products may seem to cost more up front than other similar products. For example, you pay \$200 more for our standard carpet than you would for a similar carpet that is not environmentally friendly. However, you save money in other ways. Because our carpets are made of special materials, they are much easier to clean and maintain.

One motion light is double the price of a regular light. However, motion lights save you money on electricity bills because the light stays on only when people are in the room. Also, the solar panels provide free energy. We suggest that you try the panels in several places on your building.

To buy the materials, please sign the purchase order. You may fax it to us, with your credit card number. We will ship the supplies immediately. Thank you for your business.

Yours truly,

Peter Lindstrom

Peter Lindstrom

Product Consultant

PURCHASE ORDER

Ship Prepaid – Add all delivery charges on invoice

National Bank

349 Taksim Square

Istanbul, Turkey 34400-4488

Tel: (212) 555-9890

Fax: (212) 555 – 9899

Vendor:

Green Construction Co.

429 Mills Road

Minneapolis, MN 55440 – 0710

Tel: (763) 555 – 2100

Fax: (763) 555 – 2252

Reference: Purchase Order 22-385-06T

Date: 25 February 20__

Delivery Date: ASAP

Ship to: Melike Paksoy

Purchasing Department

Address above

Invoice To: Mert Miller

Accounting Department

Address above

Item	Model	Number	Quantity	Unit Cost	Total Cost
C84	Standard carpet	E569C	2	\$500.00	\$1000.00
M22	Motion lights	1.230M	4	100.00	400.00
S76	Solar panels	1.1945	4	200.00	800.00
Subtotal					2200.00
Shipping/ Handling 10%					220.00
TOTAL					\$2420.00

272. Who is the construction manager at the National Bank?

- (A) Sevil Tuncay
- (B) Peter Lindstrom
- (C) Melike Paksoy
- (D) Mert Miller

273. What is special about the products at Green Construction?

- (A) They cost less than other companies' products.
- (B) They don't harm the natural environment.
- (C) They use more electricity than most other products.
- (D) They can be ordered by fax.

274. How much does Green Construction charge for shipping on orders over \$10,000?

- (A) 3% (B) 7%
- (C) 10% (D) 22%

275. What is the price for a carpet that is not environmentally friendly?

- (A) \$200 (B) \$300
- (C) 5500 (D) 5700

276. What is the price of one regular light?

- (A) \$40 (B) \$50
- (C) \$100 (D) \$400

Question 277-281 refer to the following agenda and fax.

Central Engineering Company	
Board of Directors Meeting	
Wednesday, November 15, 20__ 8:30 AM to 11:30 AM.	
Place: Suite 10	
AGENDA	
1. Hiring challenges	Jurgen Spelman
2. Management changes	Narcille Dundee
3. Financial report	Madeira Iones
4. Technology upgrades	Ierry Carver

FAX COVER SHEET	
CENTRAL ENGINEERING COMPANY	
294 Green Street	
Brasilia	
Brazil	
Tel: (55) 61 3420 4015	
Fax: (55) 61 3420 4017	
To:	Ruben Baker
From:	Narelle Dundee
Date:	November 15, 20__
Pages:	1
Ref:	Results of the board meeting
Message:	
<p>I hope your business trip is going well. Today's meeting went well for the most part, even though it began 30 minutes late. Jorgen wasn't there at the beginning, so I used his time slot to give my report. Jorgen finally arrived at 9:30 and gave his report. The board members were surprised to hear that job applicants complain about our salary offers. Jerry's report really shocked and upset the board. Fortunately, Madelra's report had the opposite effect. Everyone was happy to hear about our great profits.</p> <p>The technology upgrades report didn't go so well. Jerry had to leave the meeting before his report because there was an Internet problem in the Electrical Engineering department. Because of this, the presenter for our third agenda item read Jerry's report, and it was a bit confusing. She didn't really know what she was talking about and couldn't answer questions satisfactorily. We decided to ask Jerry to provide written answers to questions raised by board members during the meeting.</p> <p>Because we started late, we finished a half hour late, but we still had to hurry to finish within the allotted time. We decided to make the next board meeting a half hour longer to give more time for discussion and questions.</p>	

277. What time did the meeting start?

- (A) 8:30
- (B) 9:00
- (C) 9:30
- (D) 11:30

278. What was the topic of the first report given?

- (A) Hiring challenges
- (B) Management changes
- (C) Finances
- (D) Technology

279. How did people feel about the financial report

- (A) Dissatisfied
- (B) Confused
- (C) Happy
- (D) Shocked

280. Who spoke about technology upgrades?

- (A) Jerry Carver
- (B) Narelle Dundee
- (C) Madeira Jones
- (D) Jorgen Spelman

281. How long did the meeting last?

- (A) 0.5 hour
- (B) 2.5hours
- (C) 3 hours
- (D) 3.5 hours

Questions 282-283 refer to the following job announcement.

SALES

California-based company seeking to expand its sales overseas is looking for sales professionals to cover territory in the Pacific Rim region. Successful candidates will have a minimum of two years experience in sales, preferably in the clothing industry, as well as a good professional appearance, excellent communication skills, and a college degree. Conversational knowledge of Japanese or Mandarin Chinese and experience traveling or working in Asia are desirable. Job is based in San Francisco but requires one to two weeks a month of travel. We offer an excellent salary and benefits package including health and life insurance, relocation allowance, and professional development opportunities. Send résumé and two letters of reference to: J.M. Schmidt, 150 State Street, San Francisco, CA 94181.

Closing date: June 15.

282. Who would most likely apply for this job?

- (A) An engineer
- (B) A real estate agent
- (C) A professor
- (D) A clerk in a clothing store

283. Which of the following is NOT mentioned as a requirement?

- (A) Good appearance
- (B) Previous experience
- (C) A masters degree
- (D) Good speaking and writing skills

Questions 284-286 refer to the following article.

These days, everybody buys computer software. Consumers purchase all kinds of software, from games for the kids to highly sophisticated professional programs and everything in between. Computer software has become part of everybody's daily life, and this is just one more thing adding to an ever-growing problem. The excessive packaging on computer software is joining catchy wrappers, durable plastic and cardboard boxes, plastic jugs, and other types of packaging in the trash. Everything we buy is packaged in one way or another. When we get our purchases home, we unwrap them and throw the packaging in the trash. It then ends up in the nations garbage dumps. Communities all around the country are struggling with the problem of where to put all this waste. Much of this excessive packaging serves only to make the products I more attractive to consumers. It catches the eye but I does not really protect the goods from damage. | Environmentalists are asking consumers to say No" to wasteful packaging practices. Please purchase only those products that come with a minimum of packaging | or that are packaged in 100% recycled materials.

284. What is this article about?

- (A) Recycling
- (B) Computer software
- (C) The use of garbage dumps
- (D) A problem with packaging

286. What happens to most packaging?

- (A) Its recycled.
- (B) Its discarded.
- (C) Its stored on shelves.
- (D) Its redesigned.

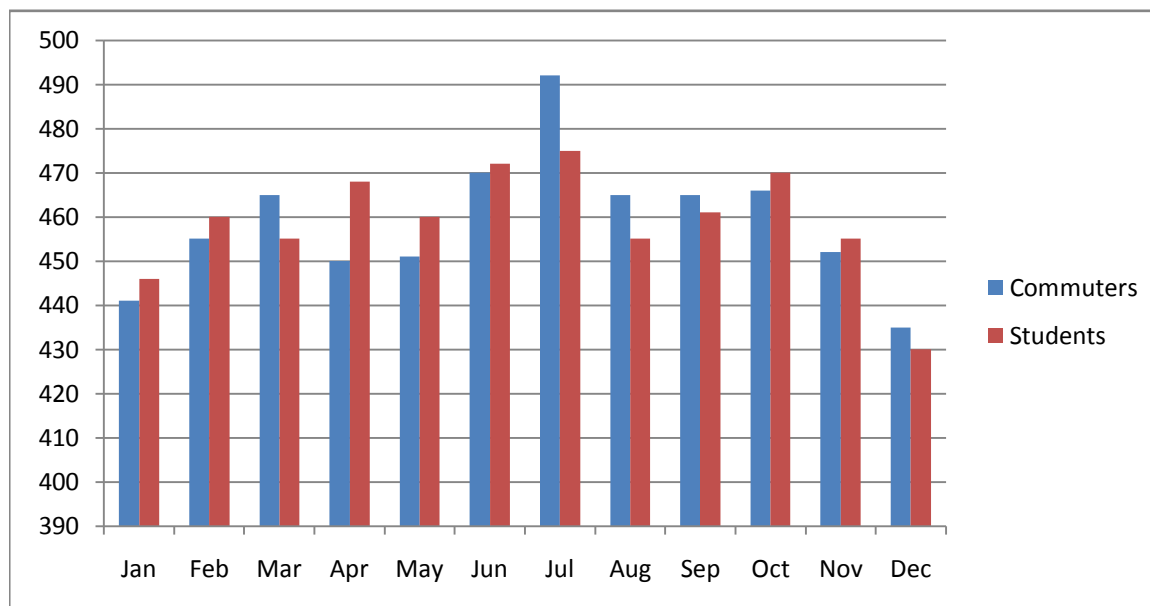
285. According to the passage, why are products packaged?

- (A) For protection
- (B) For attractiveness
- (C) For ease of consumption
- (D) For environmental safety

Questions 287 – 289 refer to the following table

METRO BUS RIDERS

Average Monthly Rider (in thousands)



These figures apply to bus trips within the city limits only. City-to-suburb and suburb –to-suburb trips were not included in the study.

287. What does this table compare?

- (A) Daily schedules
- (B) Means of transportation
- (C) Monthly ridership
- (D) Riders with drivers

288. Which month had the highest number of commuters?

- (A) June
- (B) July
- (C) September
- (D) October

289. In which month were the buses used least?

- (A) February
- (B) May
- (C) August
- (D) December

Questions 290-293 refer to the following report.

The Postal System has announced that postal rates are going up yet again. On the first of the year the price of a first-class stamp will rise by 8 cents. Express mail and priority mail rates will increase by 20 percent. The rates for third-class mail will also go while the special book rate will be entirely eliminated. Special services such as Delivery Confirmation, Return Receipt, and Overnight Delivery will also cost more, and it has even been announced that rental rates on post office mail boxes will increase.

Everybody everywhere will be paying more for postal services next year, but one sector will be particularly hard hit. Direct-marketing companies rely on the postal system to carry out their business. These companies include catalog houses as well as sellers of mailing lists. Postal services account for a significant percentage of their costs.

Direct-marketing companies say the proposed increases in postal rates will hurt their industry and will likely even drive some into bankruptcy. "Our business is carried out almost entirely through the mail," says Esther Bergen, president of Mega Marketers, inc., one of the largest direct-marketing companies in the country, "Of course these increases will hurt us. They will have a huge effect on the way we do business." Direct-marketing companies rely mostly on third-class mail, which is expected to have rate increases as high as 30 percent. Will this mean less junk mail arriving at your doorstep? "Possibly" says Bergen. "But the more likely outcome is that the smaller companies which will have more difficulty absorbing the costs of the rate increases, will go under, while the larger companies will stay in business and take over the markets now covered by the smaller companies. There will probably be some increases in prices of mail-order products, but not enough to drive the average consumer away".

290. The Word "drive" in paragraph 3, line 2, is closest in meaning to

- (A) Force
- (B) Operate
- (C) Transport
- (D) Remove

291. According to the passage, who will be most affected by this change?

- (A) Direct-marketing companies
- (B) Greeting card manufacturers
- (C) Postal employees
- (D) Stamp collectors

292. According to the passage, what rate do is closest in meaning to most direct-marketing companies use?

- (A) Book rate
- (B) First class
- (C) Third class
- (D) Proposed rate

293. What are the catalog houses in this report?

- (A) Preferred postal clients
- (B) Direct-marketing companies
- (C) Financially stable companies
- (D) First-class mail users

Questions 294 - 297 refer to the following information**1. The One-Call System**

In most states, natural gas industry supported laws require contractors and private landowners to call the local One-Call number before beginning any kind of digging. With forty-eight hours notice, a pipeline operator will locate the pipeline and mark it clearly. Any damage at all to a pipe - even the slightest scratch-could lead to a leak later on. Whether One-Call has become the law in your state or not, you can help keep pipelines safe by calling the number on the right-of-way markers before you dig.

2. Leak Detection

Most pipelines are operated twenty-four hours a day from a control station, using telephone, satellite, or microwave communications systems. Computers are widely used to monitor conditions along the line every ten to sixty seconds, sounding an alarm if they detect any abnormality or sudden change in pressure. In the event of an alarm, valves can be closed and nearby pipeline crews dispatched within minutes.

3. Emergency Response Preparedness

Although leaks occur infrequently and rarely result in a fire, readiness for any emergency is a crucial responsibility for pipeline companies. Federal and state laws supported by the natural gas industry require pipeline companies and local police and fire departments to maintain a coordinated plan of response and to practice for an emergency by staging drills. These drills and personnel training programs emphasize the need for immediate action and for cooperation between the various rescue agencies and the pipeline company.

4. Public Awareness

The One-Call system, state-of-art leak detection equipment, and emergency response procedures have all been put in place with one thing in mind-the safety of you, the public. Please visit the website of the Natural Gas Association to find out more about our safely procedures, tips for using natural gas safely in your home, and information on what to do if you see someone tampering with pipeline right-of-way markers.

294. What is the main focus of this passage?

- (A) Safety
- (B) Personnel training
- (C) Computer monitoring
- (D) Industry-supported laws

295. What is One-Call?

- (A) A telecommunications firm
- (B) An excavating company
- (C) A contractor
- (D) Emergency Notification system

296. What do rescue agencies and pipeline companies coordinate?

- (A) Leaks
- (B) Drilling
- (C) Emergency readiness
- (D) Microwave communications

297. The word "dispatched" in paragraph 2, line 4, is closest in meaning to

- (A) fired
- (B) fixed
- (C) sent
- (D) hired

Questions 298-300 refer to the following manual

TROUBLESHOOTING			
If your TV does not work, check the following points:			
PICTURE	SOUND	POSSIBLE CAUSES	WHAT TO DO
No picture	Noise	Not properly tuned	Adjust tuning
Picture visible	No sound	<ul style="list-style-type: none"> • Volume control dial turned too low • Earphones inserted 	<ul style="list-style-type: none"> • Turn up volume • Disconnect earphones
Picture all white	Sound heard	Brightness control not set correctly	Adjust brightness control
Picture dark of blurred	Sound heard	Brightness control not set correctly	Adjust brightness control

298. What is this chart used for?

- (A) To determine a problem with a TV
- (B) To pick a TV program
- (C) To compare prices
- (D) To wrap packages no sound

300. When should the tuning be adjusted?

- (A) When there is no picture and
- (B) When there is a picture but no sound
- (C) When the picture is white
- (D) When there is noise but no picture

299. What does the manual advise if the picture is all white?

- (A) Turn down the volume
- (B) Adjust the brightness control
- (C) Adjust the tuning
- (D) Disconnect the earphones

Questions 301-302 refer to the following report.

When personal computers first began showing up in offices around the world, people believed that this business tool would lead to something called the paperless office." This was hailed as a great advance in business practices.

The paperless office" theory went something like this: people would store their information on disks and computers instead of using file folders and paper. As a result, paper use would decrease. This was supposed to help preserve natural resources as well as reduce the world's solid waste disposal problem.

In some ways this theory has played out in practice. In offices everywhere around the world, files and records are increasingly being stored electronically rather than on paper. But the prediction has not proven to be entirely true. Documents are often printed out in part or in their entirety in order to be reviewed or shared with others. Often multiple versions of a document go through the printout stage, thus actually increasing the use of paper for each document rather than reducing it. In addition, computers have made it easier to generate notices and flyers, of which people readily make multiple copies to distribute to as wide an audience as possible. In some ways, computers have made it easier than ever before to use large quantities of paper.

So, while computers have reduced paper use in some areas, they have increased it in others. The issue of felling forests in order to manufacture paper and the question of how to dispose of so much solid waste still remain problematic.

301. What is the report about?

- (A) Selling computers
- (B) Desktop publishing
- (C) The "paperless office"
- (D) World problems

302. What would the "paperless office" have done?

- (A) Preserved resources
- (B) Confused secretaries
- (C) Cut costs
- (D) Improved communication

Questions 303-306 refer to the following job announcement.

Public Health

Pakistan

Position Available: Division of Public Health and Clinical Nutrition.

The University of Karachi at Karachi General Hospital and Clinical Nutrition

The University of Karachi at Karachi General Hospital (KGH) is recruiting for an assistant clinical professor of medicine for The Division of Public Health and Clinical Nutrition. The candidate will participate in all teaching, clinical, and basic research activities or the division serve as chief of the public health clinic at KGH. The individual will be expected to develop independently funded clinical research programs dealing with basic public health issues and/or clinical nutrition, Board certification required. Competitive salary USD, airfare, and full board/lodging included. Professional growth and cultural opportunities abound. Send curriculum vitae, summary of clinical research interests, and three letters of reference to Faroque Khan, MD, 572 St Kilda Road, Sydney 2000, Australia

303. In line 2, the word “recruiting” is closest in meaning to?

- (A) hiring
- (B) training
- (C) helping
- (D) funding

304. Which of the following is part of the job description?

- (A) Giving blood tests
- (B) Supervising research
- (C) Repairing equipment
- (D) Diagnosing patients

305. Which of the following, is a requirement for employment?

- (A) Pakistani medical license
- (B) Medical board certification
- (C) Clinical nutrition training experience
- (D) Abstracts of published articles

306. Which of the following is NOT necessary to apply?

- (A) Curriculum vitae
- (B) References
- (C) Clinical research summary
- (D) Abstracts of published articles

Questions 307-311 refer to the following purchase order and letter

PURCHASE ORDER				
Ship Prepaid - Add all delivery charges on invoice				
Fish Market Restaurant 905 North High Street Baltimore, MD 21002 Tel: (401) 555-5154 Fax: (401) 555-5177 Vendor: Super Seafood Suppliers 39908 Cold Spring Circle Baltimore, MD 21117 Tel: (401) 555-0087 Fax: (401) 555-0097 Reference: Purchase Order 9855 Date: April 9, 20__				
Shipping to: Joey Farina Restaurant Manager Address above Invoice To: Catherine Cox Accounting Department Address above Delivery Date: April 16, 20__				
Item	Number	Quantity	Unit Cost	Total Cost
Tuna	S8704T	200 pounds	\$4.00	\$ 800.00
Lobster	S4399L	150 pounds	8.00	1200.00
Shrimp	S3280S	350 pounds	6.00	2100.00
Salmon	S2956A	300 pounds	8.00	2400.00
Subtotal				6500.00
Shipping/ Handling 5%				325.00
TOTAL				\$6825.00
Prepared by: Joey Farina			Date: April 8, 20__	
CC: Accounting Department, Purchasing Department; Receiving Department				

April 11, 20__

Mr. Joey Farina
Restaurant Manager
Fish Market Restaurant
905 North High Street
Baltimore, MD 21002

Dear Mr. Farina:

I received your purchase order yesterday, and I need to go over a few items with you. Please call me as soon as you receive this letter. April 16 is coming soon and I have not been able to reach you to discuss the order. Have you received my voicemail messages? We normally need ten days between receiving a purchase order and filling it. You must pay an express service charge of \$100 in order to have the order filled by April 16.

I've checked with our suppliers, and we can provide 300 pounds of shrimp and 250 pounds of salmon at the present time. We will provide the remainder as soon after April 16 as possible, if that suits you.

Finally, a correction needs to be made to the shipping/handling fee on the purchase order. Our usual charge for this is twice as much as you assumed. I'm enclosing a revised bill for you. With the express service charge, change in quantity of shrimp and salmon, and the recalculated shipping/handling fee, your new total comes out to \$6,480.

Please call or e-mail me today so that we can discuss your order. Thank you for working with Super Seafood Suppliers.

Sincerely yours,
Sandra James
Sales Manager

307. Where does Joey Farina work?

- (A) At a fish market
- (B) At a seafood restaurant
- (C) At a fish canning factory
- (D) At a seafood supply house

308. When does Joey Farina want his order delivered?

- (A) April 3
- (B) April 9
- (C) April
- (D) April 16

309. How long did it take Joey Farina's letter to reach Sandra James?

- (A) 1 day
- (B) 2 days
- (C) 3 days
- (D) 4 days

310. What did Joey Farina forget to include in his purchase order?

- (A) A shipping address
- (B) An order for shrimp and salmon
- (C) An express service charge
- (D) A shipping and handling fee

311. What is the usual shipping and handling fee charged by Super Seafood Suppliers?

- (A) 2%
- (B) 2.5%
- (C) 5%
- (D) 10%

Questions 312-316 refer to the following fax and memo.

FAX COVER SHEET
TECH INTERNATIONAL
Betlemske namesti 11
198 16 Prague
CZECH REPUBLIC
Tel: (204) 12 44
Fax: (204) 12 45

To: All Board Members
From: Jarek Cichy
Marketing Department
Date: November 30, 20_
Pages: This + 5
Ref: Annual Award

Message:

Please review the attached nomination form for our department's nominee for this year's award. Anezka Novotna is my best staff member and is truly deserving of this honor. I am going to Switzerland next week on business and won't return until December 13. I will be checking my regularly while gone, so please e-mail me if you have any questions about this nominee.

Memo

To: All department staff
From: Jarek Cichy
RE: Annual party -- please attend!

As usual, the Board Members are inviting everyone to their annual Appreciation Party held to show their appreciation of the hard work you have all done during the year. This year, as in past years, the Board Members will give out the Employee of the Year award during the party.

I would like to especially encourage each of you to attend the party since this year's Employee of the Year award will be given to the nominee from our department. In addition to the honor and award she will receive from the Board, we're collecting money to buy her a group gift. If everyone contributes just \$10, we can buy her the portable DVD player that she wants. See my assistant, Basia, by Thursday at 4:00 to contribute to the gift. I hope to see you all on December 14 at 5:00 PM

312. Why did Jarek Cichy send the fax?

- (A) To invite employees to a party (
- (B) To recommend someone for an award
- (C) To inform board members of his trip
- (D) To ask for money for a gift

313. When will Jarek Cichy return to the office?

- (A) The day before the party
- (B) The day of the party
- (C) Next week
- (D) November 30

314. What is the purpose of the party?

- (A) To honor all company staff
- (B) To give an award
- (C) To give out presents
- (D) To celebrate the holidays

315. Who will receive an award?

- (A) Basia
- (B) Jark Cichy
- (C) Anezka Novotna
- (D) A Board member

316. Where does Basia work?

- (A) In Switzerland
- (B) On the Board of Directors
- (C) In the Marketing Department
- (D) In the Accounting Department

Questions 317-321 refer to the following advertisement and form.

Join our company!
BANGALORE TECHNOLOGY CENTRE (BTC)
Now hiring
One of the world's top 5 electronics companies Located in Bangalore, India

Excellent benefits
Education assistance, health coverage, free gym membership, paid vacation!
BTC is a great place to work, but don't just take our word for it. Look at the testimony from some of our employees:

"I've worked here for 3 years and it's wonderful, I will work here forever" - Manov.
Engineering Department

"BTC is the perfect employer. You should apply today." Rupal. Marketing team
Everyone on the BTC staff is a real team worker, and your supervisors really care about you.
It's like one big family." – Mohan, Accounting Department

Tel: (80) 91 22932001
Fax: (80) 91 22932011
E-mail: btc@btc.com
[http: www.btc.com](http://www.btc.com)

To learn more, go to our website and fill out the "Request for information" form

Request for Information

Learn more about the company called the Best Technology Company" by the Organization of Computer Engineers.

- YES! Send me information about the excellent opportunities at BTC, including the great benefits for employees.
- YES! Would like to have a BTC employee contact me.

Name: Bert Roberts

Job: Electrical Engineer

Address: Gulf Harbour Drive - Auckland - New Zealand

Interested in working in: Engineering Department

Tell us something about yourself.

Highest level of education: Master's degree in electrical engineering

Work Experience: 5 years as an electrical engineer at Servitrix. Ltd. Auckland, 2years as an engineering assistant at E&L company, Auckland

When you have completed the form, [click here](#).

317. What kind of business is BTC?

- (A) A marketing firm
- (B) An accounting firm
- (C) A computer retail store
- (D) An electronics company

318. Which of the following benefits is NOT offered by BTC?

- (A) Help paying for school
- (B) Medical insurance
- (C) Time off with pay
- (D) Life insurance

319. How did Bert Roberts got this form?

- (A) He visited a website.
- (B) Manoy sent it to him.
- (C) He wrote to BTC to request it.
- (D) He found it in the newspaper.

320. How many years of work experience does Bert Roberts have?

- (A) Two
- (B) Three
- (C) Five
- (D) Seven

321. If Bert Roberts accepts a job with BTC, what will he probably have to do?

- (A) Get a masters degree
- (B) Add his testimony to the company's advertisements
- (C) Move to another country
- (D) Join a gym

Questions 322-326 refer to the following agenda and e-mail

International Environmental Protection Group (IEPC)

Meeting 8: Awards Ceremony

Thursday, August 1, 20__ 7:00 PM

Place: Room 1, Sofitel Hotel

AGENDA

- | | |
|---|---------------|
| 1. Welcome | Birsen Aksay |
| 2. Fall projects & plans | Ari Tabaku |
| 3. Introduction of Nominating Committee | Kazadi Koite |
| 4. Presentation of award Recipient: J.S Choi, CEO | Jakob Skolnik |
| 5. Reception | |

To: Jakob Skolnik
From: Victoria Williams
Subject: Yesterday's awards ceremony

Mr. Skolnik,

We were all concerned about your sudden illness yesterday and hope that you are feeling better today. I know that you will feel reassured to learn that last night's awards ceremony went very well despite your absence. We had Kazadi Koite lead both items 3 and 4, and I am happy to report that he did an excellent job. The CEO of B.J. Technology accepted the award for "most environmentally friendly company" on his company's behalf and expressed great delight on receiving it. The reception was enjoyed by all. We had reserved the room for only three hours, and some guests stayed until the last possible moment. More guests attended than we expected, so we barely had enough room for everyone. Perhaps we should ask for a bigger room next year. Rooms 2 and 3 are also small, but either room 4 or room 6 would be a good size, I think. Even though the ceremony and reception were a great success. I have several other ideas for improvements for next year's ceremony. We can discuss them when you return to work. Please rest well. We hope to see you healthy and back at work soon.

Victoria

322. What company does J.S. Choi work for?

- (A) IEPG
- (B) B.J. Technology
- (C) Sofitel Hotel
- (D) Williams Inc.

323. Who presented the award?

- (A) Jakob Skolnik
- (B) Victoria Williams
- (C) Kazadi Koite
- (D) Ari tabaku

324. In which room was the reception held?

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

325. What time did the reception end?

- (A) 3:00
- (B) 6:00
- (C) 7:00
- (D) 10:00

326. What does Victoria Williams suggest doing next year?

- (A) Asking Jakob Skolnik to present the award
- (B) Using a larger hotel
- (C) Inviting more guests
- (D) Reserving a different room

Questions 327 – 328 refer to the following registration information

Seven mistakes everyone makes in business – and how to avoid them

Thank you for registering for this webcast on August 23. The event will take place at 10:00 am. EST. You will be receiving an e-mail confirmation shortly with the complete details. On August 23 you will receive an e-mail with a link to the webcast. Just click the link at 10:00 am, to join in. In the meantime, if you have any questions please contact Paul Fisher at support@htel.com or phone (+43) 3255 5340. Thank you.

327. What kind of event does this information refer to?

- A. A competition
- B. An artistic performance
- C. An online seminar
- D. An award ceremony

328. What is indicated about Mr. Fisher?

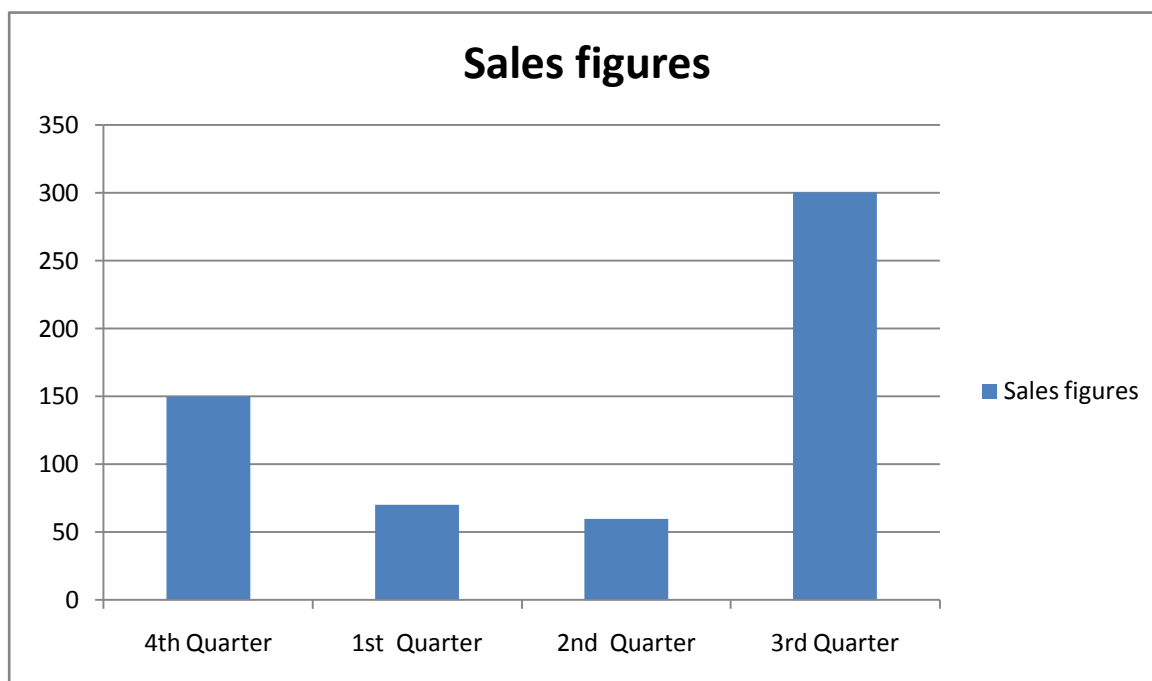
- A. He will be the main speaker
- B. He is helping to organize the event
- C. He has attended many similar events
- D. He will send e-mail confirmation

Questions 329- 330 refer to the following chart

Telanbro International
Rolling quarterly sales figures

Notes: collated data from all regional sales offices in North America and Europe

- These figures exclude our operations in France, which were affected by an industrial dispute in the first Quarter (April to June)



329. What period of time does this chart cover?

- A. Four months
- B. Nine months
- C. One year
- D. Four years

330. What might be inferred about Telanbro International?

- A. This year is more successful than last year.
- B. Sales are gradually declining
- C. Profits are rising steadily
- D. It sells seasonal products.

Questions 331 – 334 refer to the following book review

FOOD AND THE DEPRESSION

BY DR.LUCY REYNONDS

Thousands of book have been written about the Great Depression, but this one manages to find something new and different to say about America in the 1930s. The familiar and potentially dull themes of plummeting Crop prices, rural unemployment, and the growth of diversification and self-sufficiency are all covered in a very readable way. There's a fascinating chapter devoted to the proliferation of women's magazines, which sprung up throughout the 1930s. These helped struggling women stretch their food budget by sharing recipes for casseroles and other cheap meals. We also learn that radio shows of the day were full of advice on living cheaply, advising on everything from keeping chickens and other animals to growing fruit and vegetables in yards and gardens.

Dr. Reynolds is a historian who has come a long way since completing her PhD thesis on foodstuffs and Cooking on the Oregon Trail. She writes imaginatively and thanks to her prose, perhaps the most difficult decade of the century comes to life in a vivid and meaningful way. Fans of her previous book, Feeding the Family in Nineteenth – century America and Farming Rural Families, will want to pre-order this latest volume, due to be published in the summer. It's sure to be a bestseller.

331. What genre of book is being reviewed here?

- (A) A history book
- (B) A Cookbook
- (C) A medical book
- (D) A gardening book

332. What is indicated about the author?

- (A) She is a qualified physician.
- (B) She is a professional chef.
- (C) She is an experienced writer.
- (D) She is originally from Oregon.

333. What does the reviewer NOT suggest about the book?

- (A) It be very popular
- (B) It covers familiar themes.
- (C) It is dull in some parts.
- (D) It is easy to read.

334. The word “plummeting” in paragraph 1, line 3 is closest in meaning to.

- (A) resembling
- (B) declining
- (C) cultivating
- (D) measuring

Questions 335– 337 refer to the following message

To:	Rashid Khan	Date: 9/20
Name of caller:	Kaylee West	Time: 9245, Friday
Company:	Storm Engineering, Inc	
Telephone number:	1-212-555-2938 1	

Message:

Mr. Charles Leung has changed his travel plans for next Wednesday's meeting. He will now be arriving the evening before the meeting, and would like accommodations for an extra night. Could you arrange this with the hotel you made his original booking with? Ms. West apologizes that she can't make the arrangements herself, but she doesn't know which hotel you booked. Otherwise all is as agreed. Mr. Leung's return flight is on Thursday morning, as previously noted. Please call her if there are any problems with the booking.

Taken By: Evan Mitchell

335. Who most likely is Ms. West?

- (A) A Colleague of Mr. Mitchell
- (B) A local travel agent
- (C) Mr. Khan's manager
- (D) Mr. Leung's secretary

337. How many nights does Mr. Leung want to spend in the hotel?

- (A) One
- (B) Two
- (C) Three
- (D) Four

336. What will Mr. Khan most likely do now?

- (A) Call Ms. West
- (B) Meet with Mr. Leung
- (C) Confirm flight times
- (D) Change a hotel reservation

Questions 338 – 340 refer to the following schedule

Now Playing - Sunday, June 7

Screen 1	Mayhem in Miami (G) Fun and laughter for all the family Running time: 105 mins. 1:20; 4:30; 7:40	Key: (G) - General rating. Suitable for all ages. (PG) Parental guidance recommended. (PG-13) - Parents strongly cautioned. Some material may be inappropriate for Children under 13. (R) - Restricted. Children under 17 require accompanying parent or guardian. To purchase tickets, call the Ticket Hotline at: 1-800-555-7125
Screen 2	The Lost Planet (PG) Fantasy adventure movie Running time: 110 mins 3:15; 6:05; 8:45	
Screen 3	Street Heroes (PG-13) Contains moderate violence Running time: 99 mins. 3:10; 5:50; 8:40	
Screen 4	Krazy Kitty (G) Crazy action, slapstick comedy Running time: 90 mins. Kids' club at 11:00	
Screen 5	Horrors of the Deep (R) Contains strong violence; not suitable for under 17 Running time: 90 mins. 6:30; 8:50	

338. Where would this information be found?

- (A) At a theater
- (B) At a rental Store
- (C) At a movie theater
- (D) At a production company

339. Which of the following movies is suitable for all ages?

- (A) Mayhem in Miami (C) Street Heroes
- (B) The Lost Planet (D) Horrors of the Deep

340. What is indicated about The Lost planet?

- (A) It is sold out all Week.
- (B) It is inappropriate for teenagers.
- (C) It is longer than the other movies.
- (D) It is the most popular movie.

Questions 341 – 344 refer to the following advertisement.

Experience the Jewel of Catalonia

Five days from \$799

Valid for selected departures from April through June

Join us on this five-day getaway to cosmopolitan Barcelona, capital of Catalonia. See its unique architecture, and visit the historic old neighborhoods of this vibrant city. Stroll down La Rambla, the city's most famous street, and explore the medieval Gothic Quarter. Visit the Picasso Museum to see over 4,000 works by this renowned artist. Marvel at the amazing Sagrada Familia, Gaudi's greatest but unfinished masterpiece and one of the city's best-known sights.

And when you get tired... relax on the pristine beaches! Stunning architecture, great shopping, lively nightlife, delicious food, perfect weather. .. Barcelona has it all. Soak up the lively atmosphere in this unforgettable city - the Cultural pearl of Catalonia.

Price includes:

Round-trip flights from Miami, New York, or Los Angeles Room and breakfast in a three-star hotel

Two full-day tours in an air-conditioned bus around Barcelona Entry to places of interest

Services of a tour guide

341. Which of the following can be inferred from this advertisement?

- A. Places on the tour are limited
- (B) The tour guide is Spanish
- (C) Prices may increase in July
- (D) Tips are included in the cost.

342. What is indicated about Barcelona in the advertisement?

- (A) It is Spain's most visited city.
- (B) Picasso used to live there.
- (C) Parts of the city are very modern.
- (D) It is located near the sea

343. The word "pristine" in paragraph 2, line 1, is closest in meaning to?

- (A) unspoiled
- (B) sandy
- (C) tranquil
- (D) extensive

344. What is NOT included in the offer?

- (A) Transportation
- (B) Breakfast and dinner
- (C) Accommodation
- (D) Admission to attractions

Questions 345 – 347 refer to the following e-mail

To: Rahul Sharma

From: Support@viktor.org

Subject: your complaint regarding order number CN02/976

Date: July 22

Dear Mr. Sharma,

Thank you for your e-mail of July 19, which has been forwarded to me since I am responsible for filling orders. I am very sorry about the error in your shipment of “Newbury” maple bookcases. It seems that the number indicated on your order form was misread. I have already shipped you the outstanding bookcases by overnight mail. They will be delivered by 12:00 noon tomorrow to the address you originally supplied on the order form.

As a gesture of goodwill, Viktor Computer Supplies would like to offer you a discount of ten percent on your next order. Please quote reference number CDL901 on the order form to take advantage of the discount.

Again, please accept my apologies for the error.

Sincerely,

Maria Hernandez, Order Processing

Viktor Computer Supplies

345. What is the main purpose of this e-mail?

- (A) To complain about an order future?
- (B) To quote a shipping price
- (C) To apologize for a mistake
- (D) To check delivery details

346. Why was Mr. Sharma not satisfied with his order?

- (A) He was overcharged.
- (B) The order was sent late.
- (C) The shipment never arrived.
- (D) Some items were missing.

347. Why might Mr. Sharma quote CDL901 in the future?

- (A) To confirm an order
- (B) To get a reference
- (C) To avoid mistakes
- (D) To save money

Questions 348 – 351 refer to the following notice.

MOTOR OIL RECYCLING DAYS

You can recycle clean, used motor oil free of charge on the first Saturday of the month 9:30 am at your local Certified Motor Oil Recycling Center. This may be a gas station or auto parts store (look for the symbol). Certified Motor Oil Recycling Centers will accept up to 12 gallons of used motor oil per person per day. However, they are unable to accept used motor oil in containers larger than 5 gallons. Certified Motor Oil Recycling Centers do not charge a fee for this service.

Used motor oil may also be brought to a Non-Certified Motor Oil Recycling Center. These centers may charge a fee. Limits to the amount of motor oil accepted, and to acceptable containers are set the individual center:

For schedule of MOTOR OIL RECYCLING DAYS and a list of centers near you. Hotline at 555-9800 from 9:00 am to 5:00 pm, Mondays through Fridays.

PLEASE NOTE: You must not bring contaminated motor oil, or oil that is mixed with any other substance, to a Certified Motor Oil Recycling Center. Bring it instead to a Hazardous Waste Collection Center for proper disposal. Hazardous Waste Collection Center WILL accept up to 15 gallons of contaminated motor oil and oil that is mixed with other substances (provided the waste is not from a commercial source).

For information on HAZARDOUS WASTE COLLECTION CENTER, call us 500 Hotline at 555 – 9100 from 9:00 am to 5:00 pm, Mondays through Fridays.

348. Why was this notice written?

- (A) To reduce hazardous oil wastage
- (B) To promote safe disposal of used oil
- (C) To encourage health and safety at work
- (D) To limit the use of contaminated oil

349. Who is the likely audience for this information?

- (A) Drivers of motorized vehicles
- (B) Government Safety inspectors
- (C) Recycling center managers
- (D) Staff at auto parts stores

350. What is indicated about Certified Motor Oil Recycling Centers

- (A) They may charge a fee to recycle oil.
- (B) They only accept oil in 5-gallon – containers.
- (C) They accept contaminated motor oil.
- (D) They are only open once a month.

351. What will Hazardous Waste Collection Centers NOT accept?

- (A) Used, contaminated motor oil
- (B) Motor oil that is mixed with other substances
- (C) More than 12 gallons of oil per person
- (D) Any commercial waste

Questions 352– 356 refer to the following article and memo

The Future is Flextime

It's Win – Win - Win situation, reports business correspondent Doreen Heggarty.

The Department of Labor Statistics reports that 28.5 percent of American workers - that is about 29 million people – work flexible hours or shift schedules. According to the latest statistics release yesterday, men are slightly more likely to work flexible schedules than women (292 percent and 276 percent respectively). The survey also reveals that managers and senior employees are more likely to work flextime than support workers and junior employees. What is perhaps surprising is that about 28.9 percent of employees with children work flextime, compared to 28.2 percent of workers without children – a roughly similar percentage.

One thing seems clear. Employees like flextime because it permits them to schedule working hours around other commitments - like children's school events or medical appointments. Companies like flextime because it increases employee productivity, reduces absenteeism, and allows busy departments to work for longer periods. And government agencies like flextime because rush – hour traffic congestion is eased and air pollution is reduced. It's a win – win - win situation! In the future all companies will work this way.

MEMO

To: All vice presidents

From: Vera Chang, HR Dept.

I'd like to propose that we discuss the subject of flextime at our next meeting, with a view to introducing the practice throughout the company. I just read some statistics, published by the Department of Labor, which state that well over one-quarter of American workers work flexible hours or shift schedules. There could be significant benefits to companies like ours.

We do not want to risk being seen as old-fashioned and behind our competitors. We pride ourselves on being a family-friendly company, and flexible work schedules would be a great boon for parents of young and school - age children. I think offering flextime would boost staff morale and cut down on sick leave and unauthorized leave. It might also help us solve the perennial problem of late arrivals, caused by morning traffic jams. The company parking lot would be less crowded, too. Offering flextime means we could staff our busy customer service department for an extra couple of hours a day without having to take on new employees, which would be a real benefit. Please let's add this to the list of items to discuss at our next Monthly Review.

352. What is the purpose of the memo?

- A) To recommend a date for a meeting
- (B) To suggest an item for the agenda of a meeting
- (C) To announce the introduction of a new company policy.
- (D) To highlight poor working attitudes among employees

353. According to the article, what percentage of men work a flexible schedule?

- (A) 27.6 percent.
- (B) 28.5 percent
- (C) 28.9 percent
- (D) 29.2 percent

354. What is indicated in the article?

- (A) More managers work flextime than junior employees.
- (B) Roughly equal numbers of junior and senior staff work flextime.
- (C) Flextime workers are far more likely to have children than non-flextime workers.
- (D) There are more flextime workers in the US than any other country

355. In the memo, the word “perennial” in paragraph 2, line 4, is closest in meaning to

- (A) varying
- (B) recurrent
- (C) increasing
- (D) customary

356. Which benefit of flextime that Ms. Chang mentions is NOT stated in the article?

- (A) It helps staff cope with family obligations.
- (B) It improves staff morale.
- (C) It boosts employee attendance
- (D) It allows for longer opening hours.

Questions 357 – 361 refer to the following advertisement and menu

Poppa's Pizza Place

Your favorite place to eat in Lakewood

320 West Evergreen, Lakewood, CO 80324

Pizza lovers love Poppa's Pizza Place. We are Colorado's leading independent pizza restaurant. Since we opened in 2005, we have been tossing and serving the freshest, tastiest pizza you'll ever find anywhere in the state. And that's not all. Try our great pasta dishes from just \$12!

Sign up for e-mail deals and get a free appetizer!

Exclusive! Buy any standard pizza or pasta dish and get another for just \$5.

Limited-time offer. Valid Sunday through Thursday.

Cheapest meal will be discounted. Promotion available until Oct 30.

Poppa’s Pizza Place			
Pizza	10” (serves 1-2)	Pasta	
Chef’s special Pepperoni, sausage, mushrooms, red pepper, green pepper, sliced, sliced tomatoes, spinach.	\$ 16	Penne Napolitana Penne pasta served with our homemade tomato sauce on a bed of fresh spinach	\$ 12
Hawalian Chicken, pineapple, green pepper, sliced tomatoes	\$ 14	Spaghetti alla carbonara Thick cut bacon strips with cream, parmesan & egg	\$15
BBQ Feast Chicken and ham with homemade BBG sauce	\$ 14	Lobster Ravioli Envelopes of pasta stuffed with lobster served simply in a lemon butter cream sauce with green spinach	\$ 18
Mediterranean Red pepper, green pepper, mushrooms, red onion, sliced tomatoes, black olives	\$ 13	Spaghetti Marinara Mixed seafood & prawns served in a rich tomato sauce with spaghetti	\$ 18
Additional topping \$ 1 (Topping marked * are double in price): Black olives, green olives, onions, red pepper, green pepper, mushrooms, tomatoes, sun – dried tomatoes*, jalapenos, spinach, chicken*, pepperoni*, anchovies*.		All pasta dished are served with a side of garlic bread and parmesan cheese.	
Thank you			

357. Which pizza is suitable for someone who does not eat meat?

- (A) Chef's Special
- (B) Hawaiian
- (C) BBQ Feast
- (D) Mediterranean

358. How much does one Chef's Special pizza with extra pepperoni and jalapenos cost?

- (A) \$16
- (B) \$18
- (C) \$19
- (D) \$20

359. Which pasta dish is referred to in the advertisement?

- (A) Spaghetti alla Carbonara
- (B) Lobster Ravioli
- (C) Penne Napolitana
- (D) Spaghetti Marinera

360. What is the biggest possible saving a customer can achieve using the coupon?

- (A) \$10
- (B) \$12
- (C) \$13
- (D) \$15

361. What can customers receive if they register for special offers Online?

- (A) Ten percent off
- (B) One free dish
- (C) Extra toppings
- (D) A complimentary drink

Questions 362 – 366 refer to the following schedule and memo

Bridgeport Business School SPRING SEMESTER SCHEDULE			
Monday	Desktop publishing (Beginner)	5:00 -7:00 PM.	\$ 240
	Word processing (Intermediate)	7:00-9:00 PM.	\$ 195
Tuesday	Desktop publishing (Intermediate)	5:00-7:00 PM.	\$ 240
	Website design (Basic)	7:00-9:00 PM.	\$ 175
Wednesday	Bookkeeping (Intermediate)	5:00 -7:00 PM.	\$ 220
	Word processing (Beginner)	7:00-9:00 PM.	\$ 195
Thursday	Desktop publishing (Advanced)	5:00 -7:00 PM.	\$ 240
	Bookkeeping (Beginner)	7:00-9:00 PM.	\$ 220

Please note: Semester begins February 4. All courses must be paid for in advance. Exam fees are extra. A course consists of 12 weekly lessons.

To: SangHee Lee
From: Luis Martinez
Date: January 22
Subject: Desktop publishing course

Dear Ms. Lee

At my recent appraisal you said that you could not promote me yet because my desktop publishing skills were not good enough. As you know I am eager to advance within the company, so I have researched a course that will give me the skills I lack. Please find attached the course schedule of the Bridgeport Business School. The most suitable level for me is probably Intermediate, but unfortunately the Intermediate course overlaps with our Tuesday departmental team meetings, so I cannot make that one. Instead, I would like to attend the Thursday class. This would mean leaving the office by four o'clock in order to give myself sufficient time to get to the Training School by five. I am writing to ask you if you would agree to this. I will work through my lunch break on class days, and I m also prepared to cover the cost of the course myself.

I looking forward to your reply.

Sincerely.

362. What is the purpose of Mr. Martinez's?

- (A) To submit an application for a transfer
- (B) To check his unpaid leave entitlement
- (C) To propose the company finance his studies
- (D) To ask to leave work early one day a week

363. Which level of class does Mr. Martinez want to take?

- (A) Basic
- (B) Beginner
- (C) Intermediate
- (D) Advanced

364. What is indicated about the Bridgeport Business School?

- (A) Classes are held every evening.
- (B) The course fee includes the exam fee.
- (C) All the classes are two hours in duration.
- (D) Advanced classes are more expensive than beginner courses.

365. In the memo, the word "overlaps" in line 5 is closest in meaning to?

- (A) coincides
- (B) eliminates
- (C) confuses
- (D) precedes

366. What does Mr. Martinez imply in his e-mail?

- (A) He hopes to be promoted after the course.
- (B) He will stop taking lunch breaks at work.
- (C) He is confident of his desktop publishing skills.
- (D) He wants Ms. Lee to reschedule the team meetings.

Questions 367 – 370 refer to the following letter.

Oct 10

Mr. Antonio Garcia

2144 Broad Street

Atlanta, GA 30281

Dear Mr. Garcia.

Further to our conversation earlier today. I am writing to confirm that your leave of absence has been extended for a further two weeks from the date of this letter. Thanks you for making the company aware of your health situation. I understand that you are due to undergo minor surgery in a few days after which you will require one week of complete rest.

Your coworker David White has been assigned to look after your key clients during your absence. I have also asked Aki Shibata to assume responsibility for attending the weekly briefing meetings on October 13 and October 20. If you have any concerns about these arrangements, please call me.

We wish you a speedy recovery and look forward to seeing to you on your turn, as agreed.

Sincerely

Ken Wilson

Human Resources, CTS Electrical

367. What is the purpose of this letter?

- A. To reassign important duties
- B. To approve a period of leave
- C. To announce new appointments
- D. To require about an operation

368. What is NOT indicated about Mr. Garcia?

- A. He is senior manager
- B. He is not at work due to illness
- C. He is employed by CTS Electrical
- D. He works with Mr. White

369. When is Mr. Garcia expected back in the office?

- A. October 10
- B. October 13
- C. October 20
- D. October 24

370. Who will be temporarily looking after important customers.

- A. Mr. Wilson C. Ms. Shibata
- B. Mr. Garcia D. Mr. White

Questions 371 –37 4 refer to the following email

To: Undisclosed recipients

From: gerrybrown@iap.com

Subject: Massage to all IPA presenters

Date: April 20

Dear Presenter,

As a integral part of this year’s IAP Conference. We are happy to say that the IAP Online coverage looks set to be bigger and better than ever. With an amazing 20.000 “virtual” delegates expected to attend online, the website will host on – demand video presentations, live video interviews with presenters, and reports from conference delegates, as well as moderated discussion forums. IAP online offers a great opportunity for you to interact with professionals worldwide who cannot be present at the main conference in Sydney.

Could you please upload your presentation (including any handouts) and photo to be website at www.iap.org/conference. Here , delegates can post comments, ask you questions, etc,.. and you are free to interact. Please not that there is a maximum file size (10MB) for each file you upload. If you have several attachments, uploading them can take time. If you have any problems, use the “ contact us” form on the website.

Many thanks.

The IAP Online Conference Team.

371. Who wrote this e-mail?

- A. A speaker at a convention
- B. A website developer
- C. A conference delegate
- D. An event organizer

372. What are presenters asked to do?

- A. Provide information
- B. Contact delegates
- C. Register on the website
- D. Prepare for an interview

373. What will IAP Online NOT include?

- A. Discussion forums
- B. Interactive workshops
- C. Reports from attendees
- D. Video presentations

374. What is indicated about the IAP Conference?

- A. It is only accessible online
- B. It will take place in April
- C. It is expensive to participate in
- D. It is to be held in Australia

Questions 375 – 376 refer to the following notice.

KAPTCO products Warranty

All KAPTCO products purchased in the US are covered by a one year warranty based on the date of purchase. This guarantees units against defective materials or workmanship. Please note that this warranty is void if the product has been damaged in any way, or has otherwise suffered from neglect, misuse, improper service, or other causes not arising from defects in material or workmanship.

If a product is not functioning properly, please call Customer Service at 1-800-555-8822 Mon-Thu 8:00 Am – 7:00 Pm, Fri 10:00 Am – 6:00 pm Central Time to speak to a customer service agent. If it is necessary to return the unit to us, you will be given a Unit Authorization Return (UAR) number. Please do not return a unit to us unless you have received a UAR number from an agent. If a unit is sent to us without a UAR number, the replacement process will be delayed.

In order to receive a replacement, you must also send a copy of the receipt and a letter explaining the problem. If your unit is out of warranty, or no receipt can be found, the unit may be replaced for a service fee. The replacement charge for an out of warranty standard unit ranges between \$95.00 and \$240.00. Please be advised that KAPTCO cannot assume responsibility for loss or damage during incoming shipments. Refunds cannot be issued to customers who did not purchase a product directly through KAPTCO.

375. Who is this notice intended for?

- A. Technicians
- B. Service agents
- C. Customers
- D. Managers

376. What is it NOT always necessary to do when returning a unit?

- A. Call a customer service agent
- B. Get a UAR number
- C. Enclose a receipt
- D. Explain the problem

377. What is indicated about **KAPTCO**?

- A. The service department is closed on weekends.
- B. Replacement are more common than the refunds.
- C. The company only sells products online
- D. It is unusual for products to be returned.

378. The word “defective” in paragraph 1, line 2 is closest in meaning to?

- | | |
|--------------|----------------|
| A. Declining | C. Futile |
| B. Futile | D. Ineffective |

Questions 379 – 382 refer to the following fax

Fax: ADELAIDE OFFICE SOLUTIONS LTD 54 St. Andrews street

Adelaide 6700

www.adelaide-office-solutions.com Email: sales@adelaideoffsol.com

To: John Sawyer From: Erj i Watanabe Pages: 1

Fax: 1300-555-7878 Date: June 25 CC: n/a

We are grateful for the opportunity to quote on this project. As discussed during our site visit, we will be able to start within 3-5 working days of confirmation.

Consultation & design	\$2.300	Shelving	\$2.000
Project management	\$1.400	Flooring	\$11.250
Ceiling glass panels	\$8.000	Paining	\$ 4.500
Plasterboard walls	\$ 2.950	Subtotal	\$ 34.150
Doors (2x timber, 3xMDF)	\$1.750		

VALIDITY: 60 days from the date of this quote.

PAYMENT TERMS: 30% upfront to start work. Balance 70% on completion.

The total project should take no longer than 4 weeks to complete. We will also beat any competitive quotation by 5% of submitted to us by fax or e-mail. We trust that you will find our quote satisfactory and look forward to working with you

379.What kind of company is Adelaide Office Solutions?

- A. A business supplies wholesaler
- B. An office renovation specialist
- C. A wood furniture manufacturer
- D. A supplier of building products

380. What is the purpose of this fax?

- A. To give a quotation
- B. To revise an estimate
- C. To thank Mr. Sawyer
- D. To request payment

381.How much of a deposit is required before work can begin?

- A. 5 percent
- B. 30 percent
- C. 60 percent
- D. 7 percent

382.When should the work be completed?

- A. In less than five days
- B. In about two weeks
- C. Before the end of August
- D. In 60 days time

Questions 383 – 386 refer to the following advertisement.

Webone Dynamic Design

EXCEEDING EXPECTATIONS SINCE 2010

Webone Dynamic Design is an innovative web solution company based in Michigan, US. We provide a complete web design, web development & internet marketing solution to companies worldwide

- Web design: We specialize in high - quality web design. Our team of 20 web designers will create an appealing website design that communicates your corporate message
- Web development: We utilize the latest PHP and ASP.NET technologies to bring you a complete solution for all your needs. Web application development, custom CMS development. Open source customization, and e-commerce website development are all provided for
- Search Engine Optimization (SEO): Our SEO specialists will increase your site traffic and boots your search engines, including On-page & off - page optimization. We offer Platinum. Gold, and Silver SEO packages to boost your website rating

We know that having an attractive and engaging website can significantly increase your sales. Why not have your own business BLOG, or sell more with less effort by engaging in e-commerce solution? Come to webone Dynamic Design and promote your business online with a professional website design. Can you afford NOT to come to us?

383. Who would be most interested in this advertisement

- A. Website designers
- B. Computer engineers
- C. Business owners
- D. SEO specialists

385. What does Webone Dynamic Design NOT promise to do for customers?

- A. Attract more online visitors
- B. Create an engaging website
- C. Develop ways of selling online
- D. Boots organizational efficiency

384. What is indicated about WebOne Dynamic Design?

- A. It has many international customers
- B. it was founded fairly recently
- C. it does not employ many full -time staff
- D. it is less expensive than its rivals

386. The word "rating" in paragraph 4, line 5, is closest in meaning to

- A. position
- B. Profile
- C. appeal
- D. Profit