

1.



2.



GO ON TO THE NEXT PAGE

3.



4.



5.



6.



GO ON TO THE NEXT PAGE

7.



8.



9.



10.



GO ON TO THE NEXT PAGE 

PART 2

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

Sample Answer

(A) ● (C)

Example

You will hear: Where is the meeting room?

- You will also hear:
- (A) To meet the new director.
 - (B) It's the first room on the right.
 - (C) Yes, at two o'clock.

The best response to the question "Where is the meeting room?" is choice (B), "It's the first room on the right," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

- 11. Mark your answer on your answer sheet.
- 12. Mark your answer on your answer sheet.
- 13. Mark your answer on your answer sheet.
- 14. Mark your answer on your answer sheet.
- 15. Mark your answer on your answer sheet.
- 16. Mark your answer on your answer sheet.
- 17. Mark your answer on your answer sheet.
- 18. Mark your answer on your answer sheet.
- 19. Mark your answer on your answer sheet.
- 20. Mark your answer on your answer sheet.
- 21. Mark your answer on your answer sheet.
- 22. Mark your answer on your answer sheet.
- 23. Mark your answer on your answer sheet.
- 24. Mark your answer on your answer sheet.
- 25. Mark your answer on your answer sheet.

- 26. Mark your answer on your answer sheet.
- 27. Mark your answer on your answer sheet.
- 28. Mark your answer on your answer sheet.
- 29. Mark your answer on your answer sheet.
- 30. Mark your answer on your answer sheet.
- 31. Mark your answer on your answer sheet.
- 32. Mark your answer on your answer sheet.
- 33. Mark your answer on your answer sheet.
- 34. Mark your answer on your answer sheet.
- 35. Mark your answer on your answer sheet.
- 36. Mark your answer on your answer sheet.
- 37. Mark your answer on your answer sheet.
- 38. Mark your answer on your answer sheet.
- 39. Mark your answer on your answer sheet.
- 40. Mark your answer on your answer sheet.

PART 3

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

41. Where most likely are the speakers?

- (A) In a bakery
- (B) In a gift shop
- (C) In a post office
- (D) In a clothing store

42. What does the woman suggest?

- (A) Providing some contact information
- (B) Visiting a different store
- (C) Looking in a display case
- (D) Checking a store catalog

43. What does the man request?

- (A) A gift box
- (B) Express delivery
- (C) An itemized receipt
- (D) A taste sample

44. Who most likely is the man?

- (A) An author
- (B) An accountant
- (C) A librarian
- (D) A bank clerk

45. What does the man offer to do?

- (A) Sign a form
- (B) Obtain a book
- (C) Create an account
- (D) Copy a document

46. Why will the woman be charged a fee?

- (A) For canceling a reservation
- (B) For renewing a membership
- (C) For using a special service
- (D) For replacing a lost card

GO ON TO THE NEXT PAGE 

47. Why does the woman say she was late?
(A) She was stuck in traffic.
(B) She was delayed at a meeting.
(C) She went to the wrong building.
(D) She forgot the time of an appointment.

48. What does the man tell the woman?
(A) She can see a nurse.
(B) She might have to wait a long time.
(C) A prescription was ordered.
(D) A location was changed.

49. What does the woman decide to do?
(A) Return home
(B) Call another office
(C) Contact her supervisor
(D) Come back another day
-

50. What type of business does the woman work for?
(A) A magazine publisher
(B) A real estate agency
(C) A computer store
(D) A moving company

51. What does the man say he will do next month?
(A) Start a new job
(B) Move to a different apartment
(C) Submit an article
(D) Change a payment method

52. What does the woman request?
(A) A customer code
(B) A home telephone number
(C) Credit card information
(D) An e-mail address
-

53. What most likely is the woman's job?
(A) Hotel clerk
(B) Bus driver
(C) Restaurant manager
(D) Tour guide

54. What does the man ask the woman to do?
(A) Assign him to a bigger room
(B) Leave a message for a conference organizer
(C) Make a dinner reservation
(D) Direct him to a tour bus company

55. What does the woman offer to do?
(A) Sell the man a ticket
(B) Write down directions
(C) Inquire about a schedule
(D) Call a taxi
-

56. What type of business do the speakers work in?
(A) Finance
(B) Advertising
(C) Interior design
(D) Manufacturing

57. What did the woman recently do?
(A) She took a vacation.
(B) She moved to a new home.
(C) She started a new business.
(D) She enrolled in an online course.

58. What does the man offer to do?
(A) Refer a client
(B) Purchase some software
(C) Provide an estimate
(D) Advertise a position
-

59. What are the speakers discussing?
(A) Lunch plans
(B) Company rules
(C) An expense report
(D) A computer repair
60. Why is the man concerned?
(A) A figure is incorrect.
(B) A file is missing.
(C) A project is past due.
(D) A meeting is canceled.
61. Why does the woman mention Jeff?
(A) He is in charge of maintenance.
(B) He is out of the office today.
(C) He has started another project.
(D) He has the equipment information.
-
62. What does the man say about Janice Riley?
(A) She has been promoted.
(B) She has left the company.
(C) She has transferred to a new location.
(D) She has been interviewed for a magazine article.
63. What are the speakers trying to decide?
(A) How to respond to a complaint
(B) How to recruit new salespeople
(C) How to enforce an employee policy
(D) How to communicate some company news
64. What does the woman propose?
(A) Holding a press conference
(B) Reorganizing a division
(C) Setting up online meetings
(D) Creating training materials
-
65. What is the company's plan?
(A) To reduce transportation costs
(B) To appoint a new board president
(C) To increase energy efficiency
(D) To open a branch overseas
66. What is the woman considering?
(A) Sending an e-mail response
(B) Conducting a survey
(C) Applying to relocate
(D) Joining a committee
67. Why is the man unable to attend the meeting?
(A) He is giving a presentation.
(B) He is picking up a colleague.
(C) He is writing an article.
(D) He is taking inventory.
-
68. What is the woman calling about?
(A) An electrical problem
(B) An error in a contract
(C) A delayed delivery
(D) A broken lock
69. What does the man say about Sherwood Limited?
(A) It is an important customer.
(B) It has canceled an order.
(C) It installed some wiring.
(D) It is hiring more workers.
70. What is scheduled to take place on Thursday?
(A) A client meeting
(B) A job interview
(C) A training session
(D) A building tour
-

PART 4

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

71. What has caused the delay?

- (A) Missing luggage
- (B) Traffic on the runway
- (C) Late-arriving passengers
- (D) A mechanical repair

72. When is the airplane expected to depart?

- (A) At 4:00 P.M.
- (B) At 4:30 P.M.
- (C) At 5:00 P.M.
- (D) At 5:30 P.M.

73. What does the speaker say will happen next?

- (A) Beverages will be distributed.
 - (B) Refund forms will be provided.
 - (C) A movie will be shown.
 - (D) Boarding passes will be checked.
-

74. Where most likely is the announcement being made?

- (A) At a paint store
- (B) At a post office
- (C) At a manufacturing plant
- (D) At a construction site

75. What has caused a problem?

- (A) Some paint has spilled.
- (B) Some machinery is jammed.
- (C) Some packages have not been delivered.
- (D) Some products have been damaged.

76. What are the listeners instructed to do?

- (A) Turn off their machines
 - (B) Meet with a supervisor
 - (C) Clean up the area
 - (D) Go to the staff room
-

77. Why is the restaurant having a celebration?

- (A) The head chef won an award.
- (B) The service was favorably reviewed.
- (C) It has served 10,000 customers.
- (D) It is opening a new location.

78. What does the restaurant specialize in?

- (A) Steak
- (B) Seafood
- (C) Spicy meals
- (D) Pasta dishes

79. What will customers receive if they mention the advertisement?

- (A) A 20 percent discount
 - (B) A cooking class
 - (C) A free dessert
 - (D) A coupon
-

80. What business most likely created the message?

- (A) An art gallery
- (B) A movie theater
- (C) A photography studio
- (D) A job recruitment agency

81. When is the business office closed?

- (A) On Sundays
- (B) On Mondays
- (C) On Tuesdays
- (D) On Wednesdays

82. What are job seekers advised to do?

- (A) Visit a Web site
 - (B) Mail in a résumé
 - (C) Come to the office
 - (D) Call during office hours
-

83. Where most likely is the speaker?

- (A) In a library
- (B) In a pharmacy
- (C) In a laboratory
- (D) In a factory

84. According to the speaker, how are items organized?

- (A) In alphabetical order
- (B) By label color
- (C) By item number
- (D) By frequency of use

85. What are listeners asked to record before leaving?

- (A) The hours they worked
 - (B) The number of orders filled
 - (C) Remaining quantities of supplies
 - (D) Results of experiments
-

86. Who most likely are the listeners?

- (A) Computer technicians
- (B) Human resources workers
- (C) Product designers
- (D) Sales representatives

87. According to the speaker, what is the next step in a project?

- (A) To build a prototype
- (B) To obtain some feedback
- (C) To create training materials
- (D) To set pricing

88. What does the speaker ask for help with?

- (A) Interviewing job applicants
 - (B) Selecting some tools
 - (C) Revising some documents
 - (D) Contacting other departments
-

89. What type of business does the speaker work for?
(A) An air-conditioning store
(B) A hardware store
(C) A food distributor
(D) An appliance manufacturer
90. What does the speaker ask the listener to do?
(A) Take an inventory
(B) Repair some equipment
(C) Begin a renovation project
(D) Deliver an order
91. Why is the speaker concerned?
(A) A customer has submitted a complaint.
(B) A bill has not been paid.
(C) A delivery has not been received.
(D) Some food may spoil.
-
92. What is the purpose of the announcement?
(A) To explain safety procedures
(B) To describe a new printer
(C) To share an employment opportunity
(D) To report an upcoming inspection
93. What benefit does the speaker mention?
(A) Reduced harm to the environment
(B) Greater output capacity
(C) Increased worker productivity
(D) Fewer maintenance problems
94. According to the speaker, why have two training sessions been scheduled?
(A) To accommodate employees on all shifts
(B) To guarantee sufficient practice time
(C) To fulfill a contract requirement
(D) To address participants' questions
-
95. Where is the talk taking place?
(A) At a furniture factory
(B) At an art studio
(C) At a garden center
(D) At a historic home
96. Why does the speaker say he is pleased?
(A) Transportation is included in the price.
(B) Gardens will be included in the tour.
(C) A building is going to be renovated.
(D) A historian will be answering questions.
97. What does the speaker suggest doing next?
(A) Going to the library
(B) Visiting a gift shop
(C) Purchasing a ticket
(D) Selecting some plants
-
98. What type of publication does the speaker most likely work for?
(A) A literary review
(B) A travel magazine
(C) A daily newspaper
(D) A medical journal
99. According to the speaker, why has a deadline been changed?
(A) Pictures will be featured for the first time.
(B) Some editors will be unavailable.
(C) The issue has to be mailed early.
(D) Some articles need to be translated.
100. Why will there be a special introduction in the spring issue?
(A) It will be the anniversary of the publication.
(B) It will be the final issue of the publication.
(C) A new format will be announced.
(D) A famous contributor will be introduced.
-

This is the end of the Listening test. Turn to Part 5 in your test book.

READING TEST

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

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

PART 5

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

101. To ----- clinic volunteers, Laradore Hospital administrators will provide refreshments at today's meeting.
(A) thankful
(B) thanks
(C) thanking
(D) thank
102. Notify our office if you cannot open the ----- workshop schedule.
(A) attach
(B) attached
(C) attaching
(D) attachment
103. Please read the instructions ----- before using this medication.
(A) highly
(B) very
(C) completely
(D) ever
104. Lancaster officials are now ----- proposals for the library renovation and will announce their decision next month.
(A) reviewing
(B) constructing
(C) intending
(D) repaying
105. SPC Sportswear's focus ----- personalized service has ensured overall customer satisfaction.
(A) for
(B) at
(C) on
(D) to
106. Maybear Bakery promises that ----- bread products are dairy free.
(A) themselves
(B) its
(C) itself
(D) they
107. Mr. Dutt noted that his career as a biologist had been ----- more rewarding than he had expected.
(A) soon
(B) alone
(C) about
(D) even
108. For ----- information on our merchandise return policy, please contact customer service at 555-0101.
(A) beyond
(B) further
(C) near
(D) again

109. Three Kagoshima police officers are scheduled to teach bicycle ----- to local schoolchildren.
(A) progress
(B) safety
(C) future
(D) permission
110. ----- dining with a group, let your server know in advance if you prefer separate bills.
(A) When
(B) Next
(C) Later
(D) Seldom
111. The CEO of Triplinger Media would like to congratulate the employee ----- organized the company retreat.
(A) who
(B) somebody
(C) each one
(D) himself
112. To assist tourists, maps of the city will be posted ----- all Unionville buses and trains.
(A) inside
(B) toward
(C) during
(D) except
113. Whether Ms. Tuksin concludes negotiations today ----- continues the discussions, she will leave Bangkok by Friday.
(A) so
(B) or
(C) yet
(D) if
114. Within a year of becoming product development coordinator, Luisa Carrera ----- an award for leadership.
(A) to receive
(B) receiving
(C) will be received
(D) received
115. Many customers report that they prefer speaking ----- with a service representative rather than contacting the service department by e-mail.
(A) direct
(B) directed
(C) directly
(D) directness
116. The enclosed document must be signed and returned to the Australian Meditation Research Society ----- a manuscript can be accepted for publication.
(A) until
(B) once
(C) since
(D) before
117. Mirang Corporation shareholders have been pleased with the ----- rate of return on their investment over the past five years.
(A) steady
(B) steadily
(C) steadies
(D) steadiness
118. Encourage your staff to work more ----- to meet the deadline.
(A) quickly
(B) quick
(C) quickness
(D) quickest
119. Instead of a guided tour, many visitors prefer taking a ----- walk through Beechwood Botanical Gardens.
(A) neutral
(B) loose
(C) casual
(D) spacious
120. Katy Wilton at the Perren Travel Agency will be handling reservations for employees ----- to the sales conference in Boston.
(A) traveled
(B) traveling
(C) have traveled
(D) are traveling
121. Caliber Paper, Inc., has hired MacRae Advertising to increase the company's ----- in foreign markets.
(A) recognize
(B) recognizing
(C) recognition
(D) recognized

122. The flash on the Yinkam camera activates -----, so the photographer does not need to turn it on.
(A) potentially
(B) ultimately
(C) automatically
(D) simultaneously
123. This summer, Coronian Air is offering a ----- that allows passengers to fly to sunny Jamaica for as little as \$200.
(A) realization
(B) destination
(C) contribution
(D) promotion
124. There will be a reception ----- the presentation of the Lavil Prize to this year's top salesman, Kirk Stolker.
(A) unless
(B) ordering
(C) following
(D) regardless
125. Team leaders should try to ----- workshop attendees from repeating one another's comments.
(A) ignore
(B) present
(C) organize
(D) prevent
126. Members of the township planning committee are expected to attend ----- meetings, which occur at 7:00 P.M. on the first Tuesday of the month.
(A) all
(B) every
(C) theirs
(D) entirely
127. The architectural style proposed for the new building is similar to the style of ----- structures in the district.
(A) exist
(B) exists
(C) existed
(D) existing
128. Myung Staffing's successful ----- from a small to a midsize company is a model for other firms.
(A) advantage
(B) evidence
(C) cooperation
(D) transition
129. Employees should park their vehicles on Third Street next week ----- the company parking area is being repaved.
(A) but still
(B) so that
(C) while
(D) therefore
130. Melamit Studio's ----- theatrical performances call attention to important social issues.
(A) innovation
(B) innovative
(C) innovator
(D) innovated
131. Customers must be at least eighteen years of age in order to rent a motorboat from this -----.
(A) facility
(B) capacity
(C) provision
(D) situation
132. Mr. Ryu's argument was so ----- that the finance committee agreed to expand the advertising budget.
(A) convincing
(B) verified
(C) probable
(D) gratified
133. Putting ----- preference aside, Ms. Shang approved the design favored by the majority.
(A) hers
(B) her own
(C) she
(D) herself

134. The history section of Lomolex Corporation's Web site provides information on the continual and rapid ----- of the personal computer.
- (A) evolve
 - (B) evolution
 - (C) evolves
 - (D) evolutionary
135. Alena's Light Wave shampoo belongs to a new line of products that are ----- formulated for color-treated hair.
- (A) fairly
 - (B) extremely
 - (C) frankly
 - (D) specially
136. Because the management at Jelcorz Properties ----- hiring more workers, the office space is being expanded.
- (A) identifies
 - (B) plans
 - (C) anticipates
 - (D) depends
137. The scientist who designed the experiment has been able to ----- approximate the conditions under which filtration will occur.
- (A) satisfy
 - (B) satisfying
 - (C) satisfactory
 - (D) satisfactorily
138. Ms. Travis has asked that the description of the open accountant position ----- in next Wednesday's newspaper.
- (A) printed
 - (B) to print
 - (C) be printed
 - (D) was printed
139. The speakers at the MAASRA Conference will address the most pressing problems that are ----- the medical technology industry.
- (A) facing
 - (B) resulting
 - (C) pending
 - (D) enduring
140. Despite its success in ----- trials, the LK221 software will undergo more testing before being sold to the public.
- (A) appreciative
 - (B) fascinated
 - (C) preliminary
 - (D) synonymous

PART 6

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

Questions 141-143 refer to the following e-mail.

To: ellen.martinez@officelighting.com
From: kmann@greenstyle.com
Date: February 4
Subject: Order #1135729

Dear Ms. Martinez:

Thank you for your purchase of fifteen office-grade light fixtures. I am writing to inform you that we are ----- to ship your merchandise. Due to unforeseen demand, the item is out of stock until February

141. (A) about
(B) unable
(C) always
(D) unexpected

15. I apologize if this ----- you. Please let me know if you would like to cancel your order because of

142. (A) inconvenient
(B) inconveniencing
(C) inconveniently
(D) inconveniences

this delay. -----, you can expect delivery of your original order in approximately three weeks from

143. (A) Otherwise
(B) Accordingly
(C) Nevertheless
(D) Indeed

today. If you have any questions, please contact me via e-mail or phone (1-800-555-0199).

Sincerely,

Kyle Mann

Questions 144-146 refer to the following e-mail.

To: Desmond Marshall <dmarshall@desmond designs.co.nz>
From: Jenna King <jking@solarstrong.co.nz>
Sent: 18 February
Subject: Information request

Dear Mr. Marshall:

I saw your advertisement in *Business Success Magazine* and would like to request a brochure
----- your services. My company, Solar Strong Ltd., manufactures and installs solar panels for

144. (A) described
(B) describing
(C) description
(D) descriptive

commercial use. We would like to increase our sales volume ----- a targeted plan that includes both

145. (A) through
(B) as
(C) past
(D) beside

print and online advertising. ----- , we wish to redesign our Web site to make it more attractive and to

146. (A) Rather
(B) In comparison
(C) In addition
(D) Nonetheless

improve its functionality.

Any information you can provide about your services would be much appreciated.

Jenna King, President
Solar Strong Ltd.
155 Water Drive
Auckland 1024

GO ON TO THE NEXT PAGE 

Questions 147-149 refer to the following e-mail.

To: LKeesin@lokn.org
From: SByun@lokn.org
Subject: Special Project
Date: April 2

Good morning, Ms. Keesin.

I have a list of special projects that must be completed, and I would like to assign you the job of ----- our collection of informational brochures. This will be one of your ongoing responsibilities, as

147. (A) writing
(B) copying
(C) updating
(D) mailing

these pamphlets are revised periodically, and only the ----- versions should be available to library

148. (A) initial
(B) current
(C) duplicate
(D) draft

patrons.

Check the information displays at the library entrance and the checkout desk. Anything dated before February of this year should be replaced with the revised document, which can be printed from the library's internal Web page. Please complete this task -----, as a number of the brochures are quite

149. (A) promptly
(B) prompting
(C) prompted
(D) prompt

outdated.

Thank you,

Sung-Lee Byun
Head Librarian

Questions 150-152 refer to the following notice.

Medicovue, a new online tool sponsored by your physician's office, provides answers to your medical questions by searching a comprehensive database of ----- journals and summarizing results. The

150. (A) reputation
(B) reputably
(C) reputable
(D) repute

program also allows you to send nonurgent queries directly to your doctor. In most cases, a ----- will be provided within 24 hours. Finally, Medicovue enables you to view your treatment history,

151. (A) signature
(B) refund
(C) response
(D) sample

check test results, and request appointments. To ----- the service, log on to www.medicovue.com

152. (A) sign up for
(B) call out to
(C) cut back on
(D) take care of

and follow the instructions provided.

GO ON TO THE NEXT PAGE 

Questions 153-154 refer to the following certificate.



153. Who is the recipient of the certificate?

- (A) Robert Choi
- (B) Jenna Li
- (C) Krit Leekpai
- (D) Margo Hoffman

154. Why is the recipient receiving the certificate?

- (A) For attending a conference
- (B) For leading a fund-raising event
- (C) For working at an organization for a decade
- (D) For successfully completing course work

GO ON TO THE NEXT PAGE 

Questions 155-156 refer to the following article.

Tough Trader, a new adventure film with an award-winning cast, stars James Yarborough in the leading role of Bob Trader, an archaeologist who discovers an ancient city buried deep beneath the Leonea Plains. Directed by Lynne Montgomery, this highly entertaining movie provides nonstop action from start to finish and is sure to be a box-office hit. Look for it in theaters on Friday, February 12.

155. Who is James Yarborough?

- (A) A movie director
- (B) A theater owner
- (C) An actor
- (D) An archaeologist

156. According to the article, what will happen on February 12 ?

- (A) A report will be published.
- (B) A movie will be released.
- (C) An audition will take place.
- (D) An award will be presented.

Questions 157-158 refer to the following Web page.

http://www.weissenberghotel.de/breezetop_center

EQUIPMENT	HOURS	RESERVATIONS
-----------	-------	--------------

Breezetop Center at the Weissenberg Hotel
Located between the fitness center and Anya's Cuisine

The following equipment can be rented for all reserved meeting spaces, except for the Garden Terrace, which is equipped with lounge-style outdoor furniture. All fees are listed by the hour.

Digital video projector	€ 10.00
Laptop computer	€ 12.00
Web-enabled video camera	€ 8.00
Flipchart with easel and markers	€ 6.00

- There is no additional charge for setup and breakdown.
- Cancellations must be received 24 hours prior to setup time. Otherwise full charges will apply.

157. What most likely is the Breezetop Center?

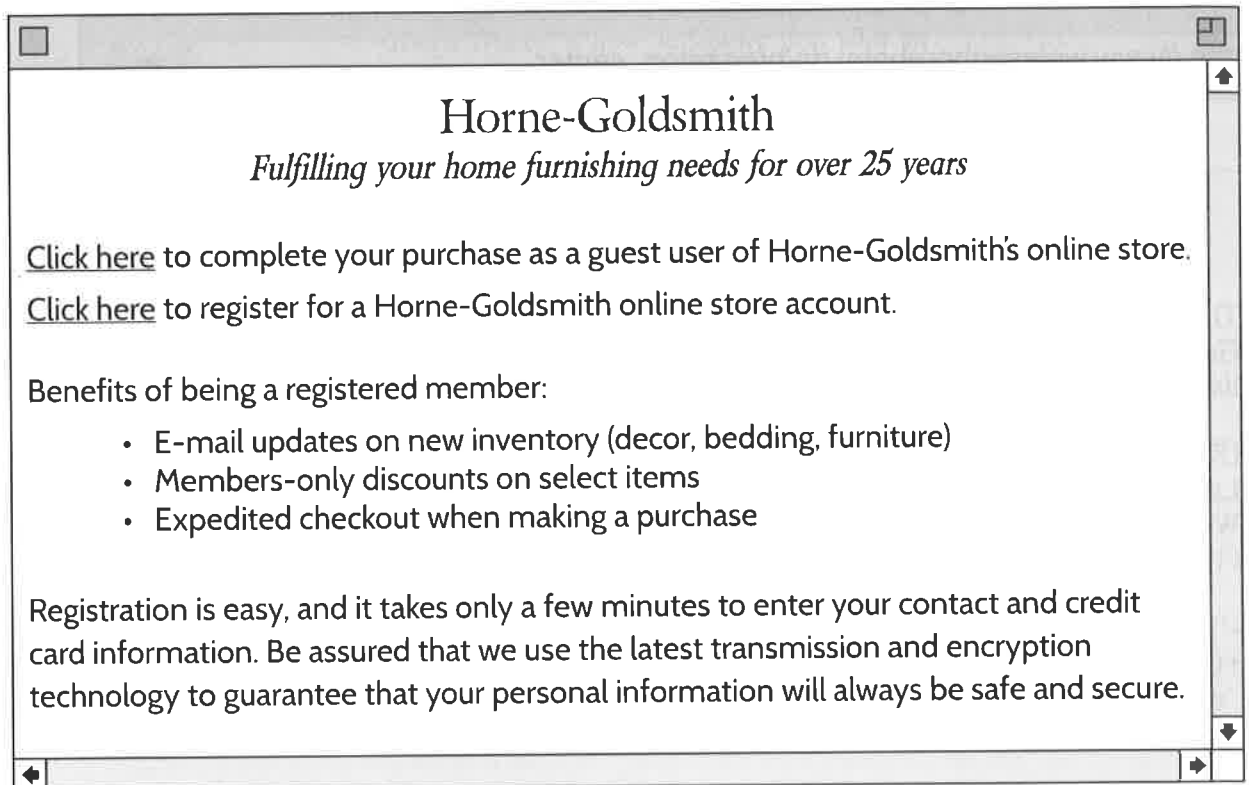
- (A) An exercise facility
- (B) A conference site
- (C) A catering service
- (D) A gardening store

158. What is indicated about equipment rental fees?

- (A) They include setup services.
- (B) They include 24-hour phone support.
- (C) They must be paid in advance.
- (D) They must be paid by credit card.

GO ON TO THE NEXT PAGE →

Questions 159-161 refer to the following Web page.



159. What is the purpose of the Web page?
- (A) To encourage a customer to sign up for a service
 - (B) To advertise a new line of home furnishings
 - (C) To verify a member's contact information
 - (D) To confirm a guarantee of online purchases
160. What is NOT mentioned as a benefit of membership?
- (A) A faster checkout process
 - (B) Price reductions on certain goods
 - (C) Notifications about products
 - (D) Discounted shipping fees

161. What is indicated about Horne-Goldsmith?
- (A) It is a new business.
 - (B) It uses current security software.
 - (C) It has offices in several countries.
 - (D) It was highly rated by its customers.

Questions 162-164 refer to the following e-mail.

To:	<Undisclosed Recipients>
From:	Ivana Robbins
Date:	February 6, 1:00 P.M.
Subject:	Help Desk ticket #4456A

Hello everyone,

Kevin Gilmore, supervisor of the Computer Help Desk, has reported that employees in our branch offices are having difficulty today accessing the Internet and the e-mail system. His technicians have been working on the problem all morning and hope to have it resolved by 5:00 P.M. Though none of us here at corporate headquarters seem to be affected by this problem, it does affect everyone in payroll as well as our sales department in Loughlin. If you need to contact anyone in these departments, you can reach them by telephone. I will let you know as soon as I hear from Mr. Gilmore that our colleagues are back online.

Best,

Ivana Robbins
Administrative Assistant

162. Who most likely received the e-mail?
- (A) Employees at corporate headquarters
 - (B) Sales representatives in Loughlin
 - (C) Supervisors in branch offices
 - (D) Employees in the payroll department
163. According to the e-mail, what is Mr. Gilmore's staff trying to do?
- (A) Make a purchasing decision
 - (B) Restore Internet connections
 - (C) Reorganize computer help documents
 - (D) Confirm a contact list
164. What are recipients of the e-mail advised to do?
- (A) Report technical problems to Mr. Gilmore
 - (B) Pick up their paychecks in person
 - (C) Work at a different computer temporarily
 - (D) Use a different method of communication

GO ON TO THE NEXT PAGE 

Warm Up with Thermoquest!

This winter, make your home or office a more comfortable place with the Thermoquest heating system! Traditional space heaters concentrate the heat in one part of the room, leaving many cold spots. The Thermoquest heating system, by contrast, warms the entire area evenly, resulting in a comfortable temperature throughout. And since only the room in use is heated, the Thermoquest system reduces your energy consumption.

The Thermoquest unit comes with a set of rotating wheels and a sturdy yet lightweight handle, making transferring it between locations effortless. Unlike most space heaters, which dry out the air, our patented system helps maintain normal humidity.

Orders received by mail or online by December 31 will receive a 25% discount PLUS free shipping. After that date, customers will be billed the normal retail price plus \$35 shipping per unit. If you are not satisfied with our product for any reason, you may return it within 60 days for a full refund, including shipping costs.

Yes! I want to start saving. Please send me _____ units.

- ☐ I am placing my order on or before December 31. Please apply my 25% discount, for a total price of \$120 per unit.
- ☐ I am placing my order after December 31. Please bill me at \$160 per unit, plus a shipping cost of \$35 per unit.

165. What is NOT mentioned as an advantage of the heating system?

- (A) It avoids making the air drier.
- (B) It promotes efficient energy use.
- (C) It is less expensive than similar products.
- (D) It can be moved easily.

167. What is the normal retail price of the heater?

- (A) \$25.00
- (B) \$35.00
- (C) \$120.00
- (D) \$160.00

166. How can customers avoid paying a shipping fee?

- (A) By ordering before a deadline
- (B) By buying two or more units
- (C) By signing a one-year service contract
- (D) By entering a code on a Web site

Questions 168-171 refer to the following article.

An Architecture Pioneer

NAMRANAGAR, India (14 April) – Jirati Associates, one of India's leading architectural firms, is making headlines again. It built its reputation on designs for corporate buildings, such as the Desai Bank headquarters in Mumbai and the Behad Center in Delhi. Now the Mumbai-based firm is attracting attention for its unexpected foray into residential architecture.

Its debut residential design is the Kanti Residency in Namranagar, on which construction ended last week. The building preserves the contemporary style of the firm's corporate designs, whose fluid lines and creative use of glass and metal surfaces have been widely acclaimed. Despite its smaller scale, the Kanti Residency is aesthetically well integrated into the surrounding Namranagar business district.

Integration of residential buildings within business districts is a core principle of Jirati's approach to residential architecture. Indira Singh, executive architect at Jirati and designer of the Kanti Residency, notes that when corporate employees live closer to their work, they spend less time commuting. "This, in turn, eases the burden on public transit. Quality of life improves for us all."

For its next project, Jirati has embarked on an even more ambitious project: a complete redesign of the former Goud building in Hyderabad. The redesigned property will integrate residential and office spaces into a single, seamless complex. Construction work on the remodel began last week and is expected to be finished in just under a year. This is, according to Ms. Singh, "the future of architecture."

168. What is the subject of the article?

- (A) The redesign of a company's offices
- (B) A recently opened tourist attraction
- (C) A new focus for an established company
- (D) Personnel changes at a company

169. What is indicated about Jirati Associates?

- (A) It recently merged with another company.
- (B) Its use of building materials has been praised.
- (C) It will no longer design office spaces.
- (D) It now operates primarily in Namranagar.

170. How is the Kanti Residency described?

- (A) It is close to public transportation.
- (B) It has a very modern style of design.
- (C) It is one of the city's tallest structures.
- (D) It has already achieved full occupancy.

171. What construction project is unfinished?

- (A) The Goud building
- (B) The Behad Center
- (C) The Kanti Residency
- (D) The Desai Bank headquarters

GO ON TO THE NEXT PAGE 

Questions 172-176 refer to the following schedule.

Southeast Regional Association of Book Publishers Annual Conference Thursday, May 5, and Friday, May 6 All sessions are scheduled to meet in Salon A unless otherwise noted.		
Day 1		
9:00–10:00 A.M.	Registration and breakfast	Aztec Ballroom
10:00–10:50 A.M.	“Entering the Academic Publishing Market” Presenter: Theodore Arnold, West Bay University	
11:00–11:50 A.M.	“Managing the Author-Publisher Relationship” Presenter: Diana Dreyer, freelance writer	
Noon–1:00 P.M.	Buffet lunch	Aztec Ballroom
1:00–1:50 P.M.	“Maximizing Profits in Digital Publishing” Presenter: Richard Hotchkiss, RKC Publishing	
2:00–2:50 P.M.	“The Advantages of Specializing in Specific Markets” Presenter: Fran Saggini, Torchlight Press	
3:00–3:50 P.M.	“Independent Bookstores: An Endangered Species?” Presenter: Justin Landis, Noho Booksellers	
4:00–4:50 P.M.	“Changes in Copyright Law: What You Need to Know” Presenter: Maria Gianvecchio, Attorney, Law Offices of Lee & Gianvecchio	
7:00–9:00 P.M.	Dinner and keynote address by Mitch Warner, SOR Publishing; recipient of the Crest Award for Publication Excellence	Aztec Ballroom
Day 2		
9:00–9:50 A.M.	“New Strategies to Advertise Books on the Web” Presenter: Hank Koh, Bain Marketing Associates	
10:00–10:50 A.M.	“Too Big, Too Soon: The Risks of Acquiring Other Publishing Firms” Presenter: Anthony Vitelli, Moonbeam Press	
11:00–11:50 A.M.	“Consumer Attitudes Toward Digital Books” Presenter: Jennifer Mazurski, Green World Press	
Noon–12:30 P.M.	Closing remarks Anthony Guitierrez, Association President	Aztec Ballroom

172. What is suggested about the first presenter listed on the schedule?
- (A) He works at an educational institution.
 - (B) He started his own company.
 - (C) He received an award for excellence.
 - (D) He is a marketing specialist.
173. When will a presentation that focuses on bookstores begin?
- (A) On Thursday at 2:00 P.M.
 - (B) On Thursday at 3:00 P.M.
 - (C) On Friday at 9:00 A.M.
 - (D) On Friday at 10:00 A.M.
174. Who will give a presentation on legal issues?
- (A) Mr. Hotchkiss
 - (B) Ms. Gianvecchio
 - (C) Mr. Koh
 - (D) Ms. Mazurski
175. What is indicated about the keynote address?
- (A) It will take place in the evening.
 - (B) It is being given to honor association officers.
 - (C) It will be available on the association's Web site.
 - (D) It is the last scheduled event of the conference.
176. What will take place in the Aztec Ballroom?
- (A) A celebration of a successful new publication
 - (B) The selection of a new association president
 - (C) A ceremony to distribute awards
 - (D) The three meals included in the conference

Questions 177-180 refer to the following article.

Dublin (30 August)—Earlier this month, two recent graduates from Dublin's Clontarf University opened the doors to their first commercial venture. Ardal McFee and Joe Healy have created Spin Cycle, a one-stop exercise and launderette destination, Ireland's first such establishment. Located on Kincora Road in a bustling neighborhood near the university, the enterprise provides a healthy diversion to the time-consuming task of doing laundry. As Mr. McFee explained, "One day as I was walking away from campus, I noticed a busy launderette with a for-sale sign in the window. I discovered that the owner was retiring to spend more time with his family and wanted to sell his shop. Joe and I thought the location was ideal for our first venture."

Mr. McFee and Mr. Healy knew from personal experience that making regular trips to a launderette was a chore. They realized that they would have to offer a

creative twist to their service if they wanted to stand out. After writing a business plan and securing a commercial loan, they were able to purchase a vacant shop next to the launderette. They cut a doorway in the common wall, connecting the area to the launderette, and cleaned and painted the area. They then installed twelve stationary exercise bicycles. Spin Cycle was set for customers.

The young entrepreneurs' instincts seem to be paying off; the business is already profitable, according to McFee and Healy. Many residents in the area live in student housing or small apartments, which often cannot accommodate washing machines or dryers. At Spin Cycle, customers can leave their laundry at the front desk to be washed, dried, and folded within 90 minutes, or they can use the self-service machines. Either way, they can complete an energizing workout and leave with fresh, clean clothes.

177. What is the purpose of the article?
- (A) To explain how to manage a store
 - (B) To announce a grand opening event
 - (C) To compare the ideas of two colleagues
 - (D) To describe an unusual business concept
178. What is suggested about Spin Cycle?
- (A) It is run by a single family in Dublin.
 - (B) It is located on a university campus.
 - (C) Its customers can drop off their laundry to be washed.
 - (D) Its washing machines were recently replaced.
179. The word "set" in paragraph 2, line 13, is closest in meaning to
- (A) certain
 - (B) determined
 - (C) distinct
 - (D) prepared
180. What did Mr. McFee and Mr. Healy NOT do before opening Spin Cycle?
- (A) Conduct a customer survey
 - (B) Develop a business plan
 - (C) Obtain funding
 - (D) Renovate a space

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

From:	Miki Sato
To:	Henry Mill
Subject:	Assistance request
Date:	Monday, May 9

Hi Henry,

I hope you had a good weekend. As I mentioned last Friday, today I'm taking Mr. Morioka to a meeting in Salem, then to a luncheon in Eola, and, finally, to the airport for his return flight to Sapporo. Since I won't be in the area at all today, I probably won't make it to the office, so please update my voice mail message accordingly.

Incidentally, over the weekend I had to arrange for a rental car because the brakes of the company car are making a horrible grinding sound. Please call Drake's Car Repair Center at your earliest convenience and ask them to perform a detailed inspection of the brakes. Since they offer free towing, have them pick up the car, which I've parked in its designated spot. See if they can complete the repairs today, as I'm hoping to have the car tomorrow. If they can do the work today, please pick it up when they're done. There's a Drake's discount coupon in the top drawer of my desk; please present it to the cashier when making the payment.

Many thanks,

Miki

	DRAKE'S CAR REPAIR CENTER 888 Crest Street, Beaverton, OR 97075 (503) 555-0105	
Monday-Friday 9:00 A.M.-6:00 P.M. ~ Saturday: 8:00 A.M.-4:00 P.M. ~ No appointment necessary Our technicians are trained and certified by the National Institute for Automotive Specialists (NIAS). Free vehicle pickup within city limits		
COUPONS AND OFFERS*		
Safe Stop Brake Special Comprehensive brake system evaluation (includes inspection, new brake pads, and new brake fluid) Regular price: \$90.00 You pay: \$70.00	Oil Change Plus Includes oil change (up to 5 quarts of conventional oil), tire rotation, oil filter replacement, and a visual inspection of brakes, belts, and hoses. Regular price: \$30 You pay: \$25	
Special Savings Wheel alignments, windshield wipers, lightbulbs, air filters, and more. Excludes tires, brakes, batteries, and oil changes. 10% off the regular price!	Engine Diagnostic Special Got poor gas mileage, a rough-running engine, or hard starts? Regular price: \$90 You pay: \$65	
*These coupons are not to be combined with other coupons or offers. We will honor all competitors' coupons for services we perform.		

181. Who most likely is Mr. Mill?
- (A) A car mechanic
 - (B) An office assistant
 - (C) An airport employee
 - (D) A representative of NIAS
182. Where is Ms. Sato's office probably located?
- (A) In Beaverton
 - (B) In Eola
 - (C) In Salem
 - (D) In Sapporo
183. What is indicated about Drake's Car Repair Center?
- (A) It has more than one location.
 - (B) It is open every day of the week.
 - (C) Customers need to schedule service in advance.
 - (D) Coupons from other car repair companies are accepted.
184. What is NOT included in the Oil Change Plus offer?
- (A) Checking the brakes
 - (B) Replacing the oil filter
 - (C) Testing the battery
 - (D) Rotating the tires
185. How much will it probably cost to have the company car checked?
- (A) \$25
 - (B) \$65
 - (C) \$70
 - (D) \$90

Questions 186-190 refer to the following letter and survey.

May 2

Dear Sir or Madam:

On June 28, the Sawgrass City Council will vote on the proposed Ordinance 1017, which calls for the installation of parking meters in the business district. According to City Council President Cedric Carrera, meters would increase parking availability for customers of local businesses by discouraging other motorists (such as those who live in or near the business district) from occupying parking spaces for long periods of time. Mr. Carrera also points out that the meters would generate revenue for the city.

Most other council members have, like Mr. Carrera, indicated their support for the proposal and are expected to vote in favor of it. Many of us in the business district community are concerned, however, that it would affect shops adversely. In an effort to avoid parking fees, consumers might well bypass the district altogether, shopping instead in neighborhoods where parking is available at no cost. In order to bring these concerns to the city council's attention, we have formed the Sawgrass Small-Business Coalition.

As a member of our community, you would certainly be affected by the installation of meters. Therefore, we invite you to attend the coalition's first meeting on May 14 at 6:00 P.M. at Choi's Toys, 37 Longview Road, where fellow shop owners will discuss Ordinance 1017. If you do plan to attend, please complete the enclosed survey to help us gauge opinions on this complex issue.

Sincerely,

Jeanne Choi

Jeanne Choi
Owner, Choi's Toys
President, Sawgrass Small-Business Coalition

Enclosure

Sawgrass Small-Business Coalition Parking-Meter Survey

Name: Rafael Murao Business: Rico Mini Market

Are you opposed to meters in front of your business? ☒ Yes ☐ No

Are you opposed to meters in other areas of the business district? ☒ Yes ☐ No

Is there currently sufficient customer parking for your business? ☐ Yes ☒ No

Parking meters would: ☐ Increase the number of customers ☒ Decrease the number of customers ☐ Not affect the number of customers

A better alternative to meters is: ☐ A municipal parking area ☐ Customer-only parking areas ☒ Free time-restricted parking

Comments: Too many residents park in the business district. Parking for residents needs to be provided in adjacent neighborhoods.

186. For whom is the letter primarily intended?
- (A) The president of the Sawgrass City Council
 - (B) Members of the Sawgrass City Council
 - (C) Owners of stores in the business district
 - (D) Customers of stores in the business district
187. In the letter, the phrase "calls for" in paragraph 1, line 2, is closest in meaning to
- (A) requires
 - (B) collects
 - (C) visits
 - (D) completes
188. What is indicated about Ordinance 1017 ?
- (A) The city council largely approves of it.
 - (B) Local motorists will not support it.
 - (C) It is posted on the city council Web site.
 - (D) It was proposed by local store owners.
189. What will most likely happen on May 14 ?
- (A) Mr. Murao will start a new job.
 - (B) Mr. Murao will see Ms. Choi.
 - (C) Parking meters will be installed in the business district.
 - (D) The city council will vote on Ordinance 1017.
190. What do Mr. Carrera and Mr. Murao agree about?
- (A) Parking meters are a good way for the city of Sawgrass to raise money.
 - (B) Parking fees in the city of Sawgrass are rising too quickly.
 - (C) Business district customers should have more parking spaces available to them.
 - (D) Business district customers do not use the area's parking meters appropriately.

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

August 5—What is the secret of a life well lived? Thomas Neher, founder of the Lifenote Corporation, asked himself that question eight years ago. As he relates, “I talked to a woman on an airplane who was engrossed in reading a biography of Talia Fullman, the famous poet. The story had somehow transported this woman back to her own childhood. I realized then how the life stories of famous figures are often interrelated with our own experiences.”

After returning from that trip, Mr. Neher created *LifetoLifeStories.com*, an award-winning blog with over one million readers. The Web site features thousands of stories about a variety of well-known people, and a new story is added each week. “Success has

come because of the power of these stories,” Mr. Neher says. “People understand their own lives better after reading about the personal experiences of notable members of society.”

Mr. Neher’s online publication has been so popular that next month he will be launching a print magazine called *Notable People*. This new publication will feature inspiring stories about celebrities alongside those of remarkable everyday people. He hopes the vivid stories will bring to life how interwoven people’s experiences are. To find out more, order a subscription, or make suggestions for future issues, visit www.lifenotecorp.com/notablepeople.

From:	mhkyeng@lifenotecorp.com
To:	tneher@lifenotecorp.com
Subject:	Update
Date:	August 18

Hi, Mr. Neher,

I just wanted to give you an update on the subscription numbers for the magazine. Since the article about you came out in the local paper, the amount of subscribers has nearly doubled. Well done! We have included a link to the article on *LifetoLifeStories.com*, so some of the subscribers are coming from our loyal user base. However, many of the subscribers were first-time visitors to our Web site.

I also wanted to mention that, based on the online feedback we have received, there seems to be a very strong interest in contemporary actors, particularly Xavier Ibanez. Let’s focus on him next.

Mi-Hyun Kyeng
Managing Editor

191. What is a purpose of the article?
- (A) To recommend a travel destination
 - (B) To highlight the work of Mr. Neher
 - (C) To provide advice for writers
 - (D) To describe the career of Ms. Fullman
192. According to Mr. Neher, why are the stories so appealing?
- (A) They help readers better understand their lives.
 - (B) They are written by celebrities.
 - (C) They include beautiful illustrations.
 - (D) They familiarize readers with various cultures.
193. What are readers interested in *Notable People* directed to do?
- (A) Sign up for e-mail updates
 - (B) Subscribe to an online magazine
 - (C) Visit a Web site
 - (D) Request a free issue
194. In the e-mail, what does Ms. Kyeng say about the article?
- (A) It was recommended by a well-known actor.
 - (B) It was reprinted in a book.
 - (C) It helped increase the number of magazine subscriptions.
 - (D) It appeared in a national newspaper.
195. What is suggested about Mr. Ibanez?
- (A) He provided Ms. Kyeng with online feedback.
 - (B) He is an employee of the Lifenote Corporation.
 - (C) He was the subject of a story on LifetoLifeStories.com.
 - (D) He will be featured in *Notable People*.

Rilker ECD-2 Cordless Drill

Rilker's ECD-2 Cordless Drill has always had plenty of power. It now boasts new and improved features that make it the most versatile drill in its price range. With the updated design of the ECD-2, you will feel confident tackling any home-improvement job, from the heaviest task to the most delicate. Take a look at these exclusive features:

Balanced Handle: The ECD-2's new ergonomic grip design features a nonslip surface and is shaped to fit your hand perfectly, minimizing fatigue.

Three Speed Settings: In addition to the previous high and low settings, there is an extra-low speed setting for precision work. All three speeds work in forward and reverse, making it easy to match the best speed and direction for each drilling task.

Fan-Cooled Motor: Rilker's patented fan-cooled system keeps the drill from overheating and decreases wear on the motor, greatly extending the drill's life.

Rechargeable Battery: Our rapid-charge 7.2-volt battery now takes only two hours to fully charge. With the ECD-2 you can return to your projects more quickly!

Customer Reviews

Online User Nathan Peltola; Detroit, MI

September 9, 10:21 A.M.

Customer Rating: ★ ★ ★ ★ ☆ (four out of five stars)

My Rilker ECD drill finally stopped functioning after years of use. When I learned about the updated product two weeks ago, I purchased it right away. The price was very reasonable, and I can honestly say that I have never used a better drill. While completing several different carpentry projects, I was pleased to note that it works great for drilling into all kinds of wood. The handle on this new drill fits me much more comfortably, and my hand and wrist never get tired the way they did when I used the original model. I also like the slightly roomier storage case. If I have one complaint, it is that the redesigned motor with the fan is sometimes noisy and vibrates more than the motor in my previous drill. Overall though, the ECD-2 is an improvement to what was already a good product.

196. Where would the description most likely be found?
- (A) In a directory of local businesses
 - (B) In a training manual for a carpentry class
 - (C) On a Web site for home-improvement items
 - (D) In a brochure for a construction company
197. What is suggested about the ECD-2 drill?
- (A) It has a unique cooling system.
 - (B) It is specially designed for professionals in the construction industry.
 - (C) It features a traditional style handle.
 - (D) Its price has never changed.
198. What is indicated about Mr. Peltola?
- (A) He used to be a Rilker company associate.
 - (B) He owned a Rilker company product in the past.
 - (C) He returned a product for a refund.
 - (D) He recently built a house.
199. What new feature listed in the description does Mr. Peltola especially appreciate?
- (A) The rapid-charge battery
 - (B) The improved storage case
 - (C) The nonslip handle
 - (D) The money-back guarantee
200. In the review, the word "model" in paragraph 1, line 7, is closest in meaning to
- (A) pattern
 - (B) purpose
 - (C) example
 - (D) version

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

