

**T114****Part 5**

101. Ms. Willis opened a small bakery with ----- own savings last year.

- (A) she
- (B) her
- (C) hers
- (D) herself

102. ----- mail the contract to us or send a scanned copy by next Tuesday at the latest.

- (A) Neither
- (B) As
- (C) Either
- (D) Yet

103. The coupon can be used for any merchandise at Crestview Housewares ----- custom-made items.

- (A) upon
- (B) except
- (C) next
- (D) by

104. ----- message was left for the vice president while he was away.

- (A) All
- (B) Most
- (C) Another
- (D) Several

105. Northland Rail sells hot drinks and sandwiches ----- most of its trains.

- (A) into
- (B) down
- (C) on
- (D) out

106. You should ----- a taxi from Woodley Airport to the hotel when you arrive.

- (A) go
- (B) tour
- (C) take
- (D) travel

107. The board members will ----- decide how to spend the surplus funds.

- (A) privatize
- (B) privately
- (C) private
- (D) privacy

108. A delicate ----- between strength and generosity results in good negotiations.

- (A) balance
- (B) balances
- (C) balanced
- (D) to balance

109. Construction of the new Dalton Insurance headquarters will ----- be completed by the crew.

- (A) soon
- (B) timely
- (C) much
- (D) highly

110. According to the weather report, the severe storm warning will stay in ----- until midnight.

- (A) matter
- (B) result
- (C) contact
- (D) effect

111. There is a ----- difference in the quality of coffee between the two brands.

- (A) notice
- (B) noticeable
- (C) noticeably
- (D) noticing

112. Boston officials have advised commuters \_\_\_ routes take them past the stadium to expect delays today caused by the baseball game.

- (A) their
- (B) when
- (C) whose
- (D) they

113. Customers are ----- to retain their receipts for the life of the warranty.

- (A) advise
- (B) advises
- (C) advising
- (D) advised

114. To ensure the correct payment, employees' work hours must be tracked -----.

- (A) still
- (B) accurately
- (C) rather
- (D) probably

115. Patrons of Rutland Bank may ----- up to \$1,000 from this machine without paying a fee.

- (A) withdraw
- (B) withdrawing
- (C) withdrawal
- (D) withdrawn

116. The table is made from a ----- material so it can withstand heavy items being placed on it.

- (A) mandatory
- (B) durable
- (C) grateful
- (D) frequent

117. The latest film from director Alan Coronado received high ratings from ----- in the film industry.

- (A) criticisms
- (B) criticism
- (C) critics
- (D) critical

118. All confidential information is kept in ----- stored files in the headquarters building.

- (A) securing
- (B) security
- (C) secure
- (D) securely

119. As soon as the city raises enough money for the project, the library will ----- extensive renovations.

- (A) commit
- (B) establish
- (C) accompany
- (D) undergo

120. Direct debit ----- will show up on your online account statement almost instantaneously.

- (A) charges
- (B) processes
- (C) findings
- (D) reactions

121. Updated contracts will be available in the shared folders on Tuesday, ----- a schedule for the software seminar.

- (A) along with
- (B) notwithstanding
- (C) by means of
- (D) other than

122. Merrimack Media executives are hesitant to \_\_\_ the partnership because it has been so profitable.

- (A) terminate
- (B) arrange
- (C) surpass
- (D) misplace

123. Many patients in the drug trial reported that taking the medicine gave them ----- relief from pain.

- (A) signified
- (B) signifying
- (C) significant
- (D) significance

124. ----- of the National Poetry Award will have their work featured in the monthly magazine Last Word.

- (A) Receiving
- (B) Receipts
- (C) Recipients
- (D) Receive

125. ----- the food at Garden Bistro is delicious, its small portion sizes do not justify the high prices.

- (A) In spite of
- (B) While
- (C) In order that
- (D) Otherwise

126. Phelps Automotive has gained a reputation for reliability because it follows ----- standards for road safety testing.

- (A) persuasive
- (B) rigorous
- (C) vague
- (D) successive

127. In an effort to attract the most talented chemists in the field, generous ----- is offered to Goldex Pharmaceuticals' staff.

- (A) compensate
- (B) compensated
- (C) compensatory
- (D) compensation

128. ----- the confidential nature of the experiments being performed there, it is no surprise that Blackwell Labs has tight security.

- (A) Given
- (B) By means of
- (C) Moreover
- (D) In case

129. Ms. Parker brought a gift for the CEO on his birthday but other employees did not think to do -----.

- (A) always
- (B) likewise
- (C) still
- (D) rather

130. All funds raised by the charity go toward the \_\_\_ goal of supplying clean water to developing countries.

- (A) admirable
- (B) admiring
- (C) admiration
- (D) admirably

**Part 6**

Questions 131-134 refer to the following instructions.

Follow these easy instructions to brew the perfect cup of coffee with the Knapp Co. coffee maker. Fill the water reservoir to the desired level, as indicated by the number of cups along the side. --131--. This will help you to avoid impurities, and it will also improve the taste of the coffee. The green button will blink --132-- until the water is heated to the correct temperature. Remove the basket and add two scoops of coffee. Then --133-- the basket. The brewing process will begin --134-- a few seconds. If this does not happen, check that the basket is clicked into place all the way.

131. (A) Be careful not to get the power cord wet.  
(B) Place the device a few inches from the wall.  
(C) Always use bottled or filtered water.  
(D) You can select from two to ten cups.

133. (A) replace  
(B) carry  
(C) assign  
(D) empty

132. (A) continuous  
(B) continuously  
(C) continual  
(D) continue

134. (A) next  
(B) upon  
(C) beside  
(D) within

Questions 135-138 refer to the following letter.

Mayor Rick Webb  
City Hall, Suite #302  
Twillingate, NL A0G 4M0

Dear Mayor Webb,

I would like to bring an important matter to your attention. The town's recent tourism campaign --135-- many people to our town and its beautiful coastal scenery. However, visitors to the seaside are throwing litter on the ground, building unauthorized campfires, and not cleaning up after their dogs. These --136-- are making the area unpleasant for everyone. I have enclosed a list of ways to resolve these problems, one of --137-- is simply adding more trash cans. This would not cost the city much at all. --138--. I hope you will consider my ideas.

Sincerely,

Libby Geiger  
A Concerned Twillingate Resident

135. (A) has attracted  
(B) attracting  
(C) to attract  
(D) is being attracted

136. (A) attempts  
(B) suggestions  
(C) occupants  
(D) behaviors

137. (A) what  
(B) that  
(C) which  
(D) this

138. (A) For example, broken glass bottles are washing up on shore.  
(B) Nevertheless, tourism is growing in the region steadily.  
(C) In fact, one of the local businesses might donate them.  
(D) Either way, it results in an unfair burden on residents.

Questions 139-142 refer to the following letter.

April 19

Dear Ms. Sage,

On behalf of Rios Enterprises, I would like to invite you to attend a retirement banquet for Gavin Langford on May 17 at the Houston Convention Center. By the time Mr. Langford retires next month, he --139-- for the company for twenty-five years. During this time, he used sophisticated marketing techniques to build the customer base. --140-- It is clear that without --141-- hard work and dedication, we would not be in the position we are today. We hope you will be able to attend this event. --142-- the small venue size, please bring a maximum of two guests only.

Sincerely,  
Diane Emery

139. (A) has worked  
(B) had been working  
(C) had worked  
(D) will have worked

140. (A) Moreover, he oversaw the opening of three essential branches overseas.

141. (A) our  
(B) their  
(C) his  
(D) your

142. (A) Unless  
(B) Due to

- (B) I hope Mr. Langford enjoys working for you when he takes on the new position.
- (C) Several people in Mr. Langford's department are being considered for promotion.
- (D) Similarly, the products developed by Rios Enterprises are the finest in quality.

- (C) Even if
- (D) Since

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

To: Murphy Suites Tenants <alltenants@murphysuites.net>  
From: Kevin Pulliam <k\_pulliam@murphysuites.net>  
Date: May 18  
Subject: Renovations

Dear Tenants,

Murphy Suites will undergo much-needed renovations this summer to make your living space more comfortable and enjoyable. We have selected several tasks from a list of --143-- requested by tenants. We --144-- the community lounge by replacing the carpet and painting the walls. This project is scheduled for May 20-25. --145--. Another project planned for the summer is the repainting of the pool. The work has not been scheduled yet, as it is being done --146-- by a different company. Thank you for your patience.

Sincerely,

Kevin Pulliam

143. (A) operations  
(B) improvements  
(C) participants  
(D) transactions

144. A) had renovated  
(B) renovated  
(C) to renovate  
(D) will renovate

145. (A) We appreciate the feedback you provided to us on this matter.  
(B) The lounge is commonly used for group gatherings and meetings.  
(C) While it's underway, tenants will not be allowed access to the room.  
(D) Accordingly, some tenants will be signing new lease agreements.

146. (A) separately  
(B) previously  
(C) urgently  
(D) predictably

Questions 147-148 refer to the following advertisement.

## **Taxes giving you a headache?**

### **Enterprise, Inc. can help!**

Our experienced and certified accountants can assist you with the following:

- Tax preparation for individuals or small businesses
- Payroll and bookkeeping services
- **Resolving issues from previous tax years**
- Setting up a new business

We can **customize our service package to fit your needs**. E-mail David

Robinson at [david.r@enterpriseinc.net](mailto:david.r@enterpriseinc.net) **to request an estimate of fees.**

147. What is indicated about Enterprise, Inc.?

- (A) It is seeking to hire a new accountant.
- (B) It can help to settle past tax problems.**
- (C) It has recently been set up as a new business.
- (D) It caters solely to business owners.

148. According to the advertisement, why should people contact Mr. Robinson?

- (A) To get a list of services
- (B) To book an appointment
- (C) To request a brochure
- (D) To inquire about rates**

Questions 149-150 refer to the following online chat discussion.

Luis Santos	2:39 P.M.
What did you think of the updated budget report for April that I e-mailed? Does everything look correct?	
Zhen Tai	2:41 P.M.
I didn't receive anything like that from you. Let me check my junk mail folder.	
Zhen Tai	2:45 P.M.
There's nothing there.	
Luis Santos	2:46 P.M.
That's strange. I sent it a few hours ago.	
Zhen Tai	2:48 P.M.
I don't know what happened. I've received several e-mails from other people just fine.	
Luis Santos	2:49 P.M.
When would you have time to review it?	
Zhen Tai	2:50 P.M.
Not until after 4. <b>I'm just on my way to a meeting with Ms. Styles.</b>	
Luis Santos	2:52 P.M.
All right. I'll leave a printed copy on your desk.	
Zhen Tai	2:53 P.M.
OK. I'll look it over as soon as I get back.	

149. At 2:46 P.M., what does Mr. Santos most likely mean when he writes, "That's strange"  
(A) He does not know why an update was needed.  
**(B) He thought a message should have arrived.**  
(C) He was confused by the contents of a report.  
(D) He is having trouble accessing his e-mail account.

150. What will Ms. Tai most likely do next?  
**(A) Go to a meeting**  
(B) Review a report  
(C) Print a document  
(D) Send an e-mail

Questions 151-152 refer to the following form.

<p>Jackson Building, Apt #422 1052 Farburn Terrace, STAPLEFORD, NG9 4SA</p> <p style="text-align: center;">Date of Request: October 23</p> <p>Request Made by: Ruby Sinclair Maintenance Worker: Quinn Warner</p> <p>Description: <b>Hot water in bathroom not working</b></p> <p>Status: The upper heating element on the hot water heater is faulty. <b>I have ordered a new one.</b> Installation is scheduled for October 25.</p> <p>Signature: <i>Quinn Warner</i></p>
---

151. Why was the form written?

- (A) To report a late shipment
- (B) To summarize a repair task**
- (C) To request a price estimate
- (D) To schedule an apartment tour

152. What has Mr. Warner done?

- (A) Placed an order**
- (B) E-mailed Ms. Sinclair
- (C) Installed a new heater
- (D) Stopped a water leak

Questions 153-154 refer to the following notice.

## Apartment for Rent

Edington Realty is pleased to offer a spacious three-bedroom apartment in Crossett Tower. The apartment is located on the fifth floor and comes with modern appliances, air conditioning, and a video intercom system. Crossett Tower is located in the popular suburb of Bingham Heights, just a few blocks from Amarillo Station. The building features underground parking, a rooftop garden, and a ground-floor gym for tenants.

The apartment may be rented on a one- or two-year lease, with further renewal possible. Interested parties should complete an application form, downloadable from the Edington Realty Web site, and submit it along with a character reference letter from a current or previous landlord.

153. What is indicated about Crossett Tower?

- (A) It is located opposite a train station.
- (B) Its apartments come in different sizes.
- (C) It has an on-site fitness facility.
- (D) It is a five-story building.

154. What should applicants send to Edington Realty?

- (A) A letter of reference
- (B) A housing deposit
- (C) A desired rent price
- (D) A lease agreement

Questions 155-157 refer to the following schedule.

<b>Meadowview Cinema</b>				
Weekly Schedule: Friday, April 14 -Thursday, April 20				
Title	Genre	Matinee (Sat. & Sun. Only)	Evening Show (Daily)	Night Show (Daily)
<i>The Quiet Calling*</i>	Thriller	-	7:20	9:35
<i>Chicago Chase*</i>	Action	3:15	7:05	9:20
<i>Alien Adventure</i>	Family	3:30	7:10	-
<i>The Brandon Brothers</i>	Comedy	3:20	-	9:15

*\*Patrons under 13 will not be permitted.*

Our box office opens on weekdays at 6:00 P.M. and weekends at 1:30 P.M. Tickets may be purchased for shows up to one week in advance. *We accept exchanges on tickets up to the day prior to the show.* We do not offer refunds on tickets.

155. What is implied in the schedule?

- (A) Two of the films share the same genre.
- (B) The Brandon Brothers is not shown daily.
- (C) Some of the films start at the same time.
- (D) Children are not allowed to see Chicago Chase.**

156. Which film is not shown at night?

- (A) The Quiet Calling
- (B) Chicago Chase
- (C) Alien Adventure**
- (D) The Brandon Brothers

157. What is indicated about tickets?

- (A) They cannot be exchanged on the day of the show.**
- (B) They must be reserved ahead of time.
- (C) They are different prices for different ages.
- (D) They require a manager's approval for a full refund.

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

**E-Mail Message**

To: Mary Shelburne <shelburnm@hilltopmfg.com>

From: Dale Cantrell <cantrelld@hilltopmfg.com>

Date: November 17

Subject: Health and Safety

Dear Ms. Shelburne,

I have just been notified that our facility will be inspected by the Department of Health and Safety this Friday, November 20, starting at 9 A.M. -- [1] --.

Therefore, **make sure that all staff members are wearing their required hard hats, gloves, and safety goggles. You should also issue new items to those who have damaged or outdated gear.**

-- [2] --. We will have to shut down some of the machinery for inspection, **but I don't know how long that will take.** -- [3] --. As a result, please assign overtime shifts as necessary to catch up. -- [4] --.

Thanks,

Dale Cantrell

Facilities Manager, Hilltop Manufacturing

158. Why did Mr. Cantrell send the e-mail?

- (A) To inquire about a safety rating
- (B) To assign some tasks to an employee**
- (C) To schedule a safety inspection
- (D) To announce a training session

159. What is Mr. Cantrell unsure about?

- (A) How long a process will take**
- (B) Whom to contact with questions
- (C) Where to get some goods delivered
- (D) Who will give a presentation

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

"The inspector will check that all regulations are being followed correctly by employees.

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

Questions 161-164 refer to the following text-message chain.

**Kapoor, Amit** [8:14 A.M.]:

I'm here at Evergreen Park, in the **Ritter Avenue lot**. Where can I unload the truck?

**Wolfe, Elaine** [8:16 A.M.]:

**Our booth for the festival is on the opposite side of the park**. You're better off driving over to the Union Street lot. We're behind the main stage.

**Rivera, Fred** [8:19 A.M.]:

**Do you need help unloading anything?** I'm picking up our exhibitor passes at the park office now, but I'll be back at the booth after that.

**Kapoor, Amit** [8:20 A.M.]:

**It's covered**. I brought Dave with me to help carry things.

**Rivera, Fred** [8:22 A.M.]:

OK, great. It looks like perfect weather for the festival. And I'm really looking forward to seeing the demonstration by **Napoli Restaurant**.

**Wolfe, Elaine** [8:23 A.M.]:

Right. I heard that the **founder, Angelo Duca**, will be showing how to make a variety of sauces.

**Kapoor, Amit** [8:27 A.M.]:

Let's work in shifts so we have time to browse the rest of the festival.

**Wolfe, Elaine** [8:29 A.M.]:

Good idea. Fred, on your way back, **can you pick up some bottled water for us** if you see any for sale?

**Rivera, Fred** [8:30 A.M.]:

No problem.

SEND

161. What is suggested about the writers' booth?

- (A) It is far from the Ritter Avenue lot.
- (B) It is behind the park office.
- (C) It is by the main entrance.
- (D) It was moved at the last minute.

162. At 8:20 A.M., what does Mr. Kapoor most likely mean when he writes, "It's covered"?

- (A) He thinks the booth is protected from bad weather.
- (B) He has already paid the exhibitor fee.
- (C) He does not need assistance from Mr. Rivera.

163. What can be inferred about Mr. Duca?

- (A) He participated in the festival last year.
- (B) He used to be the writers' coworker.
- (C) He owns Napoli Restaurant.
- (D) He will demonstrate decorating techniques.

164. What is Mr. Rivera asked to do?

- (A) Move a truck
- (B) Buy some beverages
- (C) Unload some boxes
- (D) Pick up some brochures

(D) He has already drawn up a schedule of work shifts.

Questions 165-167 refer to the following Web page.

<http://www.uniquehomeinteriors.co.uk>

## Unique Home Interiors

"Unique Home Interiors *makes remodeling fun and easy!*"

*-Pam Morgan, Professional Designer*

*Unique Home Interiors* is the nation's most popular **quarterly magazine** on interior design. Our contributors are experts in the industry, and each issue is packed with useful information and creative design ideas you won't find anywhere else. You can find out about the **hottest colors** for moderns looks as well as tips for upgrading your space on a budget. **Each issue comes with templates for wall painting that you can download and print for a great DIY look.** The magazine also features **subscriber-only bargains on furniture, paint, home accessories, and more.**

Get your one-year subscription today!

**Sample digital version for free!\*** [SELECT]

Print version only for £14.95 [SELECT]

Digital version only for £9.95 [SELECT]

Our best offer! Print and digital version for £16.95 [SELECT]

**\*Available for download until the end of this month.** A valid e-mail address is required.

165. How many editions of Unique Home Interiors are published each year?

- (A) Four
- (B) Six
- (C) Twelve
- (D) Fifty-two

166. What is NOT mentioned as items found in Unique Home Interiors?

- (A) Exclusive **discount** offers
- (B) **Color trend** information
- (C) **Printable** patterns
- (D) **Interviews with professionals**

167. What is true according to the Web page?

- (A) Subscriptions can be canceled at any time.
- (B) **A sample edition can be accessed for a limited time.**
- (C) Renewed subscriptions are cheaper than new ones.
- (D) New subscribers are eligible for a complimentary gift.

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

**E-Mail message**

To: Undisclosed Recipients

From: Anita Foster <foster.a@efsociety.org>

Date: May 7

Subject: Environmental Friends Society

On behalf of the elected officers of the Environmental Friends Society (EFS), I am pleased to inform you that registration for our Annual Eco Conference is at its highest in the group's history. **Because of the large numbers, we will now be holding the event at Palmer Hotel, rather than Ellis Hall, as indicated on the invitations.**

The conference will still run from 9 A.M. to 5 P.M. on May 28. We welcome **Amber Coburn as the keynote speaker, who is filling in for Anthony Yao.** Please note that there will be a break from noon to 1 P.M., but nothing will be served on-site. So, **you should bring a sack lunch or cash to spend at one of the restaurants in the neighborhood.**

For those who plan on **driving to the site**, please contact Rickey Keeler at keeler.r@efsociety.org to **get a pass** for the Palmer Hotel lot.

I'm looking forward to seeing you all there!

Warmest regards,  
Anita Foster

168. Why did Ms. Foster send the e-mail?

- (A) To confirm a registration list for a workshop
- (B) To announce changes to an event plan**
- (C) To publicize the winner of an election
- (D) To request mailing addresses for invitations

169. What can be inferred about Mr. Yao?

- (A) He used to be a member of the EFS.
- (B) He was originally scheduled to give a talk.**
- (C) He will oversee a procedure for the group.
- (D) He failed to submit some paperwork.

170. What are the recipients asked to do?

- (A) Pay a registration fee in cash
- (B) Make their own lunch arrangements**
- (C) Ride to a site together
- (D) Order a meal in advance

171. Why should the recipients e-mail Mr. Keeler?

- (A) To request a parking pass**
- (B) To book a hotel room
- (C) To ask for driving directions
- (D) To pay a membership fee

Questions 172-175 refer to the following advertisement.

## Super Spin Laundromat

**Clean clothes are our passion!**

Super Spin Laundromat is the best place to get your laundry done. **Our washers and dryers use state-of-the-art technology to clean and dry your clothes in a way that helps them to avoid wear and tear and makes them last up to three times longer than those laundered in traditional machines.** - [1]-.

If you're in a hurry, leave the items with us for our full-service wash, which includes washing, drying, and folding the clothes. - [2] -. The clothes can be delivered to your home or office for a small additional fee.

If you'd like a more economical option, there are machines on site so you can do your laundry yourself. We also sell a wide variety of detergents, fabric softeners, and dryer sheets. Do you have an article of clothing that needs extra attention? - [3]-. **Our staff is available to give you advice on getting rid of stains.** We also have sinks for washing delicate items by hand.

**We are now open 24 hours a day for your convenience,** and our waiting areas have a television, a vending machine, and free magazines to read.

We have five locations throughout the city. - [4] -. We hope to see you soon at Super Spin Laundromat!

172. What is suggested about the appliances at Super Spin Laundromat?

- (A) They are easy to use.
- (B) They can be operated with coins.
- (C) They are gentle on clothes.**
- (D) They have longer cleaning cycles.

173. What can customers get from Super Spin Laundromat's employees?

- (A) A discount coupon
- (B) Handwashing techniques
- (C) A delivery schedule
- (D) Stain removal tips**

174. What has Super Spin Laundromat recently done?

- (A) Extended its business hours**
- (B) Added more machines
- (C) Started a dry cleaning service
- (D) Opened a new location

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

"To find the one nearest to you, visit our Web site at [www.sspin.com](http://www.sspin.com) and view the complete list."

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

Questions 176-180 refer to the following advertisement and form.

### CRAWFORD

Get ready for your next **camping trip** with great deals in our **anniversary sale!** For **the past two decades**, Crawford has made it our business to provide our customers with top-quality goods at reasonable prices. All of our products come with a **five-year warranty**.

#### Anniversary Sale Special Offers:

- △ Southpeak four-person **nylon tent with lightweight fiberglass poles**. Waterproof and UV-resistant cover. Tent can withstand winds of up to 30 miles per hour. Country of origin: **China**. Colors: Forest Green [tem D856] or **Gray** [tem D730]. ~~\$285.99~~ NOW \$199.99
- △ Land-Trek adult sleeping bag. Machine washable. Polyester filling surrounded by breathable **polyester fabric**. Country of origin: **Vietnam**. Colors: Navy Blue [tem E179], Burgundy [Item E288], or Black [Item E586]. ~~\$119.99~~ NOW \$69.95
- △ Mountex 60-liter **nylon** backpack with padded shoulder straps. Lightweight frame, Internal pockets. Country of origin: **India**. Color: Forest Green [item T395] or Navy Blue [Item 244]. ~~\$209.99~~ NOW \$149.99

**Crawford Club members can get complimentary express shipping**. Otherwise, we charge \$12 for standard shipping or \$25 for express shipping, Take our customer survey for a chance to win a \$50 Crawford gift certificate.

<http://www.crawfordmerchandise.com>

Name: Walter Mertz

Shipping Address: 1708 Charter Street, Cambridge, MA 02141

E-mail Address: waltermertz@valleyinc1.com

Credit Card: Turbo Card XXXX-XXXX-XXXX-3095

Crawford Club Member:  Yes  No

Item: **D730**      Quantity: 1

Total Number of Items: 1

Click NEXT to select a shipping type and to confirm the purchase.

**NEXT**

176. Who would be most interested in Crawford's products?

- (A) Gardening enthusiasts
- (B) Amateur athletes
- (C) Nature lovers
- (D) Business owners

177. According to the advertisement, what is true about Crawford?

- (A) It is under new ownership.
- (B) It holds discount events regularly.
- (C) It opened twenty years ago.
- (D) It has recently relocated.

178. What is NOT indicated about the products?

- (A) What they are made from
- (B) How long they are under warranty
- (C) What their dimensions are
- (D) Where they were made

179. What color is the item that Mr. Mertz ordered?

- (A) Burgundy
- (B) Forest Green
- (C) Gray
- (D) Navy Blue

180. What is Mr. Mertz eligible to receive?

- (A) Free delivery
- (B) Sample items
- (C) A gift certificate
- (D) A product catalog

Questions 181-185 refer to the following Web page and form.

<http://www.customsol.com>

## Custom Solutions

Get exactly what you want. No job is too big or too small!

Custom Solutions is the area's leading provider of **made-to-order apparel**. We print your text and /or company logo to help you promote your business, create a unique gift, prepare uniforms for a sports team, and more. Place an order online, call us at 623-555-0192 or stop by the store in person at 226 Willow Drive, St. Cloud, MN 56303. We highly recommend in-person visits for complicated orders.

We offer the following options for basic white T-shirts (Item #238). Please see our [Pricing](#) page for a complete list of merchandise.

- One-color printing, front only: \$9.50
- Two-color printing, front only: \$10.00
- One-color printing, front and back: \$11.50
- Two-color printing, front and back: \$12.00

You will be required to pay a 25% deposit at the time of placing the order. The remainder of the full amount is due at the time of pick-up.

**Customer Name:** Eva Ferguson

**Contact Number:** 623-555-0127

**Order Date:** May 25

**Expected Delivery Date:** June 18

**Item Number:** 238

Please complete all applicable fields. Write an X in fields that are not needed.

FRONT	BACK
Line 1: Hendrix Children's Hospital Size: Small Color: Navy Blue	Line 1: Every penny counts! Size: Medium Color: Forest Green
Line 2: 5th Annual Charity Fun Run Size: Large Color: Forest Green Image: hendrix.jpg Image Position: Center, below text	Line 2: June 30, Abrams Park Size: Small Color: Navy Blue Image: X Image Position: X

**Special Instructions:** In order to show participants what they will receive, I would like a photograph of one of the finished items at least one week before delivery, if possible.

181. What does Custom Solutions specialize in?

- (A) Building custom furniture
- (B) Creating printed brochures
- (C) Printing on clothing
- (D) Designing company logos

182. What is indicated about ordering merchandise?

- (A) It should be for a minimum number of items.
- (B) It requires full payment up front.
- (C) It must be a certain number of days in advance.
- (D) It can be done in several different ways.

183. What will Ms. Ferguson most likely use the items for?

- (A) A fund-raising event
- (B) An employee retreat
- (C) A sports training camp
- (D) A grand opening

184. How much will Ms. Ferguson most likely pay per item?

- (A) \$9.50
- (B) \$10.00
- (C) \$11.50
- (D) \$12.00

185. What special request does Ms. Ferguson make?

- (A) Combining multiple images
- (B) Receiving a photo in advance
- (C) Using express delivery
- (D) Getting a list of participants

Questions 186-190 refer to the following letter, e-mail, and advertisement.

Dear valued community member,

The Friends of Midland Cathedral Society (FMCS) needs your help! We are conducting a large-scale campaign to raise funds for much-needed repairs at Midland Cathedral. This 17th-century structure is a landmark in our city, and people come from all over the world to see its beauty and enjoy events such as its weekly choir concert held every Friday from 4 to 5 P.M. In addition to helping the community, you'll also receive great benefits.

**Gallery Tier:** \$100 / Get your company's name listed on our Web site as a contributor.

**Canopy Tier:** \$250 / Gallery Tier benefit + Get your company's name printed in our weekly choir program.

**Pinnacle Tier:** \$500 / Canopy Tier benefits + Receive VIP seating for two people at the June 8 project launch event.

**Tower Tier:** \$1,000 / Pinnacle Tier benefits + Experience Midland Cathedral like never before with a private tour, including access to the bell tower. This two-person tour can be booked for June 6 (led by Marcus Silva) or June 7 (led by

Amanda Larkin).

Please consider donating to this worthy cause.

Sincerely,

*Scott Ramsey*

Scott Ramsey

To: Scott Ramsey <ramseys@fmcs.org>

From: Michelle Arnold <m.arnold@hurstconsulting.com>

Date: May 29

Subject: Midland Cathedral

Dear Mr. Ramsey,

I received your e-mail confirming my scheduled tour of Midland Cathedral for 10:30 a.m. on **June 7**. I am truly looking forward to **visiting the rarely seen areas of the cathedral**, and I will be accompanied by the president of **Hurst Consulting**, Adam Hurst, who is equally excited. Two other representatives from our company will attend the project launch event. Funding a portion of the preservation efforts at the cathedral is important to us here at Hurst Consulting, and we are pleased to be able to help in this **way**.

Sincerely,

Michelle Arnold

## **Midland Cathedral Renovation Project Launch**

Friday, June 9, at 3:30 P.M.

The Friends of Midland Cathedral Society (FMCS) is hosting a special event to commemorate the beginning of the three-year renovation project at Midland Cathedral. The event will include speeches from the cathedral's head priest, the FMCS president, and the foreman of the project. In addition, mayor Kent Burien will put the first new roof tile into place.

Please note that the weekly choir concert will be held **two hours earlier** than usual on this day.

186. What is the purpose of the letter?

- (A) To announce a building expansion
- (B) To recruit financial supporters**
- (C) To increase an organization's membership
- (D) To explain a fundraiser's success

187. How much did Hurst Consulting give to FMCS?

- (A) \$100
- (B) \$250
- (C) \$500
- (D) \$1,000**

188. In the e-mail, the word "way" in paragraph 1, line 6, is closest in meaning to

- (A) example
- (B) manner**
- (C) direction
- (D) characteristic

189. Who will Ms. Arnold and Mr. Hurst meet at Midland Cathedral?

- (A) Kent Buriem
- (B) Amanda Larkin**
- (C) Scott Ramsey
- (D) Marcus Silva

190. When will the choir concert start on June 9?

- (A) At 2:00 P.M.**
- (B) At 2:30 P.M.
- (C) At 3:00 P.M.
- (D) At 3:30 P.M.

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

<http://www.stratfordci.com>

[Home](#)

[CLASSES](#)

[PHOTO GALLERY](#)

[CONTACT](#)

### **Stratford Cooking Institute**

Stratford Cooking Institute offers a wide variety of classes available **at our convenient downtown location**, and our instructors can teach you everything from making daily meals to preparing decadent desserts for special occasions. Some of our former students have even gone on to start their own restaurants. We offer classes on evening weekdays and throughout the day on Saturdays. Check out our most popular classes below or click classes to view a complete list.

Class / Time Slot / Instructor

Italian Cooking / Mondays & Wednesdays @7P.M. / Laverne Trenton

**Basic Cake Decoration** / Tuesdays @8P.M. & **Saturdays@2P.M.** / Dawn Spencer

Party Appetizers / Thursdays @7P.M. / Sharon Grant

Mastering Seafood / Wednesdays & Fridays@ 8P.M. / Jennifer Alvarado

#### E-Mail Message

To: Christopher McCormick <c.mccormick@stratfordci.com>

From: Gloria Young <younggloria@pinsonconsulting.net>

Date: April 5

Subject: From Pinson Consulting

Dear Mr. McCormick,

I am in charge of planning team-building activities for my department at Pinson Consulting, and I'm wondering if it is possible to **arrange a cooking class at your institute, just for our group**. Doing unique activities like this helps employees to **perform** better as a team. We are available any afternoon between May 1-5, and we have no preference for the topic. If this is possible, please let me know how much it would **cost per person for a group of 20, how I should pay the fee, and how long the class will last**.

Gloria Young

Accounting Director, Pinson Consulting

#### E-Mail Message

To: Gloria Young <younggloria@pinsonconsulting.net>

From: Christopher McCormick <c.mccormick@stratfordci.com>

Date: April 6

Subject: RE: From Pinson Consulting

Dear Ms. Young,

Thank you for your interest in our institute. I am pleased to say that we can accommodate your request. The instructor for our cake decorating class is available for a **two-hour class** on **Wednesday, May 3**, from 2 to 4. **The charge will be \$16 per person, which can be paid by credit card on our Web site.** The fee includes all ingredients and materials, and each person will get to take home the finished result of their work. Since our institute is usually not open during the day, you will not be able to use the main entrance, which will be locked. Instead, I will be on site to let you in the side door while the instructor prepares the classroom. Simply call me at 555-0160 when you arrive.

Sincerely,

Christopher McCormick

Admissions Director, Stratford Cooking Institute

191. What is true about the Stratford Cooking Institute?

- (A) It is the most popular institute of its kind.
- (B) It provides cooking classes daily.
- (C) It was founded by a restaurant owner.
- (D) It is located in the city center.

192. What is the purpose of Ms. Young's e-mail?

- (A) To set up a private class
- (B) To request a group discount
- (C) To have an event catered
- (D) To promote a consulting service

193. In the first e-mail, the word "perform" in paragraph 1, line 4, is closest in meaning to

- (A) observe
- (B) achieve
- (C) entertain
- (D) function

194. What information does Mr. McCormick give that was NOT requested by Ms. Young?

- (A) The duration of the class
- (B) The cost per person
- (C) The payment method
- (D) The entrance to use

195. Who most likely will teach a daytime class on May 3?

- (A) Lavern Trenton
- (B) Dawn Spencer
- (C) Sharon Grant
- (D) Jennifer Alvarado

Questions 196-200 refer to the following report, e-mail, and article.

### **Energy Efficiency Audit Overview: Sternberg Manufacturing**

Conducted by Mistral Energy Services (MES), September 4

An energy efficiency audit was carried out by the MES team at the Sternberg Manufacturing site in Bedford. This site was chosen among Sternberg's thirteen facilities throughout the country **because it was the first factory building for Sternberg Manufacturing**, so it has the most opportunities for improvement.

Four areas of improvement were identified. First, solar panels from Perales Co. should be added to sections of the rooftop to generate sustainable energy that could be either used on site or sold back to the grid. Second, the packaging equipment should be replaced with energy-efficient machines designed by Forsyth, Inc. Third, skylights should be installed by Verne Enterprises to provide free natural light. **Fourth, the exterior walls should be insulated by Webster Construction to reduce heat loss.**

Employees should also undergo training to learn about ways they can contribute to a reduction in energy usage.

\*E-mail\*

To: Debra Lyon <d.lyon@sternbergmfg.com>

From: Mitchell Thorpe <m.thorpe@sternbergmfg.com>

Date: September 20

Subject: Upcoming training

Dear Ms. Lyon,

I have reviewed the training proposals presented by the various shift managers, and I believe that your training would be the most suitable for the company needs. **The handouts you prepared highlight the goals clearly, and they will help employees to see exactly what needs to be done.** We've tried other initiatives for energy conservation in the past, but despite these measures, we still **hold** steady at 21%, which is well above the industry average. By working together, I hope we can reduce this figure.

Sincerely,

Mitchell Thorpe

## **New Energy Conservation Efforts Underway**

Sternberg Manufacturing is seeking to reduce its energy usage both to cut overhead expenses and to reduce the company's environmental impact. Based on recommendations made by Mistral Energy Services last month, the company will undergo four major improvement projects.

The first among them is scheduled to be carried out by Webster Construction in November. The others will follow next year, as funding allows. In addition, the human resources director has chosen Debra Lyon to carry out employee training regarding conservation techniques. A schedule for the training has not been set yet.

196. Why was the Bedford location selected for the audit?

- (A) It received a high inspection score.
- (B) It is the company's oldest facility.**
- (C) It is close to the MES headquarters.
- (D) It is the company's largest building.

197. Which project will be carried in November?

- (A) Installing solar panels
- (B) Replacing packaging equipment
- (C) Putting in skylights
- (D) Adding wall insulation**

198. What is indicated about Ms. Lyon's training materials?

- (A) They were the only ones submitted.
- (B) They should be shortened.
- (C) They are easy to understand.**
- (D) They have a lot of technical information.

199. In the e-mail, the word "hold" in paragraph 1, line 5, is closest in meaning to

- (A) arrange
- (B) grasp
- (C) remain**
- (D) occupy

200. What can be inferred about Mr. Thorpe?

- (A) He will send Ms. Lyon some guidelines.
- (B) He recommended Mistral Energy Services.
- (C) He is the head of human resources.**
- (D) He plans to visit the company's other sites.