

101. Mr. Guo ----- with an electrician yesterday about the rewiring project.

- (A) consults
- (B) is consulting
- (C) to consult
- (D) consulted

102. Ms. Lan Le will complete ----- internship at the George Cake Shop next week.

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

103. Every Thursday the Lifelong Reading Club meets to --- novels written by local authors.

- (A) create
- (B) discuss
- (C) perform
- (D) dictate

104. Skymills Insurance grew ----- from a small business to a midsize company with 350 employees.

- (A) quick
- (B) quickly
- (C) quicker
- (D) quickest

105. Local shop owners are invited to the \_\_\_\_\_ of Clyde Bank's downtown branch.

- (A) open
- (B) opened
- (C) opening
- (D) openly

106. All e-mail messages regarding legal issues should be ----- in a separate folder.

- (A) stored
- (B) escaped
- (C) served
- (D) determined

107. Hiring an ----- for Ms. Tsai must be our top priority, as her workload has increased.

- (A) assist
- (B) assistant
- (C) assisted
- (D) assistance

108. The -- ---- Ladoff Building was constructed in 1923 and stood two stories tall.

- (A) origin
- (B) originated
- (C) originally
- (D) original

109. If you have questions about your most ----- credit card statement, call Mr. Hassan.

- (A) central
- (B) consecutive
- (C) actual
- (D) recent

110. The Rinzlite dishwasher was ranked higher ----- all other dishwashers in its class.

- (A) to
- (B) past
- (C) than
- (D) by

111. So far, the Grantley store ----- 20 percent more mobile phones than it did last year.

- (A) will sell
- (B) was sold
- (C) has sold
- (D) are selling

112. In the event of a power failure, unplug computers until power is ----- restored.

- (A) fully
- (B) fullness
- (C) fullest
- (D) full

113. Although Mr. Akiyama retired last year, he ----- visits the office each week.

- (A) next
- (B) yet
- (C) still
- (D) finally

114. At the panel discussion, Ms. Yang made a ----- argument for environmentally responsible business practices.

- (A) convince
- (B) convincing
- (C) convinced
- (D) convincingly

115. The Hokodo Orchestra will hold ----- for new string musicians next Tuesday.

- (A) attention
- (B) investigations
- (C) motivation
- (D) auditions

116. Although the team members ----- were not available after the game, the coach was happy to be interviewed.

- (A) themselves
- (B) they
- (C) theirs
- (D) them

117. Ms. Schwimmer's application was not ----- reviewed until November 5.

- (A) relatively
- (B) occasionally
- (C) completely
- (D) enormously

118. Managers are encouraged to give their staff ----- feedback during the annual performance-review meetings.

- (A) construction
- (B) constructively
- (C) constructive
- (D) constructing

119. Deckermark Enterprises offers employees flexible scheduling and telecommuting -----.

- (A) statements
- (B) exchanges
- (C) precautions
- (D) options

120. Ms. Summer can estimate the cost for the land-clearing project in Fosterville, ----- before the details are finalized.

- (A) even
- (B) some
- (C) such
- (D) else

121. The company's transition from paper paychecks to electronic paychecks was ---- smooth.

- (A) impressive
- (B) impression
- (C) impressively
- (D) impress

122. All temporary workers should contact Ms. Fierro to ----- an identification badge.

- (A) combine
- (B) obtain
- (C) gather
- (D) approach

123. We will pay your insurance claim ----- we receive the official damage report.

- (A) once
- (B) since
- (C) like
- (D) except

124. Neither of the ----- in the debate was willing to take a stand on the riverfront development controversy.

- (A) politicians
- (B) politicize
- (C) political
- (D) politically

125. ----- the additional funding, Central City Medical School expects to double the size of its research team.

- (A) Over
- (B) On
- (C) At
- (D) With

126. The clients have indicated that a reception area of 60 square meters will be ----- in the new building.

- (A) sufficient
- (B) flexible
- (C) capable
- (D) calculating

127. Ms. Lau would like to know ----- Mr. Cole called the main office yesterday.

- (A) whatever
- (B) while
- (C) why
- (D) who

128. Koffler Law hired more paralegals ----- meet its commitment to clients.

- (A) consequently
- (B) in order to
- (C) in any case
- (D) additionally

129. The newest edition of the Biltmore Road Atlas has plastic-coated pages for extra -----.

- (A) familiarity
- (B) persistence
- (C) durability
- (D) replacement

130. Job seekers should prepare a list of professional references ----- applying for positions.

- (A) prior to
- (B) outside of
- (C) in front of
- (D) according to

Part 6

Questions 131-134 refer to the following article.

TOKYO (2 June)---Toda Entertainment announced this morning that it will be revealing its latest video game later this week. A preview of the game –131-- a presentation from the developers will be broadcast on the company's Web site on Friday at 4:00 P.M. Japan Standard Time. Until now, no details have been revealed about the game. Many consumers are already –132-- that it will be a sequel to the company's popular Todashi Adventure series. The first game in that series, released two years ago, was a –133-- success for the company, selling over 400,000 copies in Japan. –134--.

131. (A) but  
(B) even though  
(C) how  
(D) as well as

132. (A) confirming  
(B) speculating  
(C) requesting  
(D) analyzing

133. (A) remarkable  
(B) remarkably  
(C) remarking  
(D) remark

134. (A) The company was not able to meet this goal.  
(B) Toda Entertainment will announce its new CEO next week.  
(C) Its worldwide sales were double that number.  
(D) Consumers can now purchase it for the first time.

Questions 135-138 refer to the following letter.

July 11

Dear Mr. Wong:

It was good to speak with you today about the opening in the accounts receivable department at Riedeberg Realty. –135-- My prior experience has prepared me particularly well for this –136-- Strong writing skills, assertiveness, and accuracy –137-- in my last two jobs. I am also able to work effectively with coworkers, especially in a fast-paced environment.

I appreciate the time you took to –138-- me. I look forward to hearing from you when you make your final hiring decision.

Sincerely,

Jon Troughman

135. (A) The job seems like an ideal match for my skills and interests.

(B) The company had an outstanding reputation nationally.

(C) Note that I have applied for a number of other jobs as well.

(D) Please contact me to discuss additional scheduling options.

136. (A) event

(B) incident

(C) position

(D) exception

137. (A) all requiring

(B) had all required

(C) all requirements

(D) were all required

138. (A) train

(B) recommend

(C) entertain

(D) interview

Questions 139-142 refer to the following Web page.

**Protection & Conservation**

The Garner Museum of Art (GMA) ensures the preservation of its collection by carefully –139—the lighting of its galleries. Certain artifacts—many of which are thousands of years old—are particularly sensitive to light. –140--, the museum does not showcase any of its pieces in areas with windows. Nor does it keep artwork in areas with certain kinds of –141--, potentially harmful bulbs. –142-- By taking such measures, the GMA hopes that its collection will be enjoyed for generations to come.

139. (A) monitoring

(B) acquiring

(C) performing

(D) guarding

140. (A) After all

(B) For instance

(C) On the contrary

(D) For this reason

141. (A) bright

(B) brightly

(C) brighten

(D) brightness

142. (A) Therefore, the museum will place some of its older pieces on loan.

(B) Also, flash photography is not permitted.

(C) Only a few staff members possess these specialized skills.

(D) Unfortunately, it can be difficult to determine an object's age.

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

To: All Managers  
From: Bert Pizarro  
Date: October 10  
Subject: Staff banquet

Dear Managers,

December is quickly approaching, and the Human Resources team is working out the details for this year's staff banquet. As you know, this event is an opportunity for us to thank our entire staff for their service and to reflect on the past twelve months. In addition, it will provide everyone with the opportunity to spend time with their colleagues in a relaxed social setting.

We know that the distance to last year's banquet in Riverdale made it difficult for several employees to attend the event. To make it easier for everyone to participate in this celebration, we are looking for a venue that is closer to our office building.

We plan to send out further details soon.

Kind regards,

Bert Pizarro  
Human Resources Manager

- 143. (A) initial
- (B) annual
- (C) favoring
- (D) hiring

- 145. (A) result
- (B) transport
- (C) capacity
- (D) venue

- 144. (A) to spend
- (B) having spent
- (C) spending
- (D) will spend

- 146. (A) Driving directions are attached.
- (B) We apologize for the confusion.
- (C) Please reply with any suggestions
- (D) Remember to confirm your attendance.

Questions 147-148 refer to the following notice.

## Our Return Pledge

If the products you purchased from Things Galore do not perform to your expectations, please return to our store for an exchange or a refund. Refunds may be issued on full-price purchases only. See [Thingsgalore.com/help](https://thingsgalore.com/help) for details.

147. Where would the notice likely appear?

- (A) On a coupon
- (B) On a Web site
- (C) On a product label
- (D) On a sales receipt

148. What is suggested about Things Galore?

- (A) It will not issue a refund for all items.
- (B) It does not sell discounted products.
- (C) It has recalled defective items.
- (D) It is having an annual sale.

Questions 149-150 refer to the following text-message chain.

**Ed Singh (9:46 A.M.)** Hi Marisa, has David Yuen stopped by your office?

**Marisa Viteli (9:48 A.M.)** Not that I know of. I just got here.

**Ed Singh (9:49 A.M.)** OK. He's having a hard time **debugging a program** and I told him to ask you to look at it. I hope you don't mind.

**Marisa Viteli (9:50 A.M.)** **Not at all.** He's on the Zandos project, right?

**Ed Singh (9:51 A.M.)** Yes, they're building an order-tracking system and it has to be delivered in a few weeks.

**Marisa Viteli (9:52 A.M.)** Ah, that's a huge program. I can see why he's having **coding problems**.

149. For whom do the writers most likely work?

- (A) A home repair business
- (B) A food delivery business
- (C) A building construction company
- (D) A software development company**

150. At 9:50 A.M., what does Ms. Viteli most likely mean when she writes, "Not at all"?

- (A) She does not know David Yuen.
- (B) She has not been to her office yet.
- (C) She is willing to help a coworker.**
- (D) She is part of the Zandos project team.

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

From: Outbox <customer\_service@outbox.com>

To: Waris Duale <warisduale@mailinsights.com>

Date: September 1

Subject: Store news

Great news, Ms. Duale. Outbox, the number one office supply store in the Grindstone River Valley region, **has expanded its store on Lakeview Avenue to include an office furniture department.** To mark this occasion, **members of our rewards club will receive a 20% discount on all office furniture.** Additionally, they will earn double rewards points during this sales event. Orders are accepted in all stores as well as on our Web site, [www.outbox.com](http://www.outbox.com). Use this opportunity to update your business office, and, in the process, save some money and accumulate rewards points. Hurry, offer ends September 30.

151. Why was the e-mail sent?

(A) To introduce an online ordering process

(B) To announce a new store location

**(C) To mention a special offer**

(D) To explain a new program

152. What is indicated about the store on Lakeview Avenue?

**(A) It was recently enlarged.**

(B) It has updated its Web site.

(C) It often hosts sales events for rewards club members.

(D) It was the first Outbox store in the region.

Questions 153-155 refer to the following memo.

**MEMO**

To: All Staff

From: Donaldo Mata, Facilities Supervisor

Date: July 22

Subject: Drilling process

As I reported at last week's staff meeting, we are now in the final planning stages for the new addition to our headquarters building. — [1] —. As part of the process, contractors will be drilling holes tomorrow in the north, east, and west sides of the building **to do structural analysis**. — [2] —. The drilling is expected to take several hours, and the work will be very noisy. I realize that this type of noise can be very distracting to employees who are trying to speak with customers or conduct meetings. — [3] —. I have requested that the contractors begin drilling on the east side, closest to the Customer Service Office, so that drilling can be finished before peak service hours. **Please keep windows on all sides of the building shut to minimize the noise** and prevent any exhaust fumes from the drilling rig from entering the building.

— [4] —. I will be here all day supervising the process and will be available to answer any questions. I sincerely apologize for the inconvenience.

153. Why are the holes being drilled?

- (A) To identify the best location for a well
- (B) To install an improved drainage system
- (C) To facilitate planning of a building project**
- (D) To analyze the soil quality for landscaping

154. What does Mr. Mata ask staff to do tomorrow?

- (A) Work from home
- (B) Close all windows**
- (C) Tour the new office space
- (D) Reschedule client meetings

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

"However, there is little that can be done regarding noise levels."

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

Questions 156-158 refer to the following press release.

**FOR IMMEDIATE RELEASE**

Contact: Pilar Rios, Media Communications, prios@belleddevelopment.org

LOS ANGELES (April 18)—California-based Belle Development has entered into an agreement to collaborate with the firm Holden Assets, which is based in London. The companies will join forces to remodel and transform open spaces in airports, train stations, hotels, and office buildings for retailers. According to Belle spokesperson Irina Carson, "The projects will improve both the experience of customers and the revenue streams of the property owners." During the press conference on Monday, Carson said the two companies had been so successful when they worked together previously remodeling an airport in Naples, Italy, that they decided to make it a long-term relationship." The venture begins next month with the redesign of shops and restaurants at a train station in Barcelona.

156. What does the press release announce?

- (A) The launch of a new product line
- (B) The relocation of a company's headquarters
- (C) The increased earnings of a real estate firm
- (D) The start of a lengthy business partnership

157. The word "spaces" in paragraph 1, line 4, is closest in meaning to

- (A) holes
- (B) areas
- (C) seats
- (D) parks

158. Where does the press release indicate a project was completed?

- (A) In Los Angeles
- (B) In London
- (C) In Naples
- (D) In Barcelona

Questions 159-161 refer to the following notice.

Dear Visitors:

Heylin Park is a rugged wilderness site, Our trails are grassy and unpaved, and many contain protruding tree roots, rocks, and stumps. Licensed park rangers will remove fallen debris if a trail becomes impassable, but in order to maintain a healthy habitat for wildlife, the land is otherwise kept in its natural state. To support our efforts, we ask that you please take nothing home with you aside from photographs and memories. Please allow the flowers to grow wild and leave sticks and stones where they are.

If you would like to learn about the different trees, shrubs, and flowers growing in our park, you can join a free ranger-guided hike. These are held every Saturday from 2:00 p.m. to 3:30 p.m. Just add your name to the sign-up sheet at the check-in kiosk, located near the park entrance.

Thank you and enjoy your hike!

Sincerely,

Heylin Park Management

159. What is suggested about Heylin Park?

- (A) It is an undeveloped area.
- (B) It was affected by a recent storm.
- (C) Its entrance fees are being raised.
- (D) It is the location of many research projects.

161. What can visitors do at the check-in kiosk?

- (A) Register for a tour
- (B) Subscribe to a newsletter
- (C) View photographs of plants
- (D) Volunteer to help build trails

160. What is prohibited at Heylin Park?

- (A) Camping overnight
- (B) Hiking without a guide
- (C) Visiting without a permit
- (D) Collecting natural objects

Questions 162-163 refer to the following article.

## Bryson Business Development Network Expands Its Learning Program

(March 14)-Last summer, after offering on-site courses for over ten years, Calgary-based Bryson Business Development Network began offering a different set of workshops for people who have recently started a business. Hundreds of new business owners signed up for the online sessions, which focused on topics such as Web site development, marketing, and advertising. This summer, the company will introduce some new learning opportunities.

"We are excited to announce the launch of a wide variety of in-depth courses led by experts in the field," director Rosa Gonzales said. "To enable everyone to learn more about the courses, we have created a brief video highlighting the main points that will be covered in each course. Customers are invited to view this introductory presentation free of charge on our Web site to help them decide which of our offerings best meet their needs."

Registration and more information are available at [www.brysonbdn.ca](http://www.brysonbdn.ca).

162. What is the purpose of the article?

- (A) To announce a company merger
- (B) To provide marketing tips
- (C) To introduce a new director
- (D) To publicize online courses

163. What does Ms. Gonzales encourage people to do?

- (A) Make a payment
- (B) Complete a form
- (C) Watch a video
- (D) Contact an expert

Questions 164-167 refer to the following online chat discussion.

Live Chat

**Ariana Jones (1:18 P.M.):**

Hi, Renalto and Janice. How are things coming along with those blogs I asked you to start?

**Janice Canto (1:20 P.M.):**

I am thinking of profiling **the members of our team of investment advisors.**

**Ariana Jones (1:22 P.M.):**

**Could you give me more details on that?**

**Janice Canto (1:24 P.M.):**

Well, I want to **feature an interview with a different team member every month.** I could get a little personal and professional background information, and inquire about the member's views on investment strategies, that sort of thing.

**Ariana Jones (1:25 P.M.):**

Nice. Our customers would really like that. What about you, Renalto?

**Renalto Pereira (1:27 P.M.):**

**I'm thinking of reporting on emerging stock market trends. I've already collected a lot of material about this topic.**

**Janice Canto (1:27 P.M.):**

Sorry, I have to leave for a meeting in about five minutes.

**Ariana Jones (1:28 P.M.):**

**Sounds interesting.** Do you need assistance with the research?

**Renalto Pereira (1:29 P.M.):**

Thanks, but I think I've got it covered.

**Ariana Jones (1:30 P.M.):**

**OK, I'd like both of you to get back to me by Monday with your progress on these ideas.**

likely work?

- (A) Finance
- (B) Health care
- (C) Technology
- (D) Real estate

165. What is suggested about Ms. Jones?

- (A) She will help Mr. Pereira with his research.
- (B) She supervises Ms. Canto's work.
- (C) She will be out of the office on Monday.
- (D) She needs information about a job applicant.

- (A) They will be ready by the end of the day.
- (B) They will be written by several team members.
- (C) They will be published once a month.
- (D) They will be designed for internal company use.

167. At 1:28 P.M., what does Ms. Jones mean when she writes, "Sounds interesting"?

- (A) She wants to know more about Ms. Canto's meeting.
- (B) She likes the subject matter of Mr. Pereira's blog.
- (C) She is pleased with recent stock market trends.
- (D) She likes to receive positive customer feedback.

Questions 168-171 refer to the following meeting minutes.

# Corbissin Corporation

Minutes of Quarterly Finance Team Meeting

Thursday, 18 October

Present: Lorenzo Abeyta (Chair). Dolores Tengco, Perla Buenaflor, Omar Mayuga, and Cora Odevilas

Absent: Juan Carlos Serapio (attending International Technology Conference)

The meeting was called to order at 10:30 A.M. by Lorenzo Abeyta.

The minutes from the 20 June meeting were approved unanimously.

Financial Summary (presented by Omar Mayuga)

- Revenue from the last quarter was up by 10 percent.
- The budget has been approved for the hiring of additional sales personnel and customer service associates.
- Discussion of the proposed internship program was postponed until more research has been done. Perla Buenaflor will look into this proposal and present a report at the next meeting.
- The "We All Tell a Story" marketing campaign is under way. The project features testimonials from small-business owners whose office operations improved after installation of our products.

Announcements

Dolores Tengco confirmed that the launch of our new line of printers and copiers is set for 10 November.

There will be commercials on TV and radio, online, and in print media. Stores in Mandaluyong and Taguig are planning full-day events. More information on other sales events in stores will be released soon.

The meeting was adjourned at 11:30 A.M. by Lorenzo Abeyta.

168. What is indicated about the Corbissin Corporation?

- (A) Its finance team meets monthly.
- (B) Its sales personnel received a pay raise.
- (C) It manufactures and sells office technology.
- (D) It has recently opened a store in Taguig

169. What is suggested about Mr. Serapio?

- (A) He wrote the meeting minutes.
- (B) He scheduled the previous team meeting.
- (C) He recently gave a presentation at a conference.
- (D) He was away on business on October 18.

170. Who will gather more information on a topic?

- (A) Mr. Abeyta
- (B) Ms. Tengco
- (C) Ms. Buenaflor
- (D) Mr. Mayuga

171. What will happen in November?

- (A) The finance team will travel.
- (B) New products will be released.
- (C) Some equipment will be repaired.
- (D) A user guide will be updated.

Questions 172-175 refer to the following letter.

**Harding Environmental Group**

September 6

Jelani Campbell  
Norden Water Commission  
329 Route 15  
Norden City, AZ 86310

Dear Mr. Campbell

I appreciate the Norden Water Commission's interest in my serving as a member of your board of directors. As we discussed, I am currently unable to assume any additional responsibilities. — [1] —. However, **I would like to take this opportunity to voice my support for Ms. Lauren Birrell to serve as a board member.**

Ms. Birrell, the Director of Development at **Harding Environmental Group**, began her career here as a water analyst. She was quickly promoted to multiple supervisory roles as her expert knowledge and skills became apparent. — [2] —. For example, **a recent research study led by Ms. Birrell** found deficiencies with Norden City's water pumping system. — [3] —. She provided guidance on necessary upgrades in a timely and cost-effective manner. **The upgraded system, which requires much less maintenance, has saved Norden City thousands of dollars over the past five years.**

Additionally, **Ms. Birrell has built strong relationships with the Great Valley Watershed, the Norden Department of Environmental Protection, and other government agencies.** — [1] —. Ms. Birrell would be an invaluable contribution to your organization.

Should you have any questions, please contact me directly at 928-555-0176.

Sincerely,

*Saniya Mathur*

Saniya Mathur  
President, Harding Environmental Group

172. Why did Ms. Mathur send the letter?  
(A) To describe her job responsibilities

174. What is suggested about Norden City's water system?

- (B) To recommend a colleague for a position
- (C) To welcome a new member to the board of directors
- (D) To congratulate a coworker on a promotion

173. What is mentioned about Harding Environmental Group?

- (A) It conducts research studies.
- (B) It provides legal services.
- (C) It manufactures water pumps.
- (D) It is a government agency.

- (A) It must be updated in the next five years.
- (B) It is inspected regularly by Ms. Birrell.
- (C) Its maintenance costs have decreased.
- (D) Its pumps are in need of repair.

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

"Your organization would benefit from these connections."

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

Questions 176-180 refer to the following e-mail and Web page.

To: Hyo Jung Cho  
From: Julian Katz  
Date: 14 June  
Subject: Information

Dear Ms. Cho:

Since you were away last week, **you might not yet know all the details of the situation with the Web site.** Shannon Gehring, our Web designer, was in the middle of revising the site when a severe thunderstorm hit our area. Our servers were struck by lightning and sustained some damage. While they were being repaired, the museum's Web site was down for two days.

I know **you are planning to send an e-mail to members today,** asking them to help us **meet a fund-raising goal by 30 June, the end of our fiscal year.** Our site is back online now, and includes a new comment page that can be used for this fund-raising event. Please let me know if you need additional information.

Sincerely,  
Julian Katz  
IT Coordinator Knight Museum of Art

<http://www.knightmuseumofart.ca/comments>

14 June

I am such a big fan of the Knight Museum! I have been taking advantage of some of the museum's wonderful programs. The recent series of watercolor painting classes with local artist Leroy Davis was terrific. This experience with watercolors will help me appreciate the museum's current exhibition of Japanese watercolor paintings even more; **I'm looking forward to taking a tour of the exhibition next week.**

I already contribute as a museum member, but I just made an additional donation online today after I received a fund-raising e-mail from **the museum's director.** It was easy to access the Web site, although I had trouble last week. **I hope others will support the museum by contributing before the 30 June deadline.** The Knight Museum's programming is worth it.

-Brenda Sanz

176. Why did Mr. Katz contact Ms. Cho?

(A) To introduce a new employee

179. What is Ms. Sanz eager to do?

(A) Help with the Web site

- (B) To provide an update
- (C) To request details about an event
- (D) To ask for assistance

- (B) Lead tours for members
- (C) Enroll in an art class
- (D) Attend an exhibition

177. In the e-mail, the word "meet" in paragraph 2, line 1, is closest in meaning to

- (A) connect
- (B) fulfill
- (C) encounter
- (D) assemble

180. What does Ms. Sanz suggest in her comment?

- (A) She made a donation before the end of the fiscal year.
- (B) She has visited Japan.
- (C) She recently accessed the museum's online art collection.
- (D) She purchased a painting by Leroy

178. Who is Ms. Cho?

- (A) The museum director
- (B) The IT coordinator
- (C) A Web designer
- (D) A local artist

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

### E-Mail Message

To: ababin@babinassociates.co.nz

From: f\_zhong@zhong.co.nz

Date: 5 March

Subject: Order #45368

Dear Ms. Babin,

I'm writing to inform you of several problems regarding my recent order. I have been buying items from your company for years, and **my previous orders have never had an error**. Therefore, I was very surprised when my latest order arrived. First, the shipment contained only two packs of **T-shirts**, which is not the amount listed on the invoice. I saw the note about the **long-sleeved shirts**, but there was no note about the T-shirts.

Additionally, the price for item number 61 is listed in your catalog and on your Web site as **\$50** per pack, but that was not what I was charged. **Can you please look into this matter and give me a call?** You can reach me at +64 04 455 5212.

Thanks in advance,

Fai Zhong

<b>From:</b> Babin and Associates 25 Caledonia Street, Strathmore Wellington 6022	<b>To:</b> Fai Zhong Zhong Restaurant and Catering 76 Romeo Street, Thorndon Wellington 6011			
<b>PAYMENT IS DUE UPON RECEIPT OF INVOICE</b> <b>Order #45368</b>				
Item Number	Item Description	Amount Ordered	Price per Pack	Total Price
32A	<b>T-shirts</b> , white with logo, assorted sizes	3 packs	\$125.00	\$375.00
32B* See note below	<b>Long-sleeved shirts</b> , white with logo, assorted sizes	3 packs	\$175.00	\$525.00
61	<b>Black aprons</b> , limited edition, knee-length	5 packs	\$60.00	\$300.00
118	<b>Black trousers</b> , assorted sizes	2 packs	<b>\$200.00</b>	\$400.00
		<b>TOTAL</b>	<b>GST Inclusive</b>	<b>\$1,600.00</b>
* We had only one pack of long-sleeved shirts in stock. <b>We included it with this shipment and will send the others in 7-10 business days.</b> There will be no additional shipping charge for these items.				

181. Babin and Associates is most likely what type

184. According to the invoice, what is true about

of business?

- (A) A laundry service
- (B) A clothing company**
- (C) A catering firm
- (D) A shipping service

182. What is indicated about Mr. Zhong?

- (A) He uses several addresses.
- (B) He prefers overnight shipping.
- (C) He has ordered from Babin and Associates before.**
- (D) He is expanding his business.

183. What does Mr. Zhong request?

- (A) An updated catalog
- (B) A new logo design
- (C) A return phone call**
- (D) Shipment to a different location

the long-sleeved shirts?

- (A) They are being billed at a discount.
- (B) They are available in many colors.
- (C) Some of them were damaged in the warehouse.
- (D) Some of them will be shipped at a later date.**

185. What is one problem that Mr. Zhong identifies?

- (A) Too many trousers were delivered.
- (B) The wrong amount was charged for aprons.**
- (C) The T-shirts do not fit well.
- (D) The logo on the shirts is incorrect.

**Questions 186-190** refer to the following e-mail, ticket, and schedule.

**E-Mail Message**

To: Andrea Williams <a.williams@cardiocentre.co.uk>  
From: Samuel Penfold <s.penfold@cardiocentre.co.uk>  
Date: 2 August  
Subject: Re: Cardiology conference

Dear Dr. Williams,

Yes, I will be going to the cardiology conference, and I am looking forward to it. Unfortunately, I will not be able to travel there with you because I am seeing patients until 3 P.M. on 5 August. I will have to miss the first day's sessions, but **I will be on-site that evening** and for the next two days.

Maybe we can have dinner together one evening? **Evrin Turgut** was telling me about **your research together into diagnostic imaging technologies**, and I would love the chance to discuss it with you.

Let me know when you will be free.

All best.

Samuel **Penfold**, MD

**NTS Rail**

<b>Class</b>	<b>Adult</b>	<b>Reservation</b> 4JK5 4RN5 4XW8
STANDARD	ONE	<b>Passenger</b>
<b>From</b>	<b>Train Number</b>	ANDREA WILLIAMS
LANCASTER	EX111	<b>Return Trip</b>
<b>To</b>	<b>Price</b>	NOT INCLUDED
MANCHESTER	£18.00	
<b>Date</b>	<b>Seat Number</b>	<b>Fare</b>
5 AUGUST	NONE ASSIGNED	ADVANCE PURCHASE
Printed on 1 August		

Train Number	Departure Time	Duration	Arrival Time	Price
EX111	7:00 AM	55 min	7:55 AM	£20.00
RN902	8:30 AM	1 h 01 min	9:31 A.M.	£20.00
EX224	10:15 AM	1h 15 min	11:30 A.M.	£18.00
RN516	12:30 PM	1h 25 min	1:55 PM	£18.00
EX670	2:00 P.M.	1 h 35 min	3:35 PM	£18.00
<b>RN823</b>	<b>4:45 PM</b>	1h 05 min	<b>5:50 PM</b>	£20.00

Purchasing tickets online at <https://www.ntsrail.co.uk> **more than 24 hours before your trip entitles you to a 10 percent discount off the above-listed fares.** Full-price tickets are available at all NTS Rail kiosks.

186. Who most likely is Evrim Turgut?

- (A) A medical doctor
- (B) An office manager
- (C) A conference organizer
- (D) A customer service representative

187. What does the ticket indicate about Dr. Williams' trip?

- (A) She will be traveling in first class.
- (B) She will be changing trains during her trip.
- (C) She will be using the same ticket for her return trip.
- (D) She will be able to choose where to sit.

188. Based on his availability, what train will Dr. Penfold most likely take?

- (A) EX111
- (B) EX224
- (C) RN516
- (D) RN823

189. What is suggested about Dr. Williams?

- (A) She works in Manchester.
- (B) She travels by train on a regular basis.
- (C) She bought her ticket at a reduced price.
- (D) She made her reservation at the Lancaster train station.

190. According to the schedule, what is true about the train trips?

- (A) They last the same length of time.
- (B) They are cheaper in the morning.
- (C) They will end at the same destination.
- (D) They must be purchased in person.

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

## Community Project to Showcase Pottersville Artists

By Laurence du Bois

POTTERSVILLE (May 21) —At the opening of this year's Small Business Fair in Pottersville Central Park yesterday, the Pottersville Chamber of Commerce announced Images of Success, a community initiative that seeks to promote Pottersville businesses by way of public art. Through the project, **local artists will work with area business owners to create original murals on storefronts throughout the city.**

To apply, business owners must submit a description of their business's role in the

Community and document that their business has been in its current location for at least two years. Artists interested in participating must complete an application in which they describe their connection to Pottersville and submit samples of their own original artwork.

Both business owners and artists should submit applications to Timothy Freel at [tfreel@pottersvillecoc.gov](mailto:tfreel@pottersvillecoc.gov) by June 15. **The city will reimburse artists for approved supplies up to a limit of \$150.**

To: Timothy Freel  
From: Haruka Goto  
Date: June 24  
Subject: Images of Success inquiry  
Attachment: Draft #2

Dear Mr. Freel,

It was a pleasure meeting with you earlier this week at Jam Café to talk about the design for the Images of Success mural project. I hadn't been to Jam Café since it reopened, and it was great to see the finished renovations. In fact, the owner of the café recently bought one of my paintings to display in the café.

As you suggested, I have adjusted the color scheme to include only the colors from Jam Café's interior. **Please let me know as soon as possible whether you would like me to make additional changes.**

Best,

Haruka **Goto**

Pottersville Chamber of Commerce **Reimbursement Form**

Complete the entire form and attach a record of the purchase. Allow two weeks for processing.

Name: Haruka Goto

Date: June 25

Event: Images of Success

Description:

Supplies purchased at Pottersville Art Supply for Images of Success mural project.

Copy of receipt dated June 24 attached.

Product	Unit Price	Quantity	Total Price
Soft green spray paint, 18 oz. can	\$11.99	2	\$23.98
Emerald green paint, Ve gallon	\$18.99	1	\$18.99
Forest green paint, 1 gallon	\$34.99	1	\$34.99
Set of paintbrushes	\$24.99	1	\$24.99
	Total (including tax)		<b>\$111.14</b>

Approved by: T. Freel

Approval Date: July 3

191. According to the article, where will artists display their work?

- (A) In Pottersville Central Park
- (B) At area businesses**
- (C) At the Chamber of Commerce
- (D) On government Web sites

192. What is the purpose of the e-mail?

- (A) To request approval of a design**
- (B) To extend an offer of employment
- (C) To place an order for art materials
- (D) To arrange an appointment

193. What is indicated about the supplies Ms. Goto purchased?

- (A) They were ordered online.
- (B) They are not sold in Pottersville.
- (C) Their cost will be reimbursed in full.**
- (D) Their approval has been denied.

194. What needs to be included with the form?

- (A) A tax statement the design
- (B) A copy of
- (C) The project application
- (D) The sales receipt**

195. What is most likely true about Jam Café?

- (A) It sells local artwork.
- (B) Its logo was designed by Ms. Goto.
- (C) It is closed for remodeling.
- (D) It has a green interior.**

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

<http://www.jaqqgarza.com>

[News](#)

[Videos](#)

[Photos](#)

[Biography](#)

[Send a Message](#)

Jacqueline Garza, better known as Jaq, was born and raised in Austin, Texas. As a child, Ms. Garza loved to dance and play sports. She particularly excelled at basketball and, following her high school graduation, she was offered a professional contract with the local Austin team. **However, she chose to pursue a university degree in economics instead. After completing her degree, Ms. Garza admitted she was still happiest playing basketball, and finally joined the Austin team.**

Ms. Garza is known for her skill and speed as well as her kindness and team spirit. Off the court, she founded an organization called Reading is a Breeze. This organization provides resources to libraries that receive limited funding for print and audio books, young-adult periodicals, and digital reading devices. **It even provides glasses to children whose parents have difficulty purchasing them on their own.**

To: Henri Delon <hdelon@bonvue.ca>

From: Anita Wyatt <awyatt@bonvue.ca>

Subject: Celebrity spokesperson

Date: 18 March

Dear Henri:

As promised, I researched a possible celebrity endorser to work with us on the expansion into the United States market. Jacqueline Garza is a professional basketball player from Austin, Texas, with an interesting background. **Her nonprofit foundation, which focuses on children's literacy, has a natural connection to our products at Bonvue.** You can learn more about her by visiting her Web site, [www.jaqqgarza.com](http://www.jaqqgarza.com). If you approve of the idea, I will try to connect with her agent to negotiate her compensation.

I also spoke with **Mr. Roy** this morning. He says that because the publicity campaign has been temporarily delayed Marketing does not need us to have the spokesperson lined up **until June**.

Best,

Anita

**Bonvue Expands into the U.S.**

**Austin (May 11)**—Bonvue, the French designer eyewear company, has announced its entry into the United States market. Austin-based basketball star Jacqueline "Jaq" Garza has signed up as the company's celebrity endorser. A video clip featuring Ms. Garza announcing the collaboration was released on Monday, and a full line of advertisements will be rolled out next week.

Founded and **headquartered in Paris, the eyewear company** is currently under the direction of CEO Martin Oliveira. Bonvue expanded into Canadian retail stores eight years ago in Ottawa. The company's popular eyeglasses and sunglasses will now be sold at stores across the U.S.

196. According to the Web page, what did Ms. Garza receive before joining a professional team?

- (A) A university degree
- (B) A donation of books
- (C) Dance lessons
- (D) Funding for a project

197. Why does Ms. Wyatt consider Ms. Garza a suitable celebrity endorser?

- (A) Her charity distributes eyeglasses.
- (B) Her teamwork skills are strong.
- (C) Bonvue is based in Austin.
- (D) Bonvue makes basketball apparel.

198. What does the e-mail suggest about Mr. Roy?

- (A) He is Ms. Garza's talent agent.
- (B) He has visited Ms. Garza's Web page.
- (C) He is a former representative for Bonvue.
- (D) He works with Ms. Wyatt and Mr. Delon.

199. What is indicated about Ms. Garza?

- (A) She is a longtime Bonvue customer.
- (B) She does not receive money from Bonvue.
- (C) She recently appeared in a movie.
- (D) She joined the Bonvue publicity campaign ahead of schedule.

200. What information about Bonvue is included in the article?

- (A) The number of years it has been in business
- (B) The location of its head office
- (C) The slogan for its advertising campaign
- (D) The price of its most popular product