

101. The custodial staff ----- that we clean our dishes before leaving the kitchen.

- (A) requests
- (B) behaves
- (C) uses
- (D) visits

102. If customers lose their original warranty -----, they can download a new one from the Web site.

- (A) certify
- (B) certificate
- (C) certifiable
- (D) certifiably

103. Our Portview branch is located ----- the central business district, between Burnside Avenue and Everett Street.

- (A) on
- (B) to
- (C) for
- (D) in

104. None of the employees ----- that Mr. Annan planned to retire at the end of the year.

- (A) knowingly
- (B) known
- (C) knew
- (D) to know

105. Apply to Joneston Stores today so as not to miss ----- chance to join a great sales team.

- (A) you
- (B) your
- (C) yours
- (D) yourself

106. Employees are eligible to receive a ----- salary if they complete a special marketing course.

- (A) possible
- (B) frequent
- (C) closed
- (D) higher

107. Keeping the Deal, Jan Butler's latest volume on management style, is her most commercially ----- book to date.

- (A) successfully
- (B) successful
- (C) succeed
- (D) success

108. Present this postcard to a sales ----- at any of our stores and receive a £5.00 gift card.

- (A) accessory
- (B) associate
- (C) faculty
- (D) formula

109. Lakeside Shopping Center has undergone ----- renovations in the last decade.

- (A) multiple
- (B) multiply
- (C) multiples
- (D) multiplied

110. There is a mandatory meeting today for everyone involved in managing or recruiting -----.

- (A) staplers
- (B) volunteers
- (C) devices
- (D) headquarters

111. The Smeeville bus system will accept only Rove Fare cards ----- May 1 onward.

- (A) now
- (B) from
- (C) while
- (D) when

112. Relocating for work is ----- a difficult decision, but it can be rewarding.

- (A) understandably
- (B) understanding
- (C) understood
- (D) understand

113. Last week Parmax Corporation ----- a disagreement with its main competitor concerning patent infringement.

- (A) settling
- (B) settler
- (C) settle
- (D) settled

114. Khoury Dairy's upgraded milk-bottling system has ----- increased productivity in the Tallahassee plant.

- (A) consistency
- (B) consistencies
- (C) consistent
- (D) consistently

115. The Rinka 2000 blender has not received a single ----- in the New Products Web forum.

- (A) complained
- (B) complaint
- (C) complaining
- (D) complain

116. After raising \$45 million last year, Yamamoto Technologies is now ----- Seattle's best-funded companies

- (A) into
- (B) over
- (C) among
- (D) across

117. Deangelo's Delights was so popular that the owner opened two ----- bakeries.

- (A) allowable
- (B) additional
- (C) uninterested
- (D) inclusive

118. Chef Octavia Farina took over Fratelli's Restaurant ----- the previous chef left to open a new restaurant

- (A) unless
- (B) rather than
- (C) as if
- (D) after

119. The director of Wingstom Foods commended Ms. Weiss for increasing ----- in the bakery division

- (A) produced
- (B) producing
- (C) production
- (D) productive

120. Greg Owens, founder of multi-national Hermes Taxi Service, used to drive a taxi -----.

- (A) he
- (B) his
- (C) himself
- (D) his own

121. Starlight Theaters is proud to announce record earnings for the third quarter, far exceeding -----.

- (A) adjustments
- (B) endorsements
- (C) computations
- (D) expectations

122. Employees can attend one of the many workshops offered, ----- seems most interesting.

- (A) whichever
- (B) however
- (C) everyone
- (D) much

123. ----- her strong negotiation skills, Marie Russel was made Sanwa, Inc.'s lead sales contact.

- (A) Given
- (B) Deciding
- (C) Finding
- (D) Because

124. A locked suggestion box will allow employees to submit feedback to management -----.

- (A) anonymously
- (B) approximately
- (C) expressly
- (D) patiently

125. A new strategy is under development to ----- our products more aggressively overseas.

- (A) invest
- (B) compete
- (C) participate
- (D) market

126. ----- on the city's ongoing revitalization project, Mayor Owen promised that residents would be pleased with the results.

- (A) Comment
- (B) Comments
- (C) Commented
- (D) Commenting

127. -----, repairs to the plumbing pipes in the Moffett Building will be costly.

- (A) Tremendously
- (B) Unfortunately
- (C) Casually
- (D) Enormously

128. The CEO's speech will be recorded in its ----- and made available to employees who could not attend the meeting.

- (A) entirety
- (B) system
- (C) perception
- (D) estimation

129. Trails on the southeast side of the mountain are often closed ----- because storms tend to occur without warning.

- (A) accidentally
- (B) coincidentally
- (C) steeply
- (D) unexpectedly

130. Please submit your hours ----- any work-related expense reports by Friday.

- (A) as well as
- (B) above all
- (C) in addition
- (D) in case that

Part 6

Questions 131-134 refer to the following notice.

Power Outage Scheduled at City Hall

On Friday, April 14, the city hall's electricity is scheduled to be shut down at 7 A.M. and restored at 6 P.M. The building ---131.--- for the day. During the power outage, the emergency lighting system will be upgraded. ---132.---, all circuit panels will be replaced to bring them into compliance with current safety codes.

---133.--- exiting city hall offices on Thursday, please disconnect all desktop computers, wireless servers, and other computer-related equipment. Furthermore, employees are asked to remove any personal contents from the kitchenette. ---134.--- Please direct questions or concerns to the director of building maintenance.

- 131.
 - (A) has closed
 - (B) closing
 - (C) will close
 - (D) was closing
- 132.
 - (A) In that case
 - (B) Regularly
 - (C) Rather than
 - (D) Specifically
- 133.
 - (A) Inside
 - (B) Beyond
 - (C) Without
 - (D) Before
- 134.
 - (A) Any items left behind will be discarded.
 - (B) The contents of each refrigerator must be labeled.
 - (C) Employees should report to work as usual.
 - (D) Emergency lighting will allow each department to remain operational.

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

To: Annette Schreiber <aschreiber@www.aschreiber.net>
From: Herbert Peraino, General Manager <hperaino@partyon.com>
Date: May 5
Subject: Private Party

Hello Ms. Schreiber,

Thank you for considering Partyon for your upcoming event. We welcome the opportunity to inform you about the areas we have available.

--- 135.--- Our patio, for instance, can hold up to 15 people. This space is ---136.--- for small get-togethers. Our lounge area can fit up to 40 people. It is best suited for informal ---137.---. Then there's our grand dining room, intended for more formal parties. It offers accommodations for up to 60 guests. Moreover, we can ---138.--- design either a lunch or dinner menu for you according to your specifications.

If you have any further questions, please do not hesitate to contact us.

Sincerely,

Herbert Peraino

135.

- (A) We offer different settings depending on the size of your party.
- (B) We are happy to answer any query you have about available dates.
- (C) We are interested in hearing your opinion about our services.
- (D) We offer lunch and dinner catering options for various types of events.

136.

- (A) worried
- (B) exact
- (C) ideal
- (D) ultimate

137.

- (A) gatherings
- (B) locales
- (C) collections
- (D) methods

138.

- (A) easy
- (B) easily
- (C) ease
- (D) easier

Questions 139-142 refer to the following article.

TAYLORSVILLE (October 4)—Mayor Bo Crandell of the town of Taylorsville announced plans for a bicycle-share program this week. Past efforts to encourage the use of bicycles for transportation failed because there were no convenient areas to park bicycles downtown. Additionally, cyclists ---139.---- to share narrow streets with cars and trucks, raising safety concerns.

With the new bicycle-share initiative, bicycle stations will be placed ---140.--- at eight locations around Taylorsville. One important purpose of the initiative is to ease the limited vehicle parking in the downtown area. ---141.---- "I want to encourage local residents to spend more time outdoors and enjoy our beautiful town," added the mayor at the end of his remarks. ---142.----.

139.
(A) were forced
(B) force
(C) will be forcing
(D) have forced
140.
(A) strategizing
(B) strategy
(C) strategic
(D) strategically
141.
(A) Otherwise
(B) Rather
(C) Moreover
(D) Similarly
142.
(A) People who use the program have created Web-site accounts.
(B) In a recent survey, many respondents mentioned a concern for safety.
(C) Nearby Grandmont's bicycle-share program is in its fifth successful year.
(D) He aims to have the bicycle stations ready for use as early as next April.

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

To: All employees

From: Alex Muresianu

Date: 28 June

Subject: New employee handbook training

Klok Financial has recently updated its employee handbook. ---143.--- Although the information concerning benefits and terms of employment remains the same, other important modifications have been made. This version of the handbook includes new policies concerning e-mail privacy, Internet use, and use of mobile devices. Our travel guidelines have also been ---144.---. The process for reimbursement after a trip is now much more efficient.

All employees must attend an informational session about the policies. One-hour sessions will be held at 10AM on 9 July and 16 July. ---145.---, employees will be required to sign a form acknowledging that they have received, read, and understood the information contained in the handbook and that they accept the terms. Please arrange with your manager ---146.--- one of these sessions.

Alex Muresianu

143.

- (A) Thank you for adhering to the policies.
- (B) Our new logo is displayed on the cover.
- (C) This is the first change in over ten years.
- (D) Corporate lawyers were hired to write it.

144.

- (A) revised
- (B) deleted
- (C) discussed
- (D) notified

145.

- (A) In summary
- (B) On the other hand
- (C) As a matter of fact
- (D) Immediately afterward

146.

- (A) to attend
- (B) who attended
- (C) while attending
- (D) in attendance at

Questions 147-148 refer to the following notice.

Sales Lunch Workshop

Attention sales associates! **Are you new to CMG Direct Retail?** Is your sales sheet looking a little short? Do you want to increase your commissions but can't seem to find new clients? Come to this month's lunch workshop, where Senior Sales Manager Chad Avakian will share his secrets for locating, securing, and expanding new accounts! **Lunch is not provided, so be sure to pack something for yourself.** After the meeting, a digital recording of the full presentation will be made available on the company's training Web site, so there's no need to bring a laptop for notes. Please RSVP to the training department at events@cmgdr.com to reserve your space.

147. What are attendees advised to bring to the meeting?

- (A) Some food
- (B) Sales sheets
- (C) Registration forms
- (D) A laptop computer

148. Who will most likely benefit from the event?

- (A) Senior sales managers
- (B) Staff in the training department
- (C) New clients of CMG Direct Retail
- (D) Recently hired sales professionals

Questions 149-150 refer to the following online form.

<https://www.bywaterandsons.com/testimonial>

Bywater and Sons

Client Testimonial

Please share your thoughts about the quality of our work at your home by submitting your name, e-mail address, and comments.

Name: Gina Tyler

Email: gtyler@mailzinebox.com (this will not be posted with your review)

Thank for your excellent painting work. It was completed you efficiently and priced as in the initial quote. My home looks as good as when it was new. I will plan to use your services again in the future, and I am happy to recommend you to anyone considering a remodeling project.

-Gina T.

149.

What kind of business is Bywater and Sons?

- (A) A renovation contractor
- (B) A property management office
- (C) A moving company
- (D) A delivery service

150. What is indicated about e-mail addresses?

- (A) They will be used to send invoices.
- (B) They will be kept private.
- (C) They will be stored in a company database.
- (D) They are necessary to receive a free price quote.

Questions 151-152 refer to the following online customer service chat.

Live Chat

Pryan Clothing (5:05 P.M.)

Hello. Thank you for contacting Pryan Clothing. How may I help you today?

Marina Soler (5:06 P.M.)

Hi. I have been trying to purchase a pair of pants on your Web site-item #CP3984. But when I click on it, I keep getting an error message.

Pryan Clothing (5:07 P.M.)

I'm sorry about that. Let me see if I can help you. I can order the item for you, and then e-mail you with confirmation of purchase.

Marina Soler (5:08 P.M.)

I would appreciate that.

Pryan Clothing (5:09 P.M.)

What color and size would you like?

Marina Soler (5:09 P.M.)

Size 10, in black.

Pryan Clothing (5:10 P.M.)

May I use the credit card number we have on file for you?

Marina Soler (5:10 P.M.)

Please.

Pryan Clothing (5:12 P.M.)

I have e-mailed you the order confirmation. Let us know if you have any other issues.

Marina Soler (5:13 P.M.)

Thank you so much.

151. Why does Ms. Soler contact Pryan Clothing?

- (A) She wants to return an item.
- (B) She is having trouble ordering.
- (C) She never received an order she purchased.
- (D) She has a complaint about customer service.

152. At 5:08 P.M., what does Ms. Soler most likely mean when she writes, "I would appreciate that"?

- (A) She will accept the help being offered.
- (B) She has received her confirmation e-mail.
- (C) She would like to choose a different color.
- (D) She is thankful that the item is still on sale.

Questions 153-154 refer to the following article.

Bower Technical Institute to Host Guest Students

(April 27)—According to a recent government report, the demand for diesel mechanics is expected to increase by 15 percent in the next ten years. There is a growing need for diesel mechanics in the construction, oil, and power industries. Most of the positions pay very well and only require a high school diploma and technical training. Bower Technical Institute in Centerville provides that training.

On May 1, Bower Technical Institute invites you to be a guest student from 9 A.M. to 2 P.M. After a question-and-answer session about the profession, guest students will observe actual diesel mechanic classes that focus on power trains and engine management systems. Later, guest students can participate in hands-on sessions to experience some of the day-to-day tasks involved in the field.

The event is free, but space is limited. Participants must have a high school diploma or equivalent credential. E-mail Taneisha Hill at thill@bowertech.com to reserve a spot.

153. What is indicated about industries that rely on diesel mechanics?

- (A) They have increased their profits by 15 percent.
- (B) They will need more trained technicians.
- (C) Their workers are underpaid.
- (D) They are growing quickly in Centerville.

154. What will guest students NOT be able to do at the event?

- (A) Ask questions about the field
- (B) Attend free classes
- (C) Take part in practice tasks
- (D) Earn credit toward a diploma

Questions 155-157 refer to the following e-mail.

From: Yu Egami
To: Accounting Staff
Date: August 21
Subject: Jonah's Departure

Hello, Accounting Team,

As you may have heard, Jonah Katzberg is leaving at the end of the month for a new job in Vancouver. I know that **his workplace dedication and his sense of humor will be missed by all**. Let's say goodbye and offer our best wishes at noon tomorrow in the conference room. Sandwiches, along with a cake and assorted beverages, will be served. **We would like this to be a surprise, so please don't mention anything to Jonah**. No one is expected to buy a gift, but do bring your best stories and, if you have any snapshots that really **capture** the times we shared together over the years, please forward them to me. I'm creating a short slideshow for us all to enjoy.

Thanks,

Yu Egami, Assistant Manager of Accounting

155. What is suggested about Mr. Katzberg?

- (A) He is a well-liked colleague.
- (B) He is transferring to another department.
- (C) He is preparing a presentation.
- (D) He is not able to attend an event.

156. What does Mr. Egami ask team members to do?

- (A) Contribute to a gift purchase
- (B) Keep a secret
- (C) Prepare some food
- (D) Pose for a group photo

157. The word "capture" in paragraph 1, line 6, is closest in meaning to

- (A) gain
- (B) represent
- (C) conclude
- (D) get control of

Questions 158-160 refer to the following information.

Factory Staff: Break Times

Full-time factory staff are entitled to three breaks daily and are encouraged to use them. Please attend to any personal business during these break times. ---[1]---

Those who work a full eight-hour shift may take a fifteen-minute break in the morning and another fifteen-minute break in the afternoon. Lunch breaks are 30 minutes long.

There is a break area on the **ground level** that includes a kitchen and a staff lounge. --- [2]---. Please note that the **refrigerator is cleaned out** every Friday evening, so be sure to take home any leftover food that you want to save.

There are lockers in the staff lounge for storing personal items. ---[3]---. Employees are welcome to use the restrooms adjacent to the staff lounge. ---[4] ---.

158. Where would the information most likely be found?

- (A) In a product manual
- (B) In a sales department invoice
- (C) In an employee handbook**
- (D) In a company press release

159. What is indicated about the staff break area?

- (A) It has just been renovated.
- (B) It has several vending machines.
- (C) It is on the second floor.
- (D) It has a refrigerator.**

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

"This includes making phone calls, texting, and using social media."

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

Questions 161-163 refer to the following article.

Saxal Paper Goods, Inc., Acquires Bear Industrial

TORONTO (May 9)—Last month, Saxal Paper Goods, Inc. (SPG), located in Mississauga, announced that it had acquired Bear Industrial. The distributor of food packaging and paper products said the deal for Bear Industrial **will help it establish a base in a new area as part of an initiative to expand as well as to break into sales of disposable food-service supplies.** Bear Industrial serves many institutional settings in Quebec and the surrounding areas.

"Bear Industrial is one of the oldest and most reputable distributors in Quebec, and **we are thrilled to acquire such a fine**

company and expand into the region," President Arne Wellington told local reporters at a press conference. "We welcome Bear Industrial employees to SPG and look forward to working together for the benefit of all." He added that no workers are expected to lose their jobs as a result of the acquisition.

"The Bear Industrial acquisition is a key step in SPG's strategy to establish our company as one of Canada's leading providers of food packaging, paper products, and food-service disposables," Wellington said. "**Our goal is to expand our geographic reach through partnerships with industry leading companies and operators.**"

161. Why did SPG purchase Bear Industrial?

- (A) SPG needed to be closer to its suppliers.
- (B) SPG wished to expand its business in a different region.**
- (C) Bear Industrial had more advanced manufacturing equipment.
- (D) Bear Industrial was going out of business.

162. What is true about the products produced by Bear Industrial?

- (A) They are intended to be thrown away after use.**
- (B) They are used in fine restaurants.
- (C) They are imported to Quebec.
- (D) They are undergoing redesign.

163. According to the article, what will SPG likely do in the future?

- (A) Reduce staff
- (B) Relocate its headquarters to Quebec
- (C) Work with other companies similar to Bear Industrial**
- (D) Appoint a new president

Questions 164-167 refer to the following text message chain.

Shari Shu [9:35 A.M.]

Did you see the e-mail I sent you earlier? **Our company has organized a company-wide donation drive next month.** We will be collecting used computers and electronics **for a nonprofit group.**

Jennifer Bech [9:37 A.M.]

Yes, I saw it. Thanks for sharing. **I can help circulate the information on social media if you'd like.**

Shari Shu [9:38 A.M.]

That would be good. **You're online a lot.** Also, haven't you been in touch with the editor for the Yakima Daily News before? I'd like to contact the editor, but I can't find an address online.

Jennifer Bech [9:39 A.M.]

Yes, but it has been years. I think there's a new editor now. Let me check.

Shari Shu [9:40 A.M.]

We wrote a press release that we want to e-mail to various news outlets tomorrow.

Jennifer Bech [9:44 A.M.]

Yes, there's a new editor: Dale Korman. **I don't have his e-mail address, but from the old contacts I have, it looks like they all use the same naming convention. I'd try d.korman@yakimanews.com. That's my best guess.**

164. What is Ms. Shu's company doing next month?

- (A) Making a charitable donation
- (B) Offering a product discount
- (C) Recruiting new employees
- (D) Working with a business consultant

165. What does Ms. Bech offer to do?

- (A) Find a venue
- (B) Promote an event
- (C) Locate a news article
- (D) Contact a potential client

166. At 9:38 A.M., what does Ms. Shu most likely mean when she writes, "You're online a lot"?

- (A) An article will need more research.
- (B) A Web site could benefit from some revisions.
- (C) Ms. Bech is well suited for a task.
- (D) Ms. Bech may already be familiar with a company.

167. What does Ms. Bech indicate about Yakima Daily News staff members?

- (A) Their e-mail addresses can be found on the editorial page.
- (B) Their e-mail addresses are likely structured the same way.
- (C) They often receive news tips from the public by e-mail.
- (D) They might not respond to e-mails in a timely manner.

Questions 168-171 refer to the following article.

Ready, Set-Jamboree!

NASSAU (20 June)—Every other year, Nassau is overrun by lovers of Afrobeat, a music style that fuses rhythms of the African dance tradition with jazz and funk music. The Fourth Biennial Afrobeat Jamboree, better known as “Afrojam,” will run between 18 July and 22 July. — [1] —.

Afrojam will feature musicians from around the globe, including Nigeria, the United Kingdom, and, of course, the Bahamas. Recent ticket sales indicate that this year's Afrojam will draw an even bigger crowd than it did two years ago, which explains the move to the Ashanti Amphitheatre. — [2] —. Additional details about the event are available at www.afrojam.org.bs.

Visitors to afrojam.org.bs can also enjoy video clips featuring some of the greatest moments of the past, such as the surprise appearance of the world-famous Strawberry Jam, a favourite with many city residents. — [3] —.

This year's event offers a new feature: discounts on meals. Festival attendees need only to present their ticket stubs at participating restaurants to receive 10 percent off their bill. The discount is only good on concert evenings. — [4] —.

The organizers encourage local restaurateurs from across Nassau to consider getting involved. Those interested can call 555-0171 or complete an application at www.afrojam.org.bs/sponsors.

168. What is NOT indicated about Afrojam?

- (A) It takes place once every two years.
- (B) It has become more popular over time.
- (C) It has been organized three times before.
- (D) It is usually held in the Ashanti Amphitheatre.

169. What most likely is Strawberry Jam?

- (A) A ticket sales company
- (B) A video streaming site
- (C) A food establishment
- (D) A musical group

170. What must festivalgoers do to receive a discount?

- (A) Fill out a survey
- (B) Show a concert ticket
- (C) Contact the event organizers
- (D) Visit the festival Web site

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

"A complete list of food vendors will be posted on the event Web site by 15 July."

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

Questions 172-175 refer to the following e-mail.

E-Mail Message

To: All staff
From: Carol Yates
Subject: CCS Conference
Date: 1 June
Attachment: Conference schedule

Dear Staff,

The 12th annual conference of the Caribbean Culinary Society (CCS) will take place here in Jamaica from 16 to 20 July. I have received a request from **Chef Regina Tufton**, chair of the organising committee, to conduct two workshops. **It is an honour to be invited by such an accomplished culinary expert, someone who is also the author of five cookbooks on Caribbean cuisine.** More importantly, it is a wonderful opportunity for Yates Restaurant to showcase some of its award-winning delicacies.

The first workshop will focus on cooking techniques inspired by French cuisine. As Assistant Chef **Duane Munroe has distinguished himself in this regard**, I have asked him to help me with this presentation. The second workshop will address the challenges and rewards of running a food establishment. Since **Zavia Pinnock has been doing an outstanding job of managing our restaurant**, I have requested her input on the topic.

I encourage each of you to attend one or more conference sessions. Of course, the restaurant must remain open and be well staffed during the conference period. So that I can be sure that we have enough staff on hand during the period of the conference, **please let me know by 21 June the day(s) and time(s) of the session(s) you wish to attend.** For your convenience, a copy of the conference schedule is attached.

Sincerely,
Carol Yates

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

- (A) To establish an organization
- (B) To report on staff promotions
- (C) To announce participation in an event**
- (D) To honor the recipients of an award

173. What is stated about Ms. Tufton?

- (A) She will be visiting Yates Restaurant in July.
- (B) She has written several recipe books.**
- (C) She began her career in Jamaica.
- (D) She is presenting at a conference.

174. What is indicated about Mr. Munroe and Ms. Pinnock?

- (A) They improved some cooking techniques.
- (B) They once managed a restaurant together.
- (C) They have led workshops before.
- (D) They are skilled in their roles.**

175. What are staff asked to do?

- (A) Submit some information**
- (B) Photocopy some material
- (C) Help keep the restaurant clean
- (D) Schedule a meeting with Ms. Yates

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

From: Hiroaki Yoneya <hyoneya@westernstatesmilling.net>

To: Clay Crosby <ccrosby @westernstatesmilling.net>

Date: June 1

Subject: Baseball night

Clay,

You may remember that **we recently discussed ideas for an outing for the employees and their families. I think the best idea is to go to a baseball game.** I have always enjoyed taking my family to see the Billington Buffaloes, our local team. You might have noticed that **several of the photos in my office were taken at the stadium! And since I usually see other staff members at the games,** I think this will appeal to most of our group.

Could you please set this up for June 28? I believe it can all be done online if you prefer. By my calculations, we will need **45 tickets** in total, but please double-check this number. Also, I would like food to be provided. Let's limit our cost to under **\$20 per person** and make sure **the seating is covered** just in case the weather is poor. Please send me the details as soon as the tickets are purchased.

Thanks,

Hiroaki **Yoneya**, Associate Manager
Western States Milling, Inc.

<http://www.billingtonbuffaloes.com/grouptickets>

Group Areas	Maximum Capacity	Price	Covered Seating
Home Run Pavilion	60 people	\$17 per person	Yes
First Base Dugout Den	50 people	\$19 per person	No
North Side Party Deck	60 people	\$25 per person	No
Deluxe Suites	50 people	\$30 per person	Yes

Group Ticket Policies

- Each group member in the Home Run Pavilion, First Base Dugout Den, and North Side Party Deck areas will receive a hot dog, chips, and a soda. The Deluxe Suites include an all-you-can-eat buffet for each guest.
- Each group will **receive a special visit from the mascot, Bobby Buffalo.**
- **Groups will be welcomed to the stadium** over the announcement system.
- Everyone in the group will receive **10% off team merchandise** (on game day only).
- **A 25% deposit is required when booking.** The remaining balance is due no later than two weeks in advance of the date booked. Tickets will be mailed when the balance is paid.
- Please call the box office at (406) 555-0192 with any questions.

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

179. What is NOT an additional benefit available to

- (A) To ask an employee to arrange an event
- (B) To discuss a baseball team's request
- (C) To inform employees about ticket prices
- (D) To solicit suggestions for a company outing

177. What is indicated about Mr. Yoneya?

- (A) He found an error on the team's Web site.
- (B) He regularly attends baseball games.
- (C) He wants to change the date of an event.
- (D) He recently moved to Billington.

178. What section of the stadium is best for the Western States Milling staff?

- (A) Home Run Pavilion
- (B) First Base Dugout Den
- (C) North Side Party Deck
- (D) Deluxe Suites

group ticket holders?

- (A) A visit from Bobby Buffalo
- (B) A welcome announcement
- (C) A discount on merchandise
- (D) A group photograph

180. According to the Web page, what must Mr. Crosby do in order to make a reservation?

- (A) Make a deposit
- (B) Have his supervisor sign a form
- (C) Call the box office
- (D) Complete an online ticket request

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

GRI Ready for Action

By Antoino Williams

Although considered by many to be the running capital of Ontario, the city of Barrie is also home to several public swimming establishments, including the Galewood Recreation Institute (GRI). The institute boasts two indoor pools, one used for recreational swimming and the other reserved for special programmes, such as swimming lessons and lifeguard certification.

This summer, the institute will add intensive swimming and safety certification classes. "It is our high season," said Herbert Gagnon, institute

director. "Our pools are indoors, which allows for swimming all year, but in the summer people naturally have more time for recreation and new activities in general." Summer classes will be offered mornings, afternoons, and evenings. "We hope that we can accommodate everybody's schedule," continued Gagnon. "Our classes aim to serve not just children, but all age ranges and levels of experience." For additional information, please call 905-555-0142 or visit www.galewoodrec.org.

<http://www.galewoodrec.org/employment>

Employment Opportunities

Job Title: Swimming Instructors

Date posted: March 20

The Galewood Recreation Institute has an ongoing need for certified swimming instructors to work at one or both of our swimming pools. Instructors perform lifeguard duties, teach weekly swimming lessons, lead safety certification courses, and carry out other standard duties. **The need for staff is especially acute during the busy summer months.** Institute staff are expected to provide top-quality service to patrons at all times, so **applicants should be energetic and have strong interpersonal skills.**

In addition to regular positions, we are looking to select two instructors interested in being part of a unique summer education programme for teenagers. Along with having the same skills required by the regular position, **these special instructors will be required to implement a curriculum designed and supervised by the Ontario Foundation for Teaching and Learning.** The selected candidates will first complete a **paid monthlong training course** during May. They must be available to work Tuesday evenings and Wednesday evenings **from June 1 through the end of the summer.**

Candidates must have a minimum of six months of teaching experience and hold current certification from an accredited training programme. When applying, please upload your certifications along with your résumé.

181. What does the article suggest about residents of Barrie?

184. What qualification is desired for the jobs listed on the Web page?

- (A) They believe that the city is growing too rapidly.
- (B) They wish that the city had another public sports facility.
- (C) They find that local running events disrupt traffic.

(D) They place an emphasis on exercise activities.

182. In the article, the word "allows" in paragraph 2, line 6, is closest in meaning to

- (A) gives permission
- (B) makes possible**
- (C) replaces
- (D) includes

183. What is stated in both the article and the Web page?

- (A) A new program begins on March 20. 160
- (B) GRI has two outdoor swimming pools.
- (C) The summer is a busy time for GRI.**
- (D) GRI is collaborating with the Ontario Foundation for Teaching and Learning.

(A) The ability to relate well with others

- (B) Three to four years of experience
- (C) A willingness to do administrative work
- (D) A valid driver's license

185. What is suggested about the education program for teenagers?

- (A) It was designed by experts.**
- (B) It trains professional athletes.
- (C) It was created by institute staff.
- (D) It is scheduled to be one month long.

Questions 186-190 refer to the following online form, search results, and e mail.

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

Jobomatch.co.uk
Employment Search Platform

Hello, Charlotte Rigby

Manage your job preferences

Sharing your preferences will help us to match you with your ideal employers.

What are your desired job areas?

[Customer support, customer service, technical support](#)

What type of work are you looking for?

[Full-time](#)

Where do you live? Provide postal code

[L22 3AB](#)

How far are you willing to commute?

[Within a 15 km radius](#)

Within a 25 km radius

Within a 60 km radius

Would you consider relocation?

[No](#)

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

Jobomatch.co.uk
Employment Search Results

Hello, Charlotte Rigby

Jobs Based On Your Preferences

Customer Service Associate

Quisco Ltd., [Liverpool](#)

[Responsibilities include receiving and recording feedback and complaints from customers and responding in a courteous manner. Must have strong customer service skills. Shift schedule is variable. Required to be available evenings, weekends, and holidays.](#)

Customer Service Attendant

Denville Telecom, [Liverpool](#)

Responsibilities include opening and processing repair requests from clients. Must be fluent in English and one additional language. Customer service staff will attend seminars on [using electronic database programs to file repair progress reports.](#)

From: crigby@zifmail.co.uk

To: office@quiscold.co.uk

Date: 2 March

Subject: Customer Support Position

Attachment: Rugby CV

To Whom It May Concern,

I am very interested in the Customer Service Associate position that is available at Quisco Ltd. As my attached CV shows, this opportunity is an excellent match for my qualifications.

I have worked in customer support positions for companies in Dublin and Lancaster, and I graduated from the Powell School in York. I am fully able to meet all the requirements of the available position. Thank you for your consideration.

Sincerely,

Charlotte Rigby

186. According to the form, what type of employment is Ms. Rigby seeking?

- (A) A part time position
- (B) A job working from home
- (C) A position working directly with clients
- (D) A job requiring relocation for a new career

189. What does training at Denville Telecom involve?

- (A) Learning safety procedures
- (B) Traveling internationally
- (C) Communicating with customers
- (D) Using specialized software

187. Where does Ms. Rigby most likely live?

- (A) Liverpool
- (B) Dublin
- (C) Lancaster
- (D) York

190. What is likely true about Ms. Rigby?

- (A) She is willing to work irregular hours.
- (B) She is willing to organize seminars.
- (C) She will change work departments.
- (D) She will teach at the Powell School.

188. What is required for the position at Quisco Ltd.?

- (A) Knowledge of multiple languages
- (B) Resolving customer problems
- (C) Scheduling repair requests
- (D) Attending training seminars

Questions 191-195 refer to the following letter, meeting minutes, and advertisement.

Regal Properties
34 Weston Road, Halifax NS B3J 3P4

January 3

Dear District Council Members,

My firm is interested in purchasing the building at **1210 Prince Street**. **Since this property has been on the market for almost five years, it has fallen into disrepair**. Regal Properties is willing to invest what is necessary to update the building.

In addition, we would like to **convert three of the apartment units on the ground floor facing the street into space for businesses**. However, the property is zoned only for residential use. Would you consider rezoning the property to allow for mixed residential and business use?

Sincerely,

John Stone John Stone, Owner

District Council of Halifax
Meeting Minutes of January 21

In attendance: Mayor Stuart Kaplan and all council members

Old business

>Council member Amanda Mueller reported satisfactory progress on the Wells Park cleanup project.

>Council member **Harold Glass submitted a final version of next year's budget**. The proposed budget was unanimously approved.

New business

Community resident and building manager Carla Phillips spoke to express opposition to the rezoning of 1210 Prince Street under consideration by the council. Ms. Phillips is concerned that the increased pedestrian and vehicular traffic will make the street too crowded. She thinks **it will also be difficult for residents of her building, Lighthouse Apartments, located at 1208 Prince Street, to park in the neighborhood**.

The council agreed to consider the zoning issue at their February monthly meeting to give additional residents on Prince Street an opportunity to voice their opinions.

You can have it all!

Enjoy a wonderful lifestyle at **1210 Prince Street!**

- Newly renovated apartments with one or two bedrooms
- **Contemporary upscale kitchens**
- Triple-pane insulated windows
- **Coffee shop, dry cleaners, and convenience store** on street level
- **Expanded parking area exclusively for residents of 1208 and 1210**

Prince Street starting in December

Visit www.lifeonprincestreet.com or call 866-555-0122 for more information.

191. What does Mr. Stone's letter suggest about a property?

- (A) **It has not been maintained for several years.**
- (B) It is priced too high for his budget.
- (C) It is located close to an area for shopping.
- (D) It is no longer for sale.

192. According to the meeting minutes, who presented a financial plan to the district council?

- (A) **Harold Glass**
- (B) Stuart Kaplan
- (C) Amanda Mueller
- (D) Carla Phillips

193. How did the district council most likely respond to Mr. Stone's letter?

- (A) It supported the renovation of a community hall.
- (B) It scheduled a presentation by Regal Properties.
- (C) It canceled a February meeting.
- (D) **It approved a zoning change for a building.**

194. What is indicated about the residents of Lighthouse Apartments?

- (A) Many of them are small-business owners.
- (B) They will vote at the next district council meeting
- (C) **They will have more parking options in December**
- (D) Many of them walk to their jobs.

195. What is a feature of the apartments in the advertisement?

- (A) Large bedrooms
- (B) **Updated kitchen designs**
- (C) Free Wi-Fi
- (D) Floor-to-ceiling windows

Questions 196-200 refer to the following e-mails and proposed agenda.

To: Linton Business Alliance members

From: Robin Fowler

Date: June 12

Subject: Organizational meeting

Attachment: Proposed agenda

Hello everyone.

I am reaching out to you to determine when we can meet. **Since news about the creation of our Business Alliance is generating interest within the community, it is time to create some written materials to promote ourselves.**

I would like to spend time at our meeting formulating an action plan for soliciting members. I have attached a draft agenda. **It should not take long to coordinate our assignments for speaking to local business owners, but we could probably save meeting time by doing this online before the meeting.**

Please send me an e-mail with your availability for the next few weeks. **I understand that Sasha Zimmer is out of town until early July,** but I still hope we can find a meeting date and time that will work for everyone.

Robin Fowler

Organizational meeting-Proposed agenda

10:00 A.M. Introductions

10:15 A.M. **Item 1**---Discussion to define mission statement and identify three initiatives for the year

11:00 A.M. **Item 2**---Media training workshop with Brandon Clark

12:00 noon **Item 3**---Assign tasks for creation of Alliance communications: press release, letter to local business owners, brochure, and a Web page highlighting membership

12:30 P.M. **Item 4**---Assign Alliance members to speak with business owners

12:45 P.M. Adjourn

* **Brandon Clark, a news anchor at the Ulani News Network, has offered to lead a workshop about interacting with the media.** He will emphasize the importance of preparing talking points and staying on message.

To: Linton Business Alliance members

From: Robin Fowler

Date: June 22

Subject: Finalized organizational meeting

Attachment: 📎 Final agenda

Thanks to everyone for your feedback. The final agenda is attached. We have confirmed the workshop for June 28 at the Linton Community Library. The library opens at 10:00 A.M. and staff will be on hand to help set up the room.

I'd like to stress the importance of sticking to the agenda because our time together is limited. Those meeting participants who would like to discuss any topics further can perhaps enjoy some lunch after the meeting. **I will plan to go to Devon's Sandwich Shop, which is just one block south of the library.** All are welcome to join me.

Robin Fowler

196. Based on the first e-mail, what is most likely true about the Linton Business Alliance?

- (A) It opposes a city policy.
- (B) It is a new organization.**
- (C) It charges membership fees.
- (D) It is led by city officials.

197. What item does Ms. Fowler suggest could be removed from the proposed agenda?

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

198. What does the proposed agenda indicate about Mr. Clark?

- (A) He is applying for membership.
- (B) He will be a guest speaker.**
- (C) He is a retired journalist.
- (D) He will take notes during a discussion.

199. What can be concluded about the upcoming meeting?

- (A) It will be open to the general public.
- (B) It will receive significant media attention.
- (C) It will be missing at least one group member.**
- (D) It will require attendees to bring some equipment

200. In the second e-mail, what information about lunch does Ms. Fowler provide?

- (A) The time of a reservation
- (B) The number of attendees
- (C) The cost
- (D) The location**