

Part 5

101. Mr. Sokolov a positive review of his stay at the Olana Hotel.

- A. write
- B. wrote**
- C. writing
- D. was written

102. The manager often leads new employees through the safety procedures

- A. her
- B. herself**
- C. hers
- D. she

103. The corporate fitness center is equipped fourteen stationary bicycles.

- A. at
- B. on
- C. with**
- D. about

104. Professor Phuong will go over the use of the laboratory with the interns next week.

- A. instruments**
- B. instrumental
- C. instrumentally
- D. instrumented

105. Arnby Cable €25.00 to all Internet subscribers after the weeklong service interruption.

- A. refunded**
- B. accepted
- C. divided
- D. deposited

106. The board of directors will meet next Monday to examine the current hiring

- A. purpose
- B. intent
- C. assembly
- D. policy**

107. Passengers should not leave their seats a flight attendant gives them permission to do so.

- A. unless**
- B. rather
- C. instead
- D. otherwise

108. The goal of the committee was to evaluate the company's bylaws and offer for improvement.

- A. renewals
- B. registrations
- C. recommendations**
- D. reimbursements

109. The building's new ventilation system circulates heat much than before.

- A. even
- B. most even
- C. evenly
- D. more evenly**

110. Glowood Appliances promises customers their money back they are not satisfied with their purchase.

- A. while
- B. and
- C. if**
- D. then

111. The theater doors will close and the show will start at precisely 8:00 p.m., so guests are reminded to be

- A. rapid
- B. sudden
- C. punctual**
- D. instant

112. All vacation requests must be made to your supervisor the requested date.

- A. prior to**
- B. except for
- C. previously
- D. because

113. Most banks now offer clients the option of receiving their statements electronically or mail.

- A. from
- B. of
- C. in
- D. by**

114. Construction at Langhall Plaza is going so well that shops might open before the expected date.

- A. completion**
- B. selection
- C. decision
- D. option

115. Kohmek, Inc., is seeking a suitable site- the construction of its electronics factory.

- A. for**
- B. so
- C. to
- D. more

116. Studies show that the average audience forms its of the speaker within the first few seconds of the presentation.

- A. impress
- B. impressive
- C. impressively
- D. impression**

117. Mr. Cutler has been asked to domestic sales of low-calorie beverages.

- A. oversee**
- B. possess
- C. succeed
- D. persist

118. Cranford Culinary Academy offers 35 different classes for chefs.

- A. aspires
- B. aspiration
- C. aspiring**
- D. to aspire

119., items sold at the Scottville Craft Fair are unique and of very high quality.

- A. Fairly
- B. Typically**
- C. Simply
- D. Entirely

120. Mamton Home Furnishings- customized furniture in Pennsylvania for more than a century.

- A. manufactures
- B. is manufacturing
- C. has manufactured**
- D. manufacture

121. Please hold any phone calls for Ms. Tanaka she will be in meetings all day.

- A. as
- B. but
- C. despite
- D. similarly

122. Dolores Gutierrez excels as an estate planning attorney who helps clients manage their assets

- A. effect
- B. effectively
- C. effects
- D. effective

123. Mr. Singh was about sales of the fragrance after the first round of customer focus groups.

- A. extensive
- B. distinct
- C. optimistic
- D. superior

124. Data from the finance department was used to predict the company's future expenses.

- A. either
- B. ever
- C. yet
- D. better

125. Immediately after the decrease in production was announced, everyone began discussing how would impact work schedules.

- A. us
- B. it
- C. theirs
- D. yours

126. Every year Arrow Mill, Inc., processes a amount of grain.

- A. durable
- B. direct
- C. resolute
- D. substantial

127. Tomorrow morning, both escalators in the store will be turned off periodically in order to perform maintenance.

- A. required
- B. require
- C. requiring
- D. requires

128. Those who wish to volunteer at the annual Sebastian Park flower-planting event this Saturday to arrive early.

- A. asks
- B. are asked
- C. has been asking
- D. to ask

129. Although Mr. Yanamura's theory is controversial, it does help explain the latest changes in the market.

- A. neatly
- B. urgently
- C. gracefully
- D. certainly

130. A recent found that property values in the Agate Valley region had increased by 3 percent between January and June.

- A. assessment
- B. assessed
- C. assessable
- D. to assess

Part 6

Question 131 - 134 refer to following information.

The Design Present Conference is an annual event held in Melbourne for graphic-design professionals. The conference is steadily growing in popularity. Last year, it (131)..... more than 3,000 attendees from Australia and around the world. The next Design Present Conference, which will be held from 20 to 23 March, will offer more than 100 workshops, plus keynote speeches and plenary sessions. This year, several opportunities for professional networking will be added.

Attendees will have the chance to market (132)..... to firms in several different industries. Periods for networking will be included in the (133)..... each day. Whether you are a design enthusiast, student, freelance designer, or business owner, Design Present has something for you. (134).....

131.
A. attracted
B. entered
C. awarded
D. promoted

133.
A. location
B. situation
C. machine
D. schedule

132.
A. they
B. them
C. themselves
D. theirs

134.
A. Registration begins on 3 February and continues through 18 March.
B. This speaker is well-known throughout the industry.
C. The conference was held in New Zealand in previous years.
D. We'd like to get your feedback on last year's conference.

Question 135 - 138 refer to following advertisement.

Housing Specialist Needed

Wallace & Prence Realty is currently seeking a housing specialist to work with our international clients. We specialize in securing appropriate short-term housing for individuals (135)..... will be working in the Toronto area for only a short time. As part of our client-relations department, the housing specialist (136)..... guidance to clients preparing for temporary relocation. (137)..... The successful candidate must have knowledge of real estate and rental agencies in the Toronto area. Also required are a minimum of two years of customer-service experience. Individuals with the necessary (138)..... are encouraged to contact us at recruitment@wallaceprence.ca.

135.
A. who
B. accordingly
C. recently
D. where

136.
A. provided
B. will provide
C. will have provided
D. is providing

137.
A. Your travel expenses are covered by Wallace & Prence.
B. We place clients in apartments throughout the world.
C. Duties also include supporting clients after their arrival.
D. Incomplete applications will not be considered.

138.
A. questions
B. documents
C. references
D. qualifications

Question 139 - 142 refer to following newspaper article.

LOWELL (March 3)-Just one year after opening, Viggo's Sweet Shop on Park Street has become the place to go for residents wishing to satisfy their sugary cravings. Says owner Viggo Magnusson, "Returning customers bring friends and relatives with them, so the shop is always (139)..... ". Mr. Magnusson credits the success of his business to the recipes he inherited from his grandmother about a decade ago.(140)..... .

But the popularity of the pastry shop (141)..... Mr. Magnusson with an unanticipated problem: lack of store space. So when the shoe store next door went out of business recently, he purchased the property to allow for the (142)..... of his shop. Renovations will start in April.

139.
A. doubted
B. estimated
C. crowded
D. organized

141.
A. leave
B. left
C. is leaving
D. have left

140.
A. She usually serves them warm.
B. She created them when she started the restaurant.
C. His family members prefer eating healthy meals.
D. His social media campaign has also boosted sales.

142.
A. expansion
B. supervision
C. submission
D. division

Question 143 - 146 refer to following memo.

To: All Employees

From: Jennifer Prasad

Subject: Updated Password Policy

Date: Tuesday, February 8

Dear Employees,

As an enhanced security measure, you will now be required to change the password you use to access the company network on the first workday of each month. (143)....., your log-in ID will remain the same.

Each password must be at least twelve characters long and include one capital letter, one lowercase letter, one number, and one special character.

An e-mail (144)..... on the last workday of each month reminding you to set a new password on the next workday. (145)..... to do so will result in your being locked out of your account, and you will have to contact our platform provider, Securities Services, for assistance.

We are doing our best to ensure that our employees and our clients have the highest possible level of security. (146).....

Jennifer Prasad, CEO

143.

- A. However
- B. Therefore
- C. In addition
- D. For organized

145.

- A. Support
- B. Absence
- C. Failure
- D. Approval

144.

- A. sent
- B. will be sent
- C. will have sent
- D. had been sent

146.

- A. I will see you at the meeting.
- B. Write down your new log-in ID.
- C. Let me know when this is done.
- D. Thank you for your cooperation.

Part 7

Question 147 - 148 refer to following notice.

Asherton Garden Fair

The City of Asherton proudly presents a Garden Fair
on the grounds of Asherton Manor

Saturday, June 10
11:00 A.M to 5:00 P.M.

Free admission includes
Children's **games**, crafts, and **local bands**
Shuttle buses from **nearby Asherton Train** and Bus Station

Plants and seeds for sale
Refreshments for purchase--hot and cold beverages, cakes, sandwiches, and more!
Tours of Asherton Manor available for a small fee
Parking available at the manor for \$10 per vehicle

For more information:
416-555-0187

147. What is indicated about Asherton Manor?

- A. It is available for private parties.
- B. It is open daily from 11:00 A.M. to 5:00 P.M.
- C. It always offers guided tours.
- **D. It is near a train station.**

148. What will NOT be free at the fair?

- A. Games
- B. Music
- C. Shuttle rides
- **D. On-site parking**

Question 149 - 150 refer to following advertisement.

Eleanor's Catering

Make Your Next Event Unforgettable

Looking for a caterer for your special occasion? Search no longer! Eleanor's Catering can be of help for every type of social gathering-from small, intimate gatherings to large, formal events. Eleanor's offers high-quality, delicious food for all occasions. Our full-service catering service includes beverages and rentals of tables, linens, dishes, and cutlery. Our staff will do everything to make your special event a success. We will deliver everything you need, set it up, and then remove it afterward.

To get a cost estimate, please complete a Catering Request Form on our Web site at www.deanorscatering.com.

Tasting of menu items is available upon request.

149. What is the purpose of the advertisement?

- A. To offer a discount to new clients
- B. To announce new menu items
- C. To describe the services of a business
- D. To explain delivery requirements

150. According to the advertisement, what is available by special request?

- A. Food sampling
 - B. Vegetarian meals
 - C. Itemized bills
 - D. Decorations
-

Question 151 - 152 refer to following e-mail.

E-mail

To: rwiest@lupinecityhall.com

From: dbryant@arcospartners.com

Date: April 12

Subject: Site Survey

Attachment: Survey

Dear Mr. Wiest,

I e-mailed you the site survey document on Monday, so it's strange that you didn't see it. Perhaps because I sent it from my personal e-mail rather than my work e-mail, your server didn't recognize it and routed it to your junk-mail folder instead. In any case, I will reattach the document here.

If the site is approved by next week, my team will expedite the completion of the final blueprints. The property owner hopes to have the full building project approved before the end of the month so that the construction team can start laying the foundation in June.

Sincerely,

Daniela Bryant

151. According to Ms. Bryant, why might Mr. Wiest not have seen the original document?

- A. She forgot to attach it to her e-mail.
- B. She sent it to a different person.
- **C. It may have gone to the wrong e-mail folder.**
- D. The file in it may have been too large.

152. Who most likely is Ms. Bryant?

- **A. An architect**
- B. An apartment-building manager
- C. A banker
- D. A property owner

Question 153 - 154 refer to following online chat discussion.

Mandi Garafelli (3:32 P.M.): Hello. Thanks for contacting Picturos Camera customer service. How can I help you today?

Theo Ubari (3:33 P.M.): Hi. I recently **bought the Pictures 3000**. I'm having trouble downloading photos **from the camera to my computer**.

Mandi Garafelli (3:35 P.M.): OK. Have you done these steps? 1. Check the connection between the camera and the computer. 2. **Turn the camera off and on again**. 3. Reboot the computer with the camera connected.

Theo Ubari (3:38 P.M.): I tried steps 2. and nothing improved.

Mandi Garafelli (3:41 P.M.): Before you try step 3, go into your "applications" folder and **look for an icon that says Picturos 3000. Do you see it?"**

Theo Ubari (3:42 P.M.): Yes, it's there.

Mandi Garafelli (3:43 P.M.): Double click it. Your pictures should automatically appear.

Theo Ubari (3:44 P.M.): That worked! Thanks for your help!

Mandi Garafelli (3:45 P.M.): Sure thing.

153. What has Mr. Ubari NOT done?

- A. Purchased a new camera
- B. Connected the camera to the computer
- C. Restarted the camera
- **D. Restarted the computer**

154. At 3:42 P.M, what does Mr. Ubari most likely mean when he writes, "Yes, it's there"?

- **A. He found an icon.**
- B. He moved the camera.
- C. He uploaded the pictures.
- D. He sees the instructions.

Question 155 - 157 refer to following memo.

MEMO

To: All Staff

From: Damian Perez

Date: September 3

Re: Safety inspection

Tomorrow, September 4, we will have a safety inspection here in the factory. The inspector, Ms. Hannah Langan, is expected to arrive at 8:30 A.M. and depart by 3:30 P.M. Note that there will be preliminary meetings prior to the inspection itself. The schedule is below.

Time	Activity	Required Attendees	Location
9:00 A.M.	Opening meeting	All staff	Cafeteria
10:00 A.M.	Inspector meets with General Manager	Damian Perez	Meeting Room C
11:30 A.M.	Lunch	Damian Perez	Cafeteria
12:30 P.M.	Operations inspection	All staff	Factory floor

With the exception of the opening meeting, factory floor workers should be at their regular stations throughout the day. During the operations inspection, the inspector may visit workstations and ask about machines. Please respond directly and honestly, and then continue working as soon as the inspector moves on.

155. Who most likely is Mr. Perez?

- A. A factory floor worker
- B. A food service worker
- C. The safety inspector
- **D. The general manager**

156. When will the inspection begin?

- A. At 8:30 A.M.
- B. At 10:00 A.M.
- **C. At 12:30 P.M.**
- D. At 3:30 P.M.

157. What does the memo suggest about factory floor workers?

- A. They must prepare written reports.
- B. They will be able to leave work early.
- **C. Their afternoon work might be interrupted.**
- D. Their workstations might be unavailable.

Question 158 - 160 refer to following e-mail.

From: Healthhome
To: Steve Mayer
Date: Friday, 3 July
Subject: Our new Web site

Hello,

We are grateful that **you have been a committed subscriber to our Web site**. We encourage you to visit healthhome.net.uk again as soon as possible! You will discover a new **look**, as we have created a fresh, appealing, and easy-to-navigate Web site. Our team of Web developers, writers, and designers has worked for months to make our Web site exactly what you need it to be.

The new design includes social media buttons at the top of the page for improved access. **The site's content is much easier to view on tablets and mobile phones than it used to be**. Also, **the online store** is significantly easier to navigate. Finally, we enhanced the site's Education Centre **by adding a quiz feature** designed to facilitate a greater understanding of health and nutrition.

We hope you find the new Web site much more intuitive and pleasant to navigate.

Healthhome

158. Who most likely is Mr. Mayer?

- A. A health professional
- **B. A Healthhome Web-site user**
- C. A Web-site designer
- D. A Healthhome article contributor

159. The word "look" in paragraph 1, line 2, is closest in meaning to

- A. search
- **B. appearance**
- C. photograph
- D. glance

160. What does the e-mail suggest about the previous Web site?

- A. It did not have an online store.
- B. Some people visited it on a daily basis.
- **C. Viewing it on some devices was difficult.**
- D. It featured interactive nutrition quizzes.

Question 161 - 163 refer to following article.

Webmarch Still Going Strong

After Fifteen Years

(November 20)--Webmarch revolutionized video consumption when it first launched its Internet streaming service. -[1] -. For a monthly fee, customers could watch as many movies as they liked online. Fifteen years later, the company continues to grow and expand. Webmarch now not only streams movies and television shows but also produces its own critically acclaimed content. -[2] -.

There are other services, such as Movieriver, with similar business models, but what makes Webmarch unique is its global reach. -[3] -. While currently available in 40 countries, Webmarch announced that it will be expanding its service to an additional 46 countries by February 8. -[4] -. The service has content available in sixteen languages, with subtitles available in an additional fourteen languages so that people from all over the world can enjoy the same programs.

161. What is the purpose of the article?

- A. To advertise Webmarch's new online streaming service
- B. To detail a merger between Webmarch and Movieriver
- C. To profile the history and future of Webmarch
- D. To report on Webmarch's changes in pricing

162. What is true about Webmarch?

- A. Its competitors offer fewer shows.
- B. Its customer base has tripled in two years.
- C. It is currently available in 46 countries.
- D. It offers videos in many languages.

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

"It was an immediate success."

- A. [1]
- B. [2]
- C. [3]
- D. [4]

Question 164 - 167 refer to following instructions.

Zovtech

Zovtech customers are most satisfied when they fully understand how to use their products and get the most out of them. Because Zovtech's products offer many innovative technology features, such as auto-timers on **washing machines** and variable light settings on **microwave ovens**, it is important to list and explain these features clearly in the user manuals. **When writing the text for a manual, try to put yourself in the user's position** and consider which features might need a more detailed explanation **Visual aids such as diagrams or photographs can be especially useful in outlining a process, and they can also serve to minimize the length and complexity of verbal instructions.** Including specific examples can also help users **grasp** complex concepts more quickly as well as determine early in the process if something is not working properly.

164. For whom are the instructions most likely intended?

- A. Users of Zovtech products
- B. Salespeople in Zovtech stores
- C. Designers of Zovtech products
- **D. Writers of Zovtech product manuals**

165. What does Zovtech manufacture?

- **A. Appliances**
- B. Automobiles
- C. Cleaning supplies
- D. Photography equipment

166. According to the instructions, why are pictures useful?

- A. They can be understood by people in different countries.
- B. They clearly show when something is not working properly.
- **C. They reduce the amount of written text needed.**
- D. They attract more people to a Web site.

167. The word "grasp" in paragraph 1, line 10 is closest in meaning to

- A. hold
- B. tighten
- C. accomplish
- **D. understand**

Question 168 - 171 refer to following review.

<http://www.softwareopinion.com>

[Home](#)

[Reviews](#)

[Contact Us](#)

S-Tor Application

★★☆☆☆

"I was disappointed with the customer service I received."

My job involves **coordinating large-scale corporate events** like trade shows and conventions. - [1]-. **Because I am on the road a lot**, I have found S-Tor to be perfect for storing vendor lists, program schedules, and other important documents that I need to access digitally wherever I happen to be. - [2] -. In fact, I became so reliant on S-Tor that I never stopped to consider what I would do if I couldn't access it one day.

That day finally came, though, and I was disappointed with the customer service I received. When I contacted the help desk to report that I was unable to log in, **I was transferred from representative to representative, each one walking me through the same troubleshooting procedure.** - [3] -. I was eventually able to get back into the application, but only after much trial and error. Nonetheless, everyone I spoke with was nice and polite.

In short, I love the S-Tor application, but I have to be certain that I can quickly get it running again if something goes wrong. - [4] -. After this experience with S-Tor's help desk, I have decided to look at similar products to see how they compare.

--Adele **Mohlmann**

168. Who most likely is Ms. Mohlmann?

- A. A product tester
- **B. An event planner**
- C. A corporate trainer
- D. A sales representative

169. What is indicated about Ms. Mohlmann?

- **A. She travels often for her job.**
- B. She prefers paper documents.
- C. She receives software for free.
- D. She gives frequent presentations.

170. Why was Ms. Mohlmann unhappy with S-Tor's customer service?

- **A. Her issue took too long to resolve.**
- B. The instructions given were not clear.
- C. Help-desk employees were unfriendly.
- D. She felt pressured to make a purchase.

171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
"Instructing me to repeat the same steps over and over seemed pointless."

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

Questions 172-175 refer to the following text-message.

Piper McNair (12:15 P.M.)

Hi Marcus and Cara. How are your jobs coming along?

Marcus Davison (12:17 P.M.)

The trees have been cut down, and the limbs and trunks are being loaded into the truck. I'm just about done here at the Jones' property.

Piper McNair (12:18 P.M.)

I just got a call from a new client, Ms. Mirzoyan. She said a tree in her yard has come down and she needs it removed right away. A real estate agent is stopping by her house tomorrow morning with some prospective buyers.

Cara Brooks (12:19 P.M.)

I should be done at the Smith property in about an hour. What is Ms. Mirzoyan's address?

Piper McNair (12:19 P.M.)

234 Lakeside Avenue. I'll tell her you can be there in a couple of hours.

Cara Brooks (12:20 P.M.)

That works for me.

Piper McNair (12:20 P.M.)

It will probably be a three-hour job. Given the size of the tree, you'll need an extra pair of hands, so I've called Grady.

Marcus Davison (12:21 P.M.)

It's Saturday.

Piper McNair (12:22 P.M.)

I understand, but with Miles out sick for the last four days, I had no choice.

Marcus Davison (12:22 P.M.)

I'm glad he agreed to help out on his day off. We've had more work this spring than usual. Does he need a ride?

Piper McNair (12:23 P.M.)

No. Just let him know when you've reached the Mirzoyan residence. I'll tell Ms. Mirzoyan to expect all three of you this afternoon.

172. Where do the writers most likely work?

174. When will the writers most likely meet at 234

- A. At a tree service company
- B. At a real estate agency
- C. At a construction firm
- D. At an auto repair shop

173. What does Ms. Mirzoyan expect to do tomorrow?

- A. Purchase a property
- B. Have visitors at her home
- C. Hire a new moving company
- D. Use Ms. McNair's business again

Lakeside Avenue?

- A. In one hour
- B. In two hours
- C. In three hours
- D. In four hours

175. At 12:21 P.M., what does Mr. Davison most likely mean when he writes, "It's Saturday"?

- A. He does not have extra time.
- B. He thinks they should not accept more work.
- C. Grady is not usually available then.
- D. Miles did not make a good decision.

Question 176 - 180 refer to following article and invitation.

Mayor Kowalik Announces
 Bus Driver Appreciation Day
 FRECOSTA (April 2)-Mayor Ed Kowalik
 has declared April 21 the city's first ever Bus
 Driver Appreciation Day. Bus riders are asked
 to greet drivers with a warm hello and one of
 the city's specially designed thank-you cards,
 which can be printed out from
www.frecosta.gov/transitappreciation. As an
 added gesture of gratitude, Mayor Kowalik
 will invite bus drivers to attend a sporting
 event free of charge next month.

Because the city's population has increased
 over the past two years, Frecosta's bus drivers
 have had to cope with frequent changes to bus
 routes. However, next year's long-anticipated
 opening of the Frecosta subway line is
 expected to alleviate some of the stress on
 drivers while creating more jobs. The subway
 line will connect the Bargain Town Shopping
 Center on the western end of the city with
 Frecosta Stadium, which is located on the
 eastern end.



YOU'RE INVITED!

Who: Frecosta Public Transit Services Employees

What: Frecosta Kickers Football Game

Where: Frecosta Stadium

When: May 7 at 2:00 P.M.

**FRECOSTA
KICKERS**

In honor of your hard work for the city, we are pleased to offer FREE tickets to the Frecosta Kickers football game on May 7.

To download your -tickets, visit www.frecostakickers.com/tickets and enter the discount code "FPTS OFFER" at checkout. This code will allow you to access one free ticket. You may also purchase up to five guest tickets for family and friends at \$7 each.

Please join us in the stadium clubhouse at **1:00 P.M.** for a light snack before the game. (Note: For transit employees and their guests only.)

176. What does the mayor suggest people do to thank bus drivers?

- A. Donate to a fund
- **B. Give the drivers a card**
- C. Post an online greeting to drivers
- D. Write a letter to the local newspaper

177. According to the article, what group of people has recently become larger?

- A. Football fans
- B. Train passengers
- **C. Frecosta residents**
- D. Shopping center customers

178. What is true about some of the people who will attend the football game on May 7?

- **A. They will travel to the eastern end of Frecosta.**
- B. They must live in the city of Frecosta.
- C. They must reply to an e-mail from the mayor.

179. What will happen at 1:00 P.M. on May 7?

- A. The stadium will open.
- B. A football game will begin.
- **C. Refreshments will be served.**
- D. An awards ceremony will be held.

180. According to the invitation, how can transit workers obtain tickets?

- A. By visiting the bus station
- B. By calling the mayor's office
- C. By arriving to the game early
- **D. By ordering through a Web site**

- D. They may bring only three guests to the game.

Question 181 - 186 refer to following memo and e-mail.

To: Burley warehouse teams
From: Jane Peralta
Date: 1 December
Re: Upcoming changes

Our company recently purchased the JLX software suite to replace our current RERQ suite. **With the new software will come a new process.** Previously, workers in the shipping area would check the paperwork for the customer's name and search the company address in the database in order to create an address label. With the new process, the supply team completes each order, affixes a bar code sticker to the box, and delivers the box to the shipping area. In the shipping area, we will use a bar code scanner in sync with the new software so that scanning a bar code will automatically print an address label. Addresses for companies that are not in the database will still need to be looked up in the old RERQ software. **We will continue to observe the delivery speed indicated on the paperwork. For example, some orders need to arrive by 8 A.M. the next morning. Please continue to highlight the address of such priority deliveries in yellow, then place those boxes on the shelves marked "priority".**

We are planning to start using the updated shipping process company-wide from 15 December. **One team has been selected to test and provide feedback on the new software,** equipment, and procedures during the first week of December. If we find any problems at this trial stage, we may need to postpone the all-around implementation of the new procedure.

To: Jane Peralta
From: I Aram Mansouri
Date: 7 December
Subject: RE: Fine-tuning work with JLX

Hello Ms. Peralta,
In reply to your request for feedback, I can say that most aspects of the JLX system are

working well. However, **we do need a better way to handle orders going to companies requiring priority shipping for all their orders**, such as Turing Photography. Several of their orders this week did not arrive at their premises by 8 A.M. I think some of our team members have been forgetting to check the labels for the required delivery speed. Also, I was informed our handheld scanners **run out of battery power very quickly. Could you look into it?**

Thank you,
Aram **Mansouri**

181. What is the purpose of the memo?

- A. To announce a company reorganization
- **B. To explain new procedures**
- C. To introduce an efficiency expert
- D. To bring attention to a problem

184. What is most likely true about Mr. Mansouri?

- A. His shift begins at 8 A.M.
- **B. His team is testing out the JLX software.**
- C. He prefers using the RERQ system.
- D. He handle all priority shipping orders.

182. What step in the shipping process will NOT change?

- A. Looking up addresses using the software
- B. Using bar code scanners
- C. Creating bar code stickers for all orders
- **D. Putting priority items on a specific shelf**

185. What will Ms. Peralta most likely do after reading the e-mail?

- A. Find a missing package
- **B. Research long-life batteries**
- C. Reschedule a deadline
- D. Correct an address

183. What is implied about Turing Photography?

- **A. Its address labels should be highlighted in yellow.**
- B. It purchased software at a reduced price.
- C. It provides the warehouse with supplies.
- D. It has received complaints about the scanners.

Questions 186-190 refer to the following Web page and e-mails.

<http://www.ohayonmarketing.com/clients>

[Home](#)

[Our Clients](#)

[Work Samples](#)

[Contact](#)

Over the past five years we have provided marketing solutions to an ever-growing client portfolio:

Specialty Foods

- Blue Bay Bakeries
- Berry Delectable
- Over-the-Moon Teas

Apparel

- akurai Sportswear
- Urban Activewear Company
- Chic Wraps

Technology

- **Craftspace**
- Gingi Tech
- New Teams Office Systems
- Surefire Learning Ltd.

E-mail

To: Sunil Mehta <sunil.mehta@gmail.co.in>

From: Marc Ohayon <mohayon@ohayonmarketing.com>

Date: May 3

Subject: Hello

Dear Sunil,

I hope this message finds you well. You may have heard the news that my family and I are preparing to move from New York to Marrakesh in the fall. In the process, I am hoping to move my marketing firm, Ohayon Marketing, to the area as well.

You may remember that after I left Sharp Smart--and moved out of New Delhi--I freelanced for **Craftspace, which went on to become my company's first client.** In more recent years, my company has branched out to **consult for a large number of businesses in unrelated industries.**

I would like to continue with this work by establishing a client base in Marrakesh. I am reaching out to you because of your contacts in the business community there. **If you know anyone who might be interested in the services I offer, would you be so kind as to let me know?**

Best wishes,

Marc

TO: Sunil Mehta <sunil.mehta@gmail.co.in>

From: Marc Ohayon <mohayon@ohayonmarketing.com>

Date: May 6

Subject: Marrakesh contact

Hello, Marc,

It was a pleasure to hear from you. You remember correctly; I do have contacts in Marrakesh. **Before we worked together at Sharp Smart**, I worked for a company that had an office in Marrakesh, and I traveled there frequently. I can also recommend several hotels, restaurants, and even travel agencies if you would like.

In response to your inquiry, I will introduce you by e-mail to Ms. Salma Kader. She is quite knowledgeable in the region, and I have no doubt that she will be helpful to you.

Warm regards,

Sunil

186. What is indicated about Ohayon Marketing?

- A. It specializes in family-owned companies.
- **B. It has a diverse client portfolio.**
- C. It mainly supports export firms.
- D. It earns most of its revenue from the apparel industry.

187. For what industry did Ohayon Marketing first consult?

- A. Online education
- B. Specialty Foods
- C. Apparel
- **D. Technology**

188. What is suggested about Sharp Smart?

- **A. It has offices in New Delhi.**
- B. It recently hired several new employees.
- C. It is under new management.
- D. It recently merged with a large firm.

189. Who is Mr. Mehta?

- A. A travel agent
- B. An executive recruiter
- **C. A former colleague of Mr. Ohayon's**
- D. An Ohayon Marketing partner

190. Why will Mr. Ohayon most likely contact Ms. Kader?

- A. To remind her to send an itinerary
- B. To rent a new office location
- **C. To explore business opportunities**
- D. To get sightseeing recommendations

Questions 191-195 refer to the following flyer, invoice, and online review.

Steel Wheels Vehicle Insurance

With a top-of-the-line car, you should have top-of-the-line protection.

Choose whichever plan best suits your needs.

- Maintenance Plan: Includes an annual inspection, testing, and monthly oil changes
- Repair Plan: Covers repairs needed to the engine and other major systems, including electrical, exhaust, and **cooling**. Includes all **replacement parts**
- Cleaning Plan: Complete interior and exterior cleaning every three months, including replacement of floor mats when necessary
- Combination Plan: Includes benefits of all three plans

Monthly fees vary by vehicle model.

E-mail us at planinfo@steelwheelsins.com for specific cost and plan information.

Lum Motors Sales and Service

Client: Ming Xiong

Date: 13 December

Insurance: Steel Wheels

Service Received	Covered by Insurance	Billable to Customer
Replaced split radiator hose and clamps	\$120	\$0
New floor mats	\$0	\$250
Total	\$120	\$250

If you wish to examine or keep any parts that have been replaced, please ask to speak to the mechanic when you pick up your vehicle. Parts will not be kept after the service date.

Recommended products: Goldings synthetic oil for smoother engine functioning
Harmon air filters to protect your engine
Lift-brite fabric treatment to protect cloth seat upholstery
Eversweet spray to keep your interior smelling fresh

www.ikarcare.com/forum/auto-maintenance/interior

Auto Forum

Great product

by Ming Xiong/29 December 7:43 PM

I can't recall the name, but I bought this product based on a recommendation from my car dealer's service department, and it works very well. The liquid

comes in a blue bottle with yellow lettering. As a father of three, I have a hard time **keeping the interior of my car clean**. Many products claim to protect against stains, but this one actually works. All our spills wipe right off. **Even more impressive is the price**. It costs about the same as other brands but works much better.

191. According to the flyer, why should the reader e-mail Steel Wheels Vehicle Insurance?

- A. **To inquire about plan coverage**
- B. To obtain a repair estimate
- C. To schedule an appointment
- D. To find a participating service center

192. What insurance plan does Mr. Xiong most likely have?

- A. The Maintenance Plan
- B. **The Repair Plan**
- C. The Cleaning Plan
- D. The Combination Plan

193. According to the invoice, what could Mr. Xiong have requested on December 13?

- A. The mechanic's work certificate
- B. **His car's old parts**
- C. A full tank of gas
- D. A loaner vehicle

194. What product did Mr. Xiong most likely purchase?

- A. Goldings synthetic oil
- B. A Harmon air filter
- C. **Lift-brite fabric treatment**
- D. Eversweet spray

195. According to the online review, what impressed Mr. Xiong about the product?

- A. **Its reasonable price**
- B. Its pleasant scent
- C. Its innovative packaging
- D. Its sudden popularity

Questions 196-200 refer to the following mission statement, notice, and announcement.

Mission Statement

The Hulani Harbor Neighborhood Association (HHNA) is a **self-governing** organization that strives to promote a safe, vibrant, and enjoyable community for all. Members live in the Hulani Harbor area and are committed to the following goals:

1. Ensuring that the Hulani Harbor area maintains a range of housing types and price levels
2. **Preserving the architectural character of historic homes**
3. Planning seasonal gatherings and events for residents

4. Promoting open discussion of local issues and initiatives

The Hulani Harbor Neighborhood Association Quarterly Meeting

Scheduled for Thursday, **April 20**, at 7:00 P.M.

New topics added to the meeting agenda:

- The Chenaux Company seeks rezoning for 3912 Bennett Avenue, **a residential structure built in 1909. The company is requesting that the property be approved for commercial use**, after which the house would be completely remodeled. We invite residents to attend the city council meeting on Monday, **April 17, to learn more about the company's request** and then be prepared to discuss further at the HHNA meeting on Thursday evening.
- The leadership committee for the Brazoria Creek sector announces **a position opening**. Duties include serving as point of contact for residents, distributing the monthly newsletter, and sharing information with other leaders of the HHNA. **Individuals who are interested in representing Brazoria Creek will each be asked to speak briefly before a vote will take place.**

The HHNA is pleased to announce that Elena Redman has been selected as the next representative to the HHNA for the Brazoria Creek sector. Ms. Redman has held various roles in local public interest organizations. She stated,
"Although I am retired professionally, the focus of my career has been supporting people and communities through advocacy and education. I look forward to helping the community where I have been living for over 25 years."

196. What does the HHNA indicate in the mission statement?

- A. It is an independently run group.**
- B. It was formed recently.
- C. It is advised by city officials.
- D. It changes membership fees.

197. Why are residents encouraged to attend a meeting on Monday, April 17?

- A. To receive training in public speaking

199. What is suggested about Ms. Redman?

- A. She spoke at a meeting in April.**
- B. She owned a business in Hulani Harbor.
- C. She is responsible for distributing the meeting agendas.
- D. She writes articles for a newsletter.

200. What does Ms. Redman suggest qualifies her for the representative position?

- A. Her university degree

- B. To show support for some city politicians
- C. To get information about a zoning proposal**
- D. To meet some new neighbors

- B. Her fresh leadership ideas
- C. Her awareness of national issues
- D. Her experience in supporting local groups**

198. What HHNA goal is most likely being challenged by the Chenaux Company?

- A. Goal 1
- B. Goal 2**
- C. Goal 3
- D. Goal 4