

T112

Part5

101. Ms. Vardy's trip to China had to be canceled unexpectedly because her visa was issued -----.

- (A) lately
- (B) latest
- (C) lateness
- (D) late

102. Some market experts are able ----- which products are likely to be successful upon release.

- (A) to be determined
- (B) to determine
- (C) determines
- (D) determining

103. When workers arrive at the factory, they must put on their safety gear ----- report to the production line supervisor.

- (A) and
- (B) both
- (C) so
- (D) as

104. ----- volunteers to clean the staff break room during the lunch break will be allowed to go home one hour earlier than usual.

- (A) Whatever
- (B) Another
- (C) Whoever
- (D) Someone

105. At this year's International Film Awards Show, acceptance speeches will be ----- to three minutes.

- (A) commenced
- (B) restricted
- (C) allowed
- (D) eliminated

106. Please place the badge in the box by the door ----- the museum exit.

- (A) as regards/regarding/with regard to/concerning/as to/as for
- (B) due to
- (C) next to
- (D) in between

107. Rona No-crease Cleaning Solution should be applied only----- garments made of 100 percent cotton.

- (A) to
- (B) ever
- (C) beside

(D) without

108. Due to its current financial problems, Onirus Software will not be releasing any new software in the ----- future.

(A) foresee

(B) foresaw

(C) foresees

(D) foreseeable

109. Common ----- offered to executives by Botrego Corporation include a company car and subsidized housing.

(A) referrals 推薦 介紹

(B) applications

(C) requests

(D) benefits

110. In the event ----- inclement 惡劣的 weather, the Stovington Charity Golf Tournament will be postponed until next weekend.

(A) still

(B) of /in the event that 如果 萬一

(C) from

(D) at

111. The Chief Technician will arrive at the factory at 2 P.M. today to ----- the damage caused to the packing machine.

(A) prevent

(B) withstand 承受

(C) result

(D) assess

112. Out of all of next year's -----, we should primarily focus on reducing our expenditures by 15 percent.

(A) target

(B) targets

(C) being targeted

(D) targeted

113. Please ----- all staff members that parking permits must be visibly displayed on parked vehicles at all times.

(A) allocate 分配

(B) recruit

(C) attain

(D) remind

114. A recent journal article indicates that conducting on-the-job training ----- helps to keep employees productive and alert.

(A) repeat

- (B) repeated
- (C) repeatedly
- (D) repetition

115. With regret, those who ----- Nairn Manufacturing **within the past month** will not be eligible for the Employee of the Quarter Award.

- (A) are joined
- (B) will be joining
- (C) have joined
- (D) would join

116. In addition to being ----- to division supervisor, Mr. Smalling will also receive a company car.

- (A) promoting
- (B) promoted
- (C) promotion
- (D) promote

117. The quality assurance team uses a process ----- of several methodical steps.

- (A) attached ~ to
- (B) consisting
- (C) beneficial ~ to/for
- (D) associated ~ with

118. (As) per 依照 company policy, each staff member is entitled to a 20-minute break ----- in the morning and in the afternoon.

- (A) guideline
- (B) deadline
- (C) period
- (D) course

119. As expected, Pistone Technology Group reported impressive quarterly figures, ----- surpassing the previous quarter's earnings.

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

120. *Digital Digest Magazine* has awarded its highest ----- in technical performance to the Mobium 6 smartphone.

- (A) hesitation
- (B) restriction
- (C) rating
- (D) prevalence 普遍 流行

121. We are asking ----- who is a fan of Trident Audio products to join our focus group and market research study.

- (A) every
- (B) individual
- (C) person
- (D) anyone

122. Due to the renovation of the reception area, staff must access the building through the east wing entrance ----- the main entrance.

- (A) as per according to
- (B) in case of
- (C) as opposed to 與...對照(對比)
- (D) in response to in reaction to

123. This equipment is to be used ----- as instructed by your fitness instructor.

- (A) overly
- (B) only
- (C) lively
- (D) longingly 渴望地

124. For----- purposes, guests must allow the hotel's front desk staff to make a copy of their passports.

- (A) secured
- (B) secures 得到
- (C) securely 安全地
- (D) security

125. Preliminary research says that language barriers will make it impossible to sell most of our----- toys abroad.

- (A) educate
- (B) educated
- (C) educational
- (D) educationally

126. Ms. Dennings was unable to finish her proposal ----- schedule due to an unexpected increase in her workload.

- (A) ahead of behind schedule
- (B) in time
- (C) except for
- (D) aside from apart from

127. Industry analysts predict that rising oil prices will make gas price increases of up to 20 percent ----- in some Western countries.

- (A) obtainable 可得的
- (B) possible
- (C) returnable 可退還的

(D) consumable 可用盡的

128. The CEO is reluctant to slow down production of the LD20 and LD35, as ----- laptop models are still selling at a fairly consistent rate.

(A) them

(B) theirs

(C) these

(D) there

129. At the weekly meeting, Ms. Jacobson described the advertising campaign that ----- created in an effort to target younger consumers.

(A) hers

(B) her

(C) herself

(D) she

130. As soon as Muldoon Grill & Restaurant ----- its menu, the chefs started having difficulty cooking the wider range of dishes.

(A) collaborated ~ with

(B) expanded

(C) seasoned 調味

(D) reduced

Questions 131-134 refer to the following article.

The Springtown Gazette

Business Focus

Harrison Ashfield - A Story of Success

Harrison Ashfield's rise at Bitz-Marks, Inc., is a story that serves to inspire all budding business owners and entrepreneurs. Mr. Ashfield, --131-- just a sales representative who sold products door to door, is now the head of the European Sales Division at the company.

Mr. Ashfield --132-- to the position after displaying not only his impressive sales skills, but also his ability to manage employees and adapt to trends in domestic and continental telecommunications markets.

--133-- However, the ambitious businessperson has larger goals to achieve. --134-- he has publicly stated that he hopes to establish a global sales department at Biz-Marks, Inc., and help the company to become an international leader in the telecommunications market.

131.

- (A) still
- (B) once**
- (C) soon
- (D) much

132.

- (A) will be appointed
- (B) is appointing
- (C) had appointed
- (D) was appointed**

133.

- (A) Mr. Ashfield helped them all rise from such humble beginnings.
- (B) Mr. Ashfield's ultimate goal is to set up a sales department.
- (C) It seems they were born to be leaders in the telecommunications field.
- (D) It may seem that Mr. Ashfield has reached the top of his field.**

134.

- (A) In contrast
- (B) Despite that
- (C) In fact**
- (D) Instead

Questions 135-138 refer to the following advertisement.

HEAVENLY CAKES CAN SWEETEN YOUR SPECIAL DAY!

Heavenly Cakes, Inc., is a Boston-based bakery --135-- in fancy wedding cakes. As part of our expansion, we have recently opened our first branch in New York city.

--136--They range from simple white cakes with black ribbons to elaborate, multi-colored creations covered with real flowers. You can also --137-- your cake by choosing the frosting, the filling, the decorations, and the message.

Our New York City bakery --138-- , at 1123 West 12th Street, just across the road from the Odoner Theater.

Contact us at 555-0176 to make an order, or view our cake designs online at www.heavenlycakes.com.

135.

- (A) specializes
- (B) is specializing
- (C) specializing which specializes**
- (D) has specialized

136.

- (A) We are very proud of our top-notch pastry bakers.
- (B) We have developed more than 50 different cake designs.**
- (C) Plans to open more branches in the Big Apple are under way.
- (D) There are 120,000 customers registered in our rewards program.

137.

- (A) alternate 輪流
- (B) customize**
- (C) conserve 保存 保育
- (D) distribute

138.

- (A) was located
- (B) will be located
- (C) being located
- (D) is located**

Questions 139-42 refer to the following notice.

All Department Managers,

Please remember to encourage each of your employees to fill out one of the survey forms I gave you at the meeting. The --139-- of these surveys is to assess the job satisfaction of our staff and assist us in improving our work environment.

I'd like you to distribute these forms at your earliest possible convenience. Staff members --140-- to answer a series of questions and give additional comments about working conditions.

Employees may fill out and submit the survey --141-- if they would prefer that their identity remains unknown. --142--. The results will not be shared with any outside organizations.

Thanks,

Mina Yamaguchi

139.

- (A) solution
- (B) question
- (C) calculation
- (D) purpose

140.

- (A) required
- (B) have required
- (C) are required
- (D) were required

141.

- (A) concisely
- (B) identifiably
- (C) suspiciously
- (D) anonymously

142.

- (A) There is never a need to worry about confidentiality.
- (B) Nevertheless, the question-and-answer session will be useful for them.
- (C) In short, the surveys have been completely redesigned.
- (D) Their team previously explained the system's privacy settings.

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

From: Kyungjin Pyo <kpyo@fitmaster.com>

To: Catherine Elder <celder@evermail.net>

Date: February 12

Subject: ProPower Cyclemaster N50

Dear Ms. Elder,

--143--. I'm afraid that the ProPower Cyclemaster N50 you purchased will take longer to ship than originally expected. Although we promised seven-day shipping, I do not think you will be able to receive the item --144-- the beginning of March.

Please accept my sincerest apologies for this unfortunate --145--. If you would like to request a full refund, I completely understand.

However, I hope you will choose to be patient and wait for the item to be delivered, as you purchased a high-quality product at an --146-- price.

Kind regards,

Kyungjin Pyo

Fitmaster Exercise Equipment

143.

(A) In comparison to the others, the one you ordered is quite popular.

(B) First of all, the shipment of your order will take as many as 7 days.

(C) Unfortunately, some of those featured products have been discontinued.

(D) With regret, I am writing to update you on your recent order from our Web site.

144.

(A) from

(B) until

(C) ahead

(D) under

145.

(A) cancellation

(B) breakage

(C) inventory

(D) delay

146.

(A) afforded

(B) afford

(C) affordable

(D) affording

Questions 147-148 refer to the following text message.

To: Jack Hamilton (492-555-0169)
From: Susie Page (865-555-0132)
Date: January 9, 11:52 AM.

Good morning, Jack. I've been feeling really ill since last night, so I'm afraid I'm going to be off work today. I was due 予定 to give the sales presentation to our potential clients with Terry today. Could you let him know I can't make it? He'll have to do it alone, unfortunately.

147. Why did Ms. Page send the message?

- (A) To order some medicine
- (B) To request a catalog
- (C) To report an absence
- (D) To cancel a delivery

148. What does Ms. Page ask Mr. Hamilton to do?

- (A) Edit a document
- (B) Speak to a colleague
- (C) Contact the clients
- (D) Cancel a presentation

Questions 149-150 refer to the following coupon.

Our birthday gift to you!

To celebrate our fifth year of operations, Claude Clothing is offering a coupon for free delivery to our loyal customers on orders of \$40 or more.* Claude Clothing is rapidly becoming famous for providing quality garments at affordable prices. We expect our winter catalog to be our most popular yet, and urge you to take advantage of this fantastic offer. This coupon may only be used when placing an order via telephone, our Web site, or postal order.

*One usage per customer. Visit our Web site for terms and conditions.

149. What is mentioned as a requirement for the coupon?

- (A) A form of identification
- (B) A program membership
- (C) A customer account number
- (D) A minimum purchase

150. When is the coupon NOT valid?

- (A) When placing an order in a store
- (B) When ordering over the phone
- (C) When placing an order by post
- (D) When ordering online

Questions 151-152 refer to the following notice.

Lee's Dry Cleaner

Customer Notice

Lee's Dry Cleaner has enjoyed serving the community of Bambridge throughout the last twenty years. Over this time, we have gotten to know many of our customers personally. Our business has now grown to such a size that **we need to move away from our Grove Street store to a bigger location.** Our new store will be located on Westfield Avenue, and we will be reopening there on October 7. To celebrate our move, we will be **offering a free suit dry-clean to our first 50 customers.** This will be allocated on a first-come, first-served basis. We look forward to welcoming you to our new location.

Ryan Lee

CEO

151. What is the main purpose of the notice?

- (A) To express gratitude to customers
- (B) To explain a change in pricing
- (C) To advertise for new staff members
- (D) To announce a change of premises 經營場址**

152. What will some customers receive for free?

- (A) An article of clothing
- (B) A repair service
- (C) A cleaning service**
- (D) A coupon book

Questions 153-155 refer to the following memo.

To: Beniston Employees

From: Bradley Weekston, Product Manager

Date: June 2

Subject: Product line

As many of you will be aware, our engineering team has been developing a new line of kitchen appliances to be launched this fall. This range of merchandise has now been finalized. As such, several training workshops will be held in August to familiarize you with the features of the new products. Staff must tell their manager by the end of the week which workshop they are able to attend. All employees will be paid at the overtime rate for attending this training.

We realize this is a transitional time for our company as we embrace a new product line that will hopefully enable us to become the number one supplier of kitchen appliances in the country. We assure you that the workshops will provide you with all the information you need in order for you to perform your sales role effectively. If you have any concerns after attending the training day, please e-mail me at b.weekston@beniston.org. I will be happy to answer your questions.

153. What is the memo mainly about?

- (A) The success of an appliance
- (B) The opening of a new store
- (C) A change in staff pay rates
- (D) A new range of merchandise

154. What are employees being asked to do?

- (A) Apply for managerial positions
- (B) Suggest some product ideas
- (C) Respond to customer queries
- (D) Attend a training workshop

155. Who are employees instructed to contact with their concerns?

- (A) The payroll department
- (B) The product manager
- (C) A sales representative
- (D) The training coordinator

Questions 156-157 refer to the following text-message chain.

Hesham Hamam 5:27 P.M.

Where are you? You left for the bakery 30 minutes ago, and now the party's about to start.

Carol Munn 5:28 P.M.

There's a problem with the cake. They spelled Erik's name wrong, so I'm having them fix it. I should be back in 15 minutes.

Hesham Hamam 5:29 P.M.

I see. Well, make sure you come in the office's back door so that Erik doesn't see the cake.

Carol Munn 5:29 P.M.

Sure. And sorry I wasn't able to help set up like we'd planned.

Hesham Hamam 5:30 P.M.

It's OK. Hurry back.

156. At 5:27 P.M., what does Mr. Hamam most likely mean when he writes, "Where are you"?

- (A) To express annoyance
- (B) To offer assistance
- (C) To reject a suggestion
- (D) To find out a building's location

157. What does Mr. Hamam ask Ms. Munn to do?

- (A) Bring some utensils 器皿
- (B) Use a certain entrance
- (C) Send a group text
- (D) Hide some gifts

Questions 158-160 refer to the following advertisement.

The Blue Pineapples live at Theakston

Arena

March 18-19

The Blue Pineapples experienced huge success with their debut album *My Saddest Fantasy* which sold over 2 million copies worldwide and reached number 1 in the U.S charts.

Critics have described the guitarist and drummer that comprise 組成 The Blue Pineapples' music

as "groundbreaking"開創性的 and "unique", with *Dasbfork* magazine claiming them to be "an eclectic 不拘一格的 musical breath of fresh air." Now, **the band, which hails from Chicago**, is soon to

embark on its third tour, returning to the East Coast of America **after its last tour in the western states**. As part of this, NTI Productions is delighted to announce that the band will be returning to the Boston's **Theakston Arena for its first show there in three years**. There will also be a signing event prior to one of the shows.

The band will play on two consecutive evenings, with support band The Institution opening the performance. The schedule and pricing are as follows:

Friday, March 18.	Doors open at 8 P.M. Standing: \$30 Seated areas: \$40
Saturday March 19.	Album and autograph signing at City Hall 4-6 P.M. Entry fee: \$5
	Doors open at 7.30 r.M. Standing: \$35 Seated areas: \$45
Sunday March 20:	Radio interview with Rocker FM

Tickets will go on sale from midday on Thursday, January 29, and can be purchased by visiting www.thebluepineapples.com.

158. What is indicated about The Blue Pineapples?

- (A) There are four members in the band.
- (B) They are planning to hold an audition.
- (C) They have toured in Europe.
- (D) They originate from Chicago.**

160. On which day will band members hold a **signing** event?

- (A) On Thursday
- (B) On Friday
- (C) On Saturday**
- (D) On Sunday

159. What can be inferred about the Theakston Arena?

- (A) It has recently been enlarged.
- (B) It is located in downtown Chicago.

(C) It has hosted The Blue Pineapples before.

(D) It was constructed three years ago.

Questions 161-163 refer to the following e-mail

E-Mail message

To: Eli Ollinger

From: Toronto Friends Group Management

Subject: Welcome!

Date: September 13

Dear Mr. Ollinger,

Thank you for joining the Toronto Friends Group on YourGroups.com.

We are Toronto citizens and visitors who want to make new friends while learning, teaching, and practicing language skills. -- [1] -. Our most popular languages are English, Spanish, French, Korean, and Japanese, but it is often possible to find a native speaker or fellow learner of other languages as well. Our gatherings are held at the Springwood Cafe in Etobicoke on Tuesday evenings and Sunday afternoons.- [2] -,

Please take a few minutes to set up your member profile page, which lets other members know about you and your language interests.-[3]-.

Then, see this page for an explanation of how our gatherings usually work and how to prepare for them. Please note that members must RSVP at least one hour in advance for all gatherings. Also, if you RSVP a "yes" but do not attend the event you signed up for, you will not be allowed to participate in future gatherings for one month. - [4] -. It is important that all of our members are enthusiastic and reliable.

We hope to see you soon.

Sincerely,

The Management Team

161. What happens at Toronto Friends Group gatherings?

(A) Team sports games

(B) Language exchange

(C) Cooking practice

(D) Arts and crafts activities

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

"A map with directions and parking information for this venue can be found here."

(A) [1]

(B) [2]

162. What will most likely cause a member to not be able to attend a gathering? (C) [3]
(D) [4]
- (A) Not submitting payment in advance
 - (B) Not possessing a required skill level
 - (C) Not including certain information in a member profile
 - (D) Not fulfilling a promise to attend a previous gathering

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

Russo & Koziol Advertising Company Messenger

Lucek Koziol, 11:36 A.M. Do you two have a minute to chat? I wanted to check on how the Storling juice account is coming along.

Josh Pronsky, 11:36 A.M. Sure. It's going well. Account Planning is finished with the target audience research. They said they'll have the report to us by the end of the week.

Lucek Koziol, 11:37 A.M. Good. So when can Creative expect your brief?

Sabrina Beck, 11:37 A.M. On May 20, as scheduled.

Lucek Koziol, 11:37 A.M. Alright. Any problems working with Storling so far?

Josh Pronsky, 11:38 A.M. Just that it takes them a long time to reply when we e-mail them. We've had to follow up with phone calls a couple of times.

Lucek Koziol, 11:39 A.M. I see. Well, tell me if that gets serious. Is there anything else I should know about?

Sabrina Beck, 11:40 A.M. Nothing that's related to this account. But we'd like to ask something about submitting expense reports.

Lucek Koziol, 11:41 A.M. Go ahead.

Sabrina Beck, 11:41 A.M. Finance is saying that all expense reports from Account Services need your approval before they're submitted. Is that right? We've never had to do that before.

Lucek Koziol, 11:42 A.M. That's a new policy and it only applies to certain accounts. Didn't you get the e-mail about it? I'll forward it to you now.

164. Why does Mr. Koziol begin the chat?

- (A) To receive a progress update
- (B) To request some documents
- (C) To explain a policy change
- (D) To report some feedback

165. What does Mr. Pronsky indicate is difficult about working with Storling employees?

- (A) They give confusing instructions.
- (B) They are slow to respond when contacted.

166. At 11:41 A.M., what does Mr. Koziol most likely mean when he writes, "Go ahead"?

- (A) Ms. Beck should submit a report.
- (B) Ms. Beck may ask a question.
- (C) Ms. Beck can give an estimate.
- (D) Ms. Beck must make a phone call.

167. What department do Mr. Pronsky and Ms. Beck most likely work in?

- (A) Account Planning

- (C) Their office is far away.
- (D) Their desired budget is too low.

- (B) Creative
- (C) Finance
- (D) Account Services

Questions 168-171 refer to the following article.

NEW HORIZONS INC. TO EXPAND OPERATIONS

San Diego, April 2--Director Richard Walsh announced at a press conference yesterday that New Horizons is to expand into Europe and the Middle East. Speaking to reporters, the director claimed that the time was right to explore new, untapped markets, and he stated that he is confident that the firm would be successful in competing with rival **sporting attire** manufacturer Speedigrab in these regions. **Renowned within the industry for being a fierce negotiator**, Walsh went on to declare that he will relocate to Germany to personally oversee the transition. Once there, he will hope European customers are just as

enthusiastic about his company's range of sports clothing as American consumers.

The Richard Walsh story is a classic example of the American dream. Coming from a working-class family in North Carolina, **he took his first job at automobile manufacturer Typhoon at the age of sixteen**. From there, Richard spent a few years working for real-estate developer Home Comforts. His potential was quickly recognized, and at the age of twenty-three, **he was elected to the board of directors**. He finally made the move to New Horizons last year in order to explore his passion for outdoor activities.

168. What is Mr. Walsh known for?

- (A) **His negotiation skills**
- (B) His background in product design
- (C) His customer service abilities
- (D) His leadership

169. What type of business most likely is New Horizons?

- (A) An automobile company
- (B) A real-estate developer
- (C) **A sportswear company**
- (D) A gym equipment manufacturer

170. At which company did Mr. Walsh begin his career?

- (A) New Horizons, Inc.
- (B) Home Comforts
- (C) **Typhoon**
- (D) Speedigrab

171. What happened during Mr. Walsh's time at Home Comforts?

- (A) He was presented with an award.
- (B) **He was named as a company executive.**
- (C) He devised a successful training workshop.
- (D) He managed a marketing campaign.

Questions 172-175 refer to the following press release.

Ogami and Ryan Centre to Partner Up

BRISBANE (February 3)-- Today, rising start-up Ogami, Inc. announced that it has formed a partnership with the renowned Ryan Centre. -- [1] -- **The centre, a hub for sustainable energy technology**, will make its considerable resources available to Ogami for the continued development of the Ogami-X wind turbine.

"The opportunity to work with such an excellent group of scientists and engineers in this cutting-edge facility is very exciting for us," said Mary Flynn, president and CEO of Ogami. "Their expertise in the field of wind energy will **help advance our development program more quickly and perhaps in ways that we don't expect.**" -- [2] --.

Situated deep within the University of Brisbane's main campus, the Ryan Centre has a world-class reputation for research and education.--[3] --. As a pioneer in collaborations between universities and industry, it employs more than 200 engineers and scientists with extensive knowledge of solar, wind, and geothermal power.

Dr. Elias Martin will lead the effort at the Ryan Centre to build on Ogami's initial model and continue to refine the product's design. -- [4]--. At Ogami's first development meeting held at the centre, he expressed hope that the Ogami-X would be ready for market within a year and added, "What we create here could have a noticeable positive impact on the world."

172. What is the research focus of the Ryan Centre?

- (A) Medical equipment
- (B) Renewable energy**
- (C) Telecommunications
- (D) Flight technology

173. What does Ms. Flynn suggest about the partnership?

- (A) It may have unexpected results.**
- (B) It is likely to last for a long time.
- (C) It receives financial support from the government.
- (D) It is modeled after another partnership that Ogami is part of.

174. What is indicated about the Ryan Centre?

- (A) It has fewer than 200 employees.
- (B) Ms. Flynn used to work there.
- (C) The Ogami-X was created there.
- (D) It is located within a university.**

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

"His team will initially focus on specifications such as blade shape and rotor construction."

- (A) [1]
- (B) [2]

(C) [3]

(D) [4]

Questions 176-180 refer to the following invoice and e-mail

Orbital office furniture Supplies

Unit 9 Business Park, Cincinnati, OH 94932

Dispatch date: March 30

Customer Account No: 70670532

To Be Delivered To: Ergomath Design

Order Number: #DR4032

Item Code	Quantity	Price per unit	Total price
#C43	18	\$ 49.95	\$ 899.10
#H503	4	\$ 159.95	\$ 639.80
#X110	1	\$ 279.99	\$ 279.99
#D60	5	\$ 24.95	\$ 124.75
Balance Due:			\$ 1943.64

Payment will be automatically processed 7 days after the dispatch date.

Thank you for your patronage.

E-Mail message

To: William Mobile <wmobile@orbitaloffice.net>
From: Betty Controlle <bcontrolle@ergomath.com>
Date: April 5
Subject: Order number: DR4032

Dear Mr. **Mobile**,

We received our order of new office furniture late yesterday afternoon. I've just finished examining the package, and I'm afraid to report that it's not satisfactory. We have always used Orbital Office as our furniture supplier, but this is the second erroneous order that we have received within the last month. The invoice clearly states that we have been billed \$899.10 for the office chairs, which seems far too high, Looking at your catalog here, the unit price of this item is just \$29.95. We expect that you will credit our account for the difference as soon as possible. In addition, **the height of the large boardroom table that we ordered seems to be far too short.** After setting it up, we noticed that the chairs do not fit underneath it at all. When I spoke to you about its **dimensions** on the phone last week, you assured me that it was more than suitable for our purposes.

As you can imagine, I am extremely disappointed. These furniture items were purchased in

good time for our directors' meeting on Friday, and so this situation needs to be rectified before then. As I am going out of town on a business trip for the next two days, I have passed your details on to my colleague, Wayne Rollings. He has agreed to phone you this afternoon to discuss arrangements for picking up the table and delivering a larger one. We hope that such mistakes will not happen in the future so that we may continue our mutually beneficial business arrangement.

Sincerely,

Betty Controlle

Assistant Regional Manager

Ergomath Design

176. What is true about the invoice?

- (A) It details how to contact the delivery company.
- (B) It contains the delivery address of the recipient.
- (C) It informs the customer that they are eligible for a discount.
- (D) It indicates that a payment will be processed in April.

177. For what product was Ergomath Design most likely billed incorrectly?

- (A) #C43
- (B) #H503
- (C) #X110
- (D) #D60

178. What does Ms. Controlle mention about the table she ordered?

- (A) It was damaged during delivery.
- (B) She was misinformed about its size.
- (C) The set-up instructions were not included with it.
- (D) It was delivered to the wrong address.

179. What will Mr. Rollings most likely talk about with Mr. Mobile?

- (A) The agenda for Ergomath Design's board meeting.
- (B) The replacement of product #X110.
- (C) The arrangements for a business trip.
- (D) The publishing of a catalog.

180. In the e-mail, the word "dimensions" in paragraph 1, line 9, is closest in meaning to

- (A) elements
- (B) directions
- (C) sizes
- (D) aspects

Questions 181-185 refer to the following advertisement and form.

★ Job Opening ★

Job Title: Graphic Designer

Location: Base-Solutions, 18 Carver Street, Albuquerque. Role to begin January 2.

Role: As an experienced graphic designer, you will be working closely with coworkers to produce high quality, sophisticated architectural designs that adhere to current city-wide **planning guidelines**. You will be responsible for liaising 聯絡 with **clients** in order to determine the specifications they require. You will also be required to use the Cityscape computer program, and be comfortable with using this **software** to output your designs.

Requirements:

- A four-year degree from a university or equivalent
- Extensive knowledge of the **Cityscape** computer software and **2+ years of experience using this program are essential**
- A strong work ethic and an ability to work well within a team. Robust communication skills are also desirable, along with a friendly and personable demeanor 舉止

Application process: Please send a completed application form addressed directly to Caroline Hams, Team Manager at Base-Solutions, 54 Jesse Avenue, Albuquerque, NM 92013 by **February 27**. Successful candidates will be invited to attend an interview on March 11.

Base-Solutions

Job Application Form

Position Applied For: Graphic Designer

Date Completed: February 2

Name: Nathan **Bridges**

Address: 402 Greenacre Road, Albuquerque, NM

Tel. no.: 555-0115

Academic qualifications:

Four-year degree in Graphic Design from The University of Albuquerque

Previous experience:

- | | |
|-----------------------------|------------------|
| - Runefix Graphic Solutions | Graphic Designer |
| - Cutting Edge Design | Design Assistant |
| - Maxifun Bike Rental Store | Assistant |

Additional comments

I consider myself a very hard-working and enthusiastic individual, who has the ability to work well both as part of a team and individually. I have almost 18 months of experience using Cityscape at my most recent job as a designer, and I feel that I have a good understanding of the program. I also believe myself to be a friendly and approachable person, maintaining good working relationships with all of my colleagues. I would also like to mention that I am contracted to my current company until the end of May.

181. What is NOT a stated duty of the job?

- (A) Meeting with clients
- (B) Using some specific computer software
- (C) Following city planning regulations
- (D) Delivering presentations

182. What is the deadline for application submissions?

- (A) February 2
- (B) February 27
- (C) March 11
- (D) July 9

183. Where is Mr. Bridges currently employed?

- (A) Base-Solutions
- (B) Cutting Edge Design
- (C) Maxifun Bike Rental
- (D) Runefix Graphic Solutions

184. Why might Mr. Bridges be considered unsuitable for the job?

- (A) He does not have sufficient experience with some software.
- (B) He does not hold a university qualification.
- (C) He has never worked as part of a team before.
- (D) He is on vacation on the interview date.

185. What does Mr. Bridges indicate will take place in May?

- (A) His current employment contract will expire.
- (B) His employment visa will be processed by the government.
- (C) He will host a conference call.
- (D) He will submit an application.

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

E-Mail Message

To: Sophie Hamm <shamm@bgiocorp.com>

From: Kyle Kim <kkim@bgiocorp.com>

Subject: Company Relocation

Date: August 2

Attachment: Requirements

Hi Sophie,

The board has finally decided our company will move to Seattle on October 24. Now, the next step is researching the different moving companies, and I would like you to do this. I have attached a list of the requirements we have, so please refer to the central points when trying to find the company that best fits our needs. It is particularly important we find a company with good insurance coverage. When you have finished, e-mail me a list of the best choices. Thanks.

Kyle

Crane Movers

With over 300 locations all over the country, Crane Movers offers the best moving services. Our team is committed to ensuring your belongings are taken safely from one place to another. And we're now offering a free tracking system for cross-country moves so you know where your belongings are at all times.

Residential Package: Whether individuals or families are moving to the next town or across the country, our movers will carefully pack belongings and bring them safely to their destination. Crane Movers wants to help college students during the month of August. Show a form of student identification and receive a free Tyrell Bookstore gift certificate after your move.

Corporate Package: Is your company relocating? Our professionals are prepared to help you and your employees transfer to a new place of business. We'll take great care of your business' machinery, documents, and other goods. Crane Movers is also offering 10% off corporate moves in September.

International Package: Moving to Madrid? Relocating to Singapore? Our experts are here to help make any move abroad go as smoothly as possible. Crane Movers offer a wide range of services from assisting with visa and immigration forms to picking the best mode of international transportation.

Please contact us at 800-555-0184 to speak to one of our representatives and **receive a free price quotation on all our packages.**

Testimonials

LOCATIONS HOME REVIEWS MENUS

Written by: Sophie Hamm

Date: October 30

Our company used Crane Mover our week ago when our office relocated. The move could not have gone smoother. We were so pleased with their professional service. We were able to track all our boxes in transit, and everything was delivered in great shape. I would definitely recommend the corporate package to other companies.

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

- (A) To arrange a board meeting
- (B) To give some instructions**
- (C) To explain a company policy
- (D) To recommend a service

187. In the e-mail, the word "central" in paragraph 1, line 3, is closest in meaning to

- (A) middle
- (B) close
- (C) convenient
- (D) important**

188. What is included in the Residential Package?

- (A) Handling of oversized furniture
- (B) Special rates for families
- (C) Reduced international shipping fees
- (D) Free cost consultations**

189. What is probably true about Crane Movers?

- (A) It offers moving insurance.**
- (B) It has an overseas office in Madrid.
- (C) Its busiest moving season is August.
- (D) It employs over 300 truck drivers.

190. What is suggested about Ms. Hamm?

- (A) She applied for a Singaporean work visa.
- (B) She frequently visits Tyrell Bookstore.
- (C) Her company received a discounted moving price.
- (D) Her company moved across the country.**

Questions 191-195 refer to the following information, letter, and e-mail.

The Carlberg

Submission Rules

Thank you for your interest in contributing to The Carlberg. The Carlberg reviews **literary submissions regularly** throughout the year. We only take submissions on our Web site, and our **review process can take anywhere from two to four months.**

Please adhere to the following guidelines:

1. The work cannot be submitted by anyone other than the writer himself.
2. Applicants must submit original work. The work cannot have been published or will be published anywhere else such as in books, magazines, journals, Web sites, etc.
3. The work must be submitted in English. Translations are allowed, but the work must not have been published in English elsewhere.
4. **Each work must be 2,000 words (4 pages) or less.** It must stand alone as an individual piece. It cannot be identified as part of any sequence of work.
5. Each applicant is allowed to submit one original piece of work per submission.

Submissions by the same applicant can be made up to 5 times per year.

The Carlberg

March 23
Nathan Jacobs
1714 Franklin Road
Chicago, IL 60600

Dear Mr. Jacobs,

Thank you for submitting your work, Overcoming the Odds. I thoroughly enjoyed reading your story, and I would be honored to publish it in The Carlberg.

I have enclosed some instructions and documents on the next steps of the publication process. Please read the forms carefully. Also enclosed are some notes from our editors about **shortening your five-page story.**

In order to arrange a visit to our New York offices, I will contact you by phone on

April 2 at 10:30 A.M. If you have any questions or concerns before then, please feel free to contact me.

Sincerely,

Deborar McGill

Deborah McGill

Enclosures

E-mail

To: comments@thecarlberg.com

From: heather@jrmil.com

Date: July 28

Subject: To Editors

Dear editors of *The Carlberg*,

I am writing to express my delight with **this month's short fiction piece** about one man's journey around the world and how he overcomes the many obstacles he faces. The story made me **reflect** on my own life and the meaning of never giving up. The author's humorous approach combined with his gift of words made *Overcoming the Odds* a great read. I was shocked to learn **he has never been published before**. I look forward to more incredible stories from him in the future.

Heather Cameron

191. What is The Carlberg?

- (A) A travel newsletter
- (B) A literary magazine**
- (C) A business newspaper
- (D) A scientific journal

192. What is true about The Carlberg submission process?

- (A) It takes place from March to June.
- (B) Entries are reviewed within two months.
- (C) Applicants can submit their work by mail.
- (D) One applicant can submit multiple entries.**

193. What is indicated about the first draft of *Overcoming the Odds*?

- (A) It was co-authored.
- (B) It was part of a series of books.
- (C) It was over a word limit.**

194. In the e-mail, the word "reflect" in paragraph 1, line 3, is closest in meaning to

- (A) light
- (B) copy
- (C) think**
- (D) write

195. What is suggested about Mr. Jacobs?

- (A) He published his first story in July.**
- (B) He visited Ms. McGill's office in Chicago.
- (C) He wrote an autobiography.
- (D) He signed a book deal with Ms. Cameron.

(D) It was translated in Spanish.

Questions 196-200 refer to the following Web page, form, and notice.

Symon Botanical Gardens

Symon Botanical Gardens opened over 40 years ago and currently has over 20 gardens on a 250-acre land in the center of Symon City. **Symon Botanical Gardens is open throughout the year Tuesday through Sunday from 7 AM, to 7 P.M.** Exceptions can be made for special exhibitions, previews, and events causing early or late closures of specific areas. For individual and group ticket prices, click [HERE](#).

Events happening in July:

Water Lilies Pond: Starting in mid-July, **these beautiful pink, yellow, and purple water lilies bloom** and can start to be seen gracing a pond across from Heath Conservatory.

Ted Forest: After years of restoration, the forest has finally reopened to the public. Visitors can **trek through the forest on guided paths** to see trees, plants, and animals.

Gold Lawn: There will be live performances that are free for all guests every Thursday night. Some **special performers include The Falcons Jazz Band and Symon City Orchestra.**

For more information about upcoming and current exhibits as well as our permanent and seasonal gardens, click [HERE](#).

Symon Botanical Gardens

Permit Application for Filming

Name: Cassandra Wiley

Production Company Name: Plent Film Productions

Phone Number: 555-0094

Type of Film: Documentary

Requested Location for Filming: Orchid Place

Requested Date for Filming: August 28

Requested Time for Filming: 5 AM.-2 P.M.

Number of People: 20

Equipment List: cameras, tripods, microphones, lighting stands

Special Requests: Our production team noticed a greenhouse in the northwest corner of Orchid Place and wanted to know if we could have permission to film inside the greenhouse as well.

Notice

This area will be temporarily closed for a film production on August 28. Access will be limited to all visitors until 2 P.M. We kindly ask all guests to keep the **volume** of their voices to a minimum **so as not to disrupt filming**. In the meantime, please visit all our other great exhibits and gardens.

-Symon Botanical Gardens

196. What is indicated about Symon Botanical Gardens?

- (A) It closes early on Tuesdays.
- (B) It is government-run by Symon City
- (C) The special exhibits are held indoors.
- (D) Some gardens are open year-round.

197. What will NOT be available at Symon Botanical Gardens in July?

- (A) A **musical** act
- (B) A **flower** display
- (C) A **conservatory tour**
- (D) A guided **walk**

198. What did Ms. Wiley most likely request Symon Botanical Gardens do?

- (A) Contact a jazz band for a performance
- (B) **Open an area earlier than its usual time**
- (C) Unload some equipment near a greenhouse
- (D) Give a ticket discount for a group of 20 people

199. Where most likely is the notice posted?

- (A) At Water Lilies Pond
- (B) At Ted Forest
- (C) At Gold Lawn
- (D) **At Orchid Place**

200. In the notice, the word "volume" in paragraph 1, line 4, is closest in meaning to

- (A) book
- (B) **strength**
- (C) container
- (D) weight