

READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

PART 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. Mr. Brentwood has with Goldfish Resources for years, and he was promoted to branch ----- this May after five successful years in Customer Support Center.

- (A) laborer
- (B) manager**
- (C) operator
- (D) worker

102. California meat producers currently face the challenge of minimizing ----- production costs while supplying leaner, more visually-appealing meats to various consumer markets.

- (A) them
- (B) theirs
- (C) they
- (D) their**

103. Ms. Kwan will be transferred to the public relations department, ----- has been separated from the marketing department.

- (A) what
- (B) whose
- (C) who
- (D) which**

104. Those who are interested in customer service are requested to fill out this -----.

- (A) apply
- (B) applicant
- (C) application**
- (D) appliance

105. I have been looking forward to ----- with your company since I examined the prototype of your product at the last seminar.

- (A) work
- (B) works
- (C) worked
- (D) working**

106. Ms. McAdams has ----- a good command of Portuguese but also significant business experience in Brazil.

- (A) not
- (B) not only**
- (C) neither
- (D) both

107. As one of Korea's oldest and largest hardware manufacturers, Rose Steel Co. has built a reputation for producing quality stainless knives ----- 1976.

- (A) in
- (B) since**
- (C) form
- (D) for

108. Our newly formed committee meets monthly to discuss creative and effective ways to extend ----- to new comers.

- (A) diversity
- (B) compatibility
- (C) hospitality**
- (D) availability

109. ----- the Chinese stock market has been on the rise in the last few months, youth unemployment has never been higher.

(A) Although

(B) As

(C) If

(D) When

110. ----- by Mr. Remollo, who was in charge of science, the students could successfully finish theses.

(A) Assist

(B) Assisted

(C) Assisting

(D) To assist

111. The number of high school students who want to major in literature ----- down significantly last year.

(A) dropped

(B) went

(C) rose

(D) declined

112. ----- can understand the decision that the company will lay off 30 employees, because we are short of workers at present.

(A) Anyone

(B) Everyone

(C) No one

(D) Someone

113. Unless they drop some clear hints, choosing a gift for the die-hard video gamers in the family could ----- this holiday season.

(A) be overwhelming

(B) be overwhelmed

(C) have overwhelmed

(D) have been overwhelmed

114. The ----- is a part of the government's efforts to control widespread real estate speculation that has become a major social issue.

(A) measure

(B) way

(C) manner

(D) fashion

115. Iron-Man Auto Bike Co. is now working towards ----- to a problem that has emerged in the process of production recently.

(A) a cause

(B) an explanation

(C) a result

(D) a solution

116. Unless Ms. Bitoni reappears today looking vigorous, her long ----- will cast a shadow over her position.

(A) absent

(B) absenteeism 缺勤、曠課

(C) abstention 戒絕

(D) absence

117. If you are thinking of buying a home, condominium, or a commercial building, it should be thoroughly inspected ----- the final purchase.

(A) after

(B) under

(C) before

(D) on

118. Public relations is ----- important to the long-term success of a company that the president should spend no less than half of his time on it.

(A) very

(B) too

(C) so

(D) such

119. USA ----- 39 percent of the world's total advertising expenditures last year.

- (A) occupied
- (B) ranked
- (C) went down
- (D) accounted for

120. Most winning ideas are difficult to perceive because they almost never look like big winners in -----.

- (A) the end
- (B) the middle
- (C) advance
- (D) the process

121. ----- working for the retail store, Mr. Kahn had to handle 20 complaints from customers a week.

- (A) During
- (B) While
- (C) Meanwhile
- (D) For

122. Many managerial employees ----- read research reports, and even if they do, they read only the ones that support what they want to do.

- (A) always
- (B) rarely
- (C) anytime
- (D) often

123. Numerous brands of disposable diapers were sold in the U.S. ----- the entry of Pamplers into the market, which means Pamplers was not the first disposable diaper.

- (A) out of
- (B) apart from
- (C) prior to
- (D) instead of

124. After she examined several construction proposals, Ms. Courtney Racaza selected the one with the ----- design.

- (A) effective
- (B) more effective
- (C) most effective
- (D) most effectively

125. In this rapidly changing world, many people may be unemployed because technological progress has made their skills -----.

- (A) state-of-the-art
- (B) obsolete
- (C) discarded
- (D) contemporary

126. The kick-off meeting was held yesterday ----- for those involved in the advertisement project of the Victor's Secret account.

- (A) exclude
- (B) exclusive
- (C) exclusively
- (D) exclusiveness

127. Most candidates are ----- being reviewed for the annual staff excellence award.

- (A) new
- (B) now
- (C) after
- (D) once

128. To manufacture more items, the management of Paris Cosmetic Ltd. increased staff wages by ----- € 700 a month.

- (A) even so
- (B) readily 迅速地
- (C) as much as
- (D) along

129. ----- is willing to apply for the field officer position should submit their resume and previous supervisor's references.

- (A) Somebody
- (B) Another
- (C) Anyone
- (D) Whoever

130. Mr. Cheung has successfully finished the educational program and, as a result, is now ----- for promotion to general director.

- (A) eligible
- (B) possible
- (C) available
- (D) significant

PART 6

Directions: Read the texts below. A word or phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131-134 refer to the following memo.

To: All employees
From: Oliver N. Jones
Date: 20 November
Re: Acquisition by Simba Industries

As you already know, Jones Calculators ---131--- by Simba Industries and is now part of the Simba Group of companies.

Details of the buyout and how it will ---132--- employees will be sent to everyone before the end of the week---133---.

1. Salaries and wages will not be affected.
2. Management positions will not be affected, although organization and management consultants will be looking at our methods of production with a view to improving efficiency.
3. Reorganization will take place over the next year as Simba intends to expand Jones Calculators' production so that it will become a major electronic component supplier to their own industries.
4. Jones Calculators will ---134--- its own name and identity, and fulfill all contracts and obligations it was committed to prior to the takeover.

The board of directors and union representatives of Jones Calculators have already met with Mr. Simba, who has given us the above undertakings both verbally and in writing.

131. (A) have taken over
(B) have been taken over
(C) took over
(D) has been taken over

132. (A) be affected
(B) affects
(C) affect
(D) affecting

133. (A) Therefore, this memo is intended to inform management position of the transaction.
(B) Yet, we have not informed Simba Industries of its acquisition of two companies.
(C) But, we wonder if our salaries and wages will be affected or not.
(D) However, this memo is being circulated to reassure you about the following.

134. (A) detain
(B) retain
(C) sustain
(D) contain

Questions 135-138 refer to the following letter.

Kenny Footgear Co.
P.O. Box 432
Singapore 13
Republic of Singapore

Date: 13 May Our Order 8187L

To the person in charge,

We have received your letter of the 11th of May. ---135.---

Although we realize you have now done your best to correct your earlier mistakes, we must emphasize we consider the compensation you offer totally inadequate. It is ridiculous to suggest that you allow us an additional discount of 20% on the next order we ---136.--- with you, for we have no intention of doing any further business with you.

What we want to know is ---137.--- compensation you propose to offer us now. We also want to emphasize we have no intention of settling your account until you have allowed us an adequate discount as compensation for the very ---138.--- inconvenience you have caused us.

Regards,

Allen Craig

135. (A) And we are not informed of the refund which you requested in your letter.
(B) We also confirm receipt of the replacement shoes you listed in that letter, which have arrived and appear to be in good order.
(C) The receipt of sneakers which we bought in your company didn't arrive to us and it makes us angry.
(D) We ordered our shoes to your company on 1 May, but we were not given it yet.

137. (A) when
(B) what
(C) who
(D) where

138. (A) consider
(B) considerable
(C) considerate
(D) consideration

136. (A) arrange
(B) put
(C) receive
(D) place

Questions 139-142 refer to the following article

Acting fast can make all the difference when a stroke ---139.---. James Hopkins Hospital neurosurgeon Shane Robinson says the longer a patient waits, the more extensive the brain damage will be. Even if stroke symptoms---140.---, Robinson says it's important to get to the hospital.

That's because there may be some measures to prevent this from happening again, and happening in a permanent way. Many symptoms disappear in the first hour, but that should be, nevertheless, a warning to go see somebody as an emergency.

A stroke is a "brain attack" caused by a blood clot which cuts off oxygen to the brain, killing the tissue. If a patient comes in with a stroke with symptoms such as paralysis, speech problems or vision problems that have ---141.--- more than an hour, the chances that they're going to recover in the next 24 hours is less than 14 percent.----142.---

139. (A) occurred
(B) was occurred
(C) occurs
(D) have been occurred

140. (A) subtract
(B) embark
(C) reprimand
(D) subside

141. (A) concluded
(B) lasted
(C) convinced
(D) imposed

142. (A) On the other hand, if consulted at times, Robinson tells the therapy method in stroke treatment may reduce brain damage, disability and death.
(B) Fortunately, if a patient comes in with a stroke with symptoms within an hour, the chance that he/she can recover in the next 24 hours is more than 20 percent.
(C) Moreover, many syndromes will disappear in the first stage, and it should be a sign to go see somebody as an emergency.
(D) However, if treated on time, Robinson says new advances in stroke treatment can minimize brain damage, disability and death.

Questions 143-146 refer to the following report.

A common finding in most social studies is that those with lower incomes are not as ---143.--- nourished as those with higher incomes.

But Dr. Ivan Garder, a ---144.--- at the University of California at San Diego, found different results in his study on the diets of three generations of African-American women. People---145.--- very low income levels generally have poorer diet quality, because they don't have enough money to buy an adequate diet.

In this study, that held true for the grandmothers and for the daughters. But it was not validated by the middle generation – that is, the mothers. It turned out that the higher income mothers actually had the poorer diets.

One reason may be these working moms lack the time to cook and may just grab what they can outside the home. As a matter of fact, one of their biggest sources of calories is French fries.

---146.---

143. (A) critically
(B) extremely
(C) properly
(D) previously

144. (A) nutriton
(B) nutritionist
(C) nourish
(D) nourished

145. (A) in
(B) as
(C) to
(D) at

146. (A) Also, maybe there is much ingestion of a high-calorie food.
(B) Therefore, it turned out that the lower income mothers had the richer diets.
(C) As a result, they must have had enough money to purchase highly nutritious food.
(D) So there probably is a lot of eating at fast food restaurants.

Part 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following advertisement.

FANTASY HOTELS

THINK FOUR WEEKS AHEAD. SAVE UP TO 35% ON LODGING on stays of 3 nights or more

Antigua	Bahamas	Jamaica	St. Lucia
\$1,149→\$747	\$1,105→\$718	\$729→\$474	\$1,169→\$760
3 nights per person, complimentary breakfast for two, double occupancy all-inclusive, includes round-trip airline tickets			

Right now, a little advance planning can really pay off. Just book your room at any participating Fantasy Hotel **at least 4 weeks in advance**. You'll automatically receive **35%** off the best available rate sold through 1-800-FANTASY seven days a week, with **no Saturday-stay required**. Our five-star hotels offer the best service in the industry. Each of our hotels has an indoor swimming pool, a fully-equipped fitness center, and four tennis courts. We also boast a large in dining facilities and many lounges to help you unwind at the end of the day.

To get away with a great deal before its too late, find a participating hotel and look for Fantasy Hotel Saver (Plus lots of other great rates). When you make your reservations, call 1-800-FANTASY to ask for the Fantasy Hotel Saver rate.

147. What can be received if a room is reserved one month early?
- (A) Swimming pool use
 - (B) Room service
 - (C) A free Fantasy coupon
 - (D) A discount
148. Which of the following does Fantasy Hotels not require?
- (A) A Saturday-stay
 - (B) A reservation
 - (C) A travel plan of more than two nights
 - (D) A discount request

Questions 149-150 refer to the following letter.

Ms. Sally Woo
Personnel Department Deputy Manager
US Electronics
12235 Broadway
St. Paul, MN55164-9505

Dear Ms. Woo:

A reputation as a desirable employer is the highest honor the professional community can bestow on a company. **Thank you for replying to the letter which I sent last month.** I am happy to hear that you intend to hold on to my resume in the hope that some assignment in the near future calls for a background and experience that match my own.

Having contributed to one successful start-up and two turnarounds, I have gained valuable experience in general management and finance. And, with a work history that covers three different industries, I am not merely a one-industry specialist.

At the risk of sounding too bold, I am confident that I have a lot to offer to any company. If I can provide you with any more information or be of any assistance, please do not hesitate to contact me at 889-766-1212.

Sincerely yours,

Timothy Slatter
Timothy Slatter

149. Why did Mr. Slatter send the letter to Ms. Woo?

- (A) To reply to a letter received
- (B) To inquire about information about the company
- (C) To ask for an opening
- (D) To send a resume

150. What is implied about Mr. Slatter?

- (A) He received Ms. Woo's letter of appreciation.
- (B) He would be only a general management specialist.
- (C) He wants to introduce himself as enterprising to Ms Woo.
- (D) He wants to tell Ms. Woo his career by e-mail.

Questions 151-152 refer to the following message chain.

Kayla Logan 10:00 am

I wanna see you if you have time to discuss the sales figures.

Sam Hughes 10:05 am

Sure. When?

Kayla Logan 10:08 am

Before we head into the meeting.

Sam Hughes 10:10 am

How about this afternoon, around 3?

Kayla Logan 10:15 am

Sounds good. **Do you still need part-time help in your department?**

Sam Hughes 10:18 am

Yes. Now Sarena's been working overtime for the few weeks.

Kayla Logan 10:20 am

That's settled. Where?

Sam Hughes 10:25 am

In my office. She'll be delighted.

151. What does Ms. Logan want to do ?

- (A) Work overtime
- (B) Talk about the business status**
- (C) Help Mr. Hughes in his department
- (D) Go to Sarena's office

152. At 10:20, what does Ms. Logan mean when she writes, "That's settled"?

- (A) Ms. Logan will relocate her office near Mr. Hughes' building.
- (B) Mr. Hughes will be heading into his meeting.
- (C) There will be a new-hire in Mr. Hughes' department soon.**
- (D) Sarena will settle the problem with Ms. Logan.

Question 153-155 refer to the following article.

In one sense, China dominates the international export market. From shoes and toys to sophisticated appliances and computers, it is becoming harder and harder to find a product that does not carry the "Made in China" label.

On the other hand, few, if any, of these products have anything distinctively "Chinese" about them. They do not represent the culture of the exporting country the way American movies, Italian fashion goods or French wines do.

They are merely **low-cost items** that could have been made anywhere, as far as the consumer is concerned.

Thus, China's international profile is, at once, prominent and subdued. While it is certainly the world's **largest emerging economy** and also one of its oldest civilizations, the goods flooding world markets bear little trace of their origin, beyond the ubiquitous "Made in ..." label.

153. What is suggested about Chinese products?

- (A) They look reliable
- (B) They feel Chinese.
- (C) They have China's own culture.
- (D) **They do not look Chinese.**

155. According to the article, what would buyers be most interested in when doing business?

- (A) High productivity
- (B) Prompt delivery
- (C) **Competitive price**
- (D) New facilities

154. What is one of the characteristics of Chinese exports?

- (A) reasonable cost
- (B) Low quality
- (C) **Large quantity**
- (D) Poor design

Questions 156-158 refer to the following advertisement.

ARE YOU SEARCHING FOR A HEALTHCARE MANAGER?

If you are interested, please look at me !!!

▲ I have ten years' experience, ranging from **clinical care** in rehabilitation to director of marketing for a national medical center.

▲ I have a proven **track record in getting patient re'ferrals** 轉診病患, achieving a 21-percent increase in inpatients and 120 percent in outpatients in just three years.

▲ I am **innovative**. I developed and managed PROMPT TALK, the first nationwide professionally-answered Q&A telephone service. It has answered more than 65,000 calls at an average rate of 120 calls per day.

▲I am a **skilled manager**. I managed a 24-person marketing department with a budget of \$400,000+ (excluding advertising).

▲I have ideas that work, with documented results to **show that successful marketing is more than advertising**.

▲I am an accomplished diplomat who is highly effective with both administrative and medical personnel.

▲I have an established reputation for being a highly motivated achiever of even the most difficult marketing and management tasks.

I am looking for a position at the level of vice president or director of marketing and planning nationwide in a medical setting committed to market-driven, patient-focused treatment.

For a resume please call or write to:

Ms Katie Thompson

4245 Easton Street

Jonestown, wisconsin 25305

630-753-4744

156. Where would the advertisement most likely be found?

(A) In a newspaper

(B) On TV

(C) On a Web site

(D) In a leaflet

157. For what business does Ms. Thompson probably want to work?

(A) A pharmacy

(B) A hospital

(C) A restaurant

(D) A drug maker

158. According to the advertisement, what is NOT true about Ms. Thompson?

(A) She is **creative** in communication.

(B) She has a **talent for marketing**.

(C) She is proficient in **management**.

(D) She is very careful about planning.

Questions 159-161 refer to the following e-mail.

TO : Lance Harvin lharnin@techlife.com

FROM : Donnie Koopman donniek@techlife.com

DATE : June 1

SUBJECT : Development of a new pharmaceutical product

Dear Lance :

I received your May 24 e-mail. This message is being sent in response to inquiries regarding the start date of the development of our new pharmaceutical product. **We are scheduled to begin the manufacturing process immediately after receiving a grant from the National Health Fund, which should occur by June 30.**

At the moment, the Fund is still processing our grant application. As you know, I applied for this grant over a month ago and

then was told that the approval process would **take only two weeks**. The Fund appears to have misplaced my grant application since that time. Today, **the Fund controller assured me that we will receive approval by the end of the month**.

In the meantime, **notify all employees in your department that there will be an all-day meeting on June 4 to change our manufacturing schedule for the product**.

Thank you for your assistance.

Donnie Koopman
President of TechLife

159. Why was this e-mail written?

- (A) To ask Mr. Harvin to check his e-mail
- (B) To update employees on the status of their next work assignment**
- (C) To inform Mr. Harvin of receiving his e-mail
- (D) To thank Mr. Harvin for processing Mr. Koopman's grant application

160. When will TechLife most likely produce its new pharmaceutical product?

- (A) After May 24
- (B) After June 1
- (C) After June 4
- (D) After June 30**

161. What is indicated about Mr. Koopman?

- (A) Although he is supposed to begin the manufacturing process, he hasn't received the grant.
- (B) He applied for a grant but has not been told that it would take two weeks.
- (C) Although he informs his staff, he will not change TechLife's producing schedule for the product.
- (D) He thinks his grant application has been handled wrongly, but the Fund controller promised to approve it soon.**

Questions 162-164 refer to the following article.

Airport strike still going on!

The strike at the airport has taken a serious stage with the Airport Authority and the union, **as each accuses the other of resorting to unjust methods.**---[1]---

The Authority says that it wants to maintain all access routes open for emergency vehicles, while the strikers say it's just a strategy to bring in non-unionized workers to do work. The spokesperson for the Airport Authority, David Wilford, says Friday the actions of the picketers kept an ambulance from getting to a part of the airport at one point.---[2]---

Mr. Wilford says that the strikers stopped the snow-removing work from clearing an access road ambulances have to use to reach to air-ambulance patient. The police were called and they broke the picketers up by force. Joe Beam, the spokesperson for the union, denies the strikers interfered with the ambulance. --- [3] --- .Mr. Beam says during an emergency on Thursday, the

picket line allowed an ambulance immediately access to the airport. --- [4] ---

162. What is the main topic of the article?

- (A) Demands of strikers to Airport Authority
- (B) Approach to the airport during the strike**
- (C) Use of ambulances for emergency
- (D) Denial of the airport union

163. According to the article, why does the union accuse the Airport Authority?

- (A) The Airport Authority uses unfair tactics.**
- (B) The police were called.
- (C) The ambulance couldn't pass through the airport.
- (D) The picketers didn't allow the ambulance access.

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

“He also says the union wasn't told there was an emergency or a patient waiting to be picked up.”

(A) [1]

(B) [2]

(C) [3]

(D) [4]

Question 165-167 refer to the following instant message chain.

Julia Hairston 1:30 p.m.

Can I book a conference room for next Friday at 11?

Andre Miller 1:32 p.m.

Let me check the availability. What purpose? How many people?

Julia Hairston 1:35 p.m.

Will have a meeting on new product development.

It'll be for 10 people.

Andre Miller 1:37 p.m.

OK, Looks like Room 505 available on the date. I'll reserve it for you.

Julia Hairston 1:39 p.m.

Thanks. Is there a projector in it?

Andre Miller 1:43 p.m.

NO, you'll be bringing your own.

Julia Hairston 1:45 p.m.

Also, can you arrange some lunch for us?

Andre Miller 1:48 p.m.

Piece of cake. I'll have some sandwiches ordered along with beverages.

I can make a call now.

165. What is being discussed?

- (A) New product development
- (B) Projector installation
- (C) Hotel booking
- (D) A meeting room reservation**

167. What will Mr. Miller probably do next?

- (A) Contact a caterer**
- (B) Install a projector
- (C) Serve the customers some food
- (D) Reserve a hotel room

166. At 1:48, what does Mr. Miller mean when he writes, "Piece of cake"?

- (A) He will arrange a meeting room.
- (B) He will grant Ms. Hairston's request.**
- (C) He will equip Room 505 with a projector.
- (D) He will be able to develop a new product.

Questions 168-171 refer to the following information.

What and Who is covered and for How Long?

Warranty:

---[1]--- Sun&Son Manufacturing warrants to the original consumers or buyers who own the home in which our product is installed. And also, we extend a lifetime limited warranty on all of our first quality product. We will promptly furnish, without charge, a replacement product or refund the purchase price, at our option, for any product that is shown to be defectively manufactured, as long as the installation is in accordance with the assembly instruction.

---[2]---

Limitation:

---[3]--- This warranty does not provide protection against any failure, defect or damage caused by extreme situations or beyond normal exposure conditions, including misuse, abuse, neglect or improper handling, Sun & Son's duty shall be limited to replacement or refund only. Sun & Son shall not be responsible for any other damage or loss. Sun& son Manufacturing reserves the right to validate any claim. ---[4]---

168. Who gives this information?

- (A) The seller of the product
- (B) The man who buys the product
- (C) The company that makes the product
- (D) The client of this store

169. Under what condition can the customer have the product replaced?

- (A) When a flood damaged it
- (B) When it was placed incorrectly
- (C) When it was set on fire
- (D) When a defect has been found

170. How will Sun & Son know the cause of the product's breaking?

- (A) It may come to inspect the product.
- (B) It may require a statement from an independent source.
- (C) It may have customers demonstrate how they installed it.
- (D) It may accord with the assembly instructions.

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

“This warranty gives you specific legal rights and you may also have other rights.”

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

Questions 172-175 refer to the following memo.

Memo

Dear all employees:

Time management becomes an art when business increases and pressures mount. We try to control our workloads, but projects can take longer than expected. To reach our goals, we must occasionally work extra hours that are not included in our regular work schedules, --- [1] ---.

Nett Industry understands these situations and appreciates its employees' enthusiasm. Therefore, we make our office spaces and equipment available to employees after regular business hours. **All we ask is that employees obtain permission from their immediate supervisors whenever they need to remain in the building after normal working hours.** --- [2] ---.

The security of information and equipment and the safety of all employees have always been top priorities at Nett Industry. --- [3] ---. For those working after hours, we suggest, as a minimum, that you **lock all doors** while in, and after leaving the building, **try not to be alone** in any office; **have an escort walk** you to your car. I encourage each of you to submit other suggestions for keeping our people and property secure both during and after working hours. Elizabeth A. Emperor, our security manager, will consider every idea.

Thank you for your enthusiasm, and please **exercise caution** in all your daily activities. --- [4] ---.

Regards,

Julio S. Gonzalez

Director of General Affairs

172. What is the main purpose of this memo?

- (A) To emphasize the importance of security
- (B) To announce the promotion of Ms. Emperador
- (C) To ask employees to give good ideas
- (D) To announce a new policy on security

173. What must employees do if they need to work late?

- (A) Submit written requests
- (B) Get permission
- (C) Contact Ms. Emperador
- (D) Obtain security numbers

174. What is Not mentioned as a night-time security measure?

- (A) Locking all doors while working in the building
- (B) Not going to the parking lot alone
- (C) Staying in an office with one or more persons
- (D) Informing the security manager or guards

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

“We trust you to use common sense and prudence in these matters.”

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

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

HEALTH FOR EVERYONE Food Limited

We have launched a new product, Spinach Power.

Most people don't know the fact that disease-fighting elements can be found in spinach. Recent research shows that spinach includes anti-oxidants important in defending against heart trouble and several types of cancer. You have to eat at least 5 kilograms a day to get enough anti-oxidants in your body. Who wants to eat such amount of spinach a day? Not you.

That's why you'll love our new product, "Spinach Power". It gives all the goodness of 5 kilograms of spinach in a simple pill or liquid form. Take it anytime – after breakfast, lunch or dinner, and feel good about yourself. Don't be taken in by imitation spinach supplements that cost \$5.00 or more EACH. You pay less than \$2.00 each for Spinach Power – one box has six pills or convenient liquid caps for only \$6.99, plus tax.

The easiest way to keep disease at bay – Spinach Power every day!

The research is most conducted by the Department of Health.

This product does not claim to treat or cure any disease.

This coupon can be used to get

Spinach Power

Five kilos of spinach a day? Or one little pill?
Which would you choose to prevent cancer and heart disease?

To help you decide, we're offering a free sample of Spinach Power. **You can receive three of our Spinach Power pills just by writing your name and address on the back of this coupon and mailing it.**

Send in this coupon today!

Postage free if mailed within the United States.

Please allow four weeks for delivery.

Offer valid until **Dec. 31**

176. Who will most likely be interested in the advertisement?

- (A) Those who grow spinach
- (B) Those who research spinach
- (C) Those who don't have much knowledge about spinach**
- (D) Those who are on diet

177. In the advertisement, the phrase "taken in" in paragraph 3, line 3, is closest in meaning to

- (A) prescribed
- (B) deceived**
- (C) encouraged
- (D) digested

178. What is NOT true about Spinach Power?

- (A) It must be taken before every meal.**
- (B) It contains **anti-oxidants**.
- (C) A sample is available till **December 31**.
- (D) It comes in **two forms**.

179. How can people get Spinach Power pills?

- (A) By getting the prescription form a doctor
- (B) By sending the coupon after writing in their own personal information**
- (C) By filling out a questionnaire about the merchandise
- (D) By visiting a health-food store and showing the coupon

180. How many pills will HEALTH

FOREVERYONE Food Limited send for free if the coupon is used?

- (A) One pill
- (B) Two pills
- (C) Half a box**
- (D) A box

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

First Meeting Agenda of the 15th annual Davidville Fashion Show

Meeting Time: **July 25** 10:00 a.m.

Cody warren, Davidville Community Center

Davidville Fashion Show Committee: Mark Kelly, Chairperson / **Brett Stewart, General Director** / Travis Hafner, Art Director / Josh Elbert, PR / Lilly Ross, Music Director

Agenda

1. Overview of plans - Mark Kelly
2. Community Center issues – Brett Stewart
 1. Security / 2. Lighting / 3. Dressing areas / 4. Runway location / 5. Seating arrangements
3. **Promotion – Josh Elbert**
4. More plans – Committee members

To: Mr. Cody Warren, Davidville Community Center Director

From: Mark Kelly, Davidville Fashion Show Chairperson

Subject: Wednesday's meeting

Dear Mr. Warren:

Thank you for sending the agenda and attending the meeting on Wednesday. It was too bad that you had to leave **before seeing our promotional video and Stewart's presentation**. The Community Center looks great in it. We continued discussing local issues after you left, and I would like to inform you of what was decided.

Regarding the use of the basement rooms, we will need them not as dressing areas, but for break rooms for the staff and models. Since there are bathroom facilities and comfortable seating, **Mr. Stewart decided to use them in such a way.** The five rooms adjacent to the auditorium will be our dressing areas.

The runway will need to be set up an hour before the start of the event. If possible, could you have the center open by 7:00 a.m. so that we can have it set up by 10:00? We agreed to start preparing the event at 8:00 a.m. but Brett had to rethink that and decided that it is best to have an extra hour of preparation time. It is too bad that we cannot set up the night before, date approaches, I will be contacting you again, but before that, you will be hearing from the other members of the committee about their respective roles. **Please note that Travis Hafner will be assisting with PR** as well as decorations.

Thank you again for taking time out of your busy schedule and attending the meeting.

Sincerely,

Mark Kelly

Davidville Fashion Show Chairperson

181. What is indicated about the **July 25** gathering?

(A) The people discussed an event.

(B) The people gave information about a community center.

(C) The people planned a music program.

(D) The people talked about future plans for a dog show.

182. When did Mr. Warren exit the meeting place?

(A) After discussing the seating arrangement

(B) After playing the video

(C) After the final decisions

(D) Before Mr. Stewart's presentation

183. Who decided to use the basement rooms as break rooms?

(A) The staff and models

(B) The committee chair

(C) The general director

(D) The community center director

184. What time will the Davidville Fashion Show begin?

(A) 7:00 A.M.

(B) 8:00 A.m.

(C) 10:00 A.M.

(D) 11:00 A.M.

185. Who will most likely be in charge of advertising?

(A) Cody Warren and Josh Elbert

(B) Mark Kelly and Travis Hafner

(C) Josh Elbert and Travis Hafner

(D) Brett Stewart and Josh Elbert

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

NOTICE

As a courtesy to our customers, we are sending this notice of your subscription that is due to expire in the coming year. When you renew this time, you can take advantage of our best savings. Your subscription will expire on June 16. Act now.

REPLY REQUESTED BY : MAY 16

AND SAVE 50% (On a five-year service renewal)

Select your renewal term. Remember, **the more years you renew, the more you save.**

Renewal Term	Price	Savings
5years	\$15/month	Save 50%
4years	\$18/month	Save 40%
3years	\$21/month	Save 30%
2years	\$24/ month	Save 20%
1year	\$27/month	Save 10%

If you have already renewed, please disregard this notice and accept our apologies for any inconvenience.

Velocity Magazine Corporation

Velocity Magazine Corporation

3020 Bridgeway, Suite 400

Sausalito, CA 94965

Dear Member,

In just a short month, your subscription to Velocity Magazine is due to expire. But by posting your renewal now, you can be sure you won't miss a single issue! Renewing your subscription today helps us keep your subscription fee low by eliminating the expense of sending you an additional renewal notice.

Your cooperation, along with that of other members, helps Velocity Magazine Corporation to bring you the best magazine possible while keeping subscription fees within the family budget.

Sincerely,

William Frank

William frank

Velocity Magazine Corporation

To : William Frak <lmanagerwf@velocitymagazine.net>

From : John Griffin<johngriffin@hotmail.com>

Subject :Re: Notification of Renewal

Dear Mr. Frank:

I think that contracts serve as confirmation that verbal commitments will be honored throughout a business relationship. You want every agreement made with me to be positive experience. And also, I want you to sign with enthusiasm and without reservation.

So, I have decided to renew my subscription to Velocity Magazine -3- year subscription.

Please let me know the most convenient way to obtain the new agreement so that Velocity Magazine Corporation can begin fulfilling the **terms** of the contract as soon as possible.

Thank you for your assistance and confidence.

Sincerely yours,

John Griffin

186. What is the main purpose of the notice?

- (A) To notify of a new service
- (B) To inquire about the benefit of renewal
- (C) To inform readers of a favorable contract**
- (D) To request a payment for subscription

187. How can Velocity Magazine subscribers get a lower price?

- (A) By disregarding the notice
- (B) By responding as soon as possible

(C) By confirming the renewal

(D) By choosing longer term

188. What is most likely true about Velocity Magazine?

(A) It is issued once a year.

(B) Mr. Frank works for its publisher.

(C) Mr. Griffin has renewed the magazine recently.

(D) It is read worldwide.

189. What is suggested about Mr. Griffin?

(A) He thinks that Velocity Magazine subscribers will read this notice and disregard his apologies.

(B) He hopes that Mr. Frank will inform him of the most favorable method to acquire a new contract.

(C) His subscription to Velocity Magazine has expired.

(D) He is contacting Mr. Frank to apply for a position in Velocity Magazine corporation.

190. In the e-mail, the word “terms” in paragraph 3, line 2, is closest in meaning to

(A) relationships

(B) periods

(C) conditions

(D) vocabulary

Questions 191-195 refer to the following advertisement, itinerary, and e-mail.

EASTAR AIR LINES

We currently have 100 aircraft in the EASTAR AIR LINES fleet, including the following five different types: The Classic 747, the 747-600, 777, 767, and 737.

This year we are extremely proud to introduce the 787, the largest, most advanced and luxurious aircraft ever built. It was designed with our customers in mind. They will benefit from the highest degree of reliability and safety. Moreover, our passengers will be able to take advantage of the aircraft's modern facilities and comfort. Everything from ample legroom to state-of-the-art electronic devices and stylish, computerized berths 座位 are all part of the new EASTAR AIR LINES experience.

When it comes to comfortable travel, we never compromise. The 787 was selected by *Modern Avionics* as this year's most outstanding aircraft. Its suitability for domestic and international flights makes it the perfect choice for any traveler. Our long history of friendly service and reliability is the reason why we are number one in the skies. After all, the 5 million passengers who flew with us last year can't be wrong.

At EASTAR AIR LINES, your destination is our command.

EASTAR AIR LINES LINES FLIGHT ITINERARY

October 5

Reservation Code: UJH5984

Title	First Name	Last Name
MS	AUDREY	TAYLOR

Flight No.	Departure	Class	Departure Time	Destination	
WB537	Lima, Peru	COACH	Nov. 11, 10:00 am	La Paz, Bolivia	Nov. 11, 11:20am
Flight Connecting : layover of 1 hour 20 minutes					
WB698	La Paz, Bolivia	COACH	Nov. 11, 12:40 am	Santiago, Chile	Nov. 11, 3:55pm
WB826	Santiago, Chile	COACH	Nov. 25, 5:00pm	La Paz, Bolivia	Nov.

25, 8:15pm

Flight Connecting : layover of 55 minutes

WB906 La Paz, Bolivia COACH Nov.25, 9:10pm Lima, Peru Nov.
25, 10:30pm

This itinerary confirms your e-ticket reservation. Please print this document and present it at the check-in counter along with your passport. **There will be a \$60.00 processing fee for changes** to this itinerary that are initiated by the passenger.

Notice: On February 1 of this year, EASTAR AIR LINES implemented a \$50.00 fee per bag for passengers checking more than one piece of baggage. The weight limit of each additional bag is 20 kilograms. Passengers will be charged \$20 per kilogram in excess of this limit.

To:Audrey Taylor <audrey001@me.com>

From:Jenna Santos <jennas@eastar.com>

Date: October 20

Subject: Flight to Santiago

Dear Ms. Taylor,

I am writing concerning your November 11 reservation with EASTAR AIR LINES. **The connecting flight from La Paz to Santiago has been cancelled, so we have booked you on a direct flight leaving Lima at 11:00 am and arriving at the same time, 3:55pm. We have upgraded you to first class at no charge.**

We apologize for any inconvenience this may cause. This change is only for the flight on November 11. Your return flights remain unchanged.

Please respond to this e-mail as soon as possible to confirm your acceptance. If we don't receive an e-mail from you within 24 hours, we will attempt to reach you by **phone** to confirm your new itinerary.

Thank you for choosing EASTAR AIR LINES.

Sincerely,

Jenna Santos
EASTAR AIR LINES Customer Service

191. What is the purpose of the advertisement?
(A) To offer discounts
(B) To announce new destinations
(C) To advertise all the aircraft in the fleet
(D) To introduce the new aircraft
192. What is NOT true about Eastar Air Lines?
(A) Recently, it bought the new type of aircraft which is the largest, most advanced and luxurious.
(B) It has been proud to accommodate 5 million passengers so far.
(C) It doesn't charge the additional fee for passengers' schedule changes.
(D) Its customer service staff use both e-mail and telephone to contact passengers.
193. What does Ms. Santos do for Ms. Taylor?
(A) Print the itinerary for Ms. Audrey
(B) Notify Ms. Taylor of a schedule change
(C) Apologize for staff errors
- (D) Try to find another connecting flight for Ms. Audrey
194. What is suggested about Ms. Taylor's travel?
(A) She will lay over at Santiago more than an hour.
(B) ESASTAR AIR LINES offers her a higher-grade seat for free.
(C) ESASTAR AIR LINES informed her of the change of arrival time by e-mail.
(D) She will stay in Santiago for a week.
195. What will Ms. Taylor most likely do?
(A) Contact Ms. Santos
(B) Select another flight to La Paz
(C) Call baggage claim
(D) Pay an additional fee

Questions 196-200 refer to the following letter, form, and e-mail.

Mr. Christopher Orzolek
Overview Software Service
P.O. Box 9018
Saint Church, MN 32342-0988

Dear Mr. Orzolek:

We bought your OCR program software on February 28 this year. As you know, we have been

unsuccessful in our attempts to utilize your system. In spite of the best efforts of your technicians, the software still performs far below the claims in your technical specifications. This has already cost us a great deal in lost production.

As a result, in view of the time already lost and the lack of any prospect for a workable solution, we would

like to return the software **at your expense** in accordance with your guarantee. **Your prompt reimbursement of the full purchase price will be very much appreciated.**

Yours truly,

William Feng

William Feng

General Manager, Production Engineering Department

P Engineering

REFUND REQUEST FORM

Mail-In Certificate : **offer expires May 31**

Overview Software Service OCR program software Refund

Purchase : OCR program software

Enclosed :

- 1) this original complete mail-in certificate
- 2) **the original product code** form of OCR program software
- 3) a copy of the store-identified cash register receipt(s) or invoice(s) dated with the purchase prices circled

Name : William Feng, Production Engineering Department

Address: P.O. Box 3020 Langhorne, PA 19047-0937

Phone Number: 070-5439-1234

E-Mail: williamfeng@pengineering.net

Enter price paid for OCR program software : \$39,800.00

Mail to : Overview Software Service

P.O. Box 9018

Saint Church, MN 32342-0988

To: William Feng <williamfeng@pengineering.net>

From: Christopher Orzolek <christopherorzolek@oss.com>

Date : March 15

Subject: Unable to process your refund request

Dear Mr. Feng

We are unable to process your refund request **because you did not enclose documentation proving that the OCR program software you purchased was taken out of the state of Minnesota.** Proof is required for you to receive a sales tax rebate on the OCR program software.

We are sending you a letter, enclosing a Visitor Tax rebate application form and the original receipt for the item. To reapply for your sales tax rebate, **please submit a completed sales tax rebate application form, the original receipt and a copy of the letter.**

Best regards,

Christopher Orzolek
Overview Software Service

196. What is the purpose of the letter?

- (A) To buy the latest software
- (B) To conduct a survey
- (C) To ask for money back**
- (D) To ask for service

197. Who will have to pay the return delivery charges?

- (A) Overview Software Service**
- (B) William Feng
- (C) Technicians
- (D) A delivery company

198. What should be attached to the form?

- (A) A copy of the certificate
- (B) An original receipt of purchase
- (C) An original product code**
- (D) An order form

199. Which of the following should Mr. Feng NOT resubmit ?

- (A) A completed sales tax rebate application form
- (B) The original receipt
- (C) A copy of this letter
- (D) A refund request form**

200. How long does Overview Software Service most likely guarantee its OCR software products?

- (A) A month
- (B) Two months
- (C) Three months**
- (D) Six months