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. We are going to be requesting	102. Tranwestern the rumors
verification 查證 of identification from	concerning the closing of the North
each passenger, including a copy of	American call center that was reported in
passport.	the newspaper.
(A) you	(A) transferred
(B) your	(B) bothered
(C) yours	(C) fo'mented 煽動
(D) yourself	(D) confirmed
103. Had the equipment been	104 before the proliferation 擴散 of
prepared in advance, the meeting would	railroads, the canal 運河 system has fallen
not have run so late.	into disrepair 荒廢 since its heyday 全盛期
(A) required	during the early 19th century.
(B) doubted	(A) Construct
(C) spoken	(B) Constructed (Though it was)
(D) contacted	(C) Construction
105. The merger 合併案 will affect both	(D) Constructing
companies, though workers at Gramco	106. Kevin Gardner at the conference center
will feel the changes less acutely 劇烈地	assured me that the resources of the
their counterparts 交易對方 at	entire staff would be put at my
Bonton Industries.	任由處置 during the three-day seminar.
(A) by	(A) disposition
(B) of	(B) dispose
(C) to	(C) disposing
(D) than	(D) disposal

107. When evaluating mutual funds, I	108. Improvements have been as a
discovered that many growth funds	result of outsourcing 外包 to a firm that
compared to riskier international	specializes in distribution.
ones.	(A) negligent
(A) favor	(B) exponential 指數、大幅度的
(B) favorite	(growth, increase)
(C) favoring	(C) distracted
(D) favorably	(D) frequented
109. Please see our website for with	110. Marge Frist of Novabuns by both
installation issues and error messages.	the management and staff of the company.
(A) calculations	(A) is respecting
(B) help = assistance	(B) has respected
(C) preparedness	(C) to be respected
(D) cost	(D) was respected
111. While nobody present at the meeting	112. There are concrete reasons to be
disputed the of the acquisition 收購	optimistic, including new retail outlets
案, there was some question as to the cost	with franchising 經銷權
of integration.	opportunities.
(A) valuable	(A) along with 與…一起
(B) value	(B) not
(C) valueless	(C) will be
(D) valued	(D) additionally
113. One of the factors that resulted in the	114. Scientists continued experimentation
efficiency over the past quarter	despite claims from activist groups that
included the retraining of our assembly line	were polluting the environment
workers.	and adversely 不利地 affecting wildlife.
(A) improving	(A) theirs
(B) improve	(B) they
(C) improvements	(C) themselves
(D) improves	(D) their
115. Makley Sportswear forgoes 抛棄 more	116. The amount of the debt any talk
traditional marketing methods in favor of	of an out-of-court settlement.
high-profile athletes in extreme	(A) preclusion
sports.	(B) precluded 排除、防止
(A) sponsor	(C) preclude
(B) sponsored	(D) precluding
(C) sponsoring	
(D) sponsors	

117. Brochures were printed in order	118. Pollard Manufacturing was awarded the
the items that were featured in the spring	contract because they allow us to
catalog.	our somewhat disorganized
(A) supplementation	manufacturing infrastructure.
(B) were supplemental	(A) consolidate 聯合、鞏固
(C) supplement	(B) invalidate 使無效
(D) to supplement	(C) conflate 合併
	(D) rebate 貼現、退還(tax rebate 退稅)
119. There were several entry-level	120. The technique was developed early last
available as late as last week, though	century, but the practical was not
they may have been filled by now.	proposed until 50 years later.
(A) open	(A) obligation 義務、責任
(B) opens	(B) application
(C) openings	(C) indication
(D) opened	(D) evacuation 淨空、撤離
121 anyone had asked, the	122. Investors hoping for superior
spokesperson was prepared to provide	should avoid day trading and focus on
actual sales figures to support the claims	buying small, up-and-coming companies
of management.	in developing industries.
(A) If	(A) return
(B) Only	(B) returning
(C) How	(C) returns 收益、利潤
(D) Even	(D) will return
123. Before Bertha Gibson was promoted to	124. The security guard at the facility
her current position of vice-president of	saw the thief come over the fence
sales, she an expert in marketing	insisted that the intruder 入侵者 was
and advertising.	acting alone.
(A) is becoming	(A) who
(B) had become	(B) when
(C) becoming	(C) where
(D) becomes	(D) how
125. They paid for the to the rented	126. Due to the stressful nature of the
car after being involved in an accident.	position, employees in the command
(A) damage	center on a monthly basis.
(B) damaging	(A) will be rotated 輪調
(C) damaged	(B) rotation
(D) damages	(C) rotating
	(D) rotates

127. That all employees are required to sign	128. With the additional branches opening
a non-disclosure agreement when hired	over the course of the past year, Greg
is in this competitive	has tried to divide his time
environment.	among all of them.
(A) expectation	(A) presently
(B) expecting	(B) numerously
(C) expected	(C) primarily
(D) being expected	(D) evenly
129. Jack Lombard and Rita Morales had	130. While not guilt, Phil Abram's
opportunity to discuss the	seemed to be hiding something at the
specifics of the deal because of the busy	press conference.
agenda set for the conference.	(A) admission
(A) little	(B) admitting
(B) few	(C) admitted
(C) hardly	(D) admit
(D) rare	
131. What you really ought to do is	132. Due to the weather and the delays
all correspondence, including email, just	caused ongoing reservations at
in case you are ever called upon to justify	the airport, the chairman of the
your decision	committee was unable to arrive in time
(A) retain	for the vote.
(B) retained	(A) from
(C) to retain	(B) with
(D) retention	(C) by
	(D) on
133. Consistency is something that analysts	134. It was impossible to follow the logic of
like to see in a company and the	the sales manager given the
personnel changes ought to impress	description he gave of the prototype
them.	development process.
(A) occupational	(A) simultaneous 同時的
(B) infrequent	(B) respected
(C) conventional 傳統的	(C) current
(D) unmitigated 未緩和的	(D) vague
135. Whistle-blower 發出警告者 who want to	136. The name of the product is
expose unethical business practices can	trademarked and they are looking into
be assured of, thanks to the	the entire manufacturing protocol
newly revised reporting processes.	協議.

(A) anonymous	(A) patent
(B) anonymously	(B) patents
(C) anonymity	(C) patented
(D) anonymities	(D) patenting 取得…專利
137. Although financial records are required	138. After spending millions of dollars in
by law to be preserved for ten years, it is	consultants fees, the firm has still not
common in the field to keep them	seen the type of improvement that
even longer.	·
(A) practice	(A) predicted
(B) background	(B) had predicted
(C) relief	(C) will be predicted
(D) intelligence	(D) had been predicted
139. Had you selected the second-hand	140 have we seen the type of
machinery, the equipment would have	economic environment that has plagued
twenty percent less.	使煩惱 all of Asia over the past ten
(A) paid	months.
(B) reduced	(A) Usually
(C) cost	(B) Easily
(D) spent	(C) Rarely
	(D) Annually

Part 6

Directions: Read the texts below. A word or phrase is missing in some of the sentences. For each empty space in the text, select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-144 refer to the following notice.

To: All employees		
From: Human Resources		
Subject: Help us Recruit!		
Fructobuns is opening two new manufacturing facilities over the		_ two
	141.(A) next	
	(B) soon	
	(C) down	
	(D) recent	

month and we need to hire reliable line assembly workers, clerical 文書 staffers, and		
delivery drivers. What a better place to start our	than with you, the best	
employees		
142.(A) notice		
(B) search		
(C) beginning		
(D) trip		
in the industry?		
Do you know someone looking for a change in career? Do you have friends in the Altamont		
or Georgetown metro areas? Let them that	at we'll be in their areas for open	
143.(A) know		
(B) known		
(C) knowing		
(D) knowledge		
houses in May (May 16 in Altamont and 23 in Georgetown)). Have them come in for an	
interview. If they mention your name, we'll give	a \$5.00 gift certificate	
144.(A) you		
(B) your		
(C) yours		
(D) you	rself	
yourself to Arabica's Coffee Shop. If we hire them, you'll ge	et a \$100.00 bonus check (upon	
their completion of their third full month of employment). Co	ontact human resources for	
details.		

Questions 145-148 refer to the following article.

Prepare For Quantum	Computers	
The next revolution in	computing is	to be quantum 量子 computing. As
most	145.(A)	knowingly
	(B)	ikely
(C) already		
(D) usually		
people know, modern computers store and process information using electrical circuits.		
The size of memory and the speed of calculations are limited by the physical		
of the silicon chips that are used to create the "brain" of a computer.		
146.(A) examination		
(B) responsibility		

(C) properties		
(D) policy		
However, as we rapid	ly approach the upper limits of	silicon based computing, quantum
computing	the ability to leave the p	physical worked entirely and instead
147.(A) p	romise	
(B) p	romises	
(C) p	romised	
(D) p	romising	
compute on beams c	f light. Using photons, packets o	of light energy, quantum computers
can calculate at speeds faster than any supercomputer currently available. And the		
memory capacity for	a quantum computer	, literally, limitless.
	148. <mark>(A) wo</mark>	buld be
	(B) wo	buld have been
	(C) wa	ould have to be
	(D) wa	ould have had been

Questions 149-152 refer to the following message.

Dear Franklin,		
I'm sorry I can't be there in	_ to tell you, but I'm afraid I'm not going	
149.(A) person		
(B) case		
(C) total		
(D) retrospect	回顧	
to be able to make it to our lunch date today. Jill Temis called in sick and I had to go out on a		
sales call with Chuck Zimmerman. We probably won't be back much before 3:00.		
I tried to you several times on your cell phone, but I was unable to		
150.(A) touch		
(B) connect		
(C) communicate		
(D) contact		
get through.		
I know that this is the third date in a row that I $_$	to cancel. You're	
151.(A) having		
(B) have been		
(C) have had		
	(D) having been	
probably thinking that I'm avoiding you. However, please believe me when I say that today's		

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cancellation has nothing at all to do with our discussion about marriage and children last	
weekend.	
Anyway, when I get back, I'll swing by the pe	ersonnel department to say hi. Again, I'm
really sorry about this. How about I make it	to you with dinner after
152	2.(A) worthy
	(B) up
	(C) best
	(D) be
we get off tonight?	
Sue	

Part 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text 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 153-154 refer to the following brochure.

Tubbiebutts Exercise Center

Tubbiebutts, The Gym for the US Normal People®, is opening exercise classes in your area! Don't settle for an unhealthy, unpleasant appearance. Be less than you can be! Let our instructors help you melt the pounds away.

Aerobics	No registration required.
Mon-Fri	The morning class is led by Helen Major and the
9 am-10 am	afternoon class is led by Mike Gomez.
1 pm-2 pm	

Jazzercize	Please register in advance, as space is
Mon, Wed, Fri	limited.
11 am-12 pm	Led by Yoko Tamaguchi

Belly Dancing	Please register in advance.	
Sat, Sun	Led by TBA	

153. What does the brochure offer?

(A) Dance lessons

(B) Health care

- (C) Exercise classes
- (D) Insurance settlements

154. What can be inferred from the brochure?

- (A) The Jazzercise class is more difficult than aerobics.
- (B) Membership at the center is nearly full.
- (C) Not all classes are available in all areas.
- (D) The belly dancing instructor is unknown. (TBA = To Be Announced)

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

From: hjeffords@nnaa.com

To: Music Stream Customer Service<mstreamcustserv@mstream.com> Subject: Problem with my downloads

Hi,

I've been having problems with my music downloads and I'm hoping you can help me out. I'm able to download my songs with no problem. Also, I'm able to play the songs on my

computer. However, I am unable to get my songs off of my hard drive.

When I try to transfer my songs to my mp3 player, I get the following message:

"This music is digitally protected. Error gh8876"

If I try to burn the songs onto a disk, my software says that the files are not valid music files.

I also cannot transfer the songs from the original PC to my laptop. I keep getting the following message: "Music is not licensed for this computer."

Is there something I am doing wrong? Or am I limited to listening to my downloads on my PC only?

I hope that is not the case. I want to play these songs on my portable player while I exercise.

Please respond to me at this address.

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

- (A) To request a refund
- (B) To ask for assistance
- (C) To transfer an account
- (D) To inquire about purchasing a portable music player

156. Which of the following is NOT a problem?

- (A) Transferring songs to another computer
- (B) Downloading some songs
- (C) Making a CD
- (D) Listening to music on a portable player

157. What can be inferred from the e-mail?

- (A) The writer's PC is damaged.
- (B) Use of the song files is limited.
- (C) The downloads were illegal.
- (D) The writer needs a new password.

Questions 158-160 refer to the following information.

From the Office of the Mayor: Janice Quentin

Art in the Park Garden City's Annual Art and Drama Festival June 12th-14th Garden City Park

Another Event in the Community Lifestyle Improvement Series

This year, we are pleased to announce that we have over 40 artists who will be displaying their works in the park. Everything from oil paintings to sculpture, to blown glass, you can see it all at Art in the Park. In addition to the artists' booths, this year's festival will also feature several interesting and educational programs on our center stage:

Friday, June 12th

7 pm

Shakespeare in the 21st Century

Come and hear a lecture by Remy Lofton, a visiting scholar at Garden City Community College. She will be discussing how Shakespeare is still relevant today. She will also be performing several soliloquies 獨白 from well-known plays.

Saturday, June 13th

1 pm

Trash to Treasure

Local artist Deanna Vinton explains how she turns garbage into art. Ms. Vinton has won numerous awards and has had pieces displayed in the Metropolitan Museum and even at Clackingham Gallery in London. Her speech will be followed by a 1-hour hands-on tutorial guiding you through the trash to treasure process. (Advance registration necessary for tutorial. Space is limited.)

Sunday, June 14th

1 pm

Digital Drama

Jason Woodbridge will describe ways to get kids interested in acting and drama by using the immediacy of digital video. Learn fun techniques and interesting projects that you can do at home with your own kids to get them interested in acting.

158. What is the purpose of the Art in the Park festival?

- (A) To improve the quality of life in Garden City
- (B) To help artists sell paintings
- (C) To train children to act
- (D) To help clean up the park

159. Who will discuss methods used to teach children?

- (A) Janice Quentin
- (B) Remy Lofton
- (C) Deanna Vinton
- (D) Jason Woodbridge

160. Which of the following will NOT be included in the festival?

- (A) Oil painting lessons
- (B) Making art from trash
- (C) Scenes from classic plays
- (D) The relevance of Shakespeare

Questions 161-162 refer to the following advertisement.

Finance Framers, Inc. 646 Destitution Boulevard 1077 AN Amsterdam

Finance Framers is the personal finance service designed especially for you, the small, independent investor. We specialize in getting you high returns with low risk. Instruments include:

- & Mutual Funds
- & Currency Trading (Euros, US Dollars, Yen)
- Individual Stocks
 - (European, American and Japanese)
- & Real Estate
- Sovernment Bonds
- & Precious Metals

Meet with one of our financial advisors and put your money to work for you. Already have a portfolio? No problem. We will analyze it and suggest ways that you can maximize your leverage.

To set up an appointment with one of our advisors, please call: 0031 (0)20 8795152

161. Who is targeted by the advertisement?

(A) Individual investors

- (B) Financial advisors
- (C) Sellers of real estate
- (D) Bankers

162. Which of the following is NOT offered by Finance Framers?

- (A) Mutual Funds
- (B) Bonds
- (C) Portfolio analysis
- (D) Purchase of diamonds

Questions 163-165 refer to the following e-mail.

From: Office of the Administrator

To: Hospital Employees

Subject: New Health Policies

When I accepted my position as administrator of Bedlam Hospital, I vowed that we would improve our own health, as well as the health of the community. Beginning next month, we will start moving in that direction with the implementation of our new "Healthy Worker" program.

The Healthy Worker program is designed to improve the health and well-being of all those connected to Bedlam Hospital. Beginning next month, the following will be prohibited for all employees:

- Smoking at any time (at work or at home)
- O Drinking alcoholic beverages at any time
- Use of any illegal drugs
- O Eating fast food

Further, the following activities will be mandated:

O Daily exercise

 \odot Weekly health exams

Monthly drug tests and body fat analysis

These new regulations may seem strict to some of you, but my lawyers assured me that my rules will stand up to any legal challenges in court that employees may choose to bring. If you need assistance in breaking any bad habits you may have acquired, now it would be a good time to seek help.

Sincerely,

Elizabeth Clinton

163. What is the e-mail announcing?

- (A) The hiring of a new administrator
- (B) A new disease
- (C) New government regulations
- (D) A change in hospital policy

164. What will workers be prohibited from doing?

- (A) Registering at the hospital
- (B) Engaging in unhealthy activities
- (C) Exercising
- (D) Designing their own "Healthy Worker program"

165. What does the e-mail suggest?

- (A) That workers get help if they need it
- (B) That workers be stricter with hospital patients
- (C) That workers challenge the legality 合法性 of the program
- (D) That workers seek new employment

Questions 166-169 refer to the following letter.

March 10 Karen Jacobs Knights of Sellalot PO BOX 433 Salem OR Dear Ms. Jacobs, My friend, Lil Macalister, and I attended your seminar on how to become rich by selling anything using your "Knights of Sellalot" techniques. We were very impressed and have decided to invest our life's savings into opening a mail order make-up business here in Oregon.

Before we do so, however, we wondered if we could have a copy of the speech you presented that night at the D.A.R Dinner in Salem. Lil thinks the speech may be copyrighted, but I told her that you might even be willing to sell us a copy. Your speech included so many good tidbits 有趣的消息 of advice that I simply wasn't able to take notes fast enough. If you would send us a copy, we would, of course, not distribute it to anyone else. It'll be our secret.

Lil and I feel confident that by following your 17 simple Knights of Sellalot principles, we will be able to sell, sell, sell! Perhaps when we finally open for business, you'll be our first customer. Lil and I thought you could really use a complete makeover 美容.

If it's not possible to send us a copy of your speech, would you at least send us a schedule of where you'll be appearing over the course of the next few months? That way, we could attend and I could finish taking notes.

Your Newest Knight,

Dottie Blondquist

166. What can be inferred about Dottie Blondquist?

(A) She enjoyed a presentation given by Karen Jacobs.

- (B) She is a business woman.
- (C) She is a speech writer.
- (D) She has made a lot of money through investments.

167. What does Ms. Blondquist plan to do?

- (A) Order some materials
- (B) Start a business
- (C) Sell her home
- (D) Pay Ms. Jacobs to make a speech

168. What does Ms. Blondquist assure Ms. Jacobs about?

(A) Her confidentiality 機密 regarding the content of her speech

- (B) That she will receive some free samples
- (C) Her reasons for using make-up
- (D) That her speech should be published in a book
- 169. The word "tidbits" in paragraph 2, line 4, is closest in meaning to ______
 - (A) suggestions

- (B) lessons
- (C) pieces
- (D) techniques

Questions 170-173 refer to the following document.

Compufarm					
	4355 Texberg Castle Rd.				
	Gateway, CO 87667				
	1-888-555-5565				
You	Your one-stop shop for all				
PCs	PCs - Laptops - Monitors - Printers - Wireless Networks - Scanners				
	Proposal Date: 1/18/10	Associate: Carl Winkler			
	Customer Name:	Compufarm Location:			
	Troutline Baitshop	Texberg YHU78T			
	Job Location:	Signature of Associate:			
	65 River Lane	Carl W.			
	Bent Canyon, CO				

Description (Please be as detailed as possible.)

The following specifications and estimates are hereby 特此 submitted for your perusal 細讀、詳閱.

• Installation of (3) PCX 7000 computers with Neurobot Monitors (9973q)

• Installation of wireless network using (3) 11.g adapters and a wireless hub (Kenson 1200).

• Installation of (1) Gibson Color Laser Printer (U6575co)

The total for all hardware, standard software (OEM), and installation comes to \$4,899.

This price is valid for a period of 14 days from the Proposal Date listed above.

- 170. What is the purpose of this document?
 - (A) To advertise a product
 - (B) To give instructions
 - (C) To confirm an order
 - (D) To bid on a job

171. What kind of work is being discussed?

- (A) Repair of a computer
- (B) Wiring of a home
- (C) Construction of a hardware store
- (D) Installation of a computer network
- 172. Which of the following information is NOT included?
 - (A) An itemized list of prices

- (B) The name of the person who prepared the document
- (C) The products sold by the company
- (D) The date of validity of prices

173. The word "perusal" in paragraph 1, line 3, is closest in meaning to _____

- (A) bill
- (B) payment
- (C) installation
- (D) consideration

Questions 174-176 refer to the following e-mail.

From: Pollard Temporary Agency

To: Melody Sanger

Subject: Your New Assignment

Hi Melody. This is Jan Berkwhether at Pollard. Good news. We have a new assignment for you that we think you are going to enjoy, given考慮到 your background in music. The details are listed below. Send me a note by the end of the day to let me know if you are interested. I thought of you as soon as I saw it, but if you don't want it, I'll need to pass it on to someone else. I need to get the vacancy filled by Wednesday.

Request For Temporary Help

Employer: Broadway Music Publishing

Task Description:

We need a proofreader for musical scores 樂譜. The worker should obviously be able to read music and ideally should be able to play the piano as well. We are publishing a catalog of Broadway show tunes and need to have the scores checked before they go to the printer.

Estimated Length of Employment: 3 weeks

Special Instructions:

This work could be done at home. Good performance could lead to additional opportunities in the future.

174. Why has Melody Sanger received this message?

- (A) She requested information.
- (B) She is on a mailing list.
- (C) She is suitable for a job.
- (D) She wants to have a vacancy filled.

- 175. What can be inferred about Ms. Sanger?
 - (A) She has worked at a publishing company before.
 - (B) She is confined to her home 居家監禁.
 - (C) She has performed on Broadway.
 - (D) She reads music well.

176. What does the e-mail imply?

- (A) The pay is very high.
- (B) More work may be available.
- (C) The musical scores are of poor quality.
- (D) A temporary worker may have to work overtime.

Questions 177-180 refer to the following newspaper editorial.

Stop the Wealthy Witch Hunt 獵巫行動!

by the Sun-Post Editorial Staff

Although it's no surprise to see a political campaign resort to 依靠 lying, emotional manipulation and class 階級 envy to garner 得到 support, this election cycle has become so mired 陷入困境 in illogical anti-corporate, anti-upper class rhetoric that we feel something must be done.

Candidates from both parties are vowing 誓言 to increase taxes on people who earn the highest incomes in society while cutting taxes for those who make the least. Such populist 民粹 appeals 訴求 excite the poor by promising that the wealthy will get punished for their success while the less fortunate will reap the benefits.

There's only one problem with such thinking.

Poor people don't pay any taxes!

In fact, it is precisely the most well off 富裕 among us that already support the poor. Consider these statistics for example. 86% of all government tax revenue 稅收 comes from the top 25% of income earners in the country. The top 50% account for 解釋 97% of all government revenue. The figures are staggering 驚人的! The wealthy, constantly hounded 追逼, constantly derided 嘲弄, constantly castigated 懲罰 as a plague 瘟疫 on society are, in fact, the only reason that our society exists at all!

The editorial board of the Sun-Post hereby makes a formal and public request of all candidates to cease 停止 the attacks on the very people who bring vitality to our country. Further, we suggest that candidates who wish to seek the endorsement of this fine newspaper begin to sing the praises of the wealthy and urge 督促 the poor to

cultivate feelings of gratitude, rather than jealousy, toward them.

- 177. What can be inferred from the editorial?
 - (A) Unemployment is high.
 - (B) An election is about to occur.
 - (C) The newspaper publisher is for sale.
 - (D) Taxes have recently been increased.
- 178. What is the editorial mainly about?

(A) The importance of wealthy people to a society

- (B) The way that taxes are paid
- (C) Why poor people are poor
- (D) Which candidate is most qualified
- 179. According to the article, how much tax revenue is provided by the bottom 50% of wage

earners?

- (A) 3%
- (B) 25%
- (C) 50%
- (D) 97%
- 180. What does the editorial suggest?
 - (A) Higher taxes on poor people
 - (B) Fewer elections
 - (C) Greater thanks for politicians
 - (D) Fewer complaints about rich people

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

Handy Travel
109 Airport Dr.
Port Angeles, WA
Dear Juan Pedroza,
This is your travel package for your vacation trip to the Bahamas. Please verify \underline{st}
證、核實 that all of the items listed below have been included in the envelope. If there is
something missing, or you have any questions regarding anything related to your trip,
please do not hesitate to contact me at (555) 111-9991.
Sincerely,

Jonas		
Jonas	Dendro	n
	Qty	Item
	2	Round-trip coach class tickets SeaTac-Nassau International
	2	Hotel vouchers 收據: Bahamas Luxury Bay Resort Nov.
		12-27
	4	Airport tax vouchers 繳稅憑證, paid in full

From: Pedroza, Juan To: <jdendron@handytrip.com> Subject: Missing something?

I just received the travel package that you sent. I have a couple of questions. First, according to the letter enclosed in the envelope, I should have 4 tax vouchers but it looks like I only have 2. Am I supposed to have four? Or is the listed quantity incorrect?

Also, I had asked you for maps of St. James Island. My wife and I plan to take an overnight hiking and camping trip and we'd like to have the maps ahead of time. Perhaps this was an oversight 疏忽 on your part? Or will these be coming separately?

Txs,

Juan

181. What does the letter request Mr. Pedroza to do?

- (A) Call his travel agent
- (B) Make reservations
- (C) Check for missing items
- (D) Return an envelope

182. How many tickets should be included in the envelope?

- (A) 2
- (B) 4
- (C) 8
- (D) 12-27

183. Who is Juan Pedroza?

(A) A pilot

(B) A traveler

- (C) A travel agent
- (D) A proofreader

- 184. What information in the letter may be incorrect?
 - (A) The date of the hotel stay
 - (B) The inclusion of some maps
 - (C) The destination of the plane tickets
 - (D) The number of tax vouchers

185. Why does Mr. Pedroza request maps?

- (A) As an oversight
- (B) In order to plan an activity
- (C) Because he and his wife will be traveling separately
- (D) In order to find the airport

Questions 186-190 refer to the following bill and letter.

Atlantic Telecom		
Billing Staten	nent	
Payment due	: August 14	
	Monthly fee:	19.99
	Roaming 漫遊 charge:	23.47
	Wireless Internet fee:	54.00
	Ring tone downloads:	120.00
	Taxes	
	State	6.36
	Federal	15.68
	Total:	239.51

According to consumer rights legislation, you have the right to dispute any part of your bill. If you wish to dispute these charges, you must do so in writing prior to the due date.

Atlantic Telecom · • 65 Travers Way · • Boston, MA

August 17

Atlantic Telecom

65 Travers Way

Boston, MA

To Whom It May Concern,

My most recent cell phone bill seems to be incorrect. In late June, I applied for your ALL-CALL service. According to the agreement I signed, I should have been charged a flat rate (\$54.99) for all of the itemized charges on my bill. Your brochure clearly states "ALL-CALL customers receive Internet service, ring tones, and roaming service for one low price."

I will not be paying any portion of this bill until the issue is resolved. I don't need to remind you that consumer protection laws are very strong in this state. I suggest you address this issue promptly.

Martin Miller

Attorney-at-Law

186. Which of the following was Mr. Miller NOT charged for?

- (A) Music downloads
- (B) Roaming
- (C) Internet connectivity
- (D) Federal Taxes

187. What was Mr. Miller charged the most for?

- (A) Taxes
- (B) Ring tones
- (C) Monthly fees
- (D) Internet usage
- 188. Why does Mr. Miller write the letter?
 - (A) He wants to change his service.
 - (B) He thinks there is a typographical error on his bill.
 - (C) He wasn't charged for all of his calls.
 - (D) He feels his bill was calculated incorrectly.
- 189. What does Mr. Miller plan to do?
 - (A) Sue the company
 - (B) Apply for the ALL-CALL service
 - (C) Delay his payment
 - (D) Reread a brochure

190. Why might Mr. Miller have problems disputing his bill?

(A) He was late in notifying Atlantic Telecom of the problem.

(B) He used a threatening tone in his letter.

- (C) He lied about the brochure.
- (D) He miscalculated the charges.

Questions 191-195 refer to the following news report and memo.

Richardson Semiconductors to Close Mount Nolan Facility

Richardson Semiconductors 半導體 announced the closing of its Mont Nolan manufacturing facility effective as of the end of November. The plant closing will affect over one hundred local workers.

President of Richardson, Gary Paulette, cited economic pressures as paramount 最重要 的 in his decision making process. "The slowdowns in the chip-making industry are real; there's no denying that. We simply don't need to produce as much product. The market isn't out there."

The entire staff at the Mount Nolan facility will now face a choice between several unpalatable 討厭的 options. They will be given the option to relocate and accept positions in one of Richardson's other plants. Workers within two years of retirement will be offered a six-month severance 資遣 package if they choose early retirement. It's expected that most workers will simply have to find new jobs in a community that is not exactly overflowing with opportunity.

"I don't know what I'm going to do. I'm 26-years-old and I feel like my life is over. What am I supposed to do now," said D. Ramakween, one of the plant's many staff members who now finds himself with an uncertain future.

Memo to all employees

I am sure you have all read reports in the local press about the closing of the plant. These reports have been inaccurate and incomplete. I strongly urge all workers not to put too much stock信任 in what you hear in the press. I want to take this opportunity to clarify the situation.

First, all employees will be offered the six month severance package, not just those of you approaching retirement. We hope this six months of wages will help you during this difficult transition in your lives. Further, while we wish we could relocate all of you to our other locations, this option will not be extended to everyone. We will be distributing further information concerning relocation in the weeks to come.

Finally, one thing that was not mentioned in the article was that as we approach the closing date, a lot of work needs to be done, in addition to our regular duties, meaning overtime (at time and a half) will be available to most anyone who wants it.

G. Paulette

President

Richardson Semiconductor

191. What caused the closing of the Mount Nolan plant?

- (A) A decision making process
- (B) Industry slowdowns
- (C) Employee relocation
- (D) Poor products

192. Which of the following is NOT mentioned as an option for workers?

- (A) Look for new employment
- (B) Retire
- (C) Continue working for six more months
- (D) Work at another factory

193. How can Mr. Ramakween's attitude best be characterized?

- (A) Illogical
- (B) Disappointed
- (C) Philosophical
- (D) Curious
- 194. What is the purpose of the memo?
 - (A) To refute a news story
 - (B) To console 安慰 stockholders
 - (C) To announce a factory closing
 - (D) To deny responsibility for workers' salaries
- 195. What is mentioned in the memo that is NOT mentioned in the article?
 - (A) The length of the severance package
 - (B) The possibility of early retirement
 - (C) The availability of overtime
 - (D) The opportunity to relocate

Questions 196-200 refer to the following letter and document.

September 17

Parkway Parking Airport Complex Terminal Way Dover, MD

Dear Sir/Madam,

I am writing to inform you that a car left in your parking lot was severely 嚴重地 damaged due to your negligence 疏失. I am seeking compensation 補償 for said damage and expect that the matter can be resolved in a timely fashion.

On August 14th, I left my new car in Lot "G" at the Airport Complex parking facility. I parked in space G228. When I left the car, it was in perfect condition. I was out of the country for ten days on business. When I arrived on August 24th to pick up my car, I discovered that it had been severely damaged. The mirror on the passenger's side was entirely crushed and lying in a pile under the car. The windshield 擋風玻璃 was cracked and the hood 引擎蓋 was dented 凹痕. There were also visible footprints on the hood, windshield and roof of the car, suggesting to me that someone was running about on the tops of the vehicles. How could this occur? Your facility is supposed to be under guard 24 hours a day.

I have photographic evidence to prove all of my claims. Denial of my request for \$2,987 in compensation will only result in you being forced to pay the resulting legal fees that you will incur 帶來 when I sue you.

I expect to hear from your legal department before the end of the week.

Vaughn Greel

Granderson Auto Repair 9076 Jasper Road Lexington, MD Body, Transmission, Air Conditioning, Brakes, Mufflers

You break it; we fix it!

Cost Estimate

Model: 2007 Nexta

VIN: 77564883946534w4

Description of work: Passenger's side mirror must be completely replaced. Windshield must be completely replaced due to a crack. The hood must also be replaced because the

hinge 鉸鍊 was bent by someone apparently jumping up and down on the front of the car. There is also cosmetic 表面 damage to the roof of the car. The entire vehicle will need to be repainted.

Itemized cost:

side mirror	120.00
windshield	250.00
hood	500.00
paint	785.00
labor	1,320.00

- 196. Why does Vaughn Greely write the letter?
 - (A) Because he wants an explanation
 - (B) In order to ask about pricing
 - (C) To demand reimbursement
 - (D) Because his lawyer asked him to
- 197. According to Mr. Greely, what was responsible for the damages?
 - (A) The condition of the car
 - (B) The negligence of the workers
 - (C) The guard's footprints
 - (D) A photographer ran into the car
- 198. According to Mr. Greely, which of the following was NOT damaged?
 - (A) The windshield
 - (B) The roof
 - (C) The hood
 - (D) A side mirror
- 199. What does Mr. Greely imply in his letter?
 - (A) He is willing to take legal action.
 - (B) He thinks the person responsible was photographed by the guard.
 - (C) He will soon need to leave the country.
 - (D) He wants the car fixed by the end of the week.
- 200. Which of the following will be the most costly to replace?
 - (A) The side mirror
 - (B) The windshield
 - (C) The hood

- (D) The labor
- Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.