

TEST 82

Part 5

101. The factory workers are told by their supervisor that some of the new parts are very sensitive and should be handled with -----.

- (A) careful
- (B) carefully
- (C) care
- (D) carefulness

102. Please note that due to the high volume of orders, you need to ----- at least 3 weeks for delivery.

- (A) accept
- (B) allow
- (C) leave
- (D) spend

103. Mr. Yang is currently seeking a new book with the title "Strategy For Successful management" ----- Ron Maase, but it has already sold out because it's been a popular item.

- (A) of
- (B) on
- (C) into
- (D) by

104. According to XTD Inc.'s health policy, smoking is prohibited in all their buildings except in ----- areas.

- (A) designated
- (B) permitted
- (C) allowed
- (D) forgiven

105. Not only is it situated in the heart of the city, but Bay Hotel is also ----- the subway station, which is very convenient to most tourists.

- (A) adjacent to
- (B) proximity to
- (C) pertaining to
- (D) approximate to

106. Mr. Taguchi, the mayor of Manton City, has announced that the city will begin construction on a new facility that will house a grocery store and a ----- center.

- (A) cultures
- (B) cultural
- (C) cultured
- (D) culturing

107. At the award ceremony, Mr. Watanabe told Ms. Takahashi and his staff members that his accomplishment is not solely -----.

- (A) its
- (B) his
- (C) her
- (D) ourselves

108. Donsan Electronics made enormous profits last year because they selected an appropriate ----- of action despite increased competition.

- (A) lot
- (B) record
- (C) purpose
- (D) course

109. Ms. Morimoto, president of a local pharmaceutical company, was ----- a prize for her volunteer work with local residents.

- (A) approved
- (B) rewarded
- (C) awarded
- (D) presented

110. You should make the reservation well in advance if you want a closer ----- of the stage here at Pocket Theatre.

- (A) view
- (B) sight
- (C) show
- (D) data

111. Three weeks of ----- will be needed to examine the results when our team tries to find the latest sales trends.

- (A) research
- (B) researches
- (C) researching
- (D) researched

112. Mr. Tanaka attended a class taught by Ms. Harrison on Friday night, and he was very happy to learn how to get customer ----- with his company's products.

- (A) satisfaction
- (B) to satisfy
- (C) satisfying
- (D) satisfied

113. Ms. Chang has been promoted to accounting manager since she has a unique ----- on the stock market.

- (A) prospective
- (B) perspective
- (C) possibility
- (D) adjustment

114. Mr. Park was thankful to hear that over 5000 people attended his charity concert ----- heavy rain that soaked the area.

- (A) that
- (B) although
- (C) notwithstanding
- (D) if

115. The director of the sales department asked that every employee follow the instructions ----- when using their electronic timesheets before and after work.

- (A) significantly
- (B) cordially
- (C) rightfully
- (D) precisely

116. Unlike new books, used books are very ----- priced, and some sell for as little as 100 yen.

- (A) fairly
- (B) admirably
- (C) considerably
- (D) affordably

117. The attendees are encouraged to make a ----- investment in the future of our children by taking part in ATB Fundraising Association, which helps an extremely worthy cause.

- (A) last
- (B) lasts
- (C) lasted
- (D) lasting

118. West Fifty is a strictly vegetarian restaurant in town, offering dishes made entirely from ingredients that are grown -----.

- (A) automatically
- (B) effectively
- (C) locally
- (D) highly

119. Merchandise -----, directed by customer service representatives, should arrive within approximately five business days.

- (A) return
- (B) returning
- (C) returns
- (D) returned

120. ----- productivity and profitability of the Southeast Asia division, the company has plans to transfer several experienced staff members there from the head office in Seoul.

- (A) Enhance
- (B) To enhance
- (C) Being enhanced
- (D) Enhanced

121. Water costs at Walmart Inc. were much lower than initially projected due to the ----- to the air-conditioning unit.

- (A) installation
- (B) progression
- (C) upgrade
- (D) exterior

122. In the lobby, there are many vendors' exhibits that participants can see ----- attending the annual Engineering Conference on Saturday.

- (A) during
- (B) while
- (C) because
- (D) then

123. Mr. Ito was able to secure ----- lodging for some tourists who had come unexpectedly from Moscow.

- (A) volatile
- (B) temporary
- (C) approximate
- (D) several

124. Ms. Chen, our company's chief operational office, will ----- our customers' concerns about the rise in price of heating fuel.

- (A) address
- (B) take
- (C) complete
- (D) work

125. After deliberation, several of the soccer teams finally decided to practice on Sunday ----- than Saturday because of the ADC Food Festival.

- (A) at least
- (B) instead of
- (C) most
- (D) rather

126. Cadex Maintenance Company announced that it ----- a proposal to repair the bridge over Dexie Road, and expects a response by this Friday.

- (A) submitting
- (B) submit
- (C) has submitted
- (D) could have submitted

127. The board members are solely authorized to make ----- to the company's corporate policy as deemed necessary.

- (A) amendments
- (B) deployments
- (C) predomination
- (D) maturation

128. Mr. Kanzaki, CEO at TBR Inc. argued strongly that it would be ----- to keep selling one of the main products, Soy Beans Cake, as the sales figures have been decreasing recently.

- (A) pointing
- (B) pointed
- (C) pointless
- (D) point

129. Unless Fortune Media Co. ----- a more aggressive business plan now, it will not be able to meet its revenue goal this year.

- (A) agrees
- (B) pauses
- (C) adapts
- (D) adopts

130. ----- the shortcomings that happened on opening day, the book has sold very well since it provides a thorough explanation of how the beverage industry has evolved over time.

- (A) During
- (B) Included in
- (C) In the event of
- (D) Aside from

Questions 131-134 refer to the following letter.

February 14

Dear customers,

This letter is to inform you that there(131).....a change to your Sandra's credit card account number on April 1. A six-digit code, added to the beginning of all of our customers' account numbers, will facilitate domestic shopping transactions. For now, transactions outside Sydney take as many as three days to post. The addition of the city code should reduce this time to(132)..... than two days.(133)..... If you have any questions about his(134)..... change, please contact one of our representatives. Please note that you will be required to contact the customer service department if you have lost your account number.

Should you have any questions or concerns, you can reach me at 555-1906.

Sincerely,

James Louis

Customer Service Department

Sandra's

131.

- (A) will be
- (B) was
- (C) is
- (D) has been

132.

- (A) little
- (B) more
- (C) fewer
- (D) much

133.

- (A) I'm happy to announce we have just started our promotional campaign.
- (B) Our new software program will also track the arrival time by using the account number.
- (C) One of our representatives will inform you of a delay at that time.
- (D) This is the first draft that I made this morning.

134.

- (A) schedule
- (B) scheduled
- (C) scheduling
- (D) schedules

Questions 135-138 refer to the following advertisement.

Morita Glass

At Morita Glass, the quality of our products is most important to us. Before our glass products such as vases, plates and other articles are shipped, several strict tests must be carried out to be sure they pass our criteria. We have just renovated our researched laboratory, where every glass product(135).... To a quality check that simulates actual use. During that test, inspectors must follow the instruction manual precisely. Next, the products are inspected for defects. In the last step of the process, a trained team of two inspectors reviews the overall quality using a standard(136)..... Because they will be used countless times, all glass products should be long-lasting. ...(137)..... We cover all of our products with a one-year warranty, and we(138)..... confident that every customer will be satisfied with our glasses!

135.

- (A) subject
- (B) subjected
- (C) subjects
- (D) is subjected

136.

- (A) anecdote
- (B) archive
- (C) procedure
- (D) proceeding

137.

- (A) We guarantee that ours will be.
- (B) Therefore, we need an extra fast delivery service.
- (C) Don't forget to ask for a free bag!
- (D) Please keep in mind that you need to extend the term of the contract.

138.

- (A) make
- (B) hold
- (C) have
- (D) remain

Questions 139-142 refer to the following letter.

Dear Ms. Ende,

As our way of ...(139)... you for being a loyal customer, we are pleased to announce that Biomuseum, Inc., has opened its new location in Munich. Our stores offer a wide array of baby, children's, and adults clothes, and you will find our new branch features all the services that you've expected.

Since we do not exclusively represent any single apparel shop, we also offer healthy food for your healthier and happier life. We are ...(140)... that all our products go with your daily life! Enclosed is a catalogue with a complete list of the items we currently carry. The list is also ...(141)... from our Web site at www.biomuseum.com.

...(142).....

Best regards,

Tomas Hestler, Vice President
Biomuseum, Inc.

139.

- (A) clicking
- (B) thanking**
- (C) informing
- (D) reminding

140.

- (A) confident**
- (B) doubtful
- (C) concerned
- (D) unsure

141.

- (A) affordable
- (B) obtaining
- (C) available**
- (D) deducted

142.

- (A) We need to access the catalogue database if you need one.
- (B) We hope you will visit the Munich store soon.**
- (C) You should report to your immediate manager once you contact the office.
- (D) Another store is closing, which is strictly confidential.

Questions 143-146 refer to the following memo.

From: Jun Queen, Marketing Director

To: Aki Miyazaki, Web site Design Analyst

Hello Aki,

Tara Avis at Cinnamonstar Cooking School called me yesterday about the new Web page design that we've been(143)... for her new studio. I'm happy to inform you that Ms. Avis was very pleased to know that there are a variety of colors and font designs that she can choose from.(144)..... Ms. Avis is deeply concerned that some important information that her customers really need is missing. For instance, the payment option information is not as(145)..... accessible as she thinks it should be.

For now, let's cease working on this task. I think we need to meet as quickly as possible to discuss the needs and potential problems she might currently have.

.....(146).....

Thank you,
Jun

143.

- (A) constructing
- (B) demolishing
- (C) working on
- (D) attending

144.

- (A) In addition
- (B) Although
- (C) Therefore
- (D) However

145.

- (A) easily
- (B) complicatedly
- (C) friendly
- (D) extremely

146.

- (A) Reconsidering all the portfolios is our top priority.
- (B) The studio also is in need of additional workers.
- (C) You should contact Ms. Avis immediately after you have placed the final order.
- (D) Please let me know your availability at your earliest convenience.

Questions 147-148 refer to the following coupon.

TORONTO AIRPORT VALUE PARKING

(TAVP)

729 Dixie Street, Mississauga, ON

Park for up to

2 weeks for only \$89.00!*

Present this coupon for complimentary **shuttle bus** service to terminals.

This includes free **luggage assistance**.

Security cameras are installed on premises.

*Valid for one trip only, Frequent Parker Points are not applicable with this coupon.

147. For whom is the coupon most likely intended?

(A) Real estate agents

(B) Tourists

(C) Photographers

(D) Airport staff

148. What does TAVP NOT offer?

(A) Free rides to the airport

(B) Security cameras

(C) A security check

(D) Porter services

Questions 149-150 refer to the following menu.

Seven Fishermen Restaurant & Grill

6545 Angel Street, Halifax Tel: 555-6091

Event Menu

Appetizers (\$3.00)

Half dozen oysters
Smoked salmon
Bowl of mussels

Entrees

Lobster stuffed digby scallops: \$28.50

With potato puree and tarragon cream

Pork tenderloin:\$28.75

Grilled with stoneground mustard cream sauce, sweet potato mash

Veggie lovers:\$24.35*

Buttercup risotto with grilled bell peppers, asparagus and eggplant.

We no longer offer CRAB CAKES.

*This vegetarian meal will be provided by prior arrangement.

Reservations are preferred.

This event menu is available to group of 6-15 people.

A 12% service charge and the state tax will be added to all bills.

149. What is the purpose of the menu?

- (A) To offer a SERVICE FOR EVENT ATTENDEES
- (B) To change all the prices
- (C) To inform people of the opening of a restaurant
- (D) To introduce some new food items

150. What is suggested about the menu?

- (A) Crab cakes are temporarily out of stock
- (B) Reservations are not required.
- (C) All the main meals are the same price.
- (D) There are no vegetarian options.

Questions 151-152 refer to the following text message chain.

Mariko	18:02
It looks like I'm going to be late tonight. Just start the party without me. I'm still driving.	
Tom	18:03
Oh, you're coming late?	
Masa	18:05
Everyone is waiting for you. Are you having trouble finding my condo?	
Mariko	18:07
Yes, I think I'm lost. I'm on Bacon Street	
Masa	18:09
OK. I'll tell you how to get here. Why don't you pull over while I give you directions?	
Mariko	18:11
Given my situation, I think that's a good idea. How do I get there?	
Masa	18:14
Take Bacon Street north to the National Basel Bank, and then turn right at the intersection. Follow that road, for a few minutes and you'll see my apartment building painted green on the left side.	
Mariko	18:14
Got it. Now I can see the bank on the right side, so I'll be there in a couple of minutes. Thanks a lot	
Masa	18:16
You bet! The roads are slippery right now, so please take care!	
Tom	18:20
We're looking forward to seeing you soon! Ciao!	

151. What is suggested about Masa?

- (A) He has invited his friends to a party.
- (B) He used to work at a bank.
- (C) He has moved to a new apartment.
- (D) He started a new job.

152. At 18:11, what does Mariko mean when she writes "Given my situation, I think that's a good idea."?

- (A) Some noise is acceptable.
- (B) A suggestion is agreed to by Masa.
- (C) She prefers some music.
- (D) Masa's suggestion is feasible.

Question 153-155 Refer to the following article.

Tokyo, June 27- Takeko Kobayashi, Port Airways Chief Executive Officer announced last Friday afternoon that her firm has acquired Eastjet Airlines. According to Ms. Kobayashi, headquartered in New Delhi, India, Eastjet's routes are in Southeast Asia, Eastern Europe, and Great Britain. And **the merger is expected to increase the number of flights and expand its new business markets.** Since Port has received a number of requests for new routes to those areas from **passengers who travel a lot for their business trips,** Ms. Kobayashi believes many

of the loyal customers will definitely be happy to hear the news.

Port is famous for its **competitive airfare,** which has made them successful so far, and the airline has no plans to raise prices in the future. Ms. Kobayashi added, "This will be the first aspect of the acquisition to be addressed. Our journey has just started. **Our goal is to become one of the major airlines worldwide,** so we are always thinking about the next step."

153. What is indicated about Port Airways?

- (A) Their main office will be relocated.
- (B) They can accommodate a number of business people.**
- (C) They are promoting their frequent flier member club.
- (D) They bought a new piece of equipment.

154. What advantage does Port Airways have over their rival firms?

- (A) Their inflight service
- (B) The number of its employees
- (C) Their low fares**
- (D) New airplanes

155. What does Ms. Kobayashi suggest about the Port Airways in the future?

- (A) The company will hire more employees.
- (B) The company will be divided into several divisions.
- (C) The company will increase the number of direct flights.
- (D) The company will continue to expand.**

Questions 156-158 refer to the following advertisement.

Orange Telecon Golf Club Celebrating 50 Years!

Have you ever dreamed of becoming an international golf pro-player? –[1]–

The Orange Telecon Golf Club has been in business for 50 years, providing facilities to international golf tournaments, and a lot of professional athletes have golfed here at the club. –[2]– We are celebrating this year with an amateur tournament for golfers of all ages from clubs here in Ontario. Some of the top players and their coaches from all over the world will be on hand to offer guidance and training during the tournament. –[3]– In addition, the National Golf Association will offer the top three players a one-year schooling program with ongoing training from our professional coaches using our top quality facilities.

Here at Orange Telecon, we are proud of our renowned grass courts for tournaments and practice.

–[4]–

Maria Batista

Orange Telecon Golf Club

156. For whom is the advertisement intended?

- (A) Professional greenkeepers
- (B) Sports players
- (C) Orange Telecon Golf Club staff
- (D) Licensed golf trainers

157. Who will offer golf instruction during the competition?

- (A) World-class golfers
- (B) Regional sales managers
- (C) Tourists in Ontario
- (D) City officials

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

To participate in the tournament, contact us through our Web site at www.orgtelecon.com

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

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

From: customerservice@sapporomart.com

To: Tina Sullivan <tsulliva@usk.com>

Subject: Goldstar class Gift

Date: June 24

Dear Ms. Tina Sullivan,

As a Sapporo Mart member, you will be pleased to learn **that we have just started shipping the Goldstar Gifts!**-[1]- As you might know, **many of our club members have reached the Goldstar Class this qualifying period so it might take a little time.** If you don't get your order at the same time as your neighbors or friends, please be patient! We will send you another e-mail when your reward has been shipped.-[2]- All gifts will be shipped by Aug. 31.

-[3]-By earning over 10,000 points through shopping at our store between Sept. 1 and Dec. 31, you can earn Goldstar Class which will entitle you to the next Goldstar Class gift!

-[4]- We look forward to seeing you soon!

Joe King

Director of the Customer Service Department

Sapporo Mart

159. What is the purpose of this e-mail?

- (A) To inform that an item has been shipped
- (B) To notify that a new campaign will start
- (C) To ask that a new system be installed
- (D) To congratulate a member on a promotion

160. What caused the shipment delays?

- (A) Traffic congestion
- (B) Some wrong information
- (C) Exchanging an item for another color
- (D) An enormous amount of shipping

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

"For those who did not reach the Goldstar Class during this counting period, please remember that the new qualifying period starts Sept.1!"

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

Questions 162-165 refer to the following memorandum.

MEMO-Steve Wilkie Attorney office

From: Steve Wilkie, CEO

TO: All Staff

Due to some changes in our health insurance coverage this year, the firm would like to announce a **new fitness incentive plan for employees**. As you might know, last year, a result of reviewing the premiums, we switched health insurance providers from Gang Selection to You-Never-Know-Life. -[1]-

You-Never-Know-Life has **announced a 25% rate cut for companies where more than 50% of the employees join fitness centers and do some regular exercise three days per week**. One of our largest competitors, HUM Inc., has already enrolled 65% of their employees in the plan.

Therefore, we would like to offer all members of the firm and staff half-price memberships at Rabbit's Gym. -[2]- Rabbits Gym is conveniently located, since it's on the nineteenth floor of our building.-[3]- As always, Rabbit's Gym has personal trainers, professional- quality weightlifting and aerobics facilities, as well as a sauna and an indoor tennis court.

-[4]- I hope all of you will be on your way to healthier and happier you!

162. What is the purpose of the memorandum?

- (A) To check their working hours carefully
- (B) To encourage employees to exercise more**
- (C) To announce plans to merge with a competitor
- (D) To remind employees of a new policy

163. Why did the company decide to change health insurance providers?

- (A) On account of its new software program
- (B) Owing to an attractive long-term agreement.
- (C) Because of the impending deadline
- (D) In order to pay less for insurance**

164. What is mentioned as an added benefit of the employee fitness program?

- (A) A reduction in the annual water bill
- (B) Deducted premiums for implementation on a regular basis**
- (C) Lowered rates for buying a new jersey
- (D) Sports competitions

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

It has convenient hours as well, operating twenty-four hours a day seven days a week.

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

Questions 166-167 refer to the following online chat discussion.

Lucy Brian [10.30A.m]

Hi, Joe. Can we meet to discuss the KBC project?
Our client,, ZTY Ltd. Contacted me last night.

Joe Gold [10.32 A.M.]

About what? Our regular monthly meeting with them is still two weeks away! I think we still have enough time. Is there a problem?

Lucy Brian [10.35 A.M.]

They said they'd like to have an urgent meeting with us. It's about our **latest sales figures. It concerns them that our sales are declining.** Considering this situation, they will make a decision whether or not to deal with us. Since they are one of the biggest retail stores nationwide, we might lose the business, which is going to be a huge impact for us...

Mick Thompson [10.37 A.M.]

Hey, **it pertains mainly to our department.** I'll prepare the latest sales figures right away, and then pass them on to the marketing team. How does that sound?

Joe Gold [10.39 A.M.]

Great! Based on that information, I could make a corrective action plan, along with a report on our industry's recent market trends. Is that what you're really looking for, Lucy? If so, **all the documents will be ready by the end of the day,** I think.

Lucy Brian [10.41 A.M.]

That's perfect! We could get together first thing tomorrow morning to **check the documents,** and we could have a meeting with them after that. Could you guys do that?

Joe Gold [10.43 A.M.]

I'll be sure to do that. I'll talk to the person in charge of the market trend and get the latest info. See you then.

Mick Thompson [10.44 A.M.]

I'm on it. And I'll send the figures to you two as quickly as possible so that Joe can make the suggestions in time for the meeting. Ciao!

Lucy Brian [10.45 A.M.]

Thanks all, I'll call ZTY Ltd. to make an appointment.

166. What is suggested about Mr. Thompson?

- (A) He applied for a job at a retail store.
- (B) He surely missed some data.
- (C) He works in the sales department.**
- (D) He created the latest monthly report.

167. At 10:43 A.M., what does Mr. Gold mean when he writes "I'll be sure to do that."?

- (A) He will make a phone call.
- (B) He will pull some sales data from a computer.
- (C) He will meet with Ms. Brian.
- (D) He will gather necessary information.**

Questions 168-171 refer to the following letter.

Machey's Conference Centre
545 Gordon Road, San Juan 00912, Puerto Rico
218-555-4423

15 November
Mr. Bob Rogers
8020 Tartar Street, Carolina 00979, Puerto Rico

Dear Mr. Rogers:

Thank you for giving Macey's Conference Centre the great opportunity to host your company's retirement party scheduled for January 25. We are certain you will be pleased with our state-of-the-art banquet hall, our award-winning chef and our excellent service. I just wanted to **let you know the summary of our telephone conference so we can get a better understanding of your decision.**

The event was going to start at 6:00.p.m. and conclude at 9.30p.m., but many attendees are coming late due to an important meeting. **Therefore, the starting time has been postponed for 30minutes.** Also, since you said some of **the attendees have food preferences, I added a couple of vegetarian options to the usual menu.** I have enclosed the schedule, a map including the parking area, and the menu, please look over all the information and do not hesitate to contact me if you have any concerns or questions. I would really appreciate it if you could get back to me about the menu and **the exact number of party participants by November 22** so that we can provide you with the best service possible.

We at Macey's Conference Centre are very happy that you have selected our conference center for your event and look forward to assisting you to make it a complete success.

Sincerely,
Keith Burgess
Manager of Macey's Conference Centre

168. What is the main purpose of this letter?

- (A) **To follow up on a call**
- (B) To cancel an offer
- (C) To request some invoices
- (D) To confirm a booking

169. When will the event begin?

- (A) At 6.00p.m.
- (B) At 6.15p.m.
- (C) **At 6.30p.m.**
- (D) At 9.00p.m.

170. What is indicated about the food menu?

- (A) It was drafted on November 22.
- (B) **It was customized by a company.**
- (C) It was sent to Macey's Conference Centre.
- (D) It was only for a vegetarian menu

171. What would Mr. Burgess like to be informed of?

- (A) The number of volunteers
- (B) The date of the next meeting
- (C) Public transportation availability
- (D) **The number of attendees**

Questions 172-175 refer to the following advertisement.

Anton Sightseeing Ltd.
The Special Vacation You've Probably Never Heard of

Whether described as haute **cuisine** or hearty **homemade dishes**, gastronomy is serious business for the French. Characteristic markets liven up small towns and bustling cities alike. Tourists from all over the world like the patisseries, the bakeries, and of course, the world-class wine made in France. Come fall in love with this fascinating land through an unforgettable French cooking vacation with its most essential ingredients: food and wine!

Anton sightseeing Ltd. is offering guided tours in France which include a cooking class and sightseeing to some sights. We also offer **assistance reserving round-trip tickets** for domestic flights.

Having **grown up in the local areas**, our tour guides are really familiar with all the **points** of interests you will be visiting, which means your trip will be worry-free and you will be able to enjoy some local food based on their recommendations.

Currently, there are two different trips-one is for the Brittany region, and the other is for the Alsatian area. Both tours are getting quite popular, so we're now looking for other scenic areas to add to our list of tours.

To learn more about our tours or for our contact information, please visit our Web site at www.antonsightseeing.com. If you are having trouble deciding from among our culinary vacations in France, please call us or e-mail us. We would love to make some recommendations.

172. What is the main purpose of the tours?

- (A) Learning about food
- (B) Shopping
- (C) Visiting museums
- (D) Visiting an amusement park

173. What kind of assistance will be provided by the tour company?

- (A) Transportation to a hotel
- (B) Hotel arrangements
- (C) A restaurant reservation
- (D) Booking flights

174. What is indicated about the tour guides?

- (A) They are friendly.
- (B) They resided in rural areas.
- (C) They are experienced staff members
- (D) They drives a car

175. In the advertisement, the word “points” in paragraph 3, line 2, is closest in meaning to

- (A) places
- (B) preferences
- (C) dots
- (D) important things

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

The Rainbowbridge Cottage PMP.

Are you seeking the best spot ever for your vacation? If so, look no further than The Rainbowbridge Cottage in the beautiful and fashionable city of Vernon. Situated with a view of Vernon's most beautiful lakeside, the Rainbowbridge Cottage is a very attractive resort where lots of Canadians go for holidays. You won't find a better place in North America!

Your 3-night stay special package, called PMP (Precious Memory Plan) Includes:

*Accommodations *Meals (breakfast only) *A cutting-edge fitness room

*1 Olympic-sized swimming pool *A new water slide *Bathing suits and towels

*Two evening entertainment tickets(plays, concerts, movies)

*Airport shuttle transportation

The Rainbowbridge Cottage is also home to a renowned spa, which was recently renovated based on our regular customers' feedback. At the spa, we are offering body treatments and full beauty salon treatments at a reasonable price. Be sure to talk to one of our friendly staff members at the concierge desk right near the front desk about a special discount on a weekend lake cruise around Vernon, which makes stops at Ranger Stadium, AH Tower, Edwin Seafood Market, and other popular locations.

Please contact us at 519-555-0283 ex. 102 to make reservations or if you have any questions about things such as meals, rooms, service charge, tax or estimated total costs.

Mr. Jerry Bizer
Manager, The Rainbowbridge Cottage
663 Queen Boulevard, Vernon, BC, Canada

Dear Mr. Bizer,

I recently returned from a three-night stay, taking advantage of your special offer at the Rainbowbridge Cottage. I'm sorry to have to tell you that I didn't really have a very great time during my stay at your cottage. To start with, it was a little hard for me to sleep because the traffic around your hotel was busy even at night, of which I had never heard from the plan. Also, the night concert in the Conton Theatre close to your hotel was not outstanding, as all of the actors looked to be amateurs. However, the fantastic cruise around Vernon, which included some tourist attractions, was definitely a great experience for me. Overall, my stay at your hotel left me disappointed. Therefore, I recommend that you improve the things I point out so that you can offer your customers better service and satisfaction in the future.

Sincerely,

Richard Shanstan

246 4th Ave.

La Crosse, WI, USA 012355

176. According to the advertisement, what is the information about?

- (A) A specific cottage
- (B) A museum renovation
- (C) A booking procedure
- (D) A hotel cancellation

177. In the advertisement, the word “attractive” in paragraph 1, line 3 is closest in meaning to

- (A) appealing
- (B) thinking
- (C) requesting
- (D) confusing

178. What is NOT mentioned about the PMP package?

- (A) The length of the stay
- (B) Up-to date equipment
- (C) A frequent guest program
- (D) Complimentary breakfasts

179. Why was Mr. Shanstan unsatisfied with his stay?

- (A) He was overcharged at a theater.
- (B) The advertisement didn't mention its neighborhood.
- (C) A traffic congestion made his plan postponed..
- (D) His reservation wasn't confirmed.

180

What is implied about Mr. Shanstan?

- (A) He used a special ticket for his dinner.
- (B) He left some of his belongings at the hotel.
- (C) He stayed on a weekend.
- (D) He watched a baseball game.

Questions 181-185 refer to the following e-mails.

To: kmillar@kjkjcompany.com
From: dbourgeon@kjkjcompany.com
Date: July 1
Subject: A margin for improvement

Dear Dan,

I have a few concerns that have been raised by my sales team about some of our company's activities. Specifically, I have a request regarding our routine weekly staff meeting, whose rules were modified by our department heads.

As you may already know, from the beginning of this year, the meeting is held in the cafeteria first thing every Monday morning for three hours from 9a.m. until noon. However, because there have been numerous issues which don't have anything to do with my department, it seems like a waste of time from my department's standpoint. Let me give you one example. Last month the accounting department raised a serious problem about some of our company's sales figures that some of their department had missed. It turned out that the root cause came from a mistake by an entry-level employee in their department, which means our sales department had nothing to do with the matter. Another problem, as I see it, is that at the weekly meeting all the department heads talk about their plans for the week, and I am wondering if this activity is really necessary for us because some of the plans seem to be irrelevant to other departments.

Since Monday is the first day of the week for our company, I do not feel it is an efficient use of time for all of us. Therefore, I am asking for ideas on how we might go about making meetings more efficient. I really appreciate your reading my e-mail and considering this situation.

Regards

Kelly Millar
Director of the sales department

To: kmillar@kjkjcompany.com
From: dbourgeon@kjkjcompany.com
Date: July 2
Subject: RE: A margin for improvement

Hello Kelly,

Thank you for your email and sorry for the late reply, as I was on a business trip until yesterday. I understand you are concerned that the newly changed meeting style has not been efficiently run. Actually, I received several similar e-mails regarding the meeting operation. To be honest, I have been thinking about the same thing recently, and I think it is time we review the current rule for improvement.

It seems to me that we have been trying to collect as much information as we can so that all of us could have a better understanding. So, why don't we divide the one huge meeting into one big meeting and several smaller ones? The first one will be for each department head to share only issues that are critical for all of us and to share their plans for the week so that everyone can get a summary for what is really necessary for their department. The others will be individual department meeting where all the department heads like you can pass on the information that is relevant to your own team.

If you would like, I can call an emergency meeting, perhaps a conference call, for all the directors tomorrow to talk about your suggestions and my idea. That way we'd be able to try the new format from the next meeting and see how it works

If you agree upon my idea **give me a call at extension 143 by 5p.m.**

Thank you.

Dan Bourgeon
Vice President of Operations

181. What is the purpose of the first e-mail?

- (A) To propose a new product
- (B) To express a complaint**
- (C) To solicit energy efficiency
- (D) To schedule a meeting with an executive

182. In the first e-mail, the word "missed" in paragraph 2, line 6 is closest in meaning to

- (A) Skipped
- (B) Caught
- (C) Avoided
- (D) Overlooked**

183. What is suggested about the current meeting?

- (A) It is only for each department head.
- (B) The rules changed about six month ago**
- (C) It is regularly reviewed
- (D) It was held on Friday afternoon last year.

184. What is indicated about Mr. Bourgeon?

- (A) He was overseas until May.
- (B) He disagreed with Mr. Millar last year.
- (C) He was involved in making the current meeting rule.
- (D) He responded to Mr. Millar the following day.**

185. What will Mr. Millar most likely do next?

- (A) Contact Mr. Bourgeon**
- (B) Prepare for a business trip
- (C) Email other directors
- (D) Set up a meeting

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

The new season at Minami Playhouse starts with...

HALLERTAU LANDS,

the first dramatic work by **acclaimed novelist** Taichi Nishijima.

Opening Weekend Performance Dates and Time:

#1. Friday, Jun 6, 7.30p.m.

#3. Friday, Jun 7, 7.30p.m.

#2. Saturday, Jun 7, 2.30p.m.

#4. Sunday, Jun 8, 1.00p.m.

A preview performance (#0) will be held Wednesday, June 4 at 7.00p.m.

✂ Seating is limited solely to Playhouse members and **reviewers from local media**

✂ Either a membership card or **press identification is required.**

Ticket Prices:*

Adults \$30

Secondary School \$22

Children(age 12 and under) \$20

Groups(5persons or more) \$25

***A 20% discount is applicable to Playhouse members**

Visit www.miinamiplayhouse.com for an online order form, or for more information.

www.minamiplayhouse.com/Form

SUBMIT

Minami Playhouse

Hallertau Lands

Order Form

Name:

Robert Chang

Membership account number:

MP7542015

Performance number:

#0

Price:

\$100

Number of tickets:

5

Address:

14 Dundas W Street, Sydney SF461 6SY

E-mail:

rchang@ocr.au.com

From: customerservice@minamiplayhouse.com

To: Robert Chang rchang@ocr.au.com:

Date: April 24

Subject: Tickets

Dear Mr. Chang,

I received your online order form April 23 indicating that you would like to purchase tickets for the world premiere of Hallertau Lands. Unfortunately, tickets for this event are all sold out.

If you would like to purchase tickets for other events, please call me at 219-555-1012 as quickly as possible, since the number of tickets is limited.

Also, it seems like **your membership has expired**, so if you wish to renew the membership, please visit our Web site for the membership renewal.

Sincerely,

Saki Kitada, Director

Minami Playhouse

***If you think you can make a contribution, no matter how small or great, you are always welcomed!**

186. What is indicated about Mr. Nishijima?

- (A) He has written many plays.
- (B) He will attend the Wednesday performance.
- (C) He has worked with Ms. Kitada in the past.
- (D) His books have been praised.**

187. According to the advertisement, how much is a ticket for an **8-year-old**?

- (A) \$30
- (B) \$25
- (C) \$22
- (D) \$20**

188. When did Mr. Chang want to see the event?

- (A) June 4**
- (B) June 6
- (C) June 7
- (D) June 8

189. What is NOT suggested about Minami Playhouse?

- (A) It accepts **donation** from people in the community.
- (B) It hosts special performances **for the press**.
- (C) It provides identification badges to visitors.**
- (D) It offers reduced ticket prices to **members**.

190. What is mentioned about Mr. Chang?

- (A) He will be seeing a play on Wednesday
- (B) He needs to report to Minami Playhouse for a refund
- (C) He might possibly be unable to receive a discount**
- (D) His internet access is limited

Question 191-195 refer to the following e-mail and list.

To: nkelly@pivotcorp.com
From: lrooney@pivotcorp.com
Date: Sep 24
Subject: New booking

Hi Nadia,

I would like you to cancel the hotel reservation you made for me two weeks ago and make a new one. I need to set up a meeting with some important clients in the Nord Community Center while I'm attending a trade show at Eastside Commerce Hall in Alberta, so my preference is that the hotel I'll be staying should not be very far from both locations. If possible, I would like to be notified of my options by the end of the day. Thank you in advance for your help!

Ryan

To: lrooney@pivotcorp.com
From: nkelly@pivotcorp.com
Date: Sep 24
Subject: Re: New booking
Attachment: A list of hotels

Hello Ryan,

Attached you'll find a list of hotels which I think will suit your needs.

Please let me know your preference, and I'll make a reservation for you as soon as I receive your decision.

When compiling this list, I took into consideration the preferences you mentioned before: that the rate should be between \$100 and \$120 per night: the room must be equipped with internet: and the hotel should have an exercise facility, free parking and a swimming pool you could use. As for the dates, those should stay unchanged: November 1 through November 4.

Note: I heard some of the pool water pumps at the Chris Royal Heart Inn are out of order I'm not sure whether they will be fixed by the time you visit there. Thanks

Nadia

Alberta visitors bureau Guide to hotel Accommodations	
Name	Descriptions
The Bay Hotel	Location: Very close to Eastside commerce Hall, the Calligraphy Museum and AN Tower Rate: \$120 per night Amenities: Free parking, in-room internet access, fitness room, satellite TV, Swimming pool
Chris Royal Heart Inn	Location: Opposite Nord Community Center and a few minutes from Eastside Commerce Hal, EBC Cinema Complex Rate: \$100 per night Amenities: Free parking, in-room Internet access, fitness room, satellite TV, Swimming pool , electronic safe
Randy Hall Hotel	Location: Minutes from Nord Community Center, Eastside Commerce Hall, Parker Library Rate: \$125 Amenities: in-room high speed Internet service, satellite TV, electronic safe, fitness facility with a pool, free parking
The original Courthouse	Location: Within walking distance of Nord Community Center, Eastside Commerce Hall , Kenta University Rate: \$105 per night Amenities: in-room Internet access, fitness facility, complimentary breakfast, pool, free parking

191. Why did Mr. Rooney write to Ms. Kelly?
- (A) To express appreciation for her handling of financial matters
 - (B) To ask her for some contact information
 - (C) To notify her of his resignation
 - (D) To request that plans be changed**

192. What is suggested about Mr. Rooney?
- (A) He visits Alberta on a monthly basis.
 - (B) He likes to swim.**
 - (C) He works in the sales department.
 - (D) He is a frequent traveler.

193. What is indicated about Ms. Kelly?
- (A) She stayed at Randy Hall Hotel before.
 - (B) She contacted Alberta Visitors Bureau.
 - (C) She met ad deadline**
 - (D) She switched her internet services

194. Where will Mr. Rooney most likely stay while in Alberta?
- (A) The Bay Hotel
 - (B) Christ Royal Heart Inn
 - (C) Randy Hall Hotel
 - (D) The Original Courthouse**

195. What is NOT mentioned as a place located in Alberta?
- (A) A movie theater
 - (B) A park**
 - (C) A library
 - (D) A museum

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

Don Don Bakery

April 7
Junko Tanabe
654 Barkley Street, Chinatown
Liverpool L1 4JQ, UK

Dear Ms. Tanabe

I am pleased to **welcome you to Don Don Bakery. Soon your will be joining us to attend our four-week orientation program, which is required for all prospective pastry chefs.** In the first week, you will learn about the history of our company and be **introduced to our policies** and procedures. The second week will emphasize communication and how it relates to staff safety and customer satisfaction. In the third and fourth weeks, you will **work along with experienced chefs, including your supervisor, Mr. Dean.** And begin to practice the skills you will need to thrive in your new career. The orientation period will end with a series of **written and applied exams that you must pass** in order to graduate from training. Also, **from this year, Don Don Bakery will reimburse all the employees for the uniform expenses.** Please use the reimbursement request form on the company Web site once you buy yours.

Again, welcome aboard. And as we say here at Don Don Bakery, together we can do the best for our customers!

Sincerely,

Elena Mills

Elena Mills
Don Don Bakery Owner

Don Don Bakery

Reimbursement Form

Name: Junko Tanabe

Employee ID: DON6542016

Expense total: £ 360

Purchase date: April 9

Expense items: Three outfits for bakery training

Supervisor's Signature: _____ Signature Date: _____

*Please attach all applicable receipts for verification purposes. Only original copies are acceptable.

To: Junko Tanabe<jtanabe@ddbarkery.uk.com>
From: John Meyers<Jmeyers@ddbarkery.uk.com>
Date: April 10
Subject: Uniform

Dear Ms. Tanabe,

I received your reimbursement request yesterday, but our policy prevents us from reimbursing your uniform expense at this time. **It seems that you left out the signature and date. Additionally, photocopies of the receipts are not accepted under our policy.**

The deadline for submitting all of the relevant documentation is one month after you buy your uniforms.

I look forward to hearing from you **once you have had the remaining paperwork completed.**

Sincerely,

John Meyers
Director of accounting

196. What is the purpose of the letter?

- (A) To provide information to a new employee
- (B) To describe qualifications for pastry chefs
- (C) To advertise a clothing shop
- (D) To remind employees of a travel policy

197. What is NOT mentioned as part of the program?

- (A) A review of the company's policy
- (B) Assessment of newly acquired skills
- (C) A tour of the bakery facility
- (D) Working with established staff members

198. What is implied about Ms. Tanabe?

- (A) She bought her uniforms.
- (B) She developed a new cake menu.
- (C) She used to work at a bakery as a pastry chef.
- (D) She learned accounting skills.

199. Why did Mr. Meyers send an e-mail?

- (A) To advise Ms. Tanabe to resubmit a request a request
- (B) To accept a document
- (C) To ask where to buy some clothes
- (D) To share his idea about the bakery expansion plan

200. What will Ms. Tanabe most likely do next?

- (A) Call Mr. Meyers to ask for a document
- (B) Talk to Mr. Dean
- (C) Copy some receipts properly
- (D) Ask a department store for a refund