

101. The travel _____ will be processed as soon as they are received.
(A) document
(B) documents
(C) documented
(D) documenting
102. _____ change your seating assignment, visit the reservations page on our Web site.
(A) For
(B) Across
(C) With
(D) To
103. The president of Somchai Bank rides _____ bicycle to work every day, except when it rains.
(A) he
(B) him
(C) his
(D) himself
104. Agents who have not yet registered for next week's Insurance Excellence Forum must do so _____.
(A) closely
(B) formerly
(C) nearly
(D) immediately
105. Matos Realty has developed two _____ methods of identifying undervalued properties.
(A) different
(B) differently
(C) difference
(D) differences
106. Wearing lab coats and safety goggles is a _____ for all laboratory workers.
(A) training
(B) fulfillment
(C) specialization
(D) requirement
107. The manufacturer _____ that the filter be cleaned at least once a month for optimal performance.
(A) remembers
(B) recognizes
(C) recommends
(D) registers
108. Before selecting a Dagle steel door, measure the door opening _____.
(A) careful
(B) caring
(C) carefully
(D) cares
109. Okpara employees should contact their supervisors by 10:00 A.M. ____ they expect to miss a day of work.
(A) if
(B) soon
(C) only
(D) then
114. When picking up identification badges, employees need to show _____ of employment at Ekmekci Associates.
(A) process
(B) analysis
(C) proof
(D) basis

110. The director has requested a _____ of the costs of short- and long-term rental agreements.

- (A) comparable
- (B) comparison**
- (C) compared
- (D) comparative

111. Ms. Yi of Lakesview Catering says that five trays of appetizers are more than _____ for fifty guests.

- (A) able
- (B) numerous
- (C) sure
- (D) enough**

112. Canada's Pan Rail Corporation will no longer _____ freight into the United States.

- (A) transport**
- (B) transporting
- (C) transports
- (D) transported

113. According to experts, Flash Maxe dishwashing detergent consistently delivers _____ results.

- (A) exceptionally
- (B) exceptional**
- (C) exception
- (D) exceptions

115. Roxy Koenig is _____ seeking a new venue for her summer concert since the Hazelton Music Hall is being renovated.

- (A) actively**
- (B) activity
- (C) active
- (D) activate

116. Prospective tenants must provide at least two references _____ their application.

- (A) too
- (B) in addition
- (C) moreover
- (D) along with**

117. While Ms. Molinsky has little experience in technical support, her knowledge of computer systems is _____.

- (A) extensive**
- (B) clever
- (C) considered
- (D) eager

118. Please refer to the attached flowchart, which describes the _____ of responsibilities among the various leadership positions.

- (A) support
- (B) attention
- (C) division**
- (D) statement

119. A good project manager strives _____ communication between departments whenever possible.

- (A) to enhance
- (B) enhances
- (C) is enhancing
- (D) enhanced

120. Same-day appointments can usually be scheduled, although not _____ with your usual doctor.

- (A) expectedly
- (B) necessarily
- (C) preventively
- (D) permanently

121. Mr. Vieira is _____ with introducing several changes that have helped Stacatti Stationery increase business.

- (A) credited
- (B) scored
- (C) agreed
- (D) relied

122. In the photograph, President Tang can be seen standing _____ Dr. Dervish'.

- (A) from
- (B) reverse
- (C) opposite
- (D) distant

123. The new location of the Bentler Company is easily _____ by car or bus.

- (A) access
- (B) accessibly
- (C) accessible
- (D) accessibility

124. A rise in energy prices will mostly affect businesses _____ energy consumption is high.

- (A) its
- (B) which
- (C) whose
- (D) more

125. City officials have _____ Harmon Avenue businesses that street repairs will be completed within 48 hours.

- (A) assured
- (B) arranged
- (C) disclosed
- (D) committed

126. Nominations for the _____ seat on the Gitterman Holdings Board of Trustees must be submitted by Friday.

- (A) approaching
- (B) adjustable
- (C) vacant
- (D) united

127. Our department _____ the policy meeting last Monday, but we had a scheduling conflict.

- (A) can attend
- (B) must have attended
- (C) should attend
- (D) would have attended

128. _____ the effectiveness of Maisey Stanton's leadership on the town council, she will likely win next week's mayoral election.

- (A) Since
- (B) Given

- (C) Among
- (D) Upon

129. Barner Corporation's record profits resulted from the recent _____ to identify operating efficiencies.

- (A) initiative
- (B) initiating
- (C) initiation
- (D) initiator

130. Customers still tend to place short notices in the classified section _____ there is no longer a mandated word limit.

- (A) as if
- (B) so that
- (C) in case
- (D) even though

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 e-mail.

To: Dominic Campion <campion571@email.co.uk>

From: Customer Service <cust-serv@takada.co.jp>

Date: Friday, 2 November 9:49 P.M.

Subject: Web site inquiry

Dear Mr. Campion:

Thank you for your recent comment on our Web site about the instruction manual for the BX2000 miniature camera. We agree with you 131 the instructions for uploading pictures to a mobile phone are potentially confusing. 132 . Our documentation team has 133 revised the section to clarify the type of cable and software needed in order to transfer pictures from your camera. You can find the 134 version of the manual in the Product Information section of our Web site, or we can send you a print version in the mail if you prefer. Delivery usually takes 1 to 2 weeks.

Sincerely,

Madoka Kanemitsu

Customer service representative

Takada Camera Company

131.

(A) that

(B) on

(C) what

(D) of

133.

(A) instead

(B) likewise

(C) therefore

(D) nevertheless

132.

(A) The BX2000 camera is one of our top-selling models.

134.

(A) original

(B) updated

- (B) Instruction manuals can be downloaded from our Web site.
- (C) We received similar feedback from other customers.
- (D) We are always looking for talented staff to join our team.

- (C) absolute
- (D) focused

Questions 135-138 refer to the following e-mail.

To: saul_ortega@jmail.net
 From: k_morris@tknmanufacturing.com
 Date: October 18
 Subject: Factory Manager position

Dear Mr. Ortega,

You are officially invited to a second interview. This time, I will be meeting only with the top candidates to determine who is most 135 for the manager position. I believe you possess many of the 136 we are looking for.

I trust that you remain interested in this job opportunity. 137, would a 1:00 P.M. appointment next Tuesday work for you? Please prepare a proposal that explains how you would increase production at our plant without decreasing quality. 138.

Best regards,

Karen Morris
 TKN Manufacturing
 202-555-0127 ext. 23

135.

- (A) suiting
- (B) suitable
- (C) suit
- (D) suits

136.

- (A) agreements
- (B) performances
- (C) qualities
- (D) promotions

138.

- (A) I would certainly be happy to write a job reference for you.
- (B) My assistant will train you in your new duties.
- (C) I look forward to hearing your vision for an efficient workplace.
- (D) Your new product ideas were especially informative.

137.

(A) Despite that

(B) If so

(C) However

(D) For example

138.

(A) I would certainly be happy to write a job reference for you.

(B) My assistant will train you in your new duties.

(C) I look forward to hearing your vision for an efficient workplace.

(D) Your new product ideas were especially informative.

Questions 139-142 refer to the following advertisement.

Do You Wear Eyeglasses? Contact Culler Solutions Today!

In June, Culler Solutions will be conducting a consumer study on behalf of Optometrica 21. To this end, we are 139 eyeglass wearers between the ages of 21 and 65. Participants must have a prescription that is less than two years old 140 the start of the study. 141.

Interested individuals are requested to fill out a short survey at [cullersolutions.com/eyeglass_ study](http://cullersolutions.com/eyeglass_study). Qualified applicants will be contacted by a member of our staff. Upon completion of the study, each participant 142 a gift card valued at \$100.

139.

- (A) seeking
- (B) insuring
- (C) promoting
- (D) showing

142.

- (A) will receive
- (B) had received
- (C) to receive
- (D) to be received

140.

- (A) except for
- (B) as
- (C) because of
- (D) at

141.

- (A) We reserve the right to order discounted eyeglass frames.
- (B) We will need to request a copy of the document for confirmation.
- (C) We will enclose a copy of the document in the packet.
- (D) We ask that you submit payment for the prescription promptly.

Questions 143-146 refer to the following article.

Sunnyville Daily Times

Local News

(5 May)—On Monday, following a city council meeting, Mayor Tom Biel announced the introduction of training programs for aspiring city transportation workers. During the press conference, he noted the current 143 for both drivers and mechanics. 144 he pointed to a wave of employee retirements as having triggered these urgent staffing needs. The announcement 145 with approval by most city officials. However, Nelton District Representative Laura Ochoa was unconvinced. 146.

143.

- (A) settlement
- (B) reduction
- (C) demand
- (D) difficulty

144.

- (A) Specifically
- (B) Undoubtedly
- (C) Regardless
- (D) Besides

145.

- (A) will be meeting
- (B) to meet
- (C) had been meeting
- (D) was met

146.

- (A) She expects ticket prices to fall in response to complaints.
- (B) She thinks the driver's license test should be more thorough.
- (C) She wants to recruit workers who are already skilled.
- (D) She feels it is too early to start replacing the city's buses.

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 text message.

From: Amar Hadi, 555-0174
To: Wendy Sorenson
Monday, September 19, 10:48 AM.

Wendy, my computer battery is almost dead. I left my power cord at the office. Could you call my next sales client and tell her I'll be about 30 minutes late? Driving back to the office to get the cord now.

147. Why did Mr. Hadi send the text message to Ms. Sorenson?
- (A) To ask if she found his power cord
 - (B) To request that she contact a customer**
 - (C) To remind her to recharge a device
 - (D) To confirm the location of a sales
148. What will Mr. Hadi probably do next?
- (A) Look for his computer
 - (B) Return to his office**
 - (C) Buy a power cord
 - (D) Call technical support

Questions 149-150 refer to the following article.

Around Town

Bright Sky Café owner Marta Padilla has signed a lease for a second restaurant at 422 Oak Street. The building, adjacent to Cade Theater, formerly housed a branch of Haldon Bank. Ms. Padilla's new venture, to be called Tierra Bistro, will start service on June 5. At first, however, the bistro will be open only during the evening hours. The idea is to attract a following, especially among theatergoers, before adding a lunch service. Ms. Padilla's successful original eatery, Bright Sky Café, is situated on Second Street, close to the Wynn Farmers' Market bus stop. Executive Chef Armando Lucca will oversee both locations.

149. What is the purpose of the article?
- (A) To profile a successful property sales agent
 - (B) To discuss the opening of a new business**
 - (C) To report on a restaurant's relocation
 - (D) To announce a change in ownership

150. What is indicated about Tierra Bistro?
- (A) It is scheduled to begin serving lunch on June 5.
 - (B) It is located near a public transportation route.
 - (C) It is Ms. Padilla's first restaurant.
 - (D) It is expected to receive business from theater patrons.**

Questions 151-153 refer to the following memo.

To: **Garston Architects** Ltd. staff
From: Archie **Wentworth**, Senior Partner
Re: All-staff meeting
Date: 20 March

To All Staff,

Next Monday, 27 March, we will have a special guest at our all-staff meeting in room 203. Vera Pavlovich is a senior architect at the Nergaard-Holm Firm in Copenhagen, where she has worked for the past four years. **She led the design of Copenhagen's Lund House as well as the Iversen Building in Stockholm. Both buildings have won international awards for their sleek, innovative designs.** Before making a name for herself in Europe, Ms. Pavlovich spent eight years in New York City at the Ellison-Grant Architect Group. **It was at Ellison-Grant that I had the chance to collaborate with her** on several projects. **Ms. Pavlovich will be here in Edinburgh** next week and has agreed to give a talk at our meeting about several of her internationally acclaimed design projects. All staff are urged to attend.

151. What does the memo discuss?

- (A) Plans to open a branch office
- (B) The hiring of a new staff member
- (C) Suggestions about a project
- (D) An architect's achievements**

152. What does Mr. Wentworth indicate about Ms. Pavlovich?

- (A) She will do design work for one of his firm's projects.

153. Where is Garston Architects Ltd. located?

- (A) In Edinburgh**
- (B) In New York City
- (C) In Stockholm
- (D) In Copenhagen

- (B) She plans to open her own firm.
(C) She is a former colleague of his.
(D) She is in the process of moving to a new city.

Questions 154-155 refer to the following text-message chain.

Arthur Chen 5:49 P.M.
Eleanor sent you an e-mail with the sales figures a little while ago. She's been wondering when she'll hear back from you.

Diego Montes 5:50 P.M.
I'm not at my desk. Do you think she's concerned because the numbers are lower than expected?

Arthur Chen 5:50 P.M.
Possibly.

Diego Montes 5:51 P.M.
I got called away to check the bottling machine. It's acting up.

Arthur Chen 5:52 P.M.
Should I call a technician?

Diego Montes 5:54 P.M.
I'm hoping to handle it myself. Why don't you arrange a conference call for Thursday afternoon?
The team will need to discuss the report.

Arthur Chen 5:54 P.M.
Will do.

154. At 5:50 P.M., what does Mr. Montes most likely mean when he writes, "I'm not at my desk"?
- (A) He has left for the day.
(B) He will miss an appointment.
(C) He is visiting Mr. Chen's office.
(D) He cannot respond to Eleanor.
155. What task is Mr. Chen asked to do?
- (A) Review documents
(B) Schedule a meeting
(C) Confirm travel plans
(D) Repair some equipment

Questions 156-158 refer to the following letter.

Calmont Art Museum

254 Tanner Road

Hamilton HM 12

www.calmont.org.bm

19 December

Mr. Reggie Sayre

16 Neville Lane

Paget PG 05

Bermuda

Dear Mr. Sayre:

As a Calmont Art Museum member, you will soon be able to take advantage of our Member Appreciation Month discounts. — [1] —. From 1 to 31 January, members will receive an extra 20 percent savings on all gift-shop items. Members will also be offered a complimentary cup of coffee or tea with their meal in **the cafe**. Additionally, those who become first-time members by 31 January will receive a 10 percent membership fee discount. — [2] —. So encourage your friends to go online and sign up.

— [3] —. Every **Friday** of the month, **the previously closed third-floor galleries, which feature sculptures and paintings by contemporary Bermudian artists, will be open to all visitors until 9:00 P.M.** Photographs of select artwork from these galleries can be viewed on our Web site.

—[4] —. We hope to see you in the coming month.

Sincerely,

Ilyana Cooper

Ilyana Cooper

Director of Member Services

156. What is true about the Calmont Art Museum building?

(A) It has a restaurant.

(B) It will be closing for one month.

(C) It will have photographs on display.

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

"January is a wonderful time to visit the museum for another reason."

(D) It has a studio for art classes. (A) [1]

(B) [2]

157. According to the letter, what will be (C) [3]

different on Fridays? (D) [4]

(A) Museum admission will be free.

(B) Additional galleries will be open.

(C) Hours at the gift shop will be extended.

(D) Bermudian artwork will be on sale.

Questions 159-160 refer to the following e-mail.

To: Moana Dixon <mdixon@jeminatoys.com.au>

From: So-Hyun Ahn <sahn@jeminatoys.co.kr>

Subject: Jemina Toys' anniversary

Date: 20 June

Attachment: 📎 Kickoff celebration

Dear Vice President Dixon,

Several high-profile events and a mix of advertisements are now in place for Jemina Toys' celebration of fifty years in Korea. The kickoff banquet will be held at the Grand Harper Hotel in Seoul on 2

August. We're eager to hear your decision about whether you will join us as our guest of honour. You'll find an invitation attached.

We just arranged advertising for a series of in-store anniversary sales that will launch periodically over the remainder of the year. We'll also be sending out press releases before each of these. I'll provide you with a complete schedule once it is finalized.

Sincerely,

So-Hyun Ahn

Korea Marketing Director, Jemina Toys

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

(A) To inquire about discounted products

(B) To confirm a hotel reservation

(C) To agree to attend a dinner

(D) To report on promotional plans

160. What does Ms. Ahn promise to send later?

(A) A revised invitation

(B) A list of upcoming events

(C) A travel itinerary

(D) A report of recent sales

Questions 161-164 refer to the following article.

Long Ride Even Longer?

By Selma Gonzalez

On Monday, Chien Motors, the manufacturer now producing Long Ride motorcycles, announced a delay in the introduction of the new Flash TX model. Industry competitors responded with surprise at the news. — [1]—. And Long Ride motorcycle fans went online en masse to express frustration with Chien Motors for canceling March's much-anticipated roll-out.

It seems the decision to equip the Flash JX with a hybrid system, which uses both gasoline and electric power, is to blame. Chien Motors admits that the current prototype was rejected because of

its excessive size and weight. This design of the power system would have required a larger motorcycle body than planned. They also had concerns over its lack of power output. — [2] —.

In addition to the design challenges, the Long Ride factory, having been equipped to produce previous models, is not ready for production of the Flash JX hybrid. —[3]—. New equipment will need to be purchased, and the assembly floor will need to be reconfigured.

Last year, Chien Motors was widely praised by motorcycle enthusiasts after it stepped in to save Long Ride from going out of business. What a difference twelve months has made. — [4] —.

161. What is indicated about Chien Motors?
(A) It owns the Long Ride motorcycle brand.

163. Why will the factory be renovated?
(A) It does not comply with a new regulation.

- (B) It plans to sell a model at a reduced price.
- (C) It is moving its headquarters.
- (D) It will introduce a new motorcycle in March.

- (B) It has not been updated in over a decade.
- (C) It had been set up to make older models.
- (D) It is too small to produce two models at once.

162. What is NOT mentioned as a problem with the power system?

- (A) It is too **heavy**.
- (B) It is too **expensive**.
- (C) It is too **weak**.
- (D) It is too **large**.

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

"Now they will need to win back the goodwill of these potential customers."

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

Questions 165-168 refer to the following text-message chain.

David Fowles [4:26 P.M.] Ms. Kang, tomorrow's forecast is calling for storms, so the roof work on your hotel's new wing will have to be put on hold.

Sue Kang [4:27 P.M.] Will that mean no work the whole day?

David Fowles [4:27 P.M.] Not at all. My workers can help Tony Ulman's crew repair the support beams inside the old building.

Sue Kang [4:28 P.M.] How long will it take to repair those?

David Fowles [4:28 P.M.] Let me check.

David Fowles [4:29 P.M.] Tony, how close are you to finishing your project?

Tony Ulman [4:31 P.M.] Things were looking OK until this morning when the structural engineer came by with some updates. We'll be working late the next few days.

David Fowles [4:32 P.M.] How would you feel about my crew helping you out tomorrow?

Tony Ulman [4:33 P.M.] Great! Then we could possibly finish in one day.

Sue Kang [4:35 P.M.] So your workers will only need access to the old building?

David Fowles [4:36 P.M.] For tomorrow, yes. **Would it be OK for them to leave their cars in front of the old building?**

Sue Kang [4:38 P.M.] Sure. There should be enough spaces next to the main entrance. And could you remind them not to take vehicles onto the grass?

165. What does Mr. Fowles suggest will interrupt work tomorrow?

- (A) Broken equipment
- (B) A delayed delivery
- (C) Poor weather**
- (D) A lack of workers

166. At 4:31 P.M., what does Mr. Ulman most likely mean when he writes, "We'll be working late the next few days"?

- (A) His crew has not been reporting to work on time.
- (B) His crew's plan is to leave early on Friday.
- (C) His crew is needed at two different work sites.
- (D) His crew's project was made more difficult.**

167. Who most likely is Ms. Kang?

- (A) A landscape designer
- (B) A Hotel manager**
- (C) A transportation coordinator
- (D) A roofing supplier

168. What is one topic Mr. Fowles asks about?

- (A) The best building entrance for their use
- (B) Directions to the old building
- (C) Plans for the new wing
- (D) The availability of parking**

Questions 169-171 refer to the following advertisement.

Nimblearn

Find the Information Your Company Needs

Nimblearn is a robust, next-generation tool designed to make creating surveys easy, effective, and affordable. Our intuitive Web-based software allows you to design and administer surveys and automatically track and analyze results.

You asked for it, we created it. We designed Nimblearn to include all the features you requested:

- A simple process for designing surveys that **guides you every step of the way**
- A huge list of question types, from true/false to open text, with advice on how and when to use each one
- A library of proven **sample questions** designed to gather essential feedback on quality
- Loads of quick and **easy ways to distribute** your surveys (e-mail, social media, etc.)
- Summary and advanced reports that can be viewed in real time

Go to www.nimblearn.com to learn more.

169. How would a company most likely use Nimblearn?

- (A) **To perform market research**
- (B) To create software programs
- (C) To design colorful advertisements
- (D) To produce end-of-year financial reports

170. What is suggested about the company that developed Nimblearn?

- (A) It was founded by computer engineer.
- (B) It posts customer reviews on its Web site.
- (C) It has a reputation for producing high-quality goods.
- (D) **It used customer feedback in developing the product.**

171. What is NOT mentioned as a feature of Nimblearn?

- (A) **Step-by-step** instructions
- (B) **Sample** survey questions
- (C) **Easy-to-read charts and graphs**
- (D) Suggestions for **simple distribution**

Questions 172-175 refer to the following notice.

Prendis National Park Authority (PNPA)

Prendis National Park includes mainland shore areas and Prendis Island itself. Please note, however, that **additional restrictions will be in force for accessing the island this summer**. Unless they are members of an official tour, visitors to the park will be prohibited from setting foot on Prendis Island. This rule also applies to individuals who may wish to visit the island independently using private watercraft. Such individuals may view the island from the water and may anchor offshore, but must not make landfall on the island.

The PNPA's official boat tours for visitors to the island are offered seven days a week throughout the year and depart at **two-hour time** intervals starting at 8 A.M. The final tour leaves at 4 P.M., **except for the summer months of December through March, when this is extended to 6 P.M.** Call 08 9776 5992 to make reservations. The official tour includes a brief visit to the island itself, where you can view bird-nesting areas **with a PNPA park ranger as your authorized escort**.

Payment and Reservations

- Tours are **capped at 18 participants**. If your group is smaller than 15, we reserve the right to include other visitors in your tour.
- Tickets are \$20 per person for those 12 years of age and over and \$10 per child under the age of 12.
- A **nonrefundable deposit of \$5** per person is required to hold a reservation for groups. Your deposit will be credited to your total group admission fee. **If your party does not arrive at the specified time, we reserve the right to shorten the trip as necessary** in order to avoid interfering with subsequent tours. Rescheduling cannot be considered.

172. What is announced in the notice?

- (A) An added service
- (B) A new tourist facility
- (C) A recent policy change.**
- (D) An updated fee structure

173. What is indicated about visiting Prendis Island?

- (A) Visitors are warned not to disturb the wildlife
- (B) To tour on foot, visitors must be**

174. What is NOT mentioned about the PNPA's tours?

- (A) The **capacity** is limited.
- (B) Advance payment** may be required.
- (C) Tour times **vary by season**.
- (D) Overnight tours can be scheduled.**

175. According to the notice, what may happen if a group arrives late for a scheduled tour?

- (A) It may be canceled.

accompanied by a guide.

(C) Visitors are not permitted to swim near the island.

(D) To view the island from a boat, visitors must join an official tour.

(B) It may last less than two hours.

(C) It may cost more,

(D) It may be moved to another day.

Questions 176-180 refer to the following Web page and customer review.

Welcome to Ticket Stack

REVIEWS HOME EVENTS PLACE ORDER

Ticket Stack—the online source for all your ticket needs!

Ticket Stack has printed tickets for millions of events, including concerts, sporting events, conferences, and more. No matter what the event, we can help you design the perfect ticket.

Step 1: Create your ticket

Browse our collection of attractive template designs by selecting a category. You can then easily modify the text of each template to include your event information. If you want more control over the color scheme, font, images, and other design features, simply download our **Ticket Stack Design Application**. This free software gives customers the freedom to go beyond the standard templates and modify the appearance of their tickets.

Step 2: Choose a quantity

With Ticket Stack, you can order as few as 50 tickets or as many more as you need. The more you order, the lower the price!

Quantity	Price per item
50-500	30 cents
501-1,000	20cents
1,001-2,500	10 cents
2,501 or more	8 cents

Step 3: Add an invisible verification stamp

For an additional 2 cents per item, you can choose to have the back of your tickets printed with ultraviolet ink, visible only under a black light. This feature ensures the authenticity of your tickets.

Step 4: Place your order

Orders generally require three business days to process, but large orders may take longer, Be sure to place your order well in advance of your event.

Welcome to Ticket Stack

REVIEWS HOME EVENTS PLACE

★★★★★ *I'm so thankful I found Ticket Stack!*

I work for an independent local theater, Dewley Theater. We recently ordered **2,500 tickets** from Ticket Stack. We decided against securing the tickets with the invisible verification stamp but did download the free software so that we would have more flexibility with the design and could include the theater's logo. The tickets came out great! A number of patrons complimented us on the new design, and we were especially pleased with the prompt delivery! By contrast, last year **we ordered tickets from a small company based here in Albany** and were disappointed with the service. That order took **four weeks** to arrive. **This year, even though Ticket Stack is based on the opposite side of the country, we received our tickets within just five business days!**

176. According to the Web page, what does the free software allow users to do?
- (A) Customize designs
 - (B) Confirm attendees
 - (C) Update a Web site
 - (D) Check customer information
177. What is mentioned on the Web page about Ticket Stack?
- (A) It offers a variety of ticket sizes.
 - (B) It offers an optional security feature.
 - (C) It uses a unique numbering system.
 - (D) It has several store locations.
178. What is indicated about Mr. Collier?
- (A) He paid ten cents per ticket.
 - (B) He requested a rush order.
 - (C) He chose a standard template.
 - (D) He received more tickets than he requested.
179. What is suggested about the Dewley Theater?
- (A) It is located in Albany.
 - (B) It is planning to change its logo.
 - (C) It recently reduced its ticket prices.
 - (D) It mails tickets directly to patrons
180. According to the review, why does Mr. Collier prefer Ticket Stack over another company?
- (A) It has lower prices.
 - (B) It delivers internationally.
 - (C) It uses higher-quality equipment.
 - (D) It processes orders more quickly.

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

To: Anna Browne <abrowne@firstprospect.com>
From: Stefania Floros <s.floros@soleassortment.com>
Date: December 22
Re: Business plan
Attachment: Floros revised

Dear Ms. Browne,

Thank you for helping me to **secure** funding for my new business. **I have reviewed your feedback and changed my business plan accordingly. As you suggested, I have added a section that identifies our anticipated customer population.** The revised version is attached. I believe this completes the necessary paperwork for my loan application. If you have further questions, please do not hesitate to contact me.

I look forward to receiving your official approval of my application.

Sincerely,

Stefania Floros

Revised Business Plan: Sole Assortment

Section 1. Purpose

Raleigh Street has become a vibrant district of eateries, shops, and entertainment venues. My business, Sole Assortment, will fill a very significant gap among the existing apparel shops and department stores. **Sole Assortment will focus on women's shoes and accessories.** We are committed to offering high-quality footwear at affordable prices in a relaxing, customer-centered environment.

Section 2. Target Market

Sole Assortment will serve women who work in the surrounding area. Because many office buildings are within walking distance, customers from the target market are likely to frequent the store during mid-day breaks and at the end of the business day. Weekend customers are those who come to the area for shopping, dining, and entertainment.

Section 3. Estimated Timeline

The grand opening is scheduled for May 10. The anticipated deadlines for each stage of the timeline are:

February 25	Sign lease and obtain business permit
March 31	Renovate space and install displays
April 30	Post job announcements, complete interviews, and hire staff
May 7	Load inventory and prepare for opening

Section 4. Financial Information

See attached projection sheet for details about anticipated expenditures and profits.

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

- (A) To acknowledge a recent job promotion
- (B) To give instructions on getting a permit
- (C) To offer advice to a new business owner

184. What type of business does Ms.

Floros plan to start?

- (A) A gourmet restaurant
- (B) An employment agency
- (C) A beauty salon
- (D) A shoe shop**

(D) To respond to a specific suggestion

182. In the e-mail, the word "secure" in paragraph 1, line 1, is closest in meaning to

- (A) guard
- (B) obtain
- (C) save
- (D) fasten

183. What section of the business plan was added?

- (A) Section 1
- (B) Section 2
- (C) Section 3
- (D) Section 4

185. According to the business plan, what information was submitted separately?

- (A) Letters of recommendation
- (B) Names of contracted suppliers
- (C) Details about estimated costs
- (D) A list of inventory items

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

<https://www.centralcraftofficefurnishingsxom/>

[PHOTO GALLERY](#) [HOME](#) [BROWSE](#) [ORDER FORM](#) [CONTACT US](#)

Central Craft Office Furnishings

Welcome to our Web site! Browse our item inventory to imagine workspaces that are stylish and productive. We have been serving the Eastern Cape for over 30 years, and you can count on our fine quality furnishings to set your offices apart.

We always offer the following deals:

- **Free shipping and handling for first-time buyers**
- **Discounts to schools and nonprofit organizations** (call for information)

From: David Louw [dlouw@marketstreetlegal.co.za]
To: Mpho Mashigo [mmashigo@marketstreetlegal.co.za]
Date: 12 May
Subject: Office furnishing update

Hello, Mpho,

I've completed some research and would like to suggest that we go with Central Craft Office Furnishings for the desks and other pieces for our office renovation. **Though we've never purchased from them before**, they provided references that gave glowing recommendations.

I think we should choose a larger desk type for our main work area (twelve desks), with matching filing cabinets and bookshelves. **For the support staff and interns who work upstairs, I suggest a simpler desk style.**

If you approve these suggestions, **I'm hoping to place the order quickly so that the items would be delivered while most of our staff are away at the conference in Bloemfontein.** Unfortunately, our work areas will appear quite messy as we clear out the old furniture and await the arrival of the new items.

Please let me know what you think of the plan I have outlined above.

David

Order code: Y6183W
Contact: David Louw, (041) 961-5072
Delivery to: Market Street Legal, 56 Market Street, Uitenhage 6229
Delivery window: 02-04 June, 09:00-17:00

Quantity	Product ID	Description
12	HBD3113	Hamilton Business Desk
12	TAF1275	Tuck Away File Cabinet; matte grey
4	BB2820	Bookworm Bookshelves; matte grey
6	FD4218	Flexible Desk

Note: Due to demand, we are out of Product 8B2820 at our Port Elizabeth store. **Those items will be delivered to your office directly from our manufacturing site, so they will be shipped into Uitenhage from Cape Town** rather than from Port Elizabeth. This may delay the delivery by one or two days. Every effort will be made to have the entire order delivered on the same day.

186. What is indicated about Central Craft Office Furnishings?
- (A) It provides complimentary interior design services.
 - (B) It offers special deals to educational institutions.**
 - (C) It has recently expanded its product inventory.
 - (D) It has just opened a branch location.

187. What is probably true about Market Street Legal's furniture order?
- (A) It will be delivered at no charge.**

189. What furniture product will most likely be placed upstairs at Market Street Legal?
- (A) Hamilton Business Desks
 - (B) Tuck Away File Cabinets
 - (C) Bookworm Bookshelves
 - (D) Flexible Desks**

190. According to the form, where is the furniture made?
- (A) Uitenhage
 - (B) Cape Town**
 - (C) Bloemfontein

- (B) It includes an item that has been discontinued.
- (C) It was placed too late for delivery in June.
- (D) It includes a style selected by interns.
- (D) Port Elizabeth

188. Why does Mr. Louw probably prefer to schedule a delivery during a particular period of time?

- (A) He will receive an additional discount.
- (B) He needs some furnishings for an important meeting.
- (C) He needs extra time to discard old office furniture.
- (D) He wants to minimize inconvenience to colleagues.

Questions 191-195 refer to the following e-mail, menu, and comment card.

From Jethro Li <0 i@plumroom.com>

To: Bettina Vargas <bvargas@plumroom.com>

Date: Monday, September 19

Subject: Menu tasting

Hi Bettina,

It's hard to believe Mr. Bonneau will be here in just four weeks! Since his review will be published in the city newspaper, let's be sure that our selections reflect the very best of The Plum Room. To get input on the menu we'll be serving him, I've decided we should hold a special menu-tasting event on Saturday of next week.

I have a few suggestions for what we could serve at the menu tasting. How about preparing a hearty meatless entree that can really hold its own? That way we can highlight our vegetarian-friendly offerings. Perhaps our steamed shellfish dish would be a good option too. I do insist, however, on offering the new specialty pizzas we're planning to introduce on our regular menu. That is, of course, assuming construction on the brick oven is completed by then. Also,

I think we could serve at least one of our fruit desserts—they are always popular. But do know that I have full confidence in you, as Head Chef, to finalize the menu selections.

Lastly, I'd like to offer our menu-tasting patrons a chance to tour the kitchen while they are here. Let me know how you feel about this and how best to arrange it.

Tha

nks,

Jethro Li

The Plum Room Tasting Menu

Saturday, October 1

Smoked salmon canapes

Baked halibut in butter sauce

Eggplant steak with lemon tomato sauce

Steamed mussels and shrimp in a coconut broth

Roasted Tuscan chicken with white beans and wilted greens

Peach cake with glazed almonds

Tasting Comment Card

Name: Elianne Aude

Please comment on your tasting experience at The Plum Room.

I was pleasantly surprised by the gentle sweetness of the eggplant dish; the sauce was a little acidic for my taste though. *The halibut, on the other hand, exceeded all my expectations.* The Tuscan chicken was tender, but overall it lacked flavor. Regarding the cake, it was fairly tasty, though a bit overcooked. I was quite impressed with the efficient

design of your kitchen. I look forward to sampling the new brick-oven pizzas when they're introduced. It's a shame you weren't able to offer them today.

191. What is the purpose of the menu tasting?

(A) To prepare for a visit from a restaurant critic

(B) To select dishes to enter in a cooking contest

(C) To evaluate a chef who is applying for a job

(D) To decide on items to add to the daily menu

192. In the e-mail, the word "hearty" in paragraph 2, line 2, is closest in meaning to

(A) sincere

(B) abundant

(C) satisfying

(D) original

193. What is true about the tasting menu?

(A) It lists dishes that were offered for free.

(B) It includes a dessert suggested by Mr. Li.

(C) It was served to customers in the restaurant's kitchen.

(D) It is available every weekend.

194. Which menu item was most likely Ms. Aude's favorite?

(A) The halibut

(B) The cake

(C) The eggplant

(D) The chicken

195. What is suggested about the brick oven?

(A) It is too large for the kitchen.

(B) It needs to be repaired.

(C) It failed a safety inspection.

(D) It is still being built.

Questions 196-200 refer to the following e-mail, flyer, and text message.

To: Interns
From: Hassan Asif
Subject: Speaker series
Date: February 11

Dear students,

Good news! Mr. Tatsuo Nomura has agreed to participate in our Speaker Series this spring. As part of your student internship responsibilities you will need to arrange his lodging here at the university for March 25-27 and have the necessary paperwork completed and approved so that Mr. Nomura can receive his honorarium. Please reserve a room for his presentation as well. **I recommend McAneny Auditorium since it can accommodate the most people, but any of the presentation rooms in the business building would be fine.**

Also, once Mr. Nomura provides his abstract, **you will need to design a flyer and post it in the usual locations throughout the building.** I trust you will be able to divide the work among the four of you without any **issues**. Thanks!

Dr. Asif

Professor, Dunn School of Business

Dunn School of Business

Speaker Series Presents:

Mr. Tatsuo Nomura

Executive Vice President, Kyoto Financial Group, Japan

Developing Alternative Finance Partnerships

March 26, 5:30 P.M.

Trosdal Room

In the past few years, many financial institutions have restricted lending to reduce their risk. This practice, however, contributes to unfavorable market conditions. How

can banks minimize risk while still providing suitable funding opportunities to entrepreneurs? **One possible solution that is gaining in popularity is alternative finance.** I will provide an overview of alternative finance, share some compelling data collected jointly by researchers at Kyoto Financial Group and Dunn School of Business, and discuss how this global banking innovation can revive our industry.

From: Dennis Carter
To: Mia **Reyes**
Received: March 12, 6:00 P.M.

Mia, I'm in the media room about to print the flyer you designed, and I've noticed an error. **Mr. Nomura's bio was somehow deleted** from the flyer! **Can you revise the flyer immediately and resend it to me?** The media room is closing in 30 minutes, and **Dr. Asif** stressed that the flyers must be posted this evening at the latest.

196. What is suggested about the Trosdal Room?
- (A) It is not located in the business building.
(B) It is the site for all of the events in the Speaker Series.
(C) **It is smaller than McAneny Auditorium.**
(D) It is available on March 27.
197. In the e-mail, the word "issues" in paragraph 2, line 3, is closest in meaning to
199. What problem does Mr. Carter mention?
- (A) A name has been misspelled.
(B) **The flyer is missing information.**
(C) The flyer will not be posted on time.
(D) The room reserved for the presentation is closed.
200. Who most likely is Ms. Reyes?
- (A) A technician in the media room
(B) An executive assistant to Mr. Nomura
(C) A presenter from the Speaker Series

- (A) conflicts
- (B) periodicals
- (C) distributions
- (D) announcements

(D) A student at Dunn School of
Business

198. What is Mr. Nomura's presentation about?

- (A) A new trend in banking
- (B) A job opportunity in finance
- (C) Unusual methods of data collection
- (D) Characteristics of skilled entrepreneurs

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.