

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. Customer reviews indicate that many modern mobile devices are often unnecessarily -----.

- (A) complication
- (B) complicates
- (C) complicate
- (D) complicated

102. Jamal Nawzad has received top performance reviews ----- he joined the sales department two years ago.

- (A) despite
- (B) except
- (C) since
- (D) during

103. Among ----- recognized at the company awards ceremony were senior business analyst Natalie Obi and sales associate Peter Comeau.

- (A) who
- (B) whose
- (C) they
- (D) those

104. All clothing sold in Develyn's Boutique is made from natural materials and contains no ----- dyes.

- (A) immediate
- (B) synthetic
- (C) reasonable
- (D) assumed

105. Baggage will not be ----- for check-in more than three hours before the departure of any Blue Skies Airline flight.

- (A) accepted
- (B) accepts
- (C) accepting
- (D) acceptingly

106. Residents of Alberta Falls were ----- notified of the increase in snow-removal fees.

- (A) shortly
- (B) promptly
- (C) busily
- (D) currently

107. Mr. Daniels has mentioned ----- to retire from the board in November, but so far, a successor has not been named.

- (A) planned
- (B) plans
- (C) planner
- (D) was planning

108. It has been projected that sales of organic fruit and vegetables will increase ----- 20 percent this year.

- (A) by
- (B) after
- (C) from
- (D) across

109. After accepting a position at Clear River Enterprises, Mr. Hayashi submitted his ----- to his current employer.

- (A) completion
- (B) resignation**
- (C) expiration
- (D) determination

110. Gyeon Corporation's continuing education policy states that ----- learning new skills enhances creativity and focus.

- (A) regular
- (B) regularity
- (C) regulate
- (D) regularly**

111. An applicant for the position of mail carrier at Koan Couriers must take the postal regulations exam ----- the scheduling of an interview.

- (A) favorable
- (B) other than
- (C) previously
- (D) prior to**

112. Nova Appliances ----- that all of its washing machines are free of mechanical defects.

- (A) prevents
- (B) organizes
- (C) controls
- (D) guarantees**

113. Successful candidates will be posted to either New York ----- Paris.

- (A) or**
- (B) neither
- (C) nor
- (D) both

114. By recycling the wood shavings ----- by its paper-making process, Paperwide saves thousands of dollars each year.

- (A) generate
- (B) generates
- (C) have generated
- (D) generated**

115. Of the subway lines that stop in the central business district, the green line is the ----- to walk to from the Franklin Building.

- (A) more easily
- (B) easiest**
- (C) most easily
- (D) easy

116. Osaka Box Company specializes in ----- packaging for long-distance transport of perishable foods.

- (A) absolute
- (B) savory
- (C) protective**
- (D) expired

117. Zoe O'Heir's novel *Hanalei Sunset* experienced such success ----- six months of its release that it was subsequently translated into five different languages.

- (A) for
- (B) about
- (C) beneath
- (D) within**

118. Evergo's latest hiking shoe, the Rugged Wear Trekker, is ----- named for its durability and strength.

- (A) suitably**
- (B) suitable
- (C) suitability
- (D) suitability

119. Advertisements sent to *The Ad Exchange* must be proofread and properly formatted in order to receive ----- for publication.

- (A) instruction
- (B) approval**
- (C) description
- (D) revival

120. Widston Plastics sales professionals dedicate themselves to providing your company with quality materials at the most ----- prices.

- (A) competition
- (B) competitive**
- (C) competing
- (D) competitively

121. Jane Wiseman has her own publishing company dealing almost ----- with biographies.

- (A) exclusively**
- (B) impulsively
- (C) mutually
- (D) generously

122. Both the Mitra and the Bhatta chemical companies are in better financial shape than many of ----- competitors.

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

123. Market Solutions is one of Europe's leading international business magazines, with ----- in order 50 countries.

- (A) subscribers**
- (B) spectators
- (C) witnesses
- (D) participants

124. Please make every effort to welcome the new trainees as you encounter them ----- the next few weeks.

- (A) across
- (B) between
- (C) throughout**
- (D) among

125. Anisk Pharmaceuticals makes every effort ----- the confidentiality of all participants in the clinical study.

- (A) to maintain**
- (B) maintains
- (C) will maintain
- (D) is maintaining

126. Dr. Schmidt is not sure that her research assistant can complete the required investigation by -----.

- (A) his
- (B) him
- (C) his own
- (D) himself**

127. The main ----- of the new electronic notepad is Internet use.

- (A) function**
- (B) functions
- (C) functioned
- (D) functional

128. The legal department has ----- finished its review of company policies and expects to finalize a proposal for changes tomorrow.

- (A) slightly
- (B) frequently
- (C) nearly**
- (D) continually

129. Employees will have to record their work hours on the company Web site ----- the payroll software update has been installed.

- (A) once
- (B) next
- (C) so that
- (D) such as

130. For reasons of -----, anyone entering the construction area must wear a hard had.

- (A) safety
- (B) safe
- (C) safely
- (D) safer

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 email.

To: Project Leads
From: James Pak
Subject: Training Courses

To all Pak Designs project leaders:

In the coming weeks, we will be organizing several training sessions for --131--employees. At Pak Designs, we believe that with the proper help and support from our senior project leaders, less experienced staff can quickly --132--a deep understanding of the design process. --133--, they can improve their ability to communicate effectively across divisions. When employees at all experience levels interact, every employee's competency level rises and the business overall benefits. For that reason, we are urging experienced project leaders to attend each one of the interactive seminars that will be held throughout the coming month --134--.

Thank you for your support.

James Pak
Pak Designs

131. (A) interest
(B) interests
(C) interested
(D) interesting

132. (A) develop
(B) raise
(C) open
(D) complete

133. (A) After all
(B) For
(C) Even so
(D) At the same time

134. (A) Let me explain our plans for onsite staff training.
(B) We hope that you will strongly consider joining us.
(C) Today's training session will be postponed until Monday.
(D) This is the first in a series of such lectures.

Questions 135-138 refer to the following advertisement.

Sandifer's Clothing Shop currently has a job opening in your region.

Job description: Customer Service Representative. **Job status:** Full time

Our customer service representatives are required to respond all types of customer inquiries. An average day may involve answering 60 to 80 --135-- calls from customers who are seeking answers to specific questions. The customer service representative is also responsible for directing callers to the appropriate resources when necessary.

A key function of the position is identifying and managing priority issues that require --136-- attention. To ensure excellent customer service, timely --137-- of these issues is of the utmost importance. --138-- Hence, the ideal candidate will be adaptable, flexible, and able to walk in a dynamic environment.

To apply online, visit www.sandiferclothing.com and follow the instructions.

135. (A) outgoing
(B) **incoming**
(C) relocated
(D) interrupted

136. (A) **immediate**
(B) delayed
(C) random
(D) indistinct

137. (A) to resolve
(B) resolute
(C) resolved
(D) **resolution**

138. (A) A list of store managers is on our Web site.
(B) As a customer, your opinions are important.
(C) The part-time hours are well suited to students.
(D) **No two days are ever the same in this job.**

Questions 139-142 refer to the following e-mail.

From: confirmation@lavendermusic.com

To: felipejuarez@malomail.com

Subject: Welcome to Lavender Music

Date: August 8

Hello, Mr. Juarez,

Welcome to Lavender Music Streaming Service!

We are sending this e-mail to confirm your --139-- to Lavender Music. You signed up for the Music Lover package, which costs \$3.99 per month and includes ten hours of music playback each month and music videos --140-- available to Lavender Music members. --141--.

If at any point should you wish to --142-- your service, please navigate to your account settings page on our Web site. Once there, click the "Close Account" button.

Happy listening,

The Lavender Music Team

139. (A) application
(B) complication
(C) cancellation
(D) **subscription**

140. (A) exclusive
(B) **exclusively**
(C) exclusivity
(D) exclusion

141. (A) This package also includes a subscription to our weekly newsletter.
(B) Unfortunately, we are not able to process your payment at this time.
(C) **We will charge your credit card this amount on the eighth of every month.**
(D) You may enroll in our streaming service by e-mailing a sales specialist.

142. (A) **terminate**
(B) refinance
(C) upgrade
(D) install

Questions 143-146 refer to the following information.

Hoffmeyer Electronics Ltd.—*Quality is our main focus.*

Congratulations on the purchase of you Hoffmeyer Electronics Ltd. Microphone. It will serve you --143-- under the most challenging circumstances. Our 40 years of design experience has taught us that microphones are not always used in ideal conditions. To meet our company's strict --144-- requirements, our microphones undergo a series of rigorous tests.

Every device exposed to heat, cold, and dust, as well as repeated drops from two-meter heights. During our quality inspections, microphones are randomly chosen and--145-- these same tests by quality control technicians. --146--.

That is why, at Hoffmeyer Electronics Ltd., we say "quality is our main focus."

143. (A) distantly
(B) faithfully
(C) conditionally
(D) needlessly

145. (A) handed in
(B) put through
(C) given back
(D) turned up

144. (A) educational
(B) internship
(C) reliability
(D) pricing

146. (A) From those results, we always try to cut costs.
(B) Through this process, items are shipped quickly.
(C) Even one device failing one test will stop production.
(D) Extra microphones are ideal for panel discussions.

Part 7

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

Questions 147-148 refer to the following advertisement.

Used Car For Sale. Six-year-old Carlisle Custom. **Only one owner.** Low mileage. Car used to commute short distances to town. Brakes and tires replaced six months ago. **Struts replaced two weeks ago.** Air conditioning works well, but heater takes a while to warm up. Brand new spare tire included. Priced to sell. **Owner going overseas at the end of this month and must sell the car.** Call Firoozeh Ghorbani at (848) 555-0132.

147. What is suggested about the car?

- (A) It was recently repaired.
- (B) It has had more than one owner.
- (C) It is very fuel efficient.
- (D) It has been on sale for six months.

148. According to the advertisement, why is Ms. Ghorbani selling her car?

- (A) She cannot repair the car's temperature control.
- (B) She finds it difficult to maintain.
- (C) She would like to have a newer model.
- (D) She is leaving for another country.

Questions 149-151 refer to the following article.

On Monday, Salinas Products, a large food distributor based in Mexico City, announced its plans to acquire the Pablo's restaurant chain. Pablo Benavidez, the chain's owner, had been considering holding an auction for ownership of the chain. **He ultimately made the decision to sell to Salinas** without seeking other offers. According to inside sources, Salinas has agreed to keep the restaurant's name as part of the deal. **Mr. Benavidez started the business 40 years ago** right after finishing school. He opened a small food stand in **his hometown of Cancun**. Following that, he opened restaurants in Puerto Vallarta and Veracruz, and there are now over 50 Pablo's restaurants nationwide.

149. What is suggested about Mr. Benavidez?

- (A) He has hired Salinas Products to distribute his products.
- (B) He has agreed to sell his business to Salinas Products.**
- (C) He has recently been hired as an employee of a school.
- (D) He has been chosen to be the new president of Salinas Products.

150. According to the article, where is Mr. Benavidez from?

- (A) Cancun**
- (B) Veracruz
- (C) Mexico City
- (D) Puerto Vallarta

151. What is indicated about the Pablo's restaurant chain?

- (A) It was recently sold in an auction.
- (B) It will soon change its name.
- (C) It was founded 40 years ago.**
- (D) It operates in several countries.

Questions 152-153 refer to the following text message chain.

SAM BACH	11:59
My first flight was delayed, so I missed my connection in Beijing.	
SAM BACH	12:00
So now, I'm going to be on a flight arriving in Kansai at 18:00.	
AKIRA OTANI	12:05
OK. Same airline?	
SAM BACH	12:06
It's still Fly Right Airlines. It will be later in the day but still in time for our client meeting.	
AKIRA OTANI	12:06
I'll confirm the arrival time. Do you have any checked bags?	
SAM BATH	12:10
I do. Would you mind meeting me at the door after I go through customs?	
AKIRA OTANI	12:15
Sure thing. Parking spots can be hard to find, but now I'll have extra time to drive around and look.	
SAM BACH	12:16
Yes, sorry about that. See you then!	
<input type="text"/>	<input type="button" value="Send"/>

152. What is suggested about Mr. Bach?

- (A) He has been to Kansai more than once.
- (B) He currently works in Beijing.
- (C) He is on a business trip.**
- (D) He works for Fly Right Airlines.

153. At 12:15, what does Mr. Otani mean when he writes, "Sure thing"?

- (A) He has confirmed the arrival time of a flight.
- (B) He is certain he will be able to find a parking place.
- (C) He agrees to wait at the door near the customs area.**
- (D) He knows Mr. Bath must pass through customs.

Questions 154-155 refer to the following memo.

From: Michael Bergmann
To: Brigit Ingersoll
Re: Awards Banquet

Per your request, I've put together a list of preferred caterers. In my opinion, Comfort Meals is the best: they are reliable, their charges are reasonable, and, above all, their food is delicious! Another food service provider I can highly recommend is Ethnic D'lites. They offer, among other things, a variety of South Asian dishes, and our employees and clients from that region in particular give them high marks.

With regard to your question about entertainment I'm afraid I can't offer you any advice. Ramon Garcia (extension 5555) in the sales department may have some suggestions for you. On a couple of occasions he has hired musicians for annual New Year's party.

I hope this information is useful. Good luck with the preparation for the October 12 event.

Michael

154. What is the purpose of the memo?

- (A) To inquire about the new telephone system
- (B) To congratulate an employee on a promotion
- (C) To discuss the price of menu items
- (D) To provide suggestions for an upcoming event

155. Why should Ms. Ingersoll contact Mr. Garcia?

- (A) To learn more about the new work procedures
- (B) To ask for recommendations for entertainment
- (C) To find out when a party will be held
- (D) To verify the prices of a catered meal

Questions 156-157 refer to the following article.

High Temperatures Spur Ice Cream Sales

Although rising summer temperatures typically mean high electricity costs for the average homeowner, this month's heat wave is having an unexpected consequence: a surge in attendance at local ice-cream parlors. According to reports from local business owners, industry sales have increased as much as 50 percent compared with the

same period last year. While this recent boom might have been expected to produce a rise in the price of products like milkshakes, prices in the downtown area have remained steady. Other retailers benefiting from the sweltering weather are those selling soft drinks and **appliances, such as air conditioners.**

156. What is the purpose of the article?

- (A) To report an unusual retail trend
- (B) To advise against outdoor activities
- (C) To advertise a new kind of ice cream
- (D) To caution about a weather condition

157. According to the article, who is

benefiting from the change in weather?

- (A) Industry experts
- (B) Appliance store owners
- (C) Electrical contractors
- (D) Local homeowners

Questions 158-160 refer to the following letter.

Mei Hayashi
Piedmont Publishing
1452 Magellan Drive
Chicago, IL 60602
September 4

Dear Ms. Hayashi,

Recently you requested permission on behalf of Charles Stanton, managing editor of Piedmont Publishing, to reprint "Expanding X-Ray Capabilities" by Dr. Mia Giordano. The article was originally published in Medical Technology Journal on April 8 of this year.

You indicated that the material requested will be used as a chapter in a medical encyclopedia currently being compiled by Mr. Stanton.

After reviewing the request, Dr. Giordano has provided her permission; note that a credit line acknowledging Dr. Giordano's work must be included. The contract acknowledging legal permission for Piedmont Publishing to reprint the material is enclosed. This document specifies how Dr. Giordano should be credited.

Please refrain from utilizing or publishing any of the material until the contract has been completed, signed, and returned to me. If you have any questions, please call me at 847-555-0188 or e-mail kndiaye@smtpuds.org.

Sincerely,

Karim Ndiaye

Karim Ndiaye, Publisher
Society of Medical Technology

Enclosure

158. What is the purpose of the letter?

- (A) To authorize the use of an article
- (B) To ask questions about a contract
- (C) To submit an article for publication
- (D) To request technological assistance

159. Who most likely is Ms. Hayashi?

- (A) A member of the Society of Medical Technology
- (B) A writer of technology articles

(C) An assistant to Mr. Stanton

(D) A student of Dr. Giordano's

160. What must be returned to Mr. Ndiaye?

- (A) A medical journal
- (B) A legal document
- (C) A credit application
- (D) A subscription form

Question 161-163 refer to the following form.

The Association of Electronics Engineers

Membership Registration Form

The Association of Electronics Engineers (AEE) is a **worldwide organization** for people who work with advanced electronic technology. Members represent a variety of fields ranging from transportation systems to telecommunication.

AEE members enjoy these benefits:

- Reduced registration fees for AEE-sponsored **conferences**
- **A discount on AEE's series of engineering reference guides**
- A free subscription to *AEE Quarterly journal*

Join today!

Last name _____ First name _____

Employer _____

Mailing address _____

E-mail address _____

Credit card number _____ Expiration date _____

Check your interest(s)

- _____ Information technology
- _____ Optical communication
- _____ Power electronics
- _____ Robot technology
- _____ Wireless technology

Yearly membership fees

- Professional engineers-\$75
- University faculty-\$65

People taking engineering class-Free

161. What is offered at a discount?

- (A) Internet access
- (B) Office supplies
- (C) Computer equipment
- (D) Reference book**

163. Who can receive AEE benefits for free

- (A) Working engineers
- (B) Professors
- (C) Students**
- (D) Retired engineers

162. What is NOT implied about the AEE?

- (A) It organizes conferences.
- (B) It is an international organization.
- (C) It offers job search services.**
- (D) It publishes a journal.

Questions 164-167 refer to the information.

Noticeboard Space Available to Community Groups

Mooringtown Library is pleased to invite local community groups to use the **free** advertising space on its new noticeboard, located outside the front entrance of the library. Space on the board is available for **up to four weeks** at a time.

Notices must be **approved in advance** at the library's front desk and must meet the following requirements. All content must be suitable for public display. The notice must be written or printed on standard-quality paper with **dimensions** of either 8.5 in. x 11 in. or 5.5 in. x 8.5 in. The **desired start and end date** for display should be written in the front bottom right corner. --[1]--. Any notices that do not meet these requirements will not be considered and will be discarded. --[2]--.

--[3]--. Submissions are now being accepted at the Mooringtown Library front desk. Please **have the actual notice**, in the format in which you would like it to appear, with you when you arrive. Within one business day, you will receive a call confirming that your notice has been added to the board. --[4]--.

Mooringtown Library

www.mooringtownlib.co.au

164. What is indicated about advertising space on the Mooringtown Library noticeboard?

- (A) It is available at no charge.
- (B) It can be used for any length of time.
- (C) It is open to all area businesses.
- (D) It is intended mainly for sporting events.

165. What is NOT a stated requirement for a notice to be placed on the board?

- (A) It must be of a particular size.
- (B) It must be marked with posting dates.
- (C) It must be reviewed beforehand.
- (D) It must be signed by a librarian.

166. What should an advertiser bring to the library when making a submission?

- (A) An outline of proposed content
- (B) A final version of the notice
- (C) A completed submission form
- (D) A letter from an organization

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

"The name and telephone number of the person posting the notice must be clearly marked on the back."

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

Questions 168-171 refer to the following online chat discussion.

Waqar Fadi [3:13 P.M.]	Guess what? Zip Strings contacted us to do some promotional work for them . Before I accept, I'd like to hear your thoughts.
Lin Zan [3:13 P.M.]	Zip Strings? Isn't that the company that makes those athletic shoes that use zippers instead of strings?
Waqar Fadi [3:41 P.M.]	Yes, but they're better known for their advanced technology. The shoes transmit statistics like heart rate and running speed to an athlete's smartphone. Do you think we can market them?
Lin Zan [3:14 P.M.]	Well, I only know about them because Monika has a pair. What do you say, Monika?
Monika Slava [3:16 P.M.]	They're stylish, eye-catching , and functional. They'll basically sell themselves. We should take the account.
Waqar Fadi [3:17 P.M.]	Then let's do it. I'd like to give Zip Strings a rough outline of our marketing strategy when I call them back. Any ideas?
Monika Slava [3:19 P.M.]	We could hire some runners from the track team at Northern Fields University to do a foot race while wearing the shoes. Then we can transmit the statistics the shoes generate to a big screen for the audience to watch in real time.
Lin Zan [3:20 P.M.]	Can Zip Strings give us a few sample pairs? We could give them away as prizes after the race.
Waqar Fadi [3:21 P.M.]	Great idea. I'll ask them about that. For now, Monika, get in touch with the university track team and see if you can find some runners for us.
Monika Slava [3:22 P.M.]	I'm on it.
<input type="text"/>	
<input type="button" value="Send"/>	

168. At what kind of company do the writers most likely work?

- (A) A sportswear company
- (B) An advertising agency**
- (C) A fashion magazine
- (D) A fitness center

169. What is mentioned about Zip Strings shoes?

- (A) They are made from natural materials.
- (B) They are mostly sold online.
- (C) They are inexpensive.
- (D) They are attractive**

170. What is suggested about Northern Fields University?

- (A) It has an organization of student runners.**
- (B) An apparel company was founded there.
- (C) Mr. Zan graduated from its local campus.
- (D) Many of its students own Zip Strings shoes.

171. At 3:22 P.M., what does Ms. Slava mean when she writes, "I'm on it"?

- (A) She has already finished a task.
- (B) She will do what is requested.**
- (C) She is looking at a Web site.
- (D) She is part of a team.

Questions 172-175 refer to the following page from a Web site.

Job Openings	Special Services	Client Testimonials	Future Projects
--------------	------------------	---------------------	-----------------

The world of apparel retailing has changed dramatically since we at Brantford Services Inc. introduced our first display case, the Briax A line, nearly 20 years ago--[1]--. More than ever, physical clothing stores depend on our innovative displays to compete against online retailers. Our latest floor display, the Briax B10, has recently been upgraded to include **bright, interactive touch screens that allow customers to view several fashion items side by side**. Read product reviews, and conduct price comparisons.

But cutting-edge merchandise displays are not all we offer. Brantford Services Inc. can also provide you with a wide range of consulting services. Are you opening a new clothing store?--[2]--. One of our experts can work closely with you to maximize your revenues. A detailed budget can be created to make accurate financial projections. By displaying your sales, cost of supplies, and labor costs, it will help you manage your operation's finances.--[3]--. Quick responses to unexpected changes in sales volume are then possible.

In addition, our consultants can instruct your sales staff in how to achieve synergy and coordination with our high-tech display solutions.--[4]--. Through this on-site training, your employees are sure to achieve higher levels of customer service. Contact us at brantford-serv.com and we can have a program tailored for you.

172. What part of the Web site most likely is displayed?

- (A) Job Openings
- (B) Special Services**
- (C) Client Testimonials
- (D) Future Projects

173. What kind of company most likely is Brantford Services Inc.?

- (A) A fashion design company
- (B) A maker of store displays**
- (C) A wholesale clothing supplier
- (D) A commercial accounting firm

174. What upgrade was recently added to the Briax B10?

- (A) Increased portability
- (B) Adjustable lighting
- (C) Interactive features**
- (D) Invoicing functions

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

"Actual sales totals can be compared to the budget to measure sales performance."

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

Questions 176-180 refer to the following advertisement and e-mail.

<http://www.businessaudiopro.com>

Business Audio Pro

Enhance Your Company's Image with a Professionally Recorded Telephone Greeting

A professional, personalized voicemail message creates an excellent first impression.

Business Audio Pro meets your specifications to record a customized telephone greeting within three business day!

Services We Offer:

1. **Professional Voice Talent for Voicemail Message**—We have numerous male and female voice actors with a wide range of tones, accents, and dialects. Visit businessaudiopro.com to hear examples of what each actor sounds like and choose the one that best suits your needs.
2. **On-Hold Messages**—We also create professional on-hold messages with pleasant music to music to enhance your customers' experience.
3. **Customized Script Writing**—Our experienced script writers can help you craft a personalized message that distinguishes you and your business.
4. **Multilingual Voice Production**—For those with a multilingual customer base, we offer services in a wide range of languages.

Send us an e-mail (inquiry@businessaudiopro.com) with your contact information and your specific needs. A representative will call you within 24 hours to discuss your project and provide a price estimate.

To: inquiry@businessaudiopro.com

From: j.annesly@anneslydata.com

Date: June 25

Subject: Request

I found your notice in the newspaper and wish to use your services for my data-processing and transcription business. I am looking specifically for a professionally recorded voicemail greeting intended for my clients, and I wonder if you would be available to write and record this for me, and how soon. Since I work with English- and Spanish-speaking clients, I would like the message to be recorded in both languages.

Please reach out to me at my mobile phone between the hours of 10:00 A.M. and 5:00 P.M. I hope to hear from you soon.

Thank you,

Jody Annesly

Annesly Data

512-555-6879 (mobile)

342 Maymill Road, Fort Worth, TX 70609

176. According to the advertisement, why should customers visit the Business Audio Pro Web site?

- (A) To hear voice samples
- (B) To add a new phone number
- (C) To submit a credit card payment
- (D) To request recording equipment

177. What is suggested about Business Audio Pro?

- (A) It fills orders once a week.
- (B) It advertises in the newspaper.
- (C) It specializes in data-processing services.
- (D) It has recently expanded its business.

178. Who most likely is Ms. Annesly?

- (A) An actor
- (B) A script writer

(C) A sales associate

(D) A business owner

179. What service does Ms. Annesly NOT request from Business Audio Pro?

- (A) Professional voice talent
- (B) On-hold messages
- (C) Customized script writing
- (D) Multilingual voice production

180. What will Ms. Annesly most likely do within 24 hours?

- (A) Meet with an actor
- (B) Visit a recording studio
- (C) Write a script
- (D) Speak with a representative

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

From: Judy Olchinsky, Vice President of Marketing
To: Marketing department employees
Date: December 1

This memo is to remind all full-time employees to submit inventory forms this month. As you may know, the accounting department **performs** an annual review of all company-owned office equipment. This information is necessary for our tax records as well as for purchasing decisions for the next year.

Please use the attached form to list all equipment (computer, fax machine, etc.) of which you are the principal user. Please also list the age and condition of each piece of equipment, if known. This is particularly important, **since the company plans to replace computers and copy machines that are more than three years old. If you should lose your copy or want more of these forms, you may get them from Ron Uchida** (ext. 6781).

Because I need to submit the forms for the entire department by December 21, it is important that employees send their lists to my assistant, Donna Jones, by December **15**. This will allow time for me to review the forms and request additional information, if necessary. Thank you for your cooperation.

Employee Name: David Ramirez

Date: December 11

Employee Number: 91720

Office Telephone: 241-6790

Department Manager: Lois Reinhardt

Equipment Description	Age (years)	Condition		
Expressa T1200 Fax Machine	5	Good	<input checked="" type="checkbox"/> Fair	Poor
Supertech XL Desk Computer	2	<input checked="" type="checkbox"/> Good	Fair	Poor
Innova 620 Answering Machine	1	Good	Fair	<input checked="" type="checkbox"/> Poor
		Good	Fair	Poor
		Good	Fair	Poor

181. Why are employees asked to complete the forms?

(A) To determine which office equipment should be replaced

(B) To give managers information about how often equipment is used

(C) To schedule repairs of older office equipment

(D) To find out which brands of office equipment are most popular

182. In the memo, the word "performs" in paragraph 1, line 2, is closest in meaning to

(A) acts

(B) inspects

(C) carries out

(D) participates in

183. Who are employees asked to contact for additional inventory forms?

(A) Lois Reinhardt

(B) Judy Olchinsky

(C) Donna Jones

(D) Ron Uchida

184. By when are employees asked to turn in the completed forms?

(A) December 1

(B) December 11

(C) December 15

(D) December 21

185. What can be inferred about Mr. Ramirez?

(A) He recently transferred from the marketing department.

(B) He will not get a new computer.

(C) He ordered a new fax machine in December.

(D) He is Lois Reinhardt's supervisor.

Questions 186-190 refer to the following advertisement, online shopping cart, and e-mail.

Sparky Paints, Inc.

Sparky Paints, Inc., makes it easy to select the right colors for your home. Browse through hundreds of colors on our Web site, www.sparkypaints.com. Select your **top** colors, and we'll send free samples right to your door. Our color samples are three times larger than typical samples found in home-improvement stores and come with self-adhesive backing, allowing you to adhere them to your walls so you can easily see how colors will coordinate in your home. When you're ready to begin painting, simply select your chosen colors online, and we'll ship the paint of your choice to arrive at your home within 3-5 business days, or within **2 business days for an additional expedited shipping fee.**

*Actual colors may differ slightly from what appears on your monitor. For this reason, **we recommend ordering several samples in similar shades.**

<http://www.sparkypaints.com/shoppingcart>

Sparky Paints, Inc.



Order Summary #3397		Customer: Arun Phan	
Item	Size	Quantity	Price
Caspian Blue SP 237	n/a	1	\$0.00
Deep Sea Blue SP 298	n/a	1	\$0.00
Stormy Blue SP 722	n/a	1	\$0.00
Misty Gray SP 977	Gallon	2	\$50.00
Tax (8 percent)			\$4.00
Expedited shipping			\$18.99
Total			\$72.99

Proceed to Checkout

From: Arun Phan <arun.phan@tnet.com>
To: Customer Support <support@sparkypaints.com>
Date: March 12
Subject: Order #3397

Hello,

Thanks for sending my order #3397—it arrived this morning. **Unfortunately, the paint was not the one I had asked for. I had selected color SP 944 but received SP 945 (Ocean Waves).** They appear right next to each other on your Web site, so the two may have been confused at your end. Could you send me the correct paint, **along with addition samples that are close in color to SP 722? That sample worked well in my house;** the others looked too green on my walls.

Thank you,

Arun Phan

186. In the advertisement, the word "top" in paragraph 1, line 2, is closest in meaning to
- (A) maximum
 - (B) favorite**
 - (C) important
 - (D) upper
187. What are Sparky Paints customers advised to do?
- (A) Apply an adhesive to color samples
 - (B) Visit a store to compare paint colors
 - (C) Adjust the color on their computer monitors
 - (D) Order samples of several similar colors**
188. What is most likely true about order #3397?
- (A) It arrived within two business day.**
 - (B) It included an extra sample.
 - (C) It was shipped in February.
 - (D) It contained four gallons of paint.
189. Which color does Mr. Phan indicate that he likes?
- (A) Caspian Blue
 - (B) Deep Sea Blue
 - (C) Stormy Blue**
 - (D) Misty Gray
190. What problem did Mr. Phan mention in his e-mail?
- (A) He received the wrong item.**
 - (B) He was charged the wrong price.
 - (C) The delivery time was too long.
 - (D) The instructions were too confusing.

Questions 191-195 refer to the following article, review, and letter.

Care at You Door

In today's busy world, it is easy to skip going to the doctor in favor of finishing up that project at work or meeting a friend for coffee. Even with proper exercise and diet, though, regular medical checkups are an essential component of maintaining good health. **One Sydney doctor saw a way to help busy people get the attention they need. "If people don't have time to come to me, I'll just go to them,"** said Jayden Cooke, M.D. Dr. Cooke closes his clinic on Tuesdays and Thursdays to pay home visits to clients. "Making home visits to clients can now prevent the need for clients' clinic visits in the future," said Dr. Cooke. "Therefore, **I make preventative health care my core approach to medicine. This will, I hope, help make Sydney a healthier place.**"

—Genevieve Wellesley for Today's Health

Irish Author Does It Again

Moyna McGowan's newest book, *Ireland's Changing Tides*, is an exceptional chronicle of the evolution of the fishing industry in Ireland, from self-sustaining fishing villages to present-day fish farming. **A Donegal native**, Ms. McGowan learned about the trade from her fisherman father, so her book has many exciting firsthand accounts of the fishing life in Ireland in addition to top-notch research. **She makes her preference for traditional fishing methods over modernized seafood harvesting very clear.** Along with that, she makes a good **case** for the ecological value of simpler village living. In all, *Ireland's Changing Tides* is a worthy companion volume to Ms. McGowan's previous book on the history of agriculture, *Growing Abundance*. Ms. McGowan has already announced plans for her new book focusing on **medical care**, *Mending the Flock*. You can find *Ireland's Changing Tides* and Ms. McGowan's other books on her **publisher's Web site**, www.keavypress.com.

1 March

Jayden Cooke, M.D.
You-First Clinic
22 Castlereach St., Sydney
NSW 2000

Dear Dr. Cooke,

I recently read about your creative medical practice in an article in Today's Health. I am currently writing a book about how medical care has changed throughout history, and I think your story could be valuable to my work. I'd very much like to interview you for the book when I visit Sydney this summer. If this is possible, please contact my office at +353 (046) 311-7981.

On a personal note, I'd like to applaud your efforts to make your city healthier. I think your approach is brilliant, and I wish you the best of luck.

Most sincerely,

M. MCGOWAN

Moyna McGowan

191. What is the article mainly about?

- (A) A clinic changing its hours
- (B) A new form of patient visits**
- (C) Tips for choosing a doctor
- (D) The benefits of exercise

192. In the review, the word "case" in paragraph 1, line 8, is closest in meaning to

- (A) argument**
- (B) container
- (C) situation
- (D) encounter

193. What does the review suggest about Ms. McGowan?

- (A) She favors traditional fishing practices.**
- (B) She is currently writing a book a book about farming.
- (C) She grew up in Australia.
- (D) She recently launched her own Web site.

194. For what book Ms. McGowan want to interview Dr. Cooke?

- (A) Ireland's Changing Tides
- (B) Mending the Flock**
- (C) Growing Abundance
- (D) Today's Health

195. What does Ms. McGowan imply in her letter?

- (A) She thinks that eating fish is part of a healthy diet.
- (B) She wants to give Dr. Cooke a copy of her book.
- (C) She wants to suggest a medical strategy to Dr. Cooke.
- (D) She believes that doctors visiting homes is a good idea.**

Questions 196-200 refer to the following Web page, online review, and e-mail.

[Http://www.hc-ba.org](http://www.hc-ba.org)

Explore Bookshop Row! —Sponsored by the Harden City Business Association (HCBA)

— Harden City's Bookshop Row has four great bookstores, all on South Lincoln Street:

→ The Book Room, at #120, stocks 85,000 new and used books. Owner Thomas **Graziano** regularly hosts book signings and offers a book-search service.

→ NBD Books, at #118, carries used books as well as ceramics by local artist Stan Gorecki.

→ **The Resale Book Center**, at #110, has over 50,000 used books. **Owner-manager Jenny Suh** donates 20% of the store's proceeds to the Harden City Community Center.

→ **Bright Books Inc., at #106 on the Row's north end**, specializes in art and photography books. It is owned by Thomas Nettles, a prize-winning landscape photographer.

For an interactive guide map to "the Row," visit the HCBA's main Web site at www.hc-ba.org.

Harden City Reviews.com—The region's top business review site

[BACK](#)

[HOME](#)

Most recent review of: The Book Room, Harden City

Date of review: September 24

→ The Book Room's two floors are filled with all kinds of reasonably priced books. Thomas Graziano, the owner, has placed comfortable chairs at various **points** in the store to encourage browsing—and perhaps purchases. Mr. Graziano will also help you find rare books. For this service, he often gets help from Nancy Dumont, who owns NBD Books. Like all the Row's booksellers, Mr. Graziano runs a booth during the city's annual Big Book Fair.

Bookshop Row itself is lively and fun. **A new eatery, Mykonos Garden, recently opened at #104 South Lincoln Street—right next door to Bright Books Inc.** All in all, the Row is a great place to spend an afternoon.

To: Audrey Nelson (audrey-nelson@mail.com)

From: Jenny Suh (jenny-suh@mail.com)

Date: Monday, October 7

Hi Audrey,

I just want to thank you again for **volunteering to help manage our booth last Saturday at the Big Book Fair**. Your quick think during setup that morning saved our day. Even though I forgot to bring along the event's souvenir posters, **you remembered that Mr. Graziano had offered us his extra ones and even picked them up from his store**. Well done!

Looking ahead, we'll need volunteers for later next month. On Friday, November 18, **we will pack**

books to take to the book fair at Malvern Heights. The event runs from November 22 to 24, and we'll be there all three days. Let me know if you can help out.

Once again, thank you for all your hard work. Hope to talk to you soon.

Regards,

Jenny

196. What is suggested about Bookshop Row?

- (A) It is located across from a community center.
- (B) Some of its stores sell new books online.
- (C) A restaurant opened next to its northern end.
- (D) Its stores give special discounts to HCBA members.

199. From where did Ms. Nelson most likely get posters on Saturday?

- (A) 106 South Lincoln Street
- (B) 110 South Lincoln Street
- (C) 118 South Lincoln Street
- (D) 120 South Lincoln Street

197. In the review, the word "points" in paragraph 1, line 2, is closest in meaning to

- (A) goals
- (B) measurements
- (C) locations
- (D) credits

200. According to the e-mail, what will happen on November 22?

- (A) Mr. Graziano will hold a clearance sale.
- (B) A book fair will start in Malvern Heights.
- (C) Ms. Nelson will launch a new business.
- (D) A new store will open on Bookshop Row.

198. What most likely is true about Ms. Nelson?

- (A) She volunteered for The Resale Book Center during an annual event.
- (B) She helped Stan Gorecki get his work displayed at a bookstore.
- (C) She recently sold a commercial property to Mr. Graziano.
- (D) She is a member of Harden City's Chamber of Commerce.

Stop! This is the end of the test.