

T139

Part 5

101. Every batch of sauce at Generita's Bistro is processed meticulously by ----- expert chefs.

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

102. Computerization of medical records ----- increases a physician's ability to diagnose and treat patients.

- (A) great
- (B) **greatly**
- (C) greatness
- (D) greatest

103. At Rojelle's Fine Dining, we use the freshest \_\_\_ available to make our salads.

- (A) applications
- (B) subjects
- (C) **ingredients**
- (D) factors

104. Professor Benguigui will present his paper ----- the natural history conference tomorrow.

- (A) by
- (B) **at**
- (C) of
- (D) on

105. The chefs are still waiting for a ----- date for the new convection oven that was ordered two weeks ago.

- (A) shipper
- (B) ships
- (C) shipments
- (D) **shipping**

106. Mr. Kang works ----- with our internal team members as well as various regional sales representatives.

- (A) mildly
- (B) nearly
- (C) **closely**
- (D) narrowly

107. Fashion designer Hye-Ja Pak knows ----- to update her line in response to changing tastes.

- (A) and
- (B) **when**
- (C) need
- (D) for

108. The samba class was so well ----- that the Yulara Dance School decided to make the course a permanent offering.

- (A) **attended**
- (B) educated
- (C) gathered
- (D) protected

109. The factory will be situated away ----- the city's residential area to reduce complaints about noise and emissions.

- (A) **from**
- (B) about
- (C) with
- (D) out

110. Ms. Kuramoto selected the most ----- mailing option available.

- (A) **economical**
- (B) economy
- (C) economize
- (D) economized

111. Companies without information technology specialists can ----- on Vyber Software Advisers for assistance with online services  
(A) reliable  
(B) reliably  
(C) rely  
(D) relying

112. Next year, our team will have a new task, ----- is to review design portfolios.  
(A) although  
(B) which  
(C) after  
(D) because

113. Cook the meat for 30 minutes to ensure ----- readiness to be eaten.  
(A) both  
(B) this  
(C) its  
(D) that

114. Amoxitron's research team will hire ----- interns to assist with laboratory duties.  
(A) given  
(B) several  
(C) whole  
(D) natural

115. ----- the new acai juice blend has proved so popular, we should move quickly to increase our production volume.  
(A) If  
(B) Whether  
(C) Since  
(D) Unless

116. New emissions standards have forced Rider Auto to modify the process of engine -----  
(A) construction  
(B) constructed  
(C) constructive  
(D) construct

117. Maki Kayano's book offers techniques for ----- business tasks with speed and precision.  
(A) executing  
(B) equipping  
(C) returning  
(D) involving

118. To control costs, updated credit card readers will be installed in branch stores -----.  
(A) gradual  
(B) gradually  
(C) more gradual  
(D) most gradual

119. In this quarter, the Montel Beverage Company is expecting sales ----- 160,000 and 180,000.  
(A) without  
(B) among  
(C) throughout  
(D) between

120. Because Mount Akoyola is so challenging for climbers, ----- have reached its peak.  
(A) any  
(B) either  
(C) other  
(D) few

121. King Street Bridge will be closed in the month of September ----- repair work.  
(A) because of  
(B) so that  
(C) as if  
(D) rather than

122. Ms. Taniguchi's supervisor commended her for negotiating ----- with Furuyama Corporation.

- (A) effective
- (B) effecting
- (C) effected
- (D) effectively

123. Staff members may reserve the conference room ----- they need it.

- (A) somewhere
- (B) whatever
- (C) everything
- (D) anytime

124. The public relations director must have a high level of ----- in English and Spanish.

- (A) proficiency
- (B) advancement
- (C) routine
- (D) strength

125. Patterson Products ----- seeks innovative ways of meeting changing consumer demand.

- (A) dually
- (B) favorably
- (C) continually
- (D) generically

126. Mr. Volante is working at home tomorrow so he ----- the technical report without any distractions.

- (A) can finish
- (B) would finish
- (C) finished
- (D) has been finishing

127. All of the billing procedures remain the same, ----- new payment codes need to be inserted into the invoice documents.

- (A) in order that
- (B) during
- (C) across from
- (D) except that

128. The lightweight design of the new sedan is ----- because it can cause the vehicle to slide on icy roads.

- (A) possible
- (B) mechanical
- (C) questionable
- (D) multiple

129. When the bank president retired, the common ----- was that the vice president would take Over.

- (A) assume
- (B) assumption
- (C) assuming
- (D) assumable

130. West Bengali Airlines ----- fees for oversized items that are still within weight limitations.

- (A) invites
- (B) cooperates
- (C) transports
- (D) waives

Part 6

Questions 131-134 refer to the following e-mail.

To: pmendoza@factmail.co

From: recruiting@analystsassoc.org

Date: May 2

Subject: Joining ASA

Dear Mr. Mendoza,

Thank you for expressing your interest in our organization during the recent --131.-- . It was a pleasure meeting you at the ASA booth during the Weber Information Systems Convention. As you may recall from our conversation, we discussed how ASA membership --132.-- your career through networking opportunities as well as the industry insights offered in our monthly newsletter. The normal fee for members is just \$120 a year; however, we are currently offering a new-member discount. --133.--

If you are still interested in joining, please reply to --134.-- with your mailing address. I will then forward you an application packet.

Sincerely,

Ashlee Loren, President

Association of Systems Analysts

131. (A) election

(B) broadcast

(C) conference

(D) performance

132. (A) can benefit

(B) is benefiting

(C) has benefited

(D) will have benefited

133. (A) Discounts on rental cars are included in the annual membership.

(B) Our jobs board is quite comprehensive.

(C) We are the first organization of our kind.

(D) This month you can join for just half the usual rate.

134. (A) it

(B) me

(C) them

(D) anyone

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

To: Sam Heinz

From: Northways Professional Development

Sent: April 20

Subject: Workshop 4/28-4/30

Dear Workshop Participants,

We look forward to seeing you at the digital storytelling workshop. On the first day, when you enter the Albin College campus, attendants will --135.-- you to lot 43 and the Toteman Building. We will begin each day in conference room 9. Coffee, tea, snacks, and fruit --136.-- in the mornings. Lunch will be sandwiches and salads from Black Horse Restaurant. --137.--.

In the afternoons, we will be working in the computer lab. We suggest that you assemble some images that you would like to use for your project. It will be --138.-- for you to have them saved on a digital storage device beforehand. If you have any questions, please e-mail us.

Very Best,

Gina Kapuski

135. (A) offer

(B) direct

(C) pass

(D) instruct

136. (A) will be provided

(B) were provided

(C) providers

(D) are providing

137. (A) Some prior experience working with digital files is assumed.

(B) Please do not bring any copyrighted material to the workshop.

(C) Please let us know if you have any dietary restrictions.

(D) There is a one-time parking charge of fifteen dollars.

138. (A) useful

(B) surprised

(C) difficult

(D) amazing

Questions 139-142 refer to the following article.

## Venley Foods Responsive to Changing Consumers

Who cares where the tomatoes in your salad actually came from? --139--., an increasing number of people do, according to a study conducted by the Consumer Group. In fact, the study shows that many consumers would pay an average of 10 percent more when given the exact source of a fresh food product. --140--. Some grocery stores, such as Venley Foods in Boston, have taken advantage of the trend and used it to implement --141-- branding and marketing. "If we can tell a story about our product," says Venley Foods CEO Minji Kim, "then we've added --142-- in the minds Of consumers."

139. (A) Carefully

(B) Apparently

(C) Formerly

(D) Rarely

141. (A) smarts

(B) smartly

(C) smarter

(D) smartness

140. (A) Fresh food can be refrigerated for up to two days.

(B) Many grocery stores have been extending their hours.

(C) Most studies are published in consumer magazines.

(D) The number increases to 20 percent in large cities.

142. (A) value

(B) time

(C) obstacles

(D) bonus

Questions 143-146 refer to the following article.

### Nylobe, Inc., Announces Newest Development Project

SEATTLE (May 1)-Researchers at technology firm Nylobe, Inc., are working to develop a sensor capable of detecting corrosion caused by environmental exposure. Corrosion is a major contributor to --143.-- losses in the aircraft industry each year. "This will be a major --144.-- for commercial airline fleets," says Mel Laveau, Nylobe's CEO. "The sensor will decrease both labor and maintenance costs without being too expensive."

According to Ms. Laveau, the sensor will work by detecting corrosion in its early stages, when the problem can be corrected simply by removing the corroded material. --145.-- . In the structure of large aircraft, some critical joints can be particularly susceptible to corrosion. --146.-- , the sensor can be used to inspect these areas and then target the most likely areas of concern.

143. (A) financially  
(B) financed  
(C) financial  
(D) finances

144. (A) balance  
(B) examination  
(C) expectation  
(D) asset

145. (A) This will reduce the need for making expensive structural repairs.

- (B) The parts have all been replaced with higher quality materials.  
(C) The next stage of the project involves scanning the affected areas.  
(D) Its style and sleek design made it popular with the public.

146. (A) Meanwhile  
(B) Similarly  
(C) Otherwise  
(D) Fortunately

**Part7**

Questions 147-148 refer to the following invoice.

**Invoice 3987**

**Shawqi Office Services, Dubai, UAE**  
Report requested in English

**18** October  
Jenkins Press  
P.O. Box 2291  
Dubai, UAE

**Service**

On **14** October, replaced bulb and repaired paper tray on copier per call received on **12** October. Replaced copy ink in two machines. **Performed routine yearly maintenance on five copiers** per existing service contract.

<b>Labor cost</b>	AED 330.00
<b>Paper tray</b>	AED 50.00
<b>Bulb</b>	AED 30.00
<b>Copy ink</b>	AED 220.00
<b>Total</b>	<b>AED 630.00</b>

**Total amount must be received by 31 October.**  
Thank you for your business!

147. What is indicated about Jenkins Press?

- (A) It has several offices around the world.
- (B) Its copiers get checked every year.**
- (C) Its office equipment is outdated.
- (D) It is a new customer of Shawqi Office Services.

148. When is payment due?

- (A) October 12
- (B) October 14
- (C) October 18
- (D) October 31**

Questions 149-151 refer to the following advertisement.

## Harbour View Apartment----Porthmadog, Wales

This one-bedroom apartment is perfect for a holiday escape! Located in a quiet area, it boasts a patio with a lovely view of the harbour. Recently renovated, the unit includes an eat-in kitchen with stove, refrigerator, microwave, and coffeepot; bathroom with walk-in shower; and a living room with a large-screen TV. Other amenities of the property include:

- Short distance to restaurants and shops
- Five-minute walk to the beach
- Public gardens and historic sites within a 20-minute drive
- Heat and electricity included
- Towels and bed linens provided on-site
- Daily cleaning service available (extra fee)
- Wireless Internet access (extra fee)

Reserve this lovely gem now! Signing a contract by March 30 will reduce the rental cost by 10 percent. To sign a contract, contact Dylan Barrett at [dbarrett@telarentals.co.uk](mailto:dbarrett@telarentals.co.uk).

149. Who would the advertisement most likely interest?

- (A) Business travelers
- (B) Residents of Porthmadog
- (C) Property investors
- (D) Short-term vacationers

150. What is indicated about the rental fee?

- (A) It includes tours of historic places.
- (B) It does not cover all of the apartment's features.
- (C) It includes vouchers to use at local restaurants.
- (D) It requires a minimum 30 percent deposit in advance.

151. Why should an individual contact Mr. Barrett by March 30?

- (A) To get a discount on rent
- (B) To schedule apartment renovations
- (C) To rent the last available property
- (D) To sell the property before the end of the season

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

**Jason Salter (1:45 P.M.)**

Liz, the meeting is starting in fifteen minutes. Where are you?

**Liz Ortiz (1:47 P.M.)**

The train has been stopped on the tracks for a while. There seems to be some kind of problem. I still hope to make the meeting.

**Jason Salter (1:50 P.M.)**

Okay. I'll save you a seat.

**Liz Ortiz (1:59 P.M.)**

There's just been an announcement. There's a disabled train up ahead. It'll be awhile.

**Jason Salter (2:00 P.M.)**

Don't worry. If there are any questions for our department, I'll handle them.

**Liz Ortiz (2:01 P.M.)**

Thanks. I'll call you later.

152. What is suggested about Mr. Salter?

- (A) He is leading the meeting.
- (B) He commutes to work by train.
- (C) He has many questions for Ms. Ortiz.
- (D) He works in the same department as Ms. Ortiz.

153. At 1:59 P.M., what does Ms. Ortiz imply when she writes, "It'll be awhile"?

- (A) The meeting is running late.
- (B) She is still preparing her notes.
- (C) She will likely miss the meeting.
- (D) She has not boarded the train yet.

**Questions 154-155** refer to the following e-mail.

E-Mail Message

From: tbogosian@sardhasconvention.com

To: pradalaily@dmcv.com

Date: 22 March

Subject: Your reservation

Attachment: 0 Prada party

Dear Ms. Prada,

Thank you for choosing Sardha's Banquet Hall to host your event on 30 August.

Unfortunately, West Hall will be under renovation in August, and we will be unable to accommodate your group in that room. However, your party will fit comfortably in East Hall. This room features floor-to-ceiling windows and a full view of the river. The 15 percent deposit we have received will hold the reservation.

As indicated when you completed your request through our Web site, your total price of \$1,600 includes a full-course meal that includes appetizers, soup or salad, main course, and dessert. Attached to this e-mail please find a copy of the menu presented to guests with options for appetizer and main course.

Tomas Bogosian  
General Manager

154. What is one purpose of the e-mail?

- (A) To cancel a reservation
- (B) To apologize for an error
- (C) To indicate a room change
- (D) To request an extra deposit

155. What is suggested about Ms. Prada?

- (A) She has paid her bill in full.
- (B) She eats at Sardha's regularly.
- (C) She works in the food industry.
- (D) She made the reservation online.

Questions 156-157 refer to the following memo.

MEMO

To: All Employees  
From: IT Supervisor  
Subject: OS Update  
Date: 27 May

All company computers in the Melbourne and Victoria offices require an update to the operating system. This update will prepare our computers for the new version of our accounting software, which should arrive in the first week of July. Technicians will install the new operating system beginning on 3 June. **We expect the process to be completed around 16 June**, providing time to work out any bugs with the operating system before the accounting software is uploaded.

Completing the entire process will require you to log in so that we can verify the system is working as anticipated. Therefore, **if you plan to go on holiday during this period, please inform IT Support immediately of the dates you will be out so that we can plan an alternate date to accommodate your schedule.**

If you have any questions, please contact IT Support staff at extension 48.

156. When is the installation of the operating system expected to be finished?

- (A) In the first week of June
- (B) In the middle of June**
- (C) At the end of June
- (D) In the first week of July

157. Who is asked to contact IT Support?

- (A) Employees who do not need the accounting software
- (B) Accountants already using the new operating system
- (C) Staff who work outside the offices
- (D) Employees who are taking time off**

Questions 158-160 refer to the following letter.

**Clarke -Ellis Construction**  
#20 Murphy Industrial Park  
St. Michael BB23028  
1-246-555-0126

**Full-service commercial contractor serving all of Barbados**

4 June

Ida Gutierrez  
Darling Cove Inn  
Mango Drive  
Folkestone BB24017

Dear Ms. Gutierrez,

**Thank you for contacting Clarke-Ellis Construction for your roofing project.**

--[1]--. After inspecting the property, I have confirmed that the inn's main roof is in good condition and requires no repairs at this time. However, the roof of the inn's porch appears to be at least twenty years old and is worn beyond repair, --[2]--.

Clarke-Ellis Construction can remove and dispose of the existing porch roof and install a new one. The replacement will be comparable to the quality, style, and colour of the inn's main roof. **We will use only commercial-grade leak barriers, insulation, and shingles manufactured by West Indies Weatherproofing, Inc.** The estimated total cost, inclusive of labour and materials, is \$3,260.--[3]--.

Additional fees would apply should you want us to make other improvements, such as painting the porch or replacing porch screens.

Please call me at the number above to discuss scheduling or any questions you have about the work.--[4]--. I hope to hear from you soon.

Sincerely,

*Grayson Claurke*

Grayson Clarke, Co-owner, Clarke-Ellis Construction

158. Why did Mr. Clarke write the letter?

- (A) To provide a work proposal
- (B) To ask for a project extension
- (C) To request an inspection report
- (D) To submit a revised cost estimate

159. What is indicated about West Indies Weatherproofing, Inc.?

- (A) It is installing a new porch at Darling Cove Inn.
- (B) It provides painting services.
- (C) It produces roofing materials.
- (D) It is owned by Clarke-Ellis Construction.

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

"It must be replaced."

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

Questions 161-164 refer to the following advertisement.

**Position: Assistant Editor**

**Date Posted: March 15**

**Description**

Goldhorse Press, an independent book publishing company focusing on North American gardening, has provided gardening advice for home gardeners for over 50 years. We are currently seeking an assistant editor to join our expanding team in Charlotte, North Carolina. We offer an excellent benefits package that includes medical and dental insurance.

**Responsibilities**

Assist editors in the acquisition of titles with mainstream appeal; develop manuscripts, collaborate with outside support, and work closely with two managing editors.

**Requirements/Qualifications**

- Bachelor's degree in a related field
- Minimum of one year of experience in the publishing industry
- Ability to pay close attention to detail
- Comfortable working as a team member
- Some experience in gardening preferred
- Immediate availability

E-mail resume and salary requirements to [humanresources@goldhorsepress.com](mailto:humanresources@goldhorsepress.com).

161. What title would most likely be published by Goldhorse Press?

- (A) Growing Your Baking Business
- (B) A Tour Guide to North Carolina
- (C) Planting Perennial Flowers
- (D) The Efficient Executive

162. What is indicated about Goldhorse Press?

- (A) It is hiring two assistant editors.
- (B) It provides insurance to employees.
- (C) It publishes trade journals.
- (D) It is a newly established company.

163. What is a requirement for the advertised position?

- (A) A passion for gardening
- (B) An aptitude for noticing details
- (C) A master's degree in a related field
- (D) An ability to work without supervision

164. What are applicants asked to do?

- (A) Submit a job application form
- (B) Submit a list of references
- (C) Indicate availability
- (D) Indicate desired pay

**Questions 165-168** refer to the following online chat session.

Derek Marshall [8:19 A.M.]

Hi, everyone. I wanted to give an update on our merger with Ridgewood, Inc., and see if you have had any meetings.

Mai Chung [8:20 A.M.]

Have we worked out which of our Derek Boutique locations will stay open?

Derek Marshall [8:21 A.M.]

Yes, Derek Boutique will keep 35 stores open with the full line of clothing. The other 12 will move their inventory to the Ridgewood, Inc., locations.

Nikita Tamboli [8:22 A.M.]

When should the moves be scheduled? This month?

Derek Marshall [8:23 A.M.]

No, the 12 locations don't need to be vacated until the end of next month. Could you schedule this for five weeks from now?

Anthony Rossi [8:24 A.M.]

I met over lunch with my managers earlier this week, including the two that I just hired.

Nikita Tamboli [8:25 A.M.]

That would work.

Mai Chung [8:27 A.M.]

I'll be **meeting with the managers on my staff**, too, to review the transition plan.

Derek Marshall [8:28 A.M.]

This is good work, everyone.

Anthony Rossi [8:29 A.M.]

When will the whole process be complete?

Derek Marshall [8:30 A.M.]

Within about 6 months.

165. Where do the writers most likely work?

- (A) At a marketing firm
- (B) At a clothing company**
- (C) At a real estate agency
- (D) At a newspaper publisher

166. How many stores will be closing?

- (A) 5
- (B) 6
- (C) 12**
- (D) 35

167. At 8:25 A.M., what does Ms. Tamboli most likely mean when she writes, "**That would work**"?

- (A) The current inventory will be doubled.
- (B) Ridgewood, Inc., will close in two weeks.
- (C) Mr. Marshall will meet with the managers.
- (D) She can schedule the moves in the proposed time frame.**

168. What is suggested about Ms. Chung and Mr. Rossi?

- (A) They supervise other employees.**
- (B) They often shop at Ridgewood, Inc.
- (C) They recently went to lunch together.
- (D) They have concerns about the merger.

**Questions 169-171** refer to the following article.

# From the Shadows to the Limelight

By Calum Ellwood

Dr. Esther Nujoma, an agricultural biotechnologist with the **Namibia Institute** of Applied Sciences, is the author of several books on the practical applications of biotechnology. --[1]-- According to **book critic Paige Kinnock** of the London Daily Register, "Dr. Nujoma has increased the public's awareness of the role of biotechnology in daily life through her ability to translate highly complex scientific material into simple language."

Her latest work, *Shining Behind Shadows*, marks a departure from her usual subject matter. --[2]-- Rather, **the book highlights the lives and careers of twelve of her peers from Africa and Asia. The idea came to her three years ago at a conference in Chile.** As Dr. Nujoma

recalls, "Listening to one speaker after another, I realized that many of my colleagues are from regions of the world, such as Africa and Asia, that were underrepresented." --[3]--.

**The book is quite compelling.** Dr. Nujoma brings to life the stories of how her peers were drawn to the profession and the effort they pour into their work.

The book does, however, fall short in one respect: it provides insights only into the lives and careers of those working in the field of agricultural biotechnology. I would have welcomed the stories of those specializing in animal, marine, or medical biotechnology, too. --[4]-- Even so, Dr. Nujoma has again succeeded in creating a work that speaks to experts and laypeople alike.

169. What is NOT indicated about Dr. Nujoma?

- (A) She has visited Chile.
- (B) She is a talented writer.
- (C) She is based out of Namibia.
- (D) She was interviewed by the London Daily Register.**

170. What does Mr. Ellwood say about *Shining Behind Shadows*?

- (A) It focuses on scientists from Africa and Asia.**
- (B) It was released three years ago.
- (C) It details why Dr. Nujoma chose her career.
- (D) It describes various branches of biotechnology.

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

"Its focus is not on applying biotechnology in real-life situations."

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

Questions 172-175 refer to the following notice.

## KINGSTON-GARNET ISLAND PASSENGER FERRY SERVICE

### General Information

Beginning on 15 May, the Kingston-Garnet Island Passenger Ferry Service will resume service for **eight weeks during the summer season**. Ferries run daily every half hour from 7 a.m. to 8 p.m. The last ferry to Garnet Island will depart at 7:30 p.m. The last ferry from Garnet Island will leave at 8 p.m.

Bicycles are permitted on the passenger ferries. **Bicyclists should arrive 30 minutes prior to departure and wait in the special bicycle lane to be loaded first**. There are five racks that hold 50 bicycles on every passenger ferry.

**No motorized vehicles are permitted on Garnet Island**. Overnight parking is allowed in the main ferry terminal lot in Kingston. Rates are \$5 per hour for up to 4 hours and a flat fee of \$25 for four to 24 hours.

Visit our Web site at [www.kgferryservice.com](http://www.kgferryservice.com) for photographs of the ferry boats, a map of Garnet Island, lists of local attractions on the island, and information about **peak-hour fare increases and group discounts**.

172. What is indicated about the ferry service?

- (A) **It is available only seasonally.**
- (B) Its boats were recently upgraded.
- (C) It takes an hour to reach the island.
- (D) It runs more frequently on weekends.

173. What is true about bicyclists on the ferries?

- (A) They are last to board the boat.
- (B) They must purchase a special ticket
- (C) They cannot travel on the 7:30 P.M. trip.
- (D) **They should arrive at the terminal early.**

174. What is not allowed on Garnet Island?

- (A) Renting bicycles
- (B) **Driving cars**
- (C) Camping overnight
- (D) Taking photographs

175. What is indicated about the ferry tickets?

- (A) They can be purchased at stores in Kingston.
- (B) They are less expensive for children.
- (C) **They vary in price depending on the time of travel.**
- (D) They are more expensive if purchased on the boat.

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

Thank you for shopping at Green Stripe Press.				
<b>Order Number:</b> GSP20896				
<b>Customer Information:</b> Shoebox Mountain				
Jason Ho <jasonho@shoeboxmountain.com>				
<b>Order Date:</b> December 14 (PREPAID: online order)				
<b>Expected Delivery:</b> December 18-20				
Quantity	Item#	Item	Price	
1	CAL201	Complimentary Wild Animals Calendar	\$	0.00
7	ARB132	Accounting Record Book (\$19.99 each)	\$	139.93
			<b>Subtotal:</b>	\$139.93
			<b>Discount:</b>	\$ 0.00
			<b>Tax@6%:</b>	\$ 8.40
			<b>Shipping &amp; Handling:</b>	\$ 0.00
			<b>Total:</b>	<b>\$148.33</b>
<p><b>There is no charge for shipping and handling for corporate accounts.</b> For questions regarding this order, please contact customerservice@greenstripepress.com.</p>				

To: <customerservice@greenstripepress.com>  
From: Jason Ho <jasonho@shoeboxmountain.com>  
Date: December 18  
Subject: Order #GSP20896

Dear Green Stripe Press,

I am writing regarding my most recent order (#GSP20896), which was delivered today. If you check my original order, you will see that I ordered six accounting record books. You sent us seven copies. I'd like to return the one I didn't order and **have our corporate credit card refunded**, together with the shipping cost the return will incur. Let me know how you would like me to proceed.

On a different note, **congratulations on the calendar you included in my order!** The photos are even more stunning than those in the Ancient Castles calendar you sent us last year. Some staff members saw mine and want copies of their own. Would you mind sending two more **our way?**

Best,

Jason Ho, Owner  
Shoebox Mountain

176. Why was Mr. Ho not charged a shipping

179. What is one reason Mr. Ho wrote the

fee?

- (A) He took advantage of a promotion.
- (B) He made the purchase for his company.**
- (C) He picked up his order in person.
- (D) He overpaid for shipping on a previous order.

177. What is true about Mr. Ho's order?

- (A) It was damaged in transit.
- (B) It included fragile items.
- (C) It was paid for by check.
- (D) It was delivered on time.**

178. According to the e-mail, what was Mr. Ho sent by mistake?

- (A) A castle book he did not order
- (B) A calendar for last year
- (C) An incorrect refund check
- (D) An extra accounting book**

e-mail?

- (A) To offer praise for an item**
- (B) To complain about a price
- (C) To order some photo albums
- (D) To recommend a graphic designer

180. In the e-mail, the phrase "our way" in paragraph 2, line 4, is closest in meaning to

- (A) in our style
- (B) to our address**
- (C) at our expense
- (D) for our benefit

**Questions 181-185** refer to the following contact form and e-mail.

[https://www.hilgravehistoricalcommission.org/contact\\_us](https://www.hilgravehistoricalcommission.org/contact_us)

Contact the Hilgrave Historical Commission

Name: **Roger Witmond**

E-mail: [roger@witmondlocations.com](mailto:roger@witmondlocations.com)

Comment:

I work as a movie location scout. At this time, I need to find a location for a client's short film. **The film will be set in the early 1930s, and I understand that Hilgrave has some interesting architecture from that era.**

Could you suggest places I should visit when I am in Hilgrave next month? Specifically, I am looking for a vacant building with an old-fashioned storefront that has distinctive details like stripe-patterned awnings and framed display windows. **While having easy access to electricity would be ideal, it is not critical**; my client has a generator that can be used if necessary, **My client's aesthetic requirements are the most important consideration.** Thank you for your assistance.

To: [roger@witmondlocations.com](mailto:roger@witmondlocations.com)

From: [brandi\\_schaertl@hilgravehistoricalcommission.org](mailto:brandi_schaertl@hilgravehistoricalcommission.org)

Date: 28 September

Subject: The information you requested

Attachment: Hilgrave Sites

Dear Mr. Witmond,

Thank you for reaching out to the Hilgrave Historical Commission. The attached brochure lists the main areas of historical interest in Hilgrave. Some buildings may not meet all your requirements, but they might be worth considering.

One building that is not on the attached list is the old record store **at 188 Main Street**. It has been closed to business for the past ten years or so, but **it seems to meet your criteria**. **The owner, Luke Nylund, is currently using it for storage**; I would be happy to put you in touch with him. **I doubt you will have trouble getting permission from him to use the space**. While Hilgrave was once a bustling town, these days there are fewer businesses in operation. **Many of the town's residents would appreciate the attention a short film might bring to the area.**

Best regards,

181. Why is Mr. Witmondts looking for a filming location in Hilgrave?

- (A) It is known for its scenic mountain views.
- (B) It is a short distance from his office.
- (C) Its business district has appeared in other films.
- (D) Its buildings represent a particular time period.

182. On the contact form, the word "critical" in paragraph 2, line 4, is closest in meaning to

- (A) judgmental
- (B) essential
- (C) sustainable
- (D) available

183. What is implied about 188 Main Street?

- (A) It was once used as a residence.
- (B) It is frequently visited by tourists.
- (C) It has several floors.
- (D) It has decorative design features.

184. What does Ms. Schaertl offer to do?

- (A) Advertise a forthcoming film
- (B) Arrange to have a building cleaned
- (C) Connect Mr. Witmondts with a building's owner
- (D) Help Mr. Witmondts acquire necessary permits from the town

185. What does Ms. Schaertl suggest that Hilgrave needs?

- (A) More publicity
- (B) Additional parking
- (C) A storage facility
- (D) A business directory

To: Cornelia Payne <cpayne@roughwing.co.uk>

From: Pragya Mehta <pmehta@airsky.in>

Subject: Lecture

Date: 18 January

Attachment: Notes

Dear Cornelia,

**I am sorry for the late notice**, but I will not be able to join you for the lecture. My new position at the university in Mumbai requires me to remain on campus.

Although I know you are fully prepared to deliver the lecture on your own, I have attached a copy of the notes I had prepared for the presentation. After you review them, let me know if there is anything else I can add.

I had very much looked forward to traveling to Freeport, The Bahamas, for the first time and to seeing you again. I certainly miss working with you at the **City University**.

Good luck with the lecture.

Pragya

To: Ezra Halton <ehalton@ansonhouse.org>

From: Cornelia Payne <cpayne@roughwing.co.uk>

Subject: Information

Date: 20 January

Dear Mr. Halton,

I am pleased to confirm that 19 March works well for the lecture at the Anson House. As I had mentioned to you over the phone, I will be giving the lecture on my own.

My publisher, **Alphagamma Press**, will be sending 30 copies of my most recent work, **coauthored with Dr. Pragya Mehta, to your institution**. You and I will both receive an e-mail confirmation from Alphagamma when the books ship. They should arrive at least a week before the lecture.

I look forward to meeting you soon.

Cornelia Payne

<https://www.theansonhouse.bs>

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**The Anson House  
Freeport, The Bahamas**

**Speaker Series**

**Tickets for lectures are \$35 each or may be purchased at a reduced rate of \$90 for the series of three. Complimentary refreshments will be served. Reservations are not required but are recommended.**

**7 March, 7:00-8:30 P.M., Ms. Janelle Pears**

Go behind the scenes of Anson House with historian Janelle Pears, who is a lifelong resident of Freeport. Ms. Pears describes the daily life of the original residents of Anson House.

**12 March, 7:00-8:30 PM., Mr. Gregory Li**

Our master gardener speaks about the challenges of restoring historic gardens. He has worked in gardens in Charleston, South Carolina, and Paris, France.

**19 March, 7:00-8:30 PM., Dr. Cornelia Payne**

Dr. Payne discusses her most recently published book, *The Transatlantic World of the Nineteenth Century*, coauthored with Dr. Pragya Mehta. Dr. Payne has taught at the City University of Stoke-on-Trent in England for nearly 25 years.

Dr. Payne?

- (A) To cancel a vacation plan
- (B) To request lecture notes
- (C) To confirm a meeting
- (D) To offer an apology**

likely colleagues?

- (A) In Mumbai
- (B) In Freeport
- (C) In Stoke-on-Trent**
- (D) In Charleston

187. According to the second e-mail, what did Dr. Payne do?

- (A) Arrange a delivery**
- (B) Give Mr. Halton a gift
- (C) Revise her presentation
- (D) Announce an address change

190. What is indicated about the Speaker Series in the Web page?

- (A) Discounts are unavailable.
- (B) Reservations are optional.**
- (C) Events are held in the morning.
- (D) Refreshments are not included.

188. What is indicated about Alphagamma Press?

- (A) It has headquarters in The Bahamas.
- (B) It regularly ships materials to Anson House.
- (C) It published *The Transatlantic World of the Nineteenth Century*.**
- (D) It is paying Dr. Payne's travel and accommodation expenses.

**Questions 191-195** refer to the following advertisement, e-mail, and press release.

## CRYN Group: We find the best employees for your company.

**Posted:** November 25

**Position title and codes:**

- Director of Operations, TLO015
- Marketing Director, TL0023
- Quality Control Director, TL0027
- **Director of Category Management, TL0045**

**To apply:**

Send your resume to [mdoro@cryngroup.ca.com](mailto:mdoro@cryngroup.ca.com) with posting number 2098 in the subject line.

**Company:**

**Our client plans to chart an aggressive growth path in Latin America**, where it plans to start operations next year. It is a well-established company widely known for marketing consumer-health products in North America, and more recently in Europe and Asia.

**Qualifications:**

Candidates must have a formal business degree and a proven management record in at least one international setting. **Experience with online sales and marketing preferred.**

To: Sven Arvidson <[sarvidson@barkent.de.com](mailto:sarvidson@barkent.de.com)>

From: Maria Doro <[mdoro@cryngroup.ca.com](mailto:mdoro@cryngroup.ca.com)>

Re: Posting number 2098

Date: December 10

Dear Mr. Arvidson,

Thank you for submitting your resume. I'd like to schedule a preliminary telephone conversation with you as soon as possible to determine whether you would be a good choice for our client. I would particularly like to discuss whether you would be prepared to work at our client's new facility overseas.

**Let me know if you are available for a 30-minute phone call sometime between 10:00 A.M. and 2:00 P.M. EST on Monday or Tuesday of next week. Please respond to me by e-mail at your earliest convenience.**

Maria Doro

CRYN Group

## Tayerson Ltd. Names New Director

Toronto, April 5---Tayerson Ltd. continues to staff its new international outpost, which opens one month from today. In this case, **the lucky candidate is Sven Arvidson.** "Category Management is a relatively new area---and one that I'm sure I'll enjoy exploring and developing as director," Mr. Arvidson said, "**As a major online marketer of nutritional supplements**, Tayerson is poised to lead the way toward better living while becoming a more vibrant, more profitable corporation."

Mr. Arvidson has held several key management positions throughout his career, most recently at Barkent Pharmaceuticals in Germany. He was also a partner at MSZ Consulting Group, where he provided marketing guidance to leading consumer-product companies in Canada and China.

191. According to the advertisement, what qualification is not required of applicants?

- (A) A degree in business
- (B) Previous employment in a managerial position
- (C) Experience working overseas
- (D) Online sales and marketing experience**

192. What most likely is the location of the position for which Mr. Arvidson applied?

- (A) Latin America**
- (B) North America
- (C) Europe
- (D) Asia

193. What does Ms. Doro ask Mr. Arvidson to provide in his reply?

- (A) Information on his leadership skills
- (B) His availability for an interview**
- (C) A current resume
- (D) The names of two references

194. What job code did Mr. Arvidson most likely reference in his application?

- (A) TL0015
- (B) TL0023
- (C) TL0027
- (D) TL0045**

195. According to the press release, what does Tayerson Ltd. sell?

- (A) Medical devices
- (B) Accounting software
- (C) Nutritional supplements**
- (D) Exercise equipment

## FGJ's

FGJ's Business Expert Series

### **Prospect Data Purchasing**

45-Minute Webinar

11 May, 2:30 P.M.

Every department in an organisation needs information to make business decisions. **Marketing professionals in particular rely on accurate data about potential customers to be successful.** In this Webinar, **Briana Carrera, chief financial officer of Pile One Market Data**, explains how to avoid the pitfalls of acquiring incomplete data and provides tips on what to ask your prospective data provider to ensure that your next batch of data leads to the results you want.

\*E-mail\*

To: Sandra Lescure

From: Gino Stelleti

Date: 12 May

Subject: Subject: FGJ's Webinar

Dear Sandra,

You had asked me to give you a report on the Webinar I attended yesterday about acquiring data. To be honest, even though the facilitator was clearly knowledgeable, **she did not tell me anything I didn't already know.** I was hoping that she would show us the differences between the many types of databases out there, but she never touched on that topic. I am not so sure all these Webinars are useful; in the end, **they always seem to be steering us to purchase from one particular company or another---in this case it was Pile One.** Having said that, the new schedule just came out, and there is another Webinar coming up soon that **I am hoping will provide the information I want about how to store and sort data.** I have already signed up for it; I will keep you posted about what I learn.

Gino

## FGJ's

### Upcoming 45-Minute Webinars in FGJ's Business Expert Series

Basics of Market Research	1 June, 9:30 A.M.	Ed Quinones	€12.00
Tips for Accelerating Sales	12 June, 9:30 A.M.	Cameron Stone	€16.00
What is Market Automation?	5 July, 11:00 A.M.	Ed Quinones	€12.00
Choosing the Right Database	17 July, 2:00 P.M.	Selina Tucci	€12.00

The Business Expert Series is organised by Tuyet Nguyen. Please address any questions to her at [tnguyen@fgj.org](mailto:tnguyen@fgj.org). To access Webinar content, attendance is required as Webinars are not recorded for later viewing.

196. According to the brochure, who would benefit most from the Prospect Data Purchasing Webinar?

- (A) A financial analyst
- (B) A marketing manager**
- (C) A customer-service representative
- (D) An information-technology specialist

197. What was Mr. Stelleti's complaint about the Webinar?

- (A) He did not like the format.
- (B) He did not learn anything new.**
- (C) He had difficulty hearing everything.
- (D) He found the topic to be too complex.

198. What does Mr. Stelleti suggest about Ms. Carrera?

- (A) She recently joined a new company.
- (B) She has experience managing databases.
- (C) She had asked him to sign up for the Webinar.
- (D) She tried to sell her company's services.**

199. When will Mr. Stelleti most likely attend another Webinar?

- (A) On June 1
- (B) On June 12
- (C) On July 5
- (D) On July 17**

200. According to the schedule, what do all of the Webinars have in common?

- (A) They cost the same amount.
- (B) They are held in the morning.
- (C) They last the same amount of time.**
- (D) They are recorded for future playback.