**T114**  
Part5

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| 101. Ms. Willis opened a small bakery with -------  own savings last year.  (A) she  (B) her  (C) hers  (D) herself  102. ------- mail the contract to us or send a  scanned copy by next Tuesday at the latest.  (A) Neither  (B) As  (C) Either  (D) Yet  103. The coupon can be used for any  merchandise at Crestview Housewares -------  custom-made items.  (A) upon  (B) except  (C) next  (D) by  104. ------- message was left for the vice president  while he was away.  (A) All  (B) Most  (C) Another  (D) Several  105. Northland Rail sells hot drinks and  sandwiches ------- most of its trains.  (A) into  (B) down  (C) on  (D) out | 106. You should ------ a taxi from Woodley Airport  to the hotel when you arrive.  (A) go  (B) tour  (C) take  (D) travel  107. The board members will ------- decide how to  spend the surplus funds.  (A) privatize  (B) privately  (C) private  (D) privacy  108. A delicate ------- between strength and  generosity results in good negotiations.  (A) balance  (B) balances  (C) balanced  (D) to balance  109. Construction of the new Dalton Insurance  headquarters will ------- be completed by the crew.  (A) soon  (B) timely  (C) much  (D) highly  110. According to the weather report, the severe  storm warning will stay in ------- until midnight.  (A) matter  (B) result  (C) contact  (D) effect |

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| 111. There is a ------ difference in the quality of  coffee between the two brands.  (A) notice  (B) noticeable  (C) noticeably  (D) noticing  112. Boston officials have advised commuters \_\_  routes take them past the stadium to expect delays today caused by the baseball game.  (A) their  (B) when  (C) whose  (D) they  113. Customers are ------- to retain their receipts for the life of the warranty.  (A) advise  (B) advises  (C) advising  (D) advised  114. To ensure the correct payment, employees' work hours must be tracked -------.  (A) still  (B) accurately  (C) rather  (D) probably  115. Patrons of Rutland Bank may ------- up to  $1,000 from this machine without paying a fee.  (A) withdraw  (B) withdrawing  (C) withdrawal  (D) withdrawn | 116. The table is made from a ------- material so it  can withstand heavy items being placed on it.  (A) mandatory  (B) durable  (C) grateful  (D) frequent  117. The latest film from director Alan Coronado  received high ratings from ------- in the film industry.  (A) criticisms  (B) criticism  (C) critics  (D) critical  118. All confidential information is kept in -------  stored files in the headquarters building.  (A) securing  (B) security  (C) secure  (D) securely  119. As soon as the city raises enough money for  the project, the library will ------- extensive renovations.  (A) commit  (B) establish  (C) accompany  (D) undergo  120. Direct debit ------- will show up on your online  account statement almost instantaneously.  (A) charges  (B) processes  (C) findings  (D) reactions |

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| 121. Updated contracts will be available in the  shared folders on Tuesday, ------- a schedule for the software seminar.  (A) along with  (B) notwithstanding  (C) by means of  (D) other than  122. Merrimack Media executives are hesitant to \_\_  the partnership because it has been so profitable.  (A) terminate  (B) arrange  (C) surpass  (D) misplace  123. Many patients in the drug trial reported that  taking the medicine gave them ------- relief from pain.  (A) signified  (B) signifying  (C) significant  (D) significance  124. ------ of the National Poetry Award will have  their work featured in the monthly magazine Last Word.  (A) Receiving  (B) Receipts  (C) Recipients  (D) Receive  125. ------ the food at Garden Bistro is delicious, its small portion sizes do not justify the high prices.  (A) In spite of  (B) While  (C) In order that  (D) Otherwise | 126. Phelps Automotive has gained a reputation  for reliability because it follows ------- standards for road safety testing.  (A) persuasive  (B) rigorous  (C) vague  (D) successive  127. In an effort to attract the most talented chemists in the field, generous ------- is offered to Goldex Pharmaceuticals' staff.  (A) compensate  (B) compensated  (C) compensatory  (D) compensation  128. ------- the confidential nature of the experiments being performed there, it is no surprise that Blackwell Labs has tight security.  (A) Given  (B) By means of  (C) Moreover  (D) In case  129. Ms. Parker brought a gift for the CEO on his  birthday but other employees did not think to do -------.  (A) always  (B) likewise  (C) still  (D) rather  130. All funds raised by the charity go toward the \_\_\_  goal of supplying clean water to developing countries.  (A) admirable  (B) admiring  (C) admiration  (D) admirably |

**Part6**

**Questions 131-134** refer to the following instructions.

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| Follow these easy instructions to brew the perfect cup of coffee with the Knapp Co. coffee maker.  Fill the water reservoir to the desired level, as indicated by the number of cups along the side. --131--.  This will help you to avoid impurities, and it will also improve the taste of the coffee. The green  button will blink --132-- until the water is heated to the correct temperature. Remove the basket and  add two scoops of coffee. Then --133-- the basket. The brewing process will begin --134-- a few  seconds. If this does not happen, check that the basket is clicked into place all the way. |

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| 131. (A) Be careful not to get the power cord wet.  (B) Place the device a few inches from the wall.  (C) Always use bottled or filtered water.  (D) You can select from two to ten cups.  132. (A) continuous  (B) continuously  (C) continual  (D) continue | 133. (A) replace  (B) carry  (C) assign  (D) empty  134. (A) next  (B) upon  (C) beside  (D) within |

**Questions 135-138** refer to the following letter.

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| Mayor Rick Webb  City Hall, Suite #302  Twillingate, NL A0G 4M0  Dear Mayor Webb,  I would like to bring an important matter to your attention. The town's recent tourism campaign --135--.  many people to our town and its beautiful coastal scenery. However, visitors to the seaside are  throwing litter on the ground, building unauthorized campfires, and not cleaning up after their dogs.  These --136-- are making the area unpleasant for everyone. I have enclosed a list of ways to resolve  these problems, one of --137-- is simply adding more trash cans. This would not cost the city much at  all. --138--. I hope you will consider my ideas.  Sincerely,  Libby Geiger  A Concerned Twillingate Resident |

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| 135. (A) has attracted  (B) attracting  (C) to attract  (D) is being attracted  136. (A) attempts  (B) suggestions  (C) occupants  (D) behaviors | 137. (A) what  (B) that  (C) which  (D) this  138. (A) For example, broken glass bottles are washing up on shore.  (B) Nevertheless, tourism is growing in the region steadily.  (C) In fact, one of the local businesses might donate them.  (D) Either way, it results in an unfair burden on residents. |

**Questions 139-142** refer to the following letter.

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| April 19  Dear Ms. Sage,  On behalf of Rios Enterprises, I would like to invite you to attend a retirement banquet for Gavin  Langford on May 17 at the Houston Convention Center. By the time Mr. Langford retires next month,  he --139-- for the company for twenty-five years. During this time, he used sophisticated marketing  techniques to build the customer base. --140--. It is clear that without --141-- hard work and dedication,  we would not be in the position we are today. We hope you will be able to attend this event. --142--  the small venue size, please bring a maximum of two guests only.  Sincerely,  Diane Emery |

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| 139. (A) has worked  (B) had been working  (C) had worked  (D) will have worked  140. (A) Moreover, he oversaw the opening of three  essential branches overseas.  (B) I hope Mr. Langford enjoys working for you  when he takes on the new position.  (C) Several people in Mr. Langford's  department are being considered for promotion.  (D) Similarly, the products developed by Rios  Enterprises are the finest in quality. | 141. (A) our  (B) their  (C) his  (D) your  142. (A) Unless  (B) Due to  (C) Even if  (D) Since |

**Questions 143-146** refer to the following e-mail.

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| To: Murphy Suites Tenants <alltenants@murphysuites.net>  From: Kevin Pulliam <k\_pulliam@murphysuites.net>  Date: May 18  Subject: Renovations  Dear Tenants,  Murphy Suites will undergo much-needed renovations this summer to make your living space more  comfortable and enjoyable. We have selected several tasks from a list of --143-- requested by  tenants. We --144-- the community lounge by replacing the carpet and painting the walls. This project  is scheduled for May 20-25. --145--. Another project planned for the summer is the repainting of the  pool. The work has not been scheduled yet, as it is being done --146-- by a different company. Thank  you for your patience.  Sincerely,  Kevin Pulliam |

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| 143. (A) operations  (B) improvements  (C) participants  (D) transactions  144. A) had renovated  (B) renovated  (C) to renovate  (D) will renovate | 145. (A) We appreciate the feedback you provided to us on this matter.  (B) The lounge is commonly used for group gatherings and meetings.  (C) While it's underway, tenants will not be allowed access to the room.  (D) Accordingly, some tenants will be signing new lease agreements.  146. (A) separately  (B) previously  (C) urgently  (D) predictably |

Part 7

**Questions 147-148** refer to the following advertisement.

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| **Taxes giving you a headache?**  **Enterprise, Inc. can help!**  Our experienced and certified accountants can assist you with the following:  ㆍ Tax preparation for individuals or small businesses  ㆍPayroll and bookkeeping services  ㆍResolving issues from previous tax years  ㆍ Setting up a new business  We can customize our service package to fit your needs. E-mail David  Robinson at david.r@enterpriseinc.net to request an estimate of fees. |

147. What is indicated about Enterprise, Inc.?

(A) It is seeking to hire a new accountant.

(B) It can help to settle past tax problems.

(C) It has recently been set up as a new business.

(D) It caters solely to business owners.

148. According to the advertisement, why should

people contact Mr. Robinson?

(A) To get a list of services

(B) To book an appointment

(C) To request a brochure

(D) To inquire about rates

**Questions 149-150** refer to the following online chat discussion.

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| Luis Santos 2:39 P.M.  What did you think of the updated budget report for April that I  e-mailed? Does everything look correct?  Zhen Tai 2:41 P.M.  I didn't receive anything like that from you. Let me check my junk mail  folder.  Zhen Tai 2:45 P.M.  There's nothing there.  Luis Santos 2:46 P.M.  That's strange. I sent it a few hours ago.  Zhen Tai 2:48 P.M.  I don't know what happened. I've received several e-mails from other  people just fine.  Luis Santos 2:49 P.M.  When would you have time to review it?  Zhen Tai 2:50 P.M.  Not until after 4. I'm just on my way to a meeting with Ms. Styles.  Luis Santos 2:52 P.M.  All right. I'll l eave a printed copy on your desk.  Zhen Tai 2:53 P.M.  OK. I'll look it over as soon as I get back. |

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| 149. At 2:46 P.M., what does Mr. Santos most  likely mean when he writes, "That's strange"  (A) He does not know why an update was needed.  (B) He thought a message should have arrived.  (C) He was confused by the contents of a report.  (D) He is having troubling accessing his e-mail account. | 150. What will Ms. Tai most likely do next?  (A) Go to a meeting  (B) Review a report  (C) Print a document  (D) Send an e-mail |

**Questions 151-152** refer to the following form.

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| **Jackson Building, Apt #422**  **1052 Farburn Terrace, STAPLEFORD, NG9 4SA**  **Date of Request:** October 23  **Request Made by:** Ruby Sinclair  **Maintenance Worker:** Quinn Warner  **Description:** Hot water in bathroom not working  **Status:** The upper heating element on the hot water heater is faulty. I have  ordered a new one. Installation is scheduled for October 25.  Signature: ***Quinn Warner*** |

151. Why was the form written?

(A) To report a late shipment

(B) To summarize a repair task

(C) To request a price estimate

(D) To schedule an apartment tour

152. What has Mr. Warner done?

(A) Placed an order

(B) E-mailed Ms. Sinclair

(C) Installed a new heater

(D) Stopped a water leak

**Questions 153-154** refer to the following notice.

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| Apartment for Rent  **Edington Realty** is pleased to offer **a spacious three-bedroom apartment** in Crossett  Tower. The apartment is located on the fifth floor and comes with modern appliances, air  conditioning, and a video intercom system. Crossett Tower is located in the popular suburb  of Bingham Heights, just a few blocks from Amarillo Station. The building features  underground parking, a rooftop garden, and a ground-floor gym for tenants.  The apartment may be rented on a one- or two-year lease, with further renewal possible.  Interested parties should complete an application form, downloadable from the Edington  Realty Web site, and submit it along with a character reference letter from a current or  previous landlord. |

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| 153. What is indicated about Crossett Tower?  (A) It is located opposite a train station.  (B) Its apartments come in different sizes.  (C) It has an on-site fitness facility.  (D) It is a five-story building. | 154. What should applicants send to Edington  Realty?  (A) A letter of reference  (B) A housing deposit  (C) A desired rent price  (D) A lease agreement |

**Questions 155-157** refer to the following schedule.

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| **Meadowview Cinema**  Weekly Schedule: Friday, April 14 -Thursday, April 20   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Title | Genre | Matinee  (Sat. & Sun. Only) | Evening Show  (Daily) | Night Show  (Daily) | | *The Quiet Calling\** | Thriller | - | 7:20 | 9:35 | | *Chicago Chase\** | Action | 3:15 | 7:05 | 9:20 | | *Alien Adventure* | Family | 3:30 | 7:10 | - | | *The Brandon Brothers* | Comedy | 3:20 | - | 9:15 |   \*Patrons under 13 will not be permitted.  Our box office opens on weekdays at 6:00 P.M. and weekends at 1:30 P.M. Tickets  may be purchased for shows up to one week in advance. We accept exchanges  on tickets up to the day prior to the show. We do not offer refunds on tickets. |

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| 155. What is implied in the schedule?  (A) Two of the films share the same genre.  (B) The Brandon Brothers is not shown daily.  (C) Some of the films start at the same time.  (D) Children are not allowed to see Chicago Chase.  156. Which film is not shown at night?  (A) The Quiet Calling  (B) Chicago Chase  (C) Alien Adventure  (D) The Brandon Brothers | 157. What is indicated about tickets?  (A) They cannot be exchanged on the day of the show.  (B) They must be reserved ahead of time.  (C) They are different prices for different ages.  (D) They require a manager's approval for a full refund. |

**Questions 158-160** refer to the following e-mail.

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| **E-Mail Message**  To: Mary Shelburne <shelburnm@hilltopmfg.com>  From: Dale Cantrell <cantrelld@hilltopmfg.com>  Date: November 17  Subject: Health and Safety  Dear Ms. Shelburne,  I have just been notified that our facility will be inspected by the Department  of Health and Safety this Friday, November 20, starting at 9 A.M. -- [1] --.  'Therefore, make sure that all staff members are wearing their required hard  hats, gloves, and safety goggles. You should also issue new items to those who  have damaged or outdated gear.  -- [2] --. We will have to shut down some of the machinery for inspection, but  I don't know how long that will take. -- [3] --. As a result, please assign  overtime shifts as necessary to catch up. -- [4] --.  Thanks,  Dale Cantrell  Facilities Manager, Hilltop Manufacturing |

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| 158. Why did Mr. Cantrell send the e-mail?  (A) To inquire about a safety rating  (B) To assign some tasks to an employee  (C) To schedule a safety inspection  (D) To announce a training session  159. What is Mr. Cantrell unsure about?  (A) How long a process will take  (B) Whom to contact with questions  (C) Where to get some goods delivered  (D) Who will give a presentation | 160. in which of the positions marked [1], [2], [3],  and [4] does the following sentence best belong?  "The inspector will check that all regulations  are being followed correctly by employees.  (A) [1]  (B) [2]  (C) [3]  (D) [4] |

**Questions 161-164** refer to the following text-message chain.

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| **Kapoor, Amit** [8:14 A.M.]:  I'm here at Evergreen Park, in the Ritter Avenue lot. Where can I  unload the truck?  **Wolfe, Elaine** [8:16 A.M.]:  Our booth for the festival is on the opposite side of the park. You're  better off driving over to the Union Street lot. We're behind the main  stage.  **Rivera, Fred** [8:19 A.M.]:  Do you need help unloading anything? I'm picking up our exhibitor  passes at the park office now, but I'll be back at the booth after that.  **Kapoor, Amit** [8:20 A.M.]:  It's covered. I brought Dave with me to help carry things.  **Rivera, Fred** [8:22 A.M.]:  OK, great. It looks like perfect weather for the festival. And I'm really  looking forward to seeing the demonstration by Napoli Restaurant.  **Wolfe, Elaine** [8:23 A.M.]:  Right. I heard that the founder, Angelo Duca, will be showing how to  make a variety of sauces.  **Kapoor, Amit** [8:27 A.M.]:  Let's work in shifts so we have time to browse the rest of the  festival.  **Wolfe, Elaine** [8:29 A.M.]:  Good idea. Fred, on your way back, can you pick up some bottled  water for us if you see any for sale?  **Rivera, Fred** [8:30 A.M.]:  No problem.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SEND |

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| 161. What is suggested about the writers' booth?  (A) It is far from the Ritter Avenue lot.  (B) It is behind the park office.  (C) It is by the main entrance.  (D) It was moved at the last minute.  162. At 8:20 A.M., what does Mr. Kapoor most likely mean when he writes, "It's covered"?  (A) He thinks the booth is protected from bad weather.  (B) He has already paid the exhibitor fee.  (C) He does not need assistance from Mr. Rivera.  (D) He has already drawn up a schedule of work shifts. | 163. What can be inferred about Mr. Duca?  (A) He participated in the festival last year.  (B) He used to be the writers' coworker.  (C) He owns Napoli Restaurant.  (D) He will demonstrate decorating techniques.  164. What is Mr. Rivera asked to do?  (A) Move a truck  (B) Buy some beverages  (C) Unload some boxes  (D) Pick up some brochures |

**Questions 165-167** refer to the following Web page.

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| http://www.uniquehomeinteriors.co.uk  Unique Home Interiors  "Unique Home Interiors *makes remodeling fun and easy*!"  *-Pam Morgan, Professional Designer*  *Unique Home Interiors* is the nation's most popular quarterly magazine on interior  design. Our contributors are experts in the industry, and each issue is packed with  useful information and creative design ideas you won't find anywhere else. You can  find out about the hottest colors for moderns looks as well as tips for upgrading your  space on a budget. Each issue comes with templates for wall painting that you can  download and print for a great DIY look. The magazine also features subscriber-only  bargains on furniture, paint, home accessories, and more.  Get your one-year subscription today!  Sample digital version for free!\* [SELECT]  Print version only for £14.95 [SELECT]  Digital version only for £9.95 [SELECT]  Our best offer! Print and digital version for £16.95 [SELECT]  \*Available for download until the end of this month. A valid e-mail address is required. |

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| 165. How many editions of Unique Home Interiors  are published each year?  (A) Four  (B) Six  (C) Twelve  (D) Fifty-two  166. What is NOT mentioned as items found in  Unique Home Interiors?  (A) Exclusive discount offers  (B) Color trend information  (C) Printable patterns  (D) Interviews with professionals | 167. What is true according to the Web page?  (A) Subscriptions can be canceled at any time.  (B) A sample edition can be accessed for a limited time.  (C) Renewed subscriptions are cheaper than new ones.  (D) New subscribers are eligible for a complimentary gift. |

**Questions 168-171** refer to the following e-mail.

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| **E-Mail message**  To: Undisclosed Recipients  From: Anita Foster <foster.a@efsociety.org>  Date: May 7  Subject: Environmental Friends Society  On behalf of the elected officers of the Environmental Friends Society  (EFS), I am pleased to inform you that registration for our Annual Eco  Conference is at its highest in the group's history. Because of the large  numbers, we will now be holding the event at Palmer Hotel, rather than  Ellis Hall, as indicated on the invitations.  The conference will still run from 9 A.M. to 5 P.M. on May 28. We welcome  Amber Coburn as the keynote speaker, who is filling in for Anthony Yao.  Please note that there will be a break from noon to 1 P.M., but nothing will  be served on-site. So, you should bring a sack lunch or cash to spend at  one of the restaurants in the neighborhood.  For those who plan on driving to the site, please contact Rickey Keeler at  keeler.r@efsociety.org to get a pass for the Palmer Hotel lot.  I'm looking forward to seeing you all there!  Warmest regards,  Anita Foster |

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| 168. Why did Ms. Foster send the e-mail?  (A) To confirm a registration list for a workshop  (B) To announce changes to an event plan  (C) To publicize the winner of an election  (D) To request mailing addresses for invitations  169. What can be inferred about Mr. Yao?  (A) He used to be a member of the EFS.  (B) He was originally scheduled to give a talk.  (C) He will oversee a procedure for the group.  (D) He failed to submit some paperwork. | 170. What are the recipients asked to do?  (A) Pay a registration fee in cash  (B) Make their own lunch arrangements  (C) Ride to a site together  (D) Order a meal in advance  171. Why should the recipients e-mail Mr. Keeler?  (A) To request a parking pass  (B) To book a hotel room  (C) To ask for driving directions  (D) To pay a membership fee |

**Questions 172-175** refer to the following advertisement.

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| Super Spin Laundromat  **Clean clothes are our passion!**  Super Spin Laundromat is the best place to get your laundry done. Our washers and  dryers use state-of-the-art technology to clean and dry your clothes in a way that  helps them to avoid wear and tear and makes them last up to three times longer than  those laundered in traditional machines. - [1]-.  If you' re in a hurry, leave the items with us for our full-service wash, which includes  washing, drying, and folding the clothes. - [2] -. The clothes can be delivered to  your home or office for a small additional fee.  If you'd like a more economical option, there are machines on site so you can do  your laundry yourself. We also sell a wide variety of detergents, fabric softeners, and  dryer sheets. Do you have an article of clothing that needs extra attention? - [3]-.  Our staff is available to give you advice on getting rid of stains. We also have sinks  for washing delicate items by hand.  We are now open 24 hours a day for your convenience, and our waiting areas have a  television, a vending machine, and free magazines to read.  We have five locations throughout the city. - [4] -. We hope to see you soon at  Super Spin Laundromat! |

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| 172. What is suggested about the appliances at  Super Spin Laundromat?  (A) They are easy to use.  (B) They can be operated with coins.  (C) They are gentle on clothes.  (D) They have longer cleaning cycles.  173. What can customers get from Super Spin  Laundromat's employees?  (A) A discount coupon  (B) Handwashing techniques  (C) A delivery schedule  (D) Stain removal tips | 174. What has Super Spin Laundromat recently done?  (A) Extended its business hours  (B) Added more machines  (C) Started a dry cleaning service  (D) Opened a new location  175. In which of the positions marked [1], [2], [3],  and [4] does the following sentence best belong?  "To find the one nearest to you, visit our Web  site at www.sspin.com and view the complete list."  (A) [1]  (B) [2]  (C) [3]  (D) [4] |

**Questions 176-180** refer to the following advertisement and form.

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| **Crawford**  Get ready for your next camping trip with great deals in our anniversary sale!  For the past two decades, Crawford has made it our business to provide our customers  with top-quality goods at reasonable prices. All of our products come with a five-year  warranty.  **Anniversary Sale Special Offers:**  △ Southpeak four-person nylon tent with lightweight fiberglass poles. Waterproof  and UV-resistant cover. Tent can withstand winds of up to 30 miles per hour.  Country of origin: China. Colors: Forest Green [tem D856] or Gray [tem D730].  ~~$285.99~~ NOW $199.99   * Land-Trek adult sleeping bag. Machine washable. Polyester filling surrounded by   breathable polyester fabric. Country of origin: Vietnam. Colors: Navy Blue [tem  E179], Burgundy [Item E288], or Black [Item E586]. ~~$119:99~~ NOW $69.95   * Mountex 60-liter nylon backpack with padded shoulder straps. Lightweight   frame, Internal pockets. Country of origin: India. Color: Forest Green [item T395]  or Navy Blue [Item 244]. ~~$209.99~~ NOW $149.99  Crawford Club members can get complimentary express shipping. Otherwise, we  charge $12 for standard shipping or $25 for express shipping, Take our customer  survey for a chance to win a $50 Crawford gift certificate. |

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| http://www.crawfordmerchandise.com  Name: Walter Mertz\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Shipping Address: 1708 Charter Street, Cambridge, MA 02141  E-mail Address: waltermertz@valleyinc1.com  Credit Card: Turbo Card XXXX-XXXX-XXXX-3095  Crawford Club Member: [X] Yes [ ] No  Item: D730 Quantity: 1  Total Number of Items: 1  Click NEXT to select a shipping type and to confirm the purchase.  NEXT |

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| 176. Who would be most interested in Crawford's  products?  (A) Gardening enthusiasts  (B) Amateur athletes  (C) Nature lovers  (D) Business owners  177. According to the advertisement, what is true about Crawford?  (A) It is under new ownership.  (B) It holds discount events regularly.  (C) It opened twenty years ago.  (D) It has recently relocated.  178. What is NOT indicated about the products?  (A) What they are made from  (B) How long they are under warranty  (C) What their dimensions are  (D) Where they were made | 179. What color is the item that Mr. Mertz ordered?  (A) Burgundy  (B) Forest Green  (C) Gray  (D) Navy Blue  180. What is Mr. Mertz eligible to receive?  (A) Free delivery  (B) Sample items  (C) A gift certificate  (D) A product catalog |

**Questions 181-185** refer to the following Web page and form.

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| http://www.customsol.com  Custom Solutions  Get exactly what you want. No job is too big or too small!  Custom Solutions is the area's leading provider of made-to-order apparel. We print  your text and /or company logo to help you promote your business, create a unique gift,  prepare uniforms for a sports team, and more. Place an order online, call us at 623-  555-0192 or stop by the store in person at 226 Willow Drive, St. Cloud, MN 56303. We  highly recommend in-person visits for complicated orders.  We offer the following options for basic white T-shirts (Item #238). Please see our  Pricing page for a complete list of merchandise.  ㆍOne-color printing, front only: $9.50  ㆍTwo-color printing, front only: $10.00  ㆍ One-color printing, front and back: $11.50  ㆍ Two-color printing, front and back: $12.00  You will be required to pay a 25% deposit at the time of placing the order. The  remainder of the full amount is due at the time of pick-up. |

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| **Customer Name**: Eva Ferguson **Contact Number**: 623-555-0127  **Order Date**: May 25 **Expected Delivery Date**: June 18  **Item Number**: 238  Please complete all applicable fields. Write an X in fields that are not needed.   |  |  | | --- | --- | | FRONT | BACK | | Line 1: Hendrix Children's Hospital  Size: Small  Color: Navy Blue  Line 2: 5th Annual Charity Fun Run  Size: Large  Color: Forest Green  Image: hendrix.jpg  Image Position: Center, below text | Line 1: Every penny counts!  Size: Medium  Color: Forest Green  Line 2: June 30, Abrams Park  Size: Small  Color: Navy Blue  Image: X  Image Position: X |   **Special Instructions:** In order to show participants what they will receive, I would like a  photograph of one of the finished items at least one week before delivery, if possible.  **Continue to sizes and delivery information\*** |

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| 181. What does Custom Solutions specialize in?  (A) Building custom furniture  (B) Creating printed brochures  (C) Printing on clothing  (D) Designing company logos  182. What is indicated about ordering merchandise?  (A) It should be for a minimum number of items.  (B) It requires full payment up front.  (C) It must be a certain number of days in advance.  (D) It can be done in several different ways.  183. What will Ms. Ferguson most likely use the items for?  (A) A fund-raising event  (B) An employee retreat  (C) A sports training camp  (D) A grand opening | 184. How much will Ms. Ferguson most likely pay per item?  (A) $9.50  (B) $10.00  (C) $11.50  (D) $12.00  185. What special request does Ms. Ferguson make?  (A) Combining multiple images  (B) Receiving a photo in advance  (C) Using express delivery  (D) Getting a list of participants |

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

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| Dear valued community member,  The Friends of Midland Cathedral Society (FMCS) needs your help! We are  conducting a large-scale campaign to raise funds for much-needed repairs at  Midland Cathedral. This 17th-century structure is a landmark in our city, and  people come from all over the world to see its beauty and enjoy events such as its  weekly choir concert held every Friday from 4 to 5 P.M. In addition to helping the  community, you'll also receive great benefits.  **Gallery Tier:** $100 / Get your company's name listed on our Web site as a  contributor.  **Canopy Tier:** $250 / Gallery Tier benefit + Get your company's name printed in  our weekly choir program.  **Pinnacle Tier:** $500 / Canopy Tier benefits + Receive VIP seating for two people  at the June 8 project launch event.  **Tower Tier:** $1,000 / Pinnacle Tier benefits + Experience Midland Cathedral like  never before with a private tour, including access to the bell tower. This two-  person tour can be booked for June 6 (led by Marcus Silva) or June 7 (led by  Amanda Larkin).  Please consider donating to this worthy cause.  Sincerely,  Scott Ramsey  Scott Ramsey |

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| To: Scott Ramsey <ramseys@fmcs.org>  From: Michelle Arnold <m.arnold@hurstconsulting.com>  Date: May 29  Subject: Midland Cathedral  Dear Mr. Ramsey,  I received your e-mail confirming my scheduled tour of Midland Cathedral for 10:30 a.m.  on June 7. I am truly looking forward to visiting the rarely seen areas of the cathedral, and I  will be accompanied by the president of Hurst Consulting, Adam Hurst, who is equally  excited. Two other representatives from our company will attend the project launch event.  Funding a portion of the preservation efforts at the cathedral is important to us here at Hurst  Consulting, and we are pleased to be able to help in this way.  Sincerely,  Michelle Arnold |

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| Midland Cathedral Renovation Project Launch  Friday, June 9, at 3:30 P.M.  The Friends of Midland Cathedral Society (FMCS) is hosting a special  event to commemorate the beginning of the three-year renovation  project at Midland Cathedral. The event will include speeches from the  cathedral's head priest, the FMCS president, and the foreman of the  project. In addition, mayor Kent Burien will put the first new roof tile  into place.  Please note that the weekly choir concert will be held two hours earlier  than usual on this day. |

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| 186. What is the purpose of the letter?  (A) To announce a building expansion  (B) To recruit financial supporters  (C) To increase an organization's membership  (D) To explain a fundraiser's success  187. How much did Hurst Consulting give to FMCS?  (A) $100  (B) $250  (C) $500  (D) $1,000  188. In the e-mail, the word "way" in paragraph 1,  line 6, is closest in meaning to  (A) example  (B) manner  (C) direction  (D) characteristic | 189. Who will Ms. Arnold and Mr. Hurst meet at  Midland Cathedral?  (A) Kent Burien  (B) Amanda Larkin  (C) Scott Ramsey  (D) Marcus Silva  190. When will the choir concert start on June 9?  (A) At 2:00 P.M.  (B) At 2:30 P.M.  (C) At 3:00 P.M.  (D) At 3:30 P.M. |

**Questions 191-195** refer to the following Web page and e-mails.

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| http://www.stratfordci.com  Home CLASSES PHOTO GALLERY CONTACT  Stratford Cooking Institute  Stratford Cooking Institute offers a wide variety of classes available at our convenient  downtown location, and our instructors can teach you everything from making daily  meals to preparing decadent desserts for special occasions. Some of our former  students have even gone on to start their own restaurants. We offer classes on evening  weekdays and throughout the day on Saturdays. Check out our most popular classes  below or click classes to view a complete list.  Class / Time Slot / Instructor  Italian Cooking / Mondays & Wednesdays @7P.M. / Laverne Trenton  Basic Cake Decoration / Tuesdays @8P.M. &Saturdays@2P.M. / Dawn Spencer  Party Appetizers / Thursdays @7P.M. / Sharon Grant  Mastering Seafood / Wednesdays & Fridays@ 8P.M. / Jennifer Alvarado |

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| E-Mail Message  To: Christopher McCormick <c.mccormick@stratfordci.com>  From: Gloria Young <younggloria@pinsonconsulting.net>  Date: April 5  Subject: From Pinson Consulting  Dear Mr. McCormick,  I am in charge of planning team-building activities for my department at Pinson  Consulting, and I'm wondering if it is possible to arrange a cooking class at your  institute, just for our group. Doing unique activities like this helps employees to  perform better as a team. We are available any afternoon between May 1-5, and we  have no preference for the topic. If this is possible, please let me know how much it  would cost per person for a group of 20, how I should pay the fee, and how long the  class will last.  Gloria Young  Accounting Director, Pinson Consulting |

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| E-Mail Message  To: Gloria Young <younggloria@pinsonconsulting.net>  From: Christopher McCormick <c.mccormick@stratfordci.com>  Date: April 6  Subject: RE: From Pinson Consulting  Dear Ms. Young,  Thank you for your interest in our institute. I am pleased to say that we can  accommodate your request. The instructor for our cake decorating class is  available for a two-hour class on Wednesday, May 3, from 2 to 4. The charge will  be $16 per person, which can be paid by credit card on our Web site. The fee  includes all ingredients and materials, and each person will get to take home the  finished result of their work. Since our institute is usually not open during the day,  you will not be able to use the main entrance, which will be locked. Instead, I will  be on site to let you in the side door while the instructor prepares the classroom.  Simply call me at 555-0160 when you arrive.  Sincerely,  Christopher McCormick  Admissions Director, Stratford Cooking Institute |

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| 191. What is true about the Stratford Cooking Institute?  (A) It is the most popular institute of its kind.  (B) It provides cooking classes daily.  (C) It was founded by a restaurant owner.  (D) It is located in the city center.  192. What is the purpose of Ms. Young's e-mail?  (A) To set up a private class  (B) To request a group discount  (C) To have an event catered  (D) To promote a consulting service  193. In the first e-mail, the word "perform" in  paragraph 1, line 4, is closest in meaning to  (A) observe  (B) achieve  (C) entertain  (D) function | 194. What information does Mr. McCormick give  that was NOT requested by Ms. Young?  (A) The duration of the class  (B) The cost per person  (C) The payment method  (D) The entrance to use  195. Who most likely will teach a daytime class on  May 3?  (A) Lavern Trenton  (B) Dawn Spencer  (C) Sharon Grant  (D) Jennifer Alvarado |

**Questions 196-200** refer to the following report, e-mail, and article.

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| Energy Efficiency Audit Overview: Sternberg Manufacturing  Conducted by Mistral Energy Services (MES), September 4  An energy efficiency audit was carried out by the MES team at the  Sternberg Manufacturing site in Bedford. This site was chosen among  Sternberg's thirteen facilities throughout the country because it was the  first factory building for Sternberg Manufacturing, so it has the most  opportunities for improvement.  Four areas of improvement were identified. First, solar panels from Perales  Co. should be added to sections of the rooftop to generate sustainable  energy that could be either used on site or sold back to the grid. Second,  the packaging equipment should be replaced with energy-efficient  machines designed by Forsyth, Inc. Third, skylights should be installed by  Verne Enterprises to provide free natural light. Fourth, the exterior walls  should be insulated by Webster Construction to reduce heat loss.  Employees should also undergo training to learn about ways they can  contribute to a reduction in energy usage. |

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| \*E-mail\*  To: Debra Lyon <d.lyon@sternbergmfg.com>  From: Mitchell Thorpe <m.thorpe@sternbergmfg.com>  Date: September 20  Subject: Upcoming training  Dear Ms. Lyon,  I have reviewed the training proposals presented by the various shift managers, and  I believe that your training would be the most suitable for the company needs. The  handouts you prepared highlight the goals clearly, and they will help employees to  see exactly what needs to be done. We've tried other initiatives for energy  conservation in the past, but despite these measures, we still hold steady at 21%,  which is well above the industry average. By working together, I hope we can  reduce this figure.  Sincerely,  Mitchell Thorpe |

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| *Sternberg Manufacturing Monthly Newsletter*  *October Edition*  New Energy Conservation Efforts Underway  Sternberg Manufacturing is seeking to reduce its energy usage both to  cut overhead expenses and to reduce the company's environmental  impact. Based on recommendations made by Mistral Energy Services  last month, the company will undergo four major improvement projects.  The first among them is scheduled to be carried out by Webster  Construction in November. The others will follow next year, as funding  allows. In addition, the human resources director has chosen Debra  Lyon to carry out employee training regarding conservation techniques.  A schedule for the training has not been set yet. |

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| 196. Why was the Bedford location selected for  the audit?  (A) It received a high inspection score.  (B) It is the company's oldest facility.  (C) It is close to the MES headquarters.  (D) It is the company's largest building.  197. Which project will be carried in November?  (A) Installing solar panels  (B) Replacing packaging equipment  (C) Putting in skylights  (D) Adding wall insulation  198. What is indicated about Ms. Lyon's training  materials?  (A) They were the only ones submitted.  (B) They should be shortened.  (C) They are easy to understand.  (D) They have a lot of technical information. | 199. In the e-mail, the word "hold" in paragraph 1,  line 5, is closest in meaning to  (A) arrange  (B) grasp  (C) remain  (D) occupy  200. What can be inferred about Mr. Thorpe?  (A) He will send Ms. Lyon some guidelines.  (B) He recommended Mistral Energy Services.  (C) He is the head of human resources.  (D) He plans to visit the company's other sites. |