**T114**
Part5

|  |  |
| --- | --- |
| 101. Ms. Willis opened a small bakery with -------own savings last year.(A) she(B) her(C) hers(D) herself102. ------- mail the contract to us or send ascanned copy by next Tuesday at the latest.(A) Neither(B) As(C) Either(D) Yet103. The coupon can be used for anymerchandise at Crestview Housewares -------custom-made items.(A) upon(B) except(C) next(D) by104. ------- message was left for the vice presidentwhile he was away.(A) All(B) Most(C) Another(D) Several105. Northland Rail sells hot drinks andsandwiches ------- most of its trains.(A) into(B) down(C) on(D) out | 106. You should ------ a taxi from Woodley Airportto the hotel when you arrive.(A) go(B) tour(C) take(D) travel107. The board members will ------- decide how tospend the surplus funds.(A) privatize(B) privately(C) private(D) privacy108. A delicate ------- between strength andgenerosity results in good negotiations.(A) balance(B) balances(C) balanced(D) to balance109. Construction of the new Dalton Insuranceheadquarters will ------- be completed by the crew.(A) soon(B) timely(C) much(D) highly110. According to the weather report, the severestorm warning will stay in ------- until midnight.(A) matter(B) result(C) contact(D) effect |

|  |  |
| --- | --- |
| 111. There is a ------ difference in the quality ofcoffee between the two brands.(A) notice(B) noticeable(C) noticeably(D) noticing112. 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) they113. Customers are ------- to retain their receipts for the life of the warranty.(A) advise(B) advises(C) advising(D) advised114. To ensure the correct payment, employees' work hours must be tracked -------.(A) still(B) accurately(C) rather(D) probably115. 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Bank may ------- up to$1,000 from this machine without paying a fee.(A) withdraw(B) withdrawing(C) withdrawal(D) withdrawn | 116.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 itcan withstand heavy items being placed on it.(A) mandatory(B) durable(C) grateful(D) frequent117. The latest film from director Alan Coronadoreceived high ratings from ------- in the film industry.(A) criticisms(B) criticism(C) critics(D) critical118. All confidential information is kept in -------stored files in the headquarters building.(A) securing(B) security(C) secure(D) securely119. As soon as the city raises enough money forthe project, the library will ------- extensive renovations.(A) commit(B) establish(C) accompany(D) undergo120. Direct debit ------- will show up on your onlineaccount statement almost instantaneously.(A) charges(B) processes(C) findings(D) reactions |

|  |  |
| --- | --- |
| 121. Updated contracts will be available in theshared folders on Tuesday, ------- a schedule for the software seminar.(A) along with(B) notwithstanding(C) by means of(D) other than122. Merrimack Media executives are hesitant to \_\_the partnership because it has been so profitable.(A) terminate(B) arrange(C) surpass(D) misplace123. Many patients in the drug trial reported thattaking the medicine gave them ------- relief from pain.(A) signified(B) signifying(C) significant(D) significance124. ------ of the National Poetry Award will havetheir work featured in the monthly magazine Last Word.(A) Receiving(B) Receipts(C) Recipients(D) Receive125. ------ 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 reputationfor reliability because it follows ------- standards for road safety testing.(A) persuasive(B) rigorous(C) vague(D) successive127. 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) compensation128. ------- 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 case129. Ms. Parker brought a gift for the CEO on hisbirthday but other employees did not think to do -------.(A) always(B) likewise(C) still(D) rather130. 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.

|  |
| --- |
| 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 greenbutton will blink --132-- until the water is heated to the correct temperature. Remove the basket andadd two scoops of coffee. Then --133-- the basket. The brewing process will begin --134-- a fewseconds. If this does not happen, check that the basket is clicked into place all the way. |

|  |  |
| --- | --- |
| 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) empty134. (A) next (B) upon(C) beside(D) within |

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

|  |
| --- |
| Mayor Rick WebbCity Hall, Suite #302Twillingate, NL A0G 4M0Dear 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 arethrowing 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 atall. --138--. I hope you will consider my ideas.Sincerely,Libby GeigerA Concerned Twillingate Resident |

|  |  |
| --- | --- |
| 135. (A) has attracted (B) attracting(C) to attract(D) is being attracted136. (A) attempts(B) suggestions(C) occupants(D) behaviors | 137. (A) what(B) that(C) which(D) this138. (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.

|  |
| --- |
| April 19Dear Ms. Sage,On behalf of Rios Enterprises, I would like to invite you to attend a retirement banquet for GavinLangford 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 |

|  |  |
| --- | --- |
| 139. (A) has worked(B) had been working(C) had worked(D) will have worked140. (A) Moreover, he oversaw the opening of threeessential branches overseas.(B) I hope Mr. Langford enjoys working for youwhen he takes on the new position.(C) Several people in Mr. Langford'sdepartment are being considered for promotion.(D) Similarly, the products developed by RiosEnterprises are the finest in quality. | 141. (A) our (B) their(C) his(D) your142. (A) Unless(B) Due to(C) Even if(D) Since |

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

|  |
| --- |
| To: Murphy Suites Tenants <alltenants@murphysuites.net>From: Kevin Pulliam <k\_pulliam@murphysuites.net>Date: May 18Subject: RenovationsDear Tenants,Murphy Suites will undergo much-needed renovations this summer to make your living space morecomfortable and enjoyable. We have selected several tasks from a list of --143-- requested bytenants. We --144-- the community lounge by replacing the carpet and painting the walls. This projectis 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 |

|  |  |
| --- | --- |
| 143. (A) operations(B) improvements(C) participants(D) transactions144. 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.

|  |
| --- |
| **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 businessesㆍPayroll and bookkeeping servicesㆍResolving issues from previous tax yearsㆍ Setting up a new businessWe can customize our service package to fit your needs. E-mail DavidRobinson 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.

|  |
| --- |
| Luis Santos 2:39 P.M.What did you think of the updated budget report for April that Ie-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 mailfolder.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 otherpeople 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. |

|  |  |
| --- | --- |
| 149. At 2:46 P.M., what does Mr. Santos mostlikely 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.

|  |
| --- |
| **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 haveordered 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.

|  |
| --- |
| Apartment for Rent**Edington Realty** is pleased to offer **a spacious three-bedroom apartment** in CrossettTower. The apartment is located on the fifth floor and comes with modern appliances, airconditioning, and a video intercom system. Crossett Tower is located in the popular suburbof Bingham Heights, just a few blocks from Amarillo Station. The building featuresunderground 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 EdingtonRealty Web site, and submit it along with a character reference letter from a current orprevious landlord. |

|  |  |
| --- | --- |
| 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 EdingtonRealty?(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.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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. Ticketsmay be purchased for shows up to one week in advance. We accept exchangeson tickets up to the day prior to the show. We do not offer refunds on tickets. |

|  |  |
| --- | --- |
| 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.

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

|  |  |
| --- | --- |
| 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 session159. 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 regulationsare being followed correctly by employees.(A) [1](B) [2](C) [3](D) [4] |

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

|  |
| --- |
| **Kapoor, Amit** [8:14 A.M.]:I'm here at Evergreen Park, in the Ritter Avenue lot. Where can Iunload the truck?**Wolfe, Elaine** [8:16 A.M.]:Our booth for the festival is on the opposite side of the park. You'rebetter off driving over to the Union Street lot. We're behind the mainstage.**Rivera, Fred** [8:19 A.M.]:Do you need help unloading anything? I'm picking up our exhibitorpasses 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 reallylooking 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 tomake a variety of sauces.**Kapoor, Amit** [8:27 A.M.]:Let's work in shifts so we have time to browse the rest of thefestival.**Wolfe, Elaine** [8:29 A.M.]:Good idea. Fred, on your way back, can you pick up some bottledwater for us if you see any for sale?**Rivera, Fred** [8:30 A.M.]:No problem.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SEND |

|  |  |
| --- | --- |
| 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.

|  |
| --- |
| http://www.uniquehomeinteriors.co.ukUnique 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 interiordesign. Our contributors are experts in the industry, and each issue is packed withuseful information and creative design ideas you won't find anywhere else. You canfind out about the hottest colors for moderns looks as well as tips for upgrading yourspace on a budget. Each issue comes with templates for wall painting that you candownload and print for a great DIY look. The magazine also features subscriber-onlybargains 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. |

|  |  |
| --- | --- |
| 165. How many editions of Unique Home Interiorsare published each year?(A) Four(B) Six(C) Twelve(D) Fifty-two166. What is NOT mentioned as items found inUnique 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.

|  |
| --- |
| **E-Mail message**To: Undisclosed RecipientsFrom: Anita Foster <foster.a@efsociety.org>Date: May 7Subject: Environmental Friends SocietyOn behalf of the elected officers of the Environmental Friends Society(EFS), I am pleased to inform you that registration for our Annual EcoConference is at its highest in the group's history. Because of the largenumbers, we will now be holding the event at Palmer Hotel, rather thanEllis Hall, as indicated on the invitations.The conference will still run from 9 A.M. to 5 P.M. on May 28. We welcomeAmber 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 willbe served on-site. So, you should bring a sack lunch or cash to spend atone of the restaurants in the neighborhood.For those who plan on driving to the site, please contact Rickey Keeler atkeeler.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 |

|  |  |
| --- | --- |
| 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 invitations169. 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 advance171. 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.

|  |
| --- |
| Super Spin Laundromat**Clean clothes are our passion!**Super Spin Laundromat is the best place to get your laundry done. Our washers anddryers use state-of-the-art technology to clean and dry your clothes in a way thathelps them to avoid wear and tear and makes them last up to three times longer thanthose laundered in traditional machines. - [1]-.If you' re in a hurry, leave the items with us for our full-service wash, which includeswashing, drying, and folding the clothes. - [2] -. The clothes can be delivered toyour home or office for a small additional fee.If you'd like a more economical option, there are machines on site so you can doyour laundry yourself. We also sell a wide variety of detergents, fabric softeners, anddryer 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 sinksfor washing delicate items by hand.We are now open 24 hours a day for your convenience, and our waiting areas have atelevision, a vending machine, and free magazines to read.We have five locations throughout the city. - [4] -. We hope to see you soon atSuper Spin Laundromat! |

|  |  |
| --- | --- |
| 172. What is suggested about the appliances atSuper 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 SpinLaundromat'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 location175. 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 Website 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.

|  |
| --- |
| **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 customerswith top-quality goods at reasonable prices. All of our products come with a five-yearwarranty.**Anniversary Sale Special Offers:**△ Southpeak four-person nylon tent with lightweight fiberglass poles. Waterproofand 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 [temE179], 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 $149.99Crawford Club members can get complimentary express shipping. Otherwise, wecharge $12 for standard shipping or $25 for express shipping, Take our customersurvey for a chance to win a $50 Crawford gift certificate. |

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

|  |  |
| --- | --- |
| 176. Who would be most interested in Crawford'sproducts?(A) Gardening enthusiasts(B) Amateur athletes(C) Nature lovers(D) Business owners177. 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 Blue180. 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.

|  |
| --- |
| http://www.customsol.comCustom SolutionsGet 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 printyour 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. Wehighly recommend in-person visits for complicated orders.We offer the following options for basic white T-shirts (Item #238). Please see ourPricing 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: $12.00You will be required to pay a 25% deposit at the time of placing the order. Theremainder of the full amount is due at the time of pick-up. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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 HospitalSize: SmallColor: Navy BlueLine 2: 5th Annual Charity Fun RunSize: LargeColor: Forest GreenImage: hendrix.jpgImage Position: Center, below text | Line 1: Every penny counts! Size: Medium Color: Forest GreenLine 2: June 30, Abrams ParkSize: SmallColor: Navy BlueImage: XImage Position: X |

**Special Instructions:** In order to show participants what they will receive, I would like aphotograph of one of the finished items at least one week before delivery, if possible. **Continue to sizes and delivery information\*** |

|  |  |
| --- | --- |
| 181. What does Custom Solutions specialize in?(A) Building custom furniture(B) Creating printed brochures(C) Printing on clothing(D) Designing company logos182. 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) $12.00185. 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.

|  |
| --- |
| Dear valued community member,The Friends of Midland Cathedral Society (FMCS) needs your help! We areconducting a large-scale campaign to raise funds for much-needed repairs atMidland Cathedral. This 17th-century structure is a landmark in our city, andpeople come from all over the world to see its beauty and enjoy events such as itsweekly choir concert held every Friday from 4 to 5 P.M. In addition to helping thecommunity, you'll also receive great benefits.**Gallery Tier:** $100 / Get your company's name listed on our Web site as acontributor.**Canopy Tier:** $250 / Gallery Tier benefit + Get your company's name printed inour weekly choir program.**Pinnacle Tier:** $500 / Canopy Tier benefits + Receive VIP seating for two peopleat the June 8 project launch event.**Tower Tier:** $1,000 / Pinnacle Tier benefits + Experience Midland Cathedral likenever 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 byAmanda Larkin).Please consider donating to this worthy cause.Sincerely,Scott RamseyScott Ramsey |

|  |
| --- |
| To: Scott Ramsey <ramseys@fmcs.org> From: Michelle Arnold <m.arnold@hurstconsulting.com> Date: May 29Subject: Midland CathedralDear 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 Iwill be accompanied by the president of Hurst Consulting, Adam Hurst, who is equallyexcited. 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 HurstConsulting, and we are pleased to be able to help in this way.Sincerely,Michelle Arnold |

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

|  |  |
| --- | --- |
| 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 success187. How much did Hurst Consulting give to FMCS?(A) $100(B) $250(C) $500(D) $1,000188. 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 atMidland Cathedral?(A) Kent Burien(B) Amanda Larkin(C) Scott Ramsey(D) Marcus Silva190. 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.

|  |
| --- |
| http://www.stratfordci.comHome CLASSES PHOTO GALLERY CONTACT Stratford Cooking InstituteStratford Cooking Institute offers a wide variety of classes available at our convenientdowntown location, and our instructors can teach you everything from making dailymeals to preparing decadent desserts for special occasions. Some of our formerstudents have even gone on to start their own restaurants. We offer classes on eveningweekdays and throughout the day on Saturdays. Check out our most popular classesbelow or click classes to view a complete list.Class / Time Slot / InstructorItalian Cooking / Mondays & Wednesdays @7P.M. / Laverne TrentonBasic Cake Decoration / Tuesdays @8P.M. &Saturdays@2P.M. / Dawn SpencerParty Appetizers / Thursdays @7P.M. / Sharon GrantMastering Seafood / Wednesdays & Fridays@ 8P.M. / Jennifer Alvarado |

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

|  |
| --- |
| E-Mail MessageTo: Gloria Young <younggloria@pinsonconsulting.net>From: Christopher McCormick <c.mccormick@stratfordci.com>Date: April 6 Subject: RE: From Pinson ConsultingDear Ms. Young,Thank you for your interest in our institute. I am pleased to say that we canaccommodate your request. The instructor for our cake decorating class isavailable for a two-hour class on Wednesday, May 3, from 2 to 4. The charge willbe $16 per person, which can be paid by credit card on our Web site. The feeincludes all ingredients and materials, and each person will get to take home thefinished 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 willbe 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 McCormickAdmissions Director, Stratford Cooking Institute |

|  |  |
| --- | --- |
| 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 service193. In the first e-mail, the word "perform" inparagraph 1, line 4, is closest in meaning to(A) observe(B) achieve(C) entertain(D) function | 194. What information does Mr. McCormick givethat 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 use195. Who most likely will teach a daytime class onMay 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.

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

|  |
| --- |
| \*E-mail\*To: Debra Lyon <d.lyon@sternbergmfg.com> From: Mitchell Thorpe <m.thorpe@sternbergmfg.com> Date: September 20Subject: Upcoming trainingDear Ms. Lyon,I have reviewed the training proposals presented by the various shift managers, andI believe that your training would be the most suitable for the company needs. Thehandouts you prepared highlight the goals clearly, and they will help employees tosee exactly what needs to be done. We've tried other initiatives for energyconservation 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 canreduce this figure.Sincerely,Mitchell Thorpe |

|  |
| --- |
| *Sternberg Manufacturing Monthly Newsletter**October Edition*New Energy Conservation Efforts UnderwaySternberg Manufacturing is seeking to reduce its energy usage both tocut overhead expenses and to reduce the company's environmentalimpact. Based on recommendations made by Mistral Energy Serviceslast month, the company will undergo four major improvement projects.The first among them is scheduled to be carried out by WebsterConstruction in November. The others will follow next year, as fundingallows. In addition, the human resources director has chosen DebraLyon to carry out employee training regarding conservation techniques.A schedule for the training has not been set yet. |

|  |  |
| --- | --- |
| 196. Why was the Bedford location selected forthe 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 insulation198. What is indicated about Ms. Lyon's trainingmaterials?(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) occupy200. 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. |