

T155 R

Part 5

101. Free Internet service ----- available in the lobby but not in the guest rooms.

- (A) being
- (B) to be
- (C) are
- (D) is

102. A third branch ----- Starshorn Hair Salon will open in Georgetown's industrial district.

- (A) up
- (B) of
- (C) along
- (D) in

103. The March shipment to Busan can fit an ----- thirteen containers.

- (A) adding
- (B) additional
- (C) addition
- (D) add

104. Ms. Tran ----- the clients fifteen different apartments in one afternoon.

- (A) made
- (B) opened
- (C) passed
- (D) showed

105. Mr. Sweeney is most pleased when ----- press releases are published unedited.

- (A) he
- (B) him
- (C) his
- (D) himself

106. Whenever company costs ----- significantly, the budget is adjusted.

- (A) rise
- (B) rises
- (C) risen
- (D) rising

107. This is a ----- to all employees to submit expense reports by the end of the month.

- (A) remind
- (B) reminded
- (C) reminding
- (D) reminder

108. Please e-mail Human Resources if you are able to help set up the events room ----- the annual office party.

- (A) since
- (B) before
- (C) into
- (D) except

109. Aita Corporation will hire roughly 50 new employees ----- the next year. nsh8

- (A) over
- (B) while
- (C) somewhere
- (D) ideally

110. Dine Out Magazine will publish an article next month about people who ----- go to the same restaurant.

- (A) repeated
- (B) repeatedly
- (C) repeat
- (D) repetition

111. The aircraft's ----- flight had arrived late, so its scheduled 10:15 A.M. departure was as delayed.

- (A) committed
- (B) entitled
- (C) previous
- (D) spacious

112. Blue Form Company offers its employees ----- in their working location and hours.

- (A) flexible
- (B) flex
- (C) flexibility
- (D) flexed

113. The latest sales figures ----- to the vice president that the company was doing well.

- (A) reinforcing
- (B) reinforcement
- (C) reinforces
- (D) reinforced

114. Management at the Sidol Factory is researching different ----- to enhancing employee productivity.

- (A) instincts
- (B) decisions
- (C) occasions
- (D) approaches

115. Only two percent of the focus group participants reported ----- disliking the new ice-cream flavor.

- (A) stronger
- (B) strong
- (C) strongly
- (D) strongest

116. Our line of passenger cars includes the latest ----- technology to protect vehicles and their passengers.

- (A) safety
- (B) more safely
- (C) most safely
- (D) saves

117. Jetways Japan and Night Sky Airways have ----- a planned merger, which is under review by government regulators.

- (A) treated
- (B) flown
- (C) announced
- (D) spread

118. The old Abita Theater was demolished one week ago, and construction of an office complex at the site is ----- underway.

- (A) yet
- (B) usually
- (C) soon
- (D) already

119. Wren Watch's latest smart watch offers ----- features not found in other products.

- (A) similar
- (B) multiple
- (C) broken
- (D) careful

120. Although the conference does not ----- begin until Friday, many participants have informal meetings scheduled for Thursday.

- (A) official
- (B) officiate
- (C) officials
- (D) officially

121. Each year the Metro Enterprise Association honors a local business that has made a ----- impact on the city.

- (A) comfortable
- (B) significant**
- (C) difficult
- (D) granted

122. Martaska Technologies requires ----- new employees receive at least two weeks of training before starting work.

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

123. Retailers were given one year to ----- their terminals to accommodate new credit card technology.

- (A) upgrade**
- (B) progress
- (C) motivate
- (D) describe

124. Marketers find that older consumers respond best to facts and statistics, ----- for teenagers, the best strategy is humor.

- (A) such as
- (B) whereas**
- (C) due
- (D) almost

125. Because of a processing error, Elmore Distributors ----- shipped cases of frozen fish to a bakery.

- (A) equally
- (B) illegibly
- (C) accidentally**
- (D) vigorously

126. With ----- from the board of directors, CEO Brian Krieder is aggressively pursuing fresh revenue sources.

- (A) authorization**
- (B) authorizes
- (C) authorize
- (D) authorized

127. Mr. Itomitsu's recent book on fitness encourages readers to strive for a healthy ----- between physical exertion and rest.

- (A) quantity
- (B) supply
- (C) balance**
- (D) number

128. ----- an anonymous donation, the Metropolitan Hospital was able to purchase new imaging equipment.

- (A) In case
- (B) As though
- (C) Owing to**
- (D) If only

129. Employees ----- cars are parked in designated client spaces should move them immediately.

- (A) those
- (B) other
- (C) who
- (D) whose**

130. The design team considered many possible ----- before settling on the red and black color scheme for the corporate Web site.

- (A) functions
- (B) combinations**
- (C) destinations
- (D) roles

Part6

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

You are receiving this e-mail ---131.--- you have contacted Brell Home in the past about our houseware products or have visited our Web site. If you no longer wish to receive our e-mails, you can be removed from our list. ---132.----. But do you really want to miss out on discount offers for products that will help you turn your house into an ---133.--- home? We hope you will choose to remain a subscriber so that we can continue to send ---134.--- for the most popular new products for your home.

131.

- (A) even
- (B) because**
- (C) during
- (D) among

133.

- (A) invites
- (B) invited
- (C) inviting**
- (D) invitation

132.

- (A) Simply reply to this e-mail with the word "unsubscribe."**
- (B) The issue has not yet been resolved.
- (C) Please provide your order number.
- (D) Our products are made by local artisans using natural materials.

134.

- (A) pieces
- (B) contracts
- (C) samples
- (D) coupons**

Questions 135-138 refer to the following notice.

Please note that the south lobby of the building will be closed from 7:00 P.M. this evening to 7:00 A.M. tomorrow morning. Routine ---135.--- will be performed on the heating and cooling systems. ---136.---, the central air conditioning will be turned off between these hours.

We have scheduled any necessary ---137.--- to take place outside of regular business hours. ---138.---. If you need access to the building during these hours, please use the north lobby or the basement-level entrances. They will be unlocked and extra lighting will be provided in these two areas.

Thank you,

Building Management

135.

- (A) maintenance**
- (B) maintained

137.

- (A) designs
- (B) repairs**

- (C) maintains
- (D) maintainable

- (C) meetings
- (D) strategies

- 136.
- (A) As a result
 - (B) Even though
 - (C) On the contrary
 - (D) In comparison

- 138.
- (A) Extra office chairs will be available.
 - (B) Our goal is to minimize your discomfort while you are in the office.
 - (C) The thermostat setting needed to be reset.
 - (D) The employee entrance code is changing again next month.

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

To: Kristina Tursi <ktursi@fratellitursi.com>
From: Steven Bracchio <sbracchio@worldsmaill.net>
Date: August 24
Subject: Thank you

Dear Ms. Tursi,

Thank you for your time today. I ---139--- enjoyed meeting and interviewing with your team. It is clear to me that Fratelli Tursi is a dynamic company ---140--- for great success.

---141---. As we discussed, I am comfortable conducting business in the Italian language, and beyond that, I believe my marketing skills would strongly support Fratelli Tursi's efforts to grow internationally.

I understand that the partners will be considering whom to call in to the office for ---142--- interviews. Please let me know if you require additional information about me. I very much look forward to hearing from you.

Steven Bracchio

- 139.
- (A) closely
 - (B) skillfully
 - (C) quickly
 - (D) thoroughly

- 141.
- (A) My salary has risen with my increased responsibilities.
 - (B) The office space is well designed.
 - (C) I think my skills are a good match for the needs of your sales team.
 - (D) Please use my personal e-mail address to reach me.

- 140.
- (A) positioned
 - (B) position

- (C) positions
- (D) positionally

- 142.
- (A) initial
- (B) optional
- (C) further
- (D) experienced

Questions 143-146 refer to the following letter.

Dear Small-Business Owner:

Do you change your opening and closing times depending on the season? According to market research, a quarter of all small businesses periodically ---143--- their operating hours. However, such changes are not always accurately reflected in the search engine results and on the many Web sites that show your operating hours to your customers. Inaccurate information can lead to customer frustration, which can drive them to do business with your competitors. ---144---.

One of our services is designed to help you monitor ---145--- your operating hours are being shown on the Web. To learn more about our tools and services, please see the enclosed brochure. We would be happy to work with you ---146--- your business's opportunities.

Sincerely,

Richard N. Batterman
Account Representative
Muros Solutions

Enclosure

- 143.
- (A) adjust
- (B) report
- (C) display
- (D) examine

- 145.
- (A) how
- (B) until
- (C) why
- (D) unless

- 144.
- (A) Today's search engines are more sophisticated.
- (B) Many of them prefer to shop online.
- (C) Our competitors face similar issues.
- (D) Once lost, they can be hard to bring back.

- 146.
- (A) maximization
- (B) to maximize
- (C) maximum
- (D) having maximized

Questions 147-148 refer to the following sign.

*** * * * * ATTENTION * * * * ***

As part of our **transition to new ownership**, the Wesselman Hotel is in the process of making some landscaping improvements, including adding flower beds along the walkways. **We apologize for the current unsightly condition of the grounds**, but soon we will have an impressive floral display. Thank you for your patience, and we hope you will return to see our grounds once our gardeners have completed their work.

147. What is the purpose of the sign?

- (A) To explain why an area is inaccessible
- (B) To highlight a new service being offered
- (C) To express regret for the hotel's appearance**
- (D) To promote gardening positions that will soon be available

148. What is mentioned about the Wesselman Hotel?

- (A) It has a new owner.**
- (B) It has more vacancies than usual.
- (C) It is offering a seasonal promotion.
- (D) It is a popular venue for special events.

Questions 149-150 refer to the following text message chain.

Mi-Yeon Chun [9:01 A.M.]

Hi, Trudy. Do you happen to have the codes for the new online system?

Trudy Acosta [9:02 A.M.]

Do you mean the ones we need to report how many hours we have worked each week?

Mi-Yeon Chun [9:03 A.M.]

Yes, exactly.

Trudy Acosta [9:04 A.M.]

I will look for them, but at the moment I have to meet Mr. Carlyle about **an urgent issue with our mobile banking app**. Some customers are unable to access their accounts. I'll e-mail you the codes when I get back to my desk.

Mi-Yeon Chun [9:06 A.M.]

OK. Thank you!

149. Where do the writers most likely work?

- (A) At a building security company
- (B) At an employment agency
- (C) At a computer device manufacturer
- (D) At a financial institution**

150. At 9:03 A.M., why does Ms. Chun write, "Yes, exactly"?

- (A) She thinks that a new online system is easy to use.
- (B) She is sure that she has recorded her work hours.
- (C) She is confirming that Ms. Acosta is correct.**
- (D) She is reporting that she has worked a full week.

Questions 151-152 refer to the following note card.

Thank you for sending me another of your company's food blenders **in exchange for my product feedback**. The motor of the Lumtik IB-8900 seems to be a bit more powerful than the motors of the two blenders I reviewed previously. This one does a great job, especially on the high-speed setting. **One thing that is disappointing is that the measurement lines were not easy to decipher and seem to fade and become less legible after several washings.** This may be a problem with the imprinting on the device. The measurement lines need to be engraved or permanently marked to be clearer. Needless to say, this is important for recipes that require precisely measured ingredients.
Hannah Daley

151. What is suggested about Ms. Daley?

- (A) She wants to return a defective part.
- (B) She needs updated instructions.
- (C) She purchased the wrong product.
- (D) She was asked for her opinion.**

152. What does Ms. Daley mention about measurement lines?

- (A) They are hard to read.**
- (B) They are a minor problem.
- (C) They are an issue with several blender models.
- (D) They are printed in a dark color.

Questions 153-154 refer to the following e-mail.

E-mail

From: Tom Martinez <tmartinez@isppm.com>

To: Reshmi Singh <rsingh@itresources.ca>

Subject: ISPPM Top 20

Date: 3 April

Dear Ms. Singh,

We are currently accepting nominations for **Internet Security and Patent Protection Magazine's Top 20 list**. The ISPPM Top 20 is the preeminent guide for businesses seeking expertise for safeguarding the value of intellectual property. Finalizing the Top 20 list is a challenging task, and we value your contribution to this process.

If you would like to make any nominations for this annual listing, please do so by 17 April. **Visit our Web site and enter the details of the consultants you believe should be included in this year's listing**, along with a brief explanation for your nominations.

Please note that we do not accept self-nominations or nominations from colleagues working in the same company. The final list will be published in June.

We look forward to reviewing your nominations.

Kind regards,

Tom Martinez, Technical Editor

153. What is Mr. Martinez requesting?

- (A) Articles for a magazine
- (B) Best ideas for using social media
- (C) The names of skilled consultants**
- (D) Strategies for securing computer equipment

154. How is Ms. Singh being asked to respond?

- (A) By accessing a Web site**
- (B) By mailing in a form
- (C) By attending a meeting in June
- (D) By sending an e-mail to Mr. Martinez

Questions 155-157 refer to the following product description.

Clearhold Coating is a newly developed, transparent waterproofing system that is superior to traditional pigmented coatings. Clearhold is ideal for application to masonry-block constructions---both new and existing---as well as to interior and exterior decorative elements.

Clearhold can also be applied to concrete and masonry subfloors, which is not possible with our competitors' waterproofing materials. Clearhold will stop humidity from seeping up through subfloors and can be applied before installation of adhesive and floor coverings such as carpet, tile, laminate, or hardwood.

Clearhold will be available in stores starting in January. For more information, visit www.clearholdcoating.com.

155. What does Clearhold Coating do?

- (A) It provides protection from moisture.
- (B) It ensures that floors look shiny.
- (C) It adds color to brick and stone.
- (D) It shields masonry from scratches.

156. What does the description indicate about Clearhold Coating?

- (A) It is intended for outdoor use only.
- (B) It contains natural pigments.
- (C) It is suitable for both new and old masonry.
- (D) It requires a single application.

157. How is Clearhold Coating an improvement on products already on the market?

- (A) It is resistant to heat.
- (B) It can be used on subfloors.
- (C) It is made with nontoxic ingredients.
- (D) It can be applied to many types of furniture.

Questions 158-160 refer to the following instructions.

Caring for your Minot Griddle

Thank you for purchasing the nonstick Minot Griddle. With proper care, **you and your family will enjoy cooking pancakes, grilled sandwiches**, and much more for years to come. First, it is important to protect the griddle from contact with metal that can scratch the nonstick surface. - [1] -. Also, the nonstick feature of your griddle is sensitive to changes in temperature. Be sure not to immerse the hot griddle in cool water, which can cause warping and peeling. - [2] -. Instead, allow the griddle to cool before washing. Finally, careful handwashing will prolong the life of your Minot Griddle. Do not use harsh scrubbers such as steel wool. **Gentle washing with a cloth or soft sponge is preferred.** - [3]-.

- [4]-. Should you have any questions about your Minot Griddle, please visit our customer Web site at www.minot.co.uk.

158. For whom are the instructions most likely intended?

- (A) A product manufacturer
- (B) A store employee
- (C) A cookware owner**
- (D) A support professional Editor

159. What method is recommended for washing the item?

- (A) Scrubbing it with steel wool
- (B) Immersing it in cool water
- (C) Wiping it with a soft sponge**
- (D) Cleaning it without soap

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

"Therefore, avoid using metal cooking utensils with the griddle.

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

Questions 161-163 refer to the following e-mail.

To: All Patient Distribution List

From: Meyers Dental Clinic

Date: August 12

Subject: Extended services

Dear Patient,

We are pleased to announce that, as of September 1, **Meyers Dental Clinic will offer extended hours to better meet your needs for appointments outside regular workday hours.** **With the hiring of an additional dentist and assistant,** we will be able to offer regular appointments Monday to Saturday between 7:00 A.M. and 6:00 P.M. Dr. Meyers will continue to offer urgent appointments as late as 7:00 P.M.

If you would like to reschedule an existing appointment, please call our office at 555-0132.

Thank you for trusting us with your dental care.

Best regards,

Erica Trumble, Office Manager

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

- (A) To inform customers of schedule changes
- (B) To announce a new dental product
- (C) To supply information on dental hygiene
- (D) To confirm an appointment

162. The word "meet" in paragraph 1, line 2, is closest in meaning to

- (A) oppose
- (B) experience
- (C) gather together
- (D) provide for

163. What is indicated about Meyers Dental Clinic?

- (A) It is a new business.
- (B) It has some new employees.
- (C) It will expand to a second location.
- (D) It offers only morning appointments.

Questions 164-167 refer to the following article.

Closing Early on Summer Fridays

HOUSTON (June 3) - Summer just became more relaxing for employees of Aftnax Software, where **the company recently instituted a Summer Friday policy.** - [1] -. From now until the first week in September, the office closes at 1 P.M. so employees can go home early.

"It's great to have that 1 P.M. cutoff," says Clay Jackson, **an Aftnax employee for the past decade.** - [2]-. "Some nights I can stay in the office until seven or eight if I have a project I need to finish. But knowing that the office is closing its doors early on Friday frees me up to spend more time with my family."

In addition to boosting workers' morale,

studies have found that scheduled downtime actually increases productivity. - [3] -.

The number of firms offering this perk has increased by 23 percent in the past five years.

Remmor Tech, one of the first local companies to institute a similar policy, says that ever since it began offering time off on Fridays twelve years ago, it has seen a marked improvement in employee satisfaction. - [4] -

"Our employees' happiness is important to us," says Alexandra Odoms, the CEO of Remmor. **"We know that if we care about our employees, then our employees will care about the work they do for us.**

164. What is the purpose of the article?

- (A) To detail the results of a study on employee morale
- (B) To describe an effective business practice**
- (C) To announce a change in executive leadership
- (D) To profile a company new to the area

165. What is indicated about Mr. Jackson?

- (A) He works an overnight shift.
- (B) He works from home on Fridays.
- (C) He used to work for Remmor Tech.
- (D) He has worked for Aftnax Software for ten years.**

166. According to Ms. Odoms, what is the rationale for having a Summer Friday policy?

- (A) It attracts top talent to Remmor Tech.
- (B) It creates a positive work environment.**
- (C) It allows employees to work later On other days.
- (D) It lets employees spend more time with their families.

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

"And companies are taking notice."

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

Questions 168-171 refer to the following Web page.

<http://www.masterint.co.uk>

[HOME](#)

[ABOUT](#)

[FORMS](#)

[INTERNSHIPS](#)

Master International offers internships to university students and recent graduates who are passionate about **the software industry and would like to gain real-world experience in coding, product development, marketing, and security**. Our products are used by businesses worldwide.

Each unpaid internship position lasts for a period of four months and requires an on-site commitment of at least three full days per week. Applications must be received by 1 November (for the spring program), **1 April (for summer)**, or 1 July (for autumn). Current university students are encouraged to check with their academic institution to determine whether course credits may be granted. Although a few interns may subsequently be offered permanent full-time employment, a job offer is not guaranteed.

Master International receives hundreds of internship applications throughout the year. After an initial review, a select few will be contacted in advance of each four-month cycle for an in-person or telephone interview.

HOW TO APPLY

To get started, we require the following:

- A completed employment **application** (located in the Forms tab)
- A letter indicating area of interest and **relevant coursework**
- Two letters of **recommendation**

Submit all documents to:

Master International
Personnel Department
34 Crawley Square
London, England SE7 9BQ

168. What most likely is Master International?

- (A) An employment agency
- (B) An international bank
- (C) A software firm**
- (D) A study-abroad program

169. By what date must an application be submitted for a summer internship?

- (A) January 1
- (B) April 1**
- (C) July 1
- (D) November 1

170. What is suggested about the Master International internship program?

- (A) It is collaborating with a local university.
- (B) It was created within the past year.
- (C) It offers paid positions to all participants.
- (D) It is highly competitive.**

171. What is an applicant NOT required to submit?

- (A) Employment history**
- (B) A completed application form
- (C) Recommendation letters
- (D) A description of relevant courses

Questions 172-175 refer to the following text-message chain.

Jaya Pillay (9:04 A.M.)

Paul and Kristen- are you two going to the meeting this morning? I need a favor because I'm running late.

Paul Smythe (9:06 A.M.)

I am. What do you need?

Jaya Pillay (9:07 A.M.)

Could you **say a few words about last weekend's film festival in Atlanta?**

Kristen Tervo (9:07 A.M.)

Wait, what time is the meeting?

Jaya Pillay (9:08 A.M.)

10:30 A.M.

Paul Smythe (9:08 A.M.)

Sure. What do you want me to say?

Kristen Tervo (9:09 A.M.)

Oh right. I won't be there today. I'm busy working on an issue for David in Finance.

Jaya Pillay (9:10 A.M.)

OK. Paul, just **say something about how attendance was great**, and the team should feel proud of themselves for their hard work.

Paul Smythe (9:11 A.M.)

Sure. When you arrive, will you be saying anything about the expansion into Florida next quarter?

Jaya Pillay (9:12 A.M.)

Yes, but most of the meeting will be about **developing strategies to sell more tickets on opening weekends in our existing theaters.**

Kristen Tervo (9:14 A.M.)

That's good to know. I'm meeting with the vice president of development tomorrow. **I'll be sure to fill her in on what we've been doing.**

172. For what type of business do the writers most likely work?

- (A) A construction company
- (B) A financial services firm
- (C) A movie theater chain**
- (D) A travel agency

173. At 9:09 A.M., what does Ms. Tervo imply when she writes, "Oh right"?

- (A) She agrees that the festival was a success.
- (B) She now remembers when a meeting will begin.**
- (C) She thinks that Mr. Smythe is the best person to speak.
- (D) She is confirming that she will purchase some tickets.

174. What will be the main focus of the 10:30 A.M. meeting?

- (A) Developing a financial report
- (B) Expanding into new territories
- (C) Planning a future festival
- (D) Increasing the number of customers**

175. What does Ms. Tervo say that she will do tomorrow?

- (A) Provide an update to a supervisor**
- (B) Lead a discussion on finances
- (C) Develop a marketing strategy
- (D) Travel to Atlanta for business

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

To: Hathai Khwan
From: Jim Frollo
Date: July 15
Subject: Possible solution

Dear Ms. Khwan,

Thank you for getting the team together so quickly to deal with **the problem recently reported by passengers. The congestion in the departures area, particularly at check-in, has been an ongoing source of customer complaints.** Some airlines, such as Sunleaf, have addressed similar problems at their gates by creating additional business-class lines for check-in. I suggest that instead we ask airlines to place more staff at their economy check-in lines. However, this would require more kiosks and counters. Without extensive remodeling, there just is not enough **room** here at Granite Springs Airport.

We need to put together a proposal for next month's budget meeting. I will let Ms. Pembroke know that we are working on a plan. It can be added to this year's budget. The other issue we still need to discuss is adding more restaurants. **Passengers continue to comment about that on surveys.**

Thanks,

Jim Frollo

GSP Puts Travelers First

By Katherine Herncane

(October 10-Earlier this month, news circulated that the management of Granite Springs Airport (GSP) was considering a big change that would shorten the time passengers wait in line **without affecting the price of their ticket.**

In a conversation with the ***Granite Springs Journal*** earlier this week, Airport Operations Chief Claire-Lise Pembroke confirmed that the airport will begin remodeling in the spring to **expand the check-in counters** for economy travelers. Her team is also planning upgrades to airport **dining options.**

"We are excited about the expansion, which will improve the experience for all of our passengers," Pembroke said.
"The renovations should be completed by the end of next year."

176. According to the e-mail, what has been a consistent problem at Granite Springs Airport?

- (A) Flight delays caused by construction
- (B) Limited food selections on aircraft
- (C) Poorly managed gate areas
- (D) Complaints about the high cost of travel

177. In the e-mail, the word "room" in paragraph 1, line 7, is closest in meaning to

- (A) space
- (B) lodging
- (C) chance
- (D) location

178. What does the e-mail suggest about travelers at Granite Springs Airport?

- (A) They especially like traveling with Sunleaf Airlines.
- (B) They are content with the dining options at the airport.
- (C) They need to walk a long distance to get to airline gates.
- (D) They are regularly asked to provide feedback.

179. According to the article, what will remain the same after the renovations?

- (A) Food services
- (B) Gate numbers
- (C) Ticket prices
- (D) Check-in areas

180. What is suggested about Mr. Frollo?

- (A) His remodeling experience will be useful in the spring.
- (B) His proposal will be implemented by the end of next year.
- (C) He recently started his position at the airport.
- (D) He will soon be interviewed by the Granite Springs Journal.

Questions 181-185 refer to the following e-mails.

TO: All employees
FROM: Sirisha Rao
DATE: 7 May
SUBJECT: Event photographs
ATTACHMENT: Order form

Dear Employees:

Photographs from Nitin Kumar's retirement party on **3 April** are now available. To see the album, visit Happy Moon Photography's Web site at happymoonphotography.co.in and **enter our company name and ID number (933704)**. You may order individual prints for 400 each, or choose from one of the four packages listed below.

- **Basic (₹1270): Four 10x15 prints**
- **Basic Plus (₹2150): Four 10x15 prints and two 13x18 prints**
- **To Share (₹4120): Eight 10x15 prints and four 13x18 prints**
- **For Everyone (₹7930): Sixteen 10x15 prints and eight 13x18 prints**

Enter discount code 10 PERCENT in the coupon field at checkout when you order online and receive free shipping and a 10 percent discount. Alternatively, you may complete the order form attached to this e-mail and return it to me.

Photographs are available online for **30 days**. For purchases after that time, please call Happy Moon's customer support line at 11 2679 5004.

Regards,
Sirisha Rao, Special Events Coordinator

TO: Gurunath Pandit <gpandit@akrzindustries.co.in>
FROM: <service@happymoonphotography.co.in>
DATE: 10 May
SUBJECT: Order number 38919

Dear Mr. Pandit,

Thank you for ordering from Happy Moon Photography! Please review your completed purchase below. Your photographs should arrive in the mail no later than 23 May.

Event: Nitin Kumar Retirement Party, AKRZ Industries

Four 10x15 photographs of image 204: ₹1270

Discount 10 percent: -₹127

Total: ₹1143

Planning an event? Book one of our photographers before 15 June and receive a 20 percent

discount.

181. According to the first e-mail, what must employees do to view photographs of the party?

- (A) Enter an ID number
- (B) Open an attachment
- (C) Meet with a photographer
- (D) Contact customer support

182. What is NOT true about the photographs of the party?

- (A) They can be purchased individually.
- (B) They were taken on April 3.
- (C) They are organized into four albums.
- (D) They will be available online for 30 days.

183. Why was the second e-mail sent?

- (A) To provide a tracking number
- (B) To request a payment
- (C) To confirm a transaction
- (D) To promote a new service

184. What package did Mr. Pandit most likely purchase?

- (A) Basic
- (B) Basic Plus
- (C) To Share
- (D) For Everyone

185. What is indicated about Mr. Pandit?

- (A) He recently retired.
- (B) He plans corporate events.
- (C) He booked a photographer for June 15.
- (D) He entered a discount code online.

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

HAMILTON (3 February)---The Ruakura Training Centre (RTC) **is relocating to the Springdale Industrial Park**. Spokesperson Jax Wu said RTC hopes for **a grand opening in May**, with only a slight interruption of the usual course schedule.

The new facility, which offers training and accreditation for work in a variety of fields, including roadwork, mining, and construction, is opening at the right time, according to Mr. Wu. ***There are numerous**

job openings now in these specialized fields, especially around Hamilton," Mr. Wu stated.

The new location will be more convenient for people to reach than RTC's current building on Clarkston Road. There is a public transit stop directly in front of the industrial park, and there is free parking as well.

For more information, visit RTC's Web site at www.ruakuradc.co.nz.

<https://www.ruakuradc.co.nz>

[Home](#)

[News](#)

[Course Offerings](#)

[Register](#)

Ruakura Training Centre (RTC) Grand Opening

Sunday, 16 August, 1:00 P.M. to 4:00 P.M.

Join us on Sunday, 16 August, as we open our new centre at Springdale Industrial Park. Courses will begin on Monday, 17 August. See below for our first week's offerings. To register for any of these courses, go to the Register tab. If you have questions, e-mail our registrar, Ms. Phoebe Gordon, at gordon@ruakuradc.co.nz. RTC can also train on-site at your location; for further details see the Course Offerings tab.

17 August: Work Safety Refresher, **Mr. Jenkins, Instructor**

18-19 August: Basic Worksite Traffic Management, Ms. Agarwal, Instructor

19 August: Work Safety Refresher, Ms. McKenzie, Instructor

20-21 August: Heavy Equipment Licensing, Mr. Waipuka, Instructor

21-22 August: Basic Worksite Traffic Management, Mr. Yeo, Instructor

E-mail

To: Phoebe Gordon <pgordon@ruakuradc.co.nz>

From: Abraham Lutui <alutui@bluemills.co.nz>

Subject: Request

Date: 14 August

Dear Ms. Gordon:

I am registered for the 17 August work safety refresher course. However, I am currently in Tonga on business, and my return flight arrives on that date. Would it be possible for

you to switch my registration to the 19 August course instead?

Sincerely,

Abraham Lutui

186. What is the main focus of the article?

- (A) A company's closing celebration
- (B) A road improvement project
- (C) Advances in manufacturing technology
- (D) The relocation of a training facility

187. What does Mr. Wu mention in the article?

- (A) He will be teaching a new course.
- (B) Many jobs are available in the area.
- (C) Local transportation should be improved.
- (D) There is a problem with a parking structure.

188. What is suggested about RTC?

- (A) Its tuition fees have increased.
- (B) It is hiring new instructors.
- (C) The opening of its new location was delayed.
- (D) The registration period for classes was extended.

189. What is indicated about RT's courses?

- (A) They are fully booked.
- (B) They are all two-day sessions.
- (C) They may be offered more than once per month.
- (D) They require full payment in advance.

190. What is most likely true about Mr. Lutui?

- (A) He is registered for Mr. Jenkins' course.
- (B) He previously worked at RTC.
- (C) He had to reschedule his flight.
- (D) He is interesting in a travel career.

Questions 191-195 refer to the following invoice and e-mails.

Gleelan Commercial Cleaning
632 Oakland St., Halifax, NS B3J 3J5
www.gleelancleaning.com.ca
Phone: 902-555-0111

Invoice: 705526

Date: 1 October

Bill to: Endora Gellis

Account: 30056JA

Jant Advertising
1900 Barrington St., Suite 230
Halifax, NS B3J 1P2

Date of service	Description	Price
6 September	Office cleaning	\$80
13 September	Office cleaning	\$80
	Rug cleaning	\$135
20 September	Office cleaning	\$80
27 September	Office cleaning	\$80
	Window washing	\$115

Preferred customer discount (10%): **-\$57**

Balance due: **\$513**

For billing questions, please contact our billing manager at
billing@gleelancleaning.com.ca.

From: Endora Gellis <egellis@jantad.com.ca>

To: Gleelan Commercial Cleaning <billing@gleelancleaning.com.ca>

Subject: Billing question

Date: 2 October

Hello,

I am writing concerning the invoice we received at Jant Advertising yesterday. It appears there has been a mistake. **We had requested that the windows be washed at the end of last month, but you had to cancel that particular service.** However, a charge for it is included on the invoice. We would like to schedule the window washing for early this month, if possible, before the weather gets too cold. In the meantime, could you please send us a corrected invoice?

Best,

Endora Gellis
Jant Advertising

E-Mail Message

From: Burt Radke <bradke@gleelancleaning.com.ca>

To: Endora Gellis <egellis@jantad.com.ca>

Subject: RE: Billing question

Date: 3 October

Dear Ms. Gellis,

Thank you for contacting us regarding your September services. **On behalf of our Billing Department**, I would like to apologize for the mistake. You are correct that we canceled the window washing that was scheduled. **There was a rainstorm on that day.**

We will remove the charge and send you a corrected invoice today. And because it was our error, please note that **we will still provide the full discount that was listed on the invoice for September.**

I have checked with the scheduling department, and they can reschedule your window washing for 11 October to coincide with your regular office cleaning. Please confirm if this is suitable for Jant Advertising.

Thank you for your continued business with us.

Sincerely,

Burt Radke
Gleelan Commercial Cleaning

191. What does the invoice indicate about Jant Advertising?

- (A) It has its offices cleaned weekly.
- (B) It recently moved to a new location.
- (C) It replaced its carpeting in September.
- (D) It had some windows repaired.

192. What amount does Ms. Gellis want removed from the invoice?

- (A) \$80
- (B) \$115
- (C) \$135
- (D) \$513

193. According to Mr. Radke, why was a service canceled?

- (A) There were not enough cleaners available.
- (B) The equipment was not functioning.
- (C) There was a mistake on the schedule.
- (D) The weather conditions were poor.

194. What is suggested about Jant Advertising?

- (A) It will receive \$57 off the full price.
- (B) It is currently seeking experienced cleaning staff.
- (C) Its offices will close early on October 11.
- (D) It has multiple locations throughout the city.

195. Who most likely is Mr. Radke?

- (A) A window installer
- (B) A billing manager
- (C) An office cleaner
- (D) A scheduling assistant

Questions 196-200 refer to the following listing, e-mail, and review.

Listing Type: Single-family properties

Location: Bonatra Acres in Windham County

Last updated: October 28

Bonatra Acres is a lovely residential community in Windham County featuring two-, three-, and four-bedroom single-family homes near schools, public transportation, and **beautiful parks**.

The Laliq and Grand Barron models feature an eat-in kitchen, a large living area, and a garage. The Andover model, the most affordable home, is a one-story home with a patio in the rear. The Mickala is a uniquely-styled home featuring upstairs bedrooms with oversized windows. **The Harrison is a two-story model with modern upgrades.**

Properties Currently Available for Sale

Address	Bedrooms	Bathrooms	Model
126 Hickory Drive	Three	Two	Grand Barron
912 Birch Place	Two	One	Andover
21 Lilac Lane	Two	One	Mickala
108 Pine Avenue	Three	One	Laliq

BA
Bonatra
Acres

To: Valerie Sidkoff <v.sidkoff@emikproperties.com>

From: Chun Lai <chunlai@anvmail.com>

Date: October 30

Subject: New place to live

Dear Ms. Sidkoff,

EMIK Properties comes **highly recommended by my manager, David Mwabili**, who worked with you to find his business property.

I am wondering whether you also sell residential properties in the area. My wife and I are looking to move to Windham County with our children to be closer to our jobs. We will need easy access to public transportation. I would be grateful if you could recommend some listings for reasonably priced homes in that area, ideally with **two or more bedrooms and at least two bathrooms**. **I am available to visit homes on Wednesday mornings and Thursday afternoons.**

Thank you,

Chun Lai

June Preston, October 16

I recently purchased a home from EMIK Properties and had the pleasure of working with Valerie Sidkoff, the company's owner. She patiently showed me many houses in my preferred area and was attentive to my needs. My only concern about EMIK Properties is that it seems to prioritize commercial clients over residential ones. **The agency reserves Thursday and Friday afternoons to show exclusively commercial properties.** While this did not affect me, it could be a problem for others looking to buy a home.

196. What does the listing indicate about Bonatra Acres?

- (A) It was built recently.
- (B) It is located near parks.**
- (C) It features apartment units for sale.
- (D) It is close to a city.

197. What Bonatra Acres model is currently unavailable?

- (A) The Lalique
- (B) The Grand Barron
- (C) The Andover
- (D) The Harrison**

198. What does the e-mail indicate about Mr. Lai?

- (A) He will be getting a new job soon.
- (B) He heard about EMIK Properties from his supervisor.**
- (C) He owns EMIK Properties.
- (D) He currently lives in Windham County.

199. What Bonatra Acres property best meets Mr. Lai's needs?

- (A) 126 Hickory Drive**
- (B) 912 Birch Place
- (C) 21 Lilac Lane
- (D) 108 Pine Avenue

200. When will Mr. Lai most likely visit properties?

- (A) On a Wednesday morning**
- (B) On a Wednesday afternoon
- (C) On a Thursday morning
- (D) On a Thursday afternoon