

T113

Part5

101. The contract ----- by the representatives after a few hours of negotiations.

- (A) sign
- (B) was signed
- (C) was signing
- (D) signed

102. Mr. Mercer had to pull over so ----- overheated engine could cool off.

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

103. The ----- box left over from the television delivery should be recycled.

- (A) urgent
- (B) absent
- (C) empty
- (D) notable

104. Guests at the banquet were ----- served a dessert after the main meal.

- (A) also
- (B) either
- (C) whether
- (D) both

105. Employees need a ----- form of transportation to get to work on time.

- (A) relies
- (B) reliable
- (C) reliability
- (D) reliably

106. Many attendees were late for the conference ---- the traffic congestion near the convention hall.

- (A) yet
- (B) ever

(C) instead of

(D) owing to

107. There were no customers in the restaurant,  
but it stayed open until 10 P.M. -----.

(A) else

(B) rather

(C) soon

(D) anyway

108. After a commission structure was introduced,  
sales employees worked ----- than they did before.

(A) hardness

(B) hard

(C) harder

(D) hardest

109. Do not turn off the printer ..... the final page  
of the report is still printing.

(A) there

(B) then

(C) if

(D) ahead

110. The awards ceremony will be broadcast \_\_\_\_\_  
the country this evening at 7 P.M. Eastern time.

(A) readily

(B) aboard

(C) during

(D) across

111. Ms. Salem ----- her first design job for a  
fashion magazine three months ago.

(A) started

(B) starts

(C) will start

(D) starting

112. It was fortunate that the outdoor music  
festival was held on ----- a sunny and breezy day.

(A) more

(B) very

- (C) such
- (D) much

113. Because the licensing agreement was so important, the ----- for Redbud Media spent a lot of time preparing for it.

- (A) negotiation
- (B) negotiated
- (C) negotiator
- (D) negotiating

114. The guidebook reported that each room in Dovetail Inn is \_\_\_\_ decorated in a different theme.

- (A) attractively
- (B) attractive
- (C) attraction
- (D) attracted

115. Because the sales director's presentation ran so long, attendees could not bring ----- other topics during the meeting.

- (A) up
- (B) over
- (C) off
- (D) around

116. The company ----- a legal expert before releasing a product that was similar to that of its competitor.

- (A) recognized
- (B) consulted
- (C) encouraged
- (D) developed

117. Due to the ----- of her absences from work, Ms. Antonio was poorly rated on her employee evaluation.

- (A) movement
- (B) termination
- (C) acceptance
- (D) frequency

118. With the help of a professional graphic

designer, Newark Industries wants to create a logo that ----- its corporate values.

- (A) depicting
- (B) depicted
- (C) depicts
- (D) depict

119. Experts confirmed that the wildlife in Houston Lake could be ----- affected if a manufacturing plant is built nearby.

- (A) lately
- (B) evenly
- (C) mutually
- (D) adversely

120. As the IT office was already closed, Ms. Goldstein had to make the repairs to the copy machine -----.

- (A) she
- (B) herself
- (C) hers
- (D) her

121. ----- ten o'clock this morning, the polls were favoring senatorial candidate Natasha Horne to win by 6%.

- (A) Instead of
- (B) As of
- (C) Such as
- (D) According to

122. Thanks to the ----- earned from the sale of its former manufacturing site, the company had surplus funds.

- (A) salary
- (B) account
- (C) revenue
- (D) payroll

123. Through decades of research, Dr. Carter has become the leading ----- on natural pain relief techniques.

- (A) expertly
- (B) experts
- (C) expert
- (D) expertise

124. Should the alarm fail to turn off when the authorization code is entered, contact ----- as soon as possible.

- (A) us
- (B) our
- (C) ours
- (D) we

125. Scholars found that a direct ----- of the text from Chinese to English resulted in a loss of the author's intentions.

- (A) translator
- (B) translate
- (C) translation
- (D) translated

126. The performance will last for around two hours, and audience members may meet the director -----.

- (A) just
- (B) afterward
- (C) rather
- (D) toward

127. One of the technicians proved that ----- the project would be the best decision for the company in the long run.

- (A) abandons
- (B) abandon
- (C) abandoning
- (D) abandoned

128. The strongest economic ----- suggest that the currency's value will increase steadily this quarter.

- (A) indicators
- (B) merits

- (C) alternates
- (D) degrees

129. ----- the misspelling of the interviewee's name was discovered, the article had already gone to print.

- (A) Suddenly
- (B) By the time
- (C) Meanwhile
- (D) Now that

130. Ashe Cosmetics released a popular skincare line ----- the moisturizing effects of aloe and coconut oil.

- (A) combines
- (B) combine
- (C) combining
- (D) combined

**Part 6**

Questions 131-134 refer to the following article.

March 16-- The Rosewood City Council is considering a measure to increase funding for the Parks and Recreation Department by 12%. The eighteen sites within the park system --131-- by residents of all ages for recreation and relaxation. Supporters of the change argue that the current amount of funding is not enough. "--132-- we need is financial support for facility improvements," says Council Member Dena Walters. "The current budget only covers maintenance."

The --133-- will be discussed at the upcoming city council meeting at 7 P.M. on March 28 at the Rosewood Community Center. All residents are invited to attend the meeting. --134-- Therefore, residents should keep their comments brief so that everyone has a chance to speak.

131. (A) will use  
(B) had been using  
(C) are used  
(D) could have been used

132. (A) What  
(B) Which  
(C) That  
(D) Who

- 133. (A) result
- (B) technique
- (C) matter
- (D) example

- 134. (A) Departmental budgets are adjusted annually.
- (B) Seating is available on a first-come, first-served basis.
- (C) Higher than usual attendance is expected.
- (D) Each council member serves a two- year term.

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

To: Lan Nguyen <nguyenl@trimail.net>  
From: VC Appliances <orders@vcappliances.com>  
Date: January 4  
Subject: RE: Return request

Dear Ms. Nguyen,

We received your message about the problem with your recent order in which the Firefly-360 heater had a --135-- power cord. We're very sorry for any inconvenience this may have caused. --136-- our best efforts at quality control, sometimes faulty items do end up leaving our production facility. We will be sure to report this issue to the factory foreman.

--137--. Whichever option you decide to choose, please accept the attached discount coupon to use toward your next purchase. It can be used online by inputting the sixteen-digit code at checkout. We hope you --138-- to be a VC Appliances customer.

Sincerely,

Tatsuto Sakai

- 135. (A) perishable
- (B) reluctant
- (C) defective
- (D) careless

- 136. (A) Although
- (B) While
- (C) Unlike
- (D) Despite

137. (A) We are happy to either refund your purchase or provide a replacement.

(B) Thank you for your understanding of this situation.

(C) This product is eligible for return under our company policy.

(D) The heater is designed to be used in rooms of various sizes.

138. (A) continued

(B) were continuing

(C) will continue

(D) had continued

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

Tyrone Berry

941 Joy Lane

Burbank, CA 91502

Dear Mr. Berry,

On behalf of the Small Business Owners Association (SBOA), I would like to invite you to our annual leadership workshop. This year, we have selected Boston as the host city, due to its --139-- location. The event will be held at the Jenkins Center. If you are traveling from out of town, please see the enclosed details regarding --140--. SBOA has negotiated discounted rates with these hotels for our participants.

This workshop is an excellent way to --141-- your skills. Space is limited, so if you are interested in taking part in this event, be sure to register by the August 10 deadline. --142--

Sincerely,

Shannon Payne

Event Coordinator, SBOA

139. (A) accessible

(B) accessibly

(C) access

(D) accessibility

140. (A) accommodations

(B) fees



- (C) presenters
- (D) requirements

141. (A) volunteer  
(B) instruct  
(C) strengthen  
(D) pursue

142. (A) The registration process has now closed.  
(B) We hope you had as much fun as last year.  
(C) A larger venue may be more suitable.  
(D) This will ensure that a spot is saved for you.

Questions 143-146 refer to the following notice.

--143-- This will be done in recognition of the public holiday, Ticketing agents will be available again the following day. Passengers may still purchase tickets from the automated ticketing machines --144-- online. Staff members will be located throughout the terminal to assist passengers with inquiries.

Please note that commuter passes are not --145-- on public holidays. Passengers must purchase a separate ticket for their journey. If you do not have a ticket to present to the conductor, you may be subject to a fine. The trains will run on an amended schedule during the holiday. For --146-- of departure and arrival times, visit [www.nationalrail1.com](http://www.nationalrail1.com).

143. (A) The Randall Station ticketing office will be closed on January 1.  
(B) Passengers are reminded to allow for extra travel time.  
(C) National Rail has plans to increase passenger fares.  
(D) A high volume of travelers is expected at Randall Station.

144. (A) in spite of  
(B) provided that  
(C) as well as  
(D) because of

145. (A) thorough  
(B) distinctive  
(C) valid

(D) feasible

146. (A) permission

(B) confirmation

(C) settlement

(D) outcome

Part 7

Questions 147-148 refer to the following form.

<b>PC: SOLUTIONS</b> 1958 Tyler Avenue, 248-555-0171	
<b>Date:</b> March 20	<b>Order accepted by:</b> Anna Bernard
<b>Customer name:</b> David Pierce	<b>Phone number:</b> 248-555-0174
<b>Model:</b> Viex Co. R-20 Tablet	<b>Description of issue:</b> Cracked screen
Completion date: March 22	<b>Technician:</b> Jason Crawford
<b>Special instructions:</b> Customer has paid in full for screen replacement and scratch-resistant coating. <b>A 15% new customer discount was applied.</b>	

147. What is Mr. Crawford responsible for?

(A) Delivering an item

(B) Making a repair

(C) Taking an order

(D) Processing a payment

148. What can be inferred about Mr. Pierce?

(A) He purchased a protective case for his device.

(B) He presented a coupon for the services.

(C) He is using PC Solutions for the first time.

(D) He will pick up an item on March 20.

Questions 149-150 refer to the following e-mail.

<b>E-Mail message</b>
To: Elias Kinnard <e.kinnard@valley-fashion.com>
From: Jeanette Aguayo <aguayoj@wpamanufacturing.com>
Date: January 8
Subject: Details
 Dear Mr. Kinnard,
 It was a pleasure meeting with you to discuss the feasibility of Valley Fashion using our facility to produce the jeans for your new product line. I know you considered our initial offer too high, so I have discussed the issue with our fabrication team. Considering you would require a bulk order, we have adjusted the figures as below. Please note that this is

the best offer we can provide.

Valley Fashion: Production Cost Summary	
Updated January 7	
Category	Cost per item
Labor	\$2.91
Fabric	\$3.21
Button, zipper, rivets	\$1.24
Distressed finish	\$0.84
Factory overhead	\$0.39
<b>Total</b>	<b>\$8.33</b>

The rate may be slightly higher than those of our competitors, but **our company has the fewest on-site accidents of any facility in the region.** Many socially conscious consumers pay attention to this factor when making purchasing decisions, and this will reflect positively on your company.

Sincerely,

Jeanette Aguayo  
WPA Manufacturing

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

- (A) To request additional funds
- (B) To tell about a changed budget**
- (C) To promote a product
- (D) To explain a pricing error

150. What does Ms. Aguayo suggest about WPA Manufacturing?

- (A) It has an excellent safety record.**
- (B) It is the largest factory in the area.
- (C) It has the lowest labor prices.
- (D) It is popular on social media.

Questions 151-152 refer to the following job announcement.

### Openings at TG Automotive

TG Automotive is currently seeking vehicle mechanics for its Renwick and Abbott branches. The work for these full-time positions will be exclusively during the daytime, as weekend and evening shifts are not required. **Wages are negotiable, and employees will be eligible for health insurance and paid vacation after a six-month probationary period.** Applicants must have either two years of experience in the automotive repair industry or

certification from a technical school.

Applications should be sent to hr@tgautomotive.net by October 5. Interviews will be held over a three-day period (October 9-11), and successful applicants will begin work on October 15. **New employees must undergo two weeks of paid training, the first of which will take place at the Huntington branch, and the second of which will be at the place of employment.**

151. What is indicated about the position?

- (A) Its benefits increase after a trial period.
- (B) Its applicants must have a flexible schedule.
- (C) Its employees receive the same fixed pay rate.
- (D) It requires two years of experience.

152. How long will employees train at the Huntington branch?

- (A) Two days
- (B) Three days
- (C) One week
- (D) Two weeks

Questions 153-154 refer to the following text-message chain.

Salvo Trevisano	3:08 P.M.
Are you still at the Hillcrest Street property?	
Jaromir Nowak	3:14 P.M.
Yes. What's up?	
Salvo Trevisano	3:15 P.M.
The supplier will deliver some materials around 4, and I'd like some help unloading it. Will you be able to get back here by then?	
Jaromir Nowak	3:16 P.M.
<b>Probably not.</b>	
Salvo Trevisano	3:18 P.M.
Really? I thought it was only supposed to be a short job.	
Jaromir Nowak	3:20 P.M.
It was, but <b>some of the wiring is worn and I need to replace it so it's not a safety hazard when the electricity is turned back on.</b>	
Salvo Trevisano	3:21 P.M.
OK. I understand.	

153. At 3:16 P.M., what does Mr. Nowak mean when he writes, "Probably not"?

(A) He does not have enough materials.  
(B) He is unable to assist with a task.  
(C) He does not think the supplies will arrive.  
(D) He is having trouble finding Hillcrest Street.

154. Who most likely is Mr. Nowak?

(A) An equipment supplier  
(B) An electrician  
(C) A real estate agent  
(D) A mover

Questions 155-157 refer to the following memo.

To: All Staff

September 30

With Summit Spa's plans to extend its business hours, the management team has been conducting interviews of applicants for a massage therapist position. We are pleased to announce that **we have found someone to join our team, Angela Thorpe.**

Ms. Thorpe is a state-certified massage therapist who received her initial training ten years ago from the Grundy Institute. She spent seven years working at the day spa at Jasper Hotel in Santa Barbara. During her time there, she started the Stress Reduction Association (SRA), a charity committed to teaching others about healing through relaxation techniques. **She moved to Oakland three years ago** and started working at the Laurel Center, where she was awarded Employee of the Year. Due to the Laurel Center's upcoming closure, she was searching for similar work. Ms. Thorpe's skills **cover** a wide range of techniques, so we are excited to have her on board. Her first day here will be Monday, October 7. Please make an effort to make her feel welcome.

155. What is the purpose of the memo?

- (A) To introduce an employee  
(B) To endorse a job candidate  
(C) To provide client information  
(D) To announce a promotion

156. How long has Ms. Thorpe lived in Oakland?

- (A) Three years
- (B) Five years
- (C) Seven years
- (D) Ten years

157. The word "cover" in paragraph 2, line 10, is closest in meaning to

- (A) protect
- (B) hide
- (C) include
- (D) report

Questions 158-160 refer to the following article.

## Kroft Koffee Launches

### Grocery Store Line

NASHVILLE, June 15---With its mismatched sofas and armchairs, contemporary artwork, and soft folk music, Kroft Koffee has become known internationally for being the perfect meeting place for a cozy afternoon with friends. But now the company has made a move to bring its products to consumers' homes as well. --[1] --. **CEO Diego Cardoso, who recently took over for Isabelle Hammond**, had a vision for stocking Kroft Koffee products in stores.

The new line of drinks, sold under the name Kroft Koffee Express, launched last week and is being sold exclusively at the Birchtree grocery store chain. -- [2] --. The line includes chilled versions of the business's lattes, cappuccinos, and Americanos. "We're pleased to be partnering with Birchtree," Cardoso said. **"Its shoppers and ours are alike**, so we believed it was a perfect match."

While Kroft Koffee itself has had strong sales over the past year, it is yet to be determined whether the Express line will succeed. — [3] —. This poor result comes despite Kroft Koffee's heavy investment in marketing

campaigns for television and social media. Even the most optimistic analysts predict that the goods will be pulled from shelves within a few months. -- [4] —.

158. What can be inferred about Kroft Koffee?

- (A) It has branches inside Birchtree stores.
- (B) It is under new management.**
- (C) It changes its menu seasonally.
- (D) It has recently expanded overseas.

159. According to the article, why was Birchtree selected by Kroft Koffee?

- (A) For its reasonable prices
- (B) For its brand recognition
- (C) For its similar customer base**
- (D) For its stable distribution network

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

"Most branches reported selling just a few of the drinks in the entire first week that the product was offered."

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

Questions 161-163 refer to the following information.

## Tetrex Freshwater Aquarium

Thank you for purchasing a Tetrex Freshwater Aquarium. To get started on enjoying the relaxing hobby of keeping fish, follow the steps below.

1. Wash the interior of the tank with warm, soapy water. Be sure to rinse the sides of the tank thoroughly **so that no residue remains, as this can be toxic to fish.**
2. Cover the bottom of the tank with pebbles or decorative gravel and fill the tank about 75% full. Add any live or plastic plants. Handle the roots of live plants gently, and make sure they are completely covered. Fill the rest of the tank with water.
3. Hang the filter on the side of the tank, ensuring that the filter is submerged. Allow the filter to soak for at least 20 minutes before turning on the filter pump.
4. Check that the water is room temperature. Add fish to the tank one by one.

If you are missing parts, please call our customer service line at 1-800-555-0166.

**For a duplicate warranty card, e-mail** Patrick Davis at [pdavis@tetrexaq.com](mailto:pdavis@tetrexaq.com).

161. What is the information mainly about?

- (A) Performing an initial setup
- (B) Selecting the right fish
- (C) Cleaning a fish tank
- (D) Replacing dirty tank water

162. What are users instructed to avoid doing?

- (A) Overfilling the tank with water
- (B) Getting electrical components wet
- (C) Leaving soap on tank surfaces
- (D) Exposing plant roots to the air

163. What can users do by e-mailing the address provided?

- (A) Order fish for the tank
- (B) Make a warranty claim
- (C) Request a missing part
- (D) Get a copy of a document

Questions 164-167 refer to the following online chat discussion.

Sarah Brady [11:13 A.M.] I've just spoken to Mr. Shinn, the representative from Doucet. He had ordered some uniforms for his branch's tellers and loan officers, and he's wondering if they can be delivered on April 9 instead of April 17.

Bruce Murphy [11:15 A.M.] Unfortunately, the main blade on the cutting machine broke. I've ordered a new one, but it's going to take a few days to arrive. I've reassigned some employees to work on sewing projects in the meantime.

Sarah Brady [11:16 A.M.] What about taking the fabric to our site in Pittsburg and having the cutting done there? It would include some transportation costs, but I think that would work out fine.

Albert Cramer [11:17 A.M.] I don't think so.

Sarah Brady [11:18 A.M.] Oh, really? Why not?

Albert Cramer [11:18 A.M.] I had a phone meeting with the production manager there yesterday, and he said they have a number of rush orders. So, I'm sure they couldn't take on any more work at the moment.

Sarah Brady [11:20 A.M.] All right. Well, despite the delays on our end, we can still finish Mr. Shinn's order by the originally agreed date, can't we?

Bruce Murphy [11:21 A.M.] Yes, that shouldn't be a problem.

Albert Cramer [11:21 A.M.] I'll make sure his order is processed first after everything is up and running so that we can meet the original deadline.

Sarah Brady [11:23 A.M.] OK. Then I'd better let him know about the status of his order. Thanks for the information.



164. Who most likely is Mr. Shinn?

- (A) A production manager
- (B) A fashion designer
- (C) A bank employee
- (D) A fabric supplier

165. Why is the writers' company unable to accommodate a request?

- (A) They no longer produce the desired item.
- (B) They do not have enough employees.
- (C) They are planning to relocate to Pittsburg.
- (D) They are waiting for replacement components.

166. At 11:17 A.M., what does Mr. Cramer most likely mean when he writes, "I don't think so"?

- (A) He thinks transportation costs are too high.
- (B) He is too busy to help Ms. Brady.
- (C) He disagrees with the proposal.
- (D) He doubts the branch has enough workers.

167. What does Ms. Brady say she will do?

- (A) Place a rush order
- (B) Update a customer
- (C) Work overtime
- (D) Change a deadline

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

**E-Mail message**

To: Undisclosed Recipients

From: Taylor Diehl <diehlt@brantleyinc.com>

Date: March 2

Subject: Hello

On behalf of Brantley, Inc., I would like to welcome you all on board. We strive for accuracy and efficiency in the testing and analysis of laboratory samples, and you will play an important role in this regard. Your individual team leaders will be getting in touch soon to provide further orientation materials, which will help you to have a sound understanding of our policies and expectations. In the meantime, I'd like to summarize some of the key sites in our multi-building complex.

All of you will be stationed in Delano Tower, which is the center of our operations. Additional equipment can be procured from the warehouse in the Stokes Building, but a request must be made in advance. If you experience any safety issues, there is an on-site nurse available in the Elliot Building, which is also the home of our security office. Questions regarding payroll and benefits are handled by our finance department, which is located in Vine Hall. Their extension number is 300.

If you plan on driving to work, you'll need a pass to leave your vehicle in one of the on-site lots. These are available at no cost, pending availability, and can be obtained from Steven

Reiter. He can be reached at extension 251. All employees must wear a photo ID badge at all times. You should get one from the security office as soon as you arrive on your first day.

Please feel free to contact me with questions at any time. I look forward to getting to know you all better,

Taylor Diehl  
HR Director, Brantley, Inc.

168. Who most likely are the recipients?

- (A) Safety inspectors
- (B) Lab technicians
- (C) Team leaders
- (D) Job applicants

170. Where should the recipients go upon arrival?

- (A) To Delano Tower
- (B) To the Stokes Building
- (C) To the Elliot Building
- (D) To Vine Hall

169. The word "sound" in paragraph 1, line 4, is closest in meaning to

- (A) positive
- (B) thorough
- (C) durable
- (D) noisy

171. What is Mr. Reiter responsible for doing?

- (A) Distributing orientation materials
- (B) Answering payroll questions
- (C) Issuing parking passes
- (D) Performing safety training

Questions 172-175 refer to the following letter.

Richard Singer  
323 Westwood Avenue  
Kansas City, KS 64106

Dear Mr. Singer,

I am writing to you about the possibility of hiring you to create a new logo and Web site for my landscaping business, Landry, Inc. We have been in operation for about eight years, and we currently get a lot of business from recommendations by friends. However, we are trying to expand the business, so we plan to launch a Web site to advertise our services. --[1] --. When I got the flyer for your business in the mail, I thought you would be perfect.

Our current "logo" is just the name of the business in an attractive font. I would like to change this to a recognizable picture that can be used on our Web site,

promotional materials, business cards, etc. -- [2]--. Because we deal with landscaping and property maintenance, I would like the logo to incorporate the image of a leaf or a tree. - [3] -. This is so that it will match the uniforms that our employees wear. **I have enclosed a sketch of what I have in mind, but obviously this would need to be improved upon.** I'm more than willing to take your advice regarding the appearance of the logo.

I hope you are available to take on this project. I would like to set up a meeting where I could explain my needs in detail. -[4]-. At that time, you could give me a **rough** estimate of what the initial, and ongoing fees would be. I can be reached by phone at 305-555-0192. I look forward to hearing from you!

Sincerely,

*James Landry*

James Landry  
Owner, Landry, Inc.

172. How did Mr. Landry find out about Mr. Singer's business?

- (A) By performing an online search
- (B) By getting a friend's recommendation
- (C) By receiving a promotional flyer**
- (D) By reading a newspaper advertisement

173. What has been included with the letter?

- (A) A sample contract
- (B) A drawing of an idea**
- (C) A photo of a uniform
- (D) A business brochure

174. The word "rough" in paragraph 3, line 3 is closest in meaning to

- (A) forceful
- (B) difficult
- (C) uneven
- (D) approximate**

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

"I also want navy blue to be used as one of the colors in it."

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

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

<http://www.charterantiques.com/aboutus>

### Charter Antiques

Owned and operated by Al Litchfield for the past **two decades**, Charter Antiques has one of the largest collections of competitively priced antique furniture on the East Coast. Our inventory is **constantly changing**, so we encourage you to visit the store regularly.

Antique Sales: We offer free delivery on all orders. If you're not satisfied with your purchase, you may return it for a full refund within 30 days. **Please note that the item must be returned in the same condition and at the customer's expense.**

Antique Refurbishments: If you have an old item that you love, we can **bring it back to its original condition.**

Sell Your Antiques: Send photos and a description to Al ([al@charterantiques.com](mailto:al@charterantiques.com)) and **he can tell you what it is worth** (final offers will be made once the item is seen in person).

### \*E-mail\*

To: Charter Antiques <[inquiries@charterantiques.com](mailto:inquiries@charterantiques.com)>

From: Ye Chao <[chaoye@premiuminbox.com](mailto:chaoye@premiuminbox.com)>

Date: May 20

Subject: Antique desk

To Whom It May Concern:

I purchased a mahogany writing desk at your store on May 15, and it was delivered to my home yesterday. While I think it's a lovely piece, and it's the perfect size for my home office, I'm afraid I need to return the item. **Unfortunately, the shade of the wood does not match the floorboards as I had expected.**

Please e-mail me back to let me know what I need to do next. I'd like to get the item returned by May 24 if possible because that's when the replacement desk I ordered will be delivered, and I don't really have space for both pieces in the room.

Sincerely,

Ye Chao

176. What is NOT true about Charter Antiques?

- (A) It matches the price of its competitors.
- (B) It has been open for twenty years.
- (C) Its merchandise changes regularly.
- (D) It offers furniture restoration services.

177. What is indicated about Charter Antiques' owner?

- (A) He posts photos of the merchandise online.
- (B) He purchased the business from someone else.
- (C) He can assess the value of furniture.
- (D) He wants to open another location.

178. What can be inferred about Mr. Chao?

- (A) He is a regular customer of Charter Antiques.
- (B) He will have to pay some shipping costs.
- (C) He is not eligible for a full refund.
- (D) He has a private antique collection.

179. What problem does Mr. Chao have with the item?

- (A) Its shape
- (B) Its size
- (C) Its color
- (D) Its brand

180. Why does Mr. Chao want a transaction completed quickly?

- (A) To settle an issue before a trip
- (B) To move into a new home
- (C) To make room for some guests
- (D) To prepare for another delivery

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

To: Hamid Kasun <h.kasun@fast-mail.com>

From: Wright Communications <accounts@wrightcomm.com>

Date: March 10

Subject: RE: Account #49506

Dear Mr. Kasun,

We have received your request to transfer your Wright Communications services from 672 Franco Street to 1051 Orleans Avenue on March 28. The request has been officially made on your account, and no further action is needed from you at this time.

The final day of service at your current residence will be March 27, and the new service will be ready on March 28. Because there will be no break in service, you will be billed the usual amount for your package, which is \$49.99. Regarding your inquiry, your billing cycle will not change. It will continue to be from the 5th of each month to the 4th of the following month.

You also mentioned that you might want to add a cell phone to your package sometime next month after you turn in the one from your company. This is very easy to do, and I have attached a list of our packages for your information.

Thank you for being a Wright Communications customer!

Nando Deleon

### Wright Communications Packages

Package	Services	Monthly Charge
Basic	Internet Only	\$39.99
T-Basic	Internet + Cable	\$49.99
P-Basic	Internet + Phone	\$54.99
Premium	Internet + Cable + Phone	\$89.99

Bills will be issued five days after the final day of the billing cycle. Customers can make payments by credit card on our Web site at [www.wrightcomm.com](http://www.wrightcomm.com) or by sending a check to Write Communications Billing Office, P.O. Box 1385, Bloomington, IN 47408. Please note that you must add a \$2.99 processing fee to all check payments.

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

- (A) To request payment for services
- (B) To introduce a new service
- (C) To explain a policy change
- (D) To confirm a change of address

182. Which package is Ms. Kasun currently using?

- (A) Basic
- (B) T-Basic
- (C) P-Basic
- (D) Premium

183. What can be inferred about Mr. Kasun?

- (A) He was dissatisfied with a service.
- (B) He is a new Wright Communications customer.
- (C) He currently uses a work-issued phone.
- (D) He is considering downsizing his package.

184. When most likely will Mr. Kasun receive his next bill?

- (A) March 31
- (B) April 4
- (C) April 9
- (D) April 30

185. What is indicated about payments?

- (A) They can be partially refunded.
- (B) They may take a few days to process.
- (C) They are more expensive by check.
- (D) They will incur a fee if received late.

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

#### EMPLOYEE NOTICE: CHANGES AT FORTUNA RESTAURANT

March 5

Fortuna Restaurant will undergo a construction project to add an outdoor patio to the

property. The patio will wrap around two sides of the restaurant. It will have a regular section on Parson Avenue and a **VIP section on the south side of the building with views of Canterbury Lake.**

**The work will begin next week and the patio's grand opening is tentatively scheduled for May 26, though this is subject to change depending on the construction's progress.** During construction, the rear section of the dining room will be closed off. The work will include **pulling up the bushes** that surround the building, laying a **stone floor**, and erecting a decorative **metal fence**. Thank you for your cooperation.

To: Undisclosed Recipients

From: Vinay Narang <y.narang@fortunarest.com>

Date: June 12

Subject: **Fortuna Restaurant**

On behalf of Fortuna Restaurant, I would like to invite you all to the grand opening of our restaurant's outdoor patio. **We believe this change to our business will be of interest to your readers, and we would be happy to give you a tour on the event day and tell you more about the change.** The event will take place on Friday, June 18 at 11 a.m. You will have opportunities to take pictures, and we even expect an appearance by a few city officials, including Mayor Stephanie Gonzalez. Free food will be served, but we do ask that you reply to this e-mail address to reserve your seat.

I hope to see you all there!

Vinay Narang

General Manager, Fortuna Restaurant

## **Dining in Style**

By Joel **Gossett**

*Summer is in full swing, and it's the perfect weather for some outdoor dining all around town.*

**Linda's Cafe:** 922 Ingram Road, 555-0196

For casual meals **on a budget**, Linda's Cafe is a great summer hotspot. I dined in their rooftop section, which features tables with large umbrellas for shade.

**Fortuna Restaurant:** 613 Parson Avenue, 555-0122

**I loved the beautiful view of Canterbury Lake** when dining on Fortuna Restaurant's newly

**Pearl:** 1705 Elk Street, 555-0164

Excellent service and exotic dishes make Pearl a wonderful choice for special occasions. The sophisticated atmosphere makes it **one of my top choices for fine dining.**

**Marchini's:** 1806 16th Street, 555-0134

Specializing in Italian cuisine, Marchini's has large portions for **a low price**. Outdoor

built patio. The menu has a wide selection of **affordable** appetizers and entrees.

balcony tables should be reserved in advance to avoid disappointment.

186. What is NOT indicated as part of the remodeling project?

- (A) Installing a **stone floor**
- (B) **Planting some bushes**
- (C) Putting up some **fencing**
- (D) **Removing** some vegetation

187. Who most likely was the e-mail sent to?

- (A) New restaurant employees
- (B) **Members of the press**
- (C) Local city officials
- (D) Construction crew workers

188. What can be inferred about the construction project?

- (A) It was completed in two phases.
- (B) It resulted in a road closure.
- (C) **It experienced some delays.**
- (D) Its pictures were posted online.

189. What is suggested about Mr. Gossett?

- (A) He visited Fortuna Restaurant with a friend.
- (B) He has uploaded some photos of a patio.
- (C) **He sat in the VIP section of Fortuna Restaurant.**
- (D) He currently works near Parson Avenue.

190. Which restaurant is probably the most expensive?

- (A) Linda's Cafe
- (B) Fortuna Restaurant
- (C) **Pearl**
- (D) Marchini's

Questions 191-195 refer to the following list, schedule, and e-mail.

### *Most recent films by director Louis Bryant*

Across the Sea: Based on the novel of the same name, Across the Sea is one of the highest-grossing action movies to date. Set in the late **17th-century**, the film stars **Corey Underwood** as a mischievous pirate who tries to win the king's favor. Film critics gave it 5 out of 5 stars.

Dawn at Sornhill: This critically acclaimed historical drama **set in the Elizabethan period** follows one family's struggle with poverty. **Bryant consulted leading historical scholars on English history to ensure accuracy in all aspects of the film.**

The Icy Pavement: Starring **Corey Underwood**, this **action film** follows **the life of a 1920s detective** who is racing against time to bring down a criminal threatening the elites of New York. The film received rave reviews from critics and numerous awards,

**We Were There: Depicting army life** during the time of **the Spanish Civil War, 1936 to 1939**, We Were There offers **action-packed** scenes alongside thought-provoking dialog.



The lead roles are masterfully played by **Corey Underwood** and Pat Avis, winning them Best Actor and Best Supporting Actor, respectively.  
Benito Giordano, owner

<http://www.channel9guide.com>

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## Channel 9 Program Schedule: April 10

### Wake-Up, World!

6:30 A.M.

Host Jenny Kirkland explores organization tips for your home. For everything from cosmetics to photos, you'll discover how to keep your belongings out of the way and in good condition.

### Music Spotlight

8:00 A.M.

A continuation of the series on the traditional music of Peru, this week features Mantaro Valley. You'll learn how the area's brass band music preserves the history of the local people.

### Opposing Opinions

9:00 A.M.

**Now at a new time slot!** In this lively talk show, the panel takes **on a different newsworthy topic** each week. This episode covers the recent presidential debate.

### Behind the Scenes

10:00 A.M.

Award-winning director Louis Bryant discusses **his recent film about soldiers**. In the interview, he tells about the planning and preparation that went into creating the epic wartime scenes.

### E-Mail Message

To: [feedback@channel9guide.com](mailto:feedback@channel9guide.com)

From: Russell Davenport <[davenport@bb-inbox.com](mailto:davenport@bb-inbox.com)>

Date: April 11

Subject: Channel 9 programming

To Whom It May Concern:

I'm writing to let you know that I am a big fan of your morning shows. **I'm not always free when they're on**, but I made a point of watching yesterday's programs because I was interested in the interview with **Louis Bryant**. **I had the opportunity to meet him on set when I was acting as a consultant for Dawn at *Sornhill***, and I thought your interviewer did a fantastic job of capturing his personality.

In addition, I always enjoy the helpful and interesting topics presented by **Jenny Kirkland**. Her show has been a part of the Channel 9 lineup since the beginning, and the newer morning shows complement it perfectly. I hope you will **keep** providing

many excellent options for viewers.

Warmest regards,  
Russell Davenport

191. What do all of Mr. Bryant's recent films have in common?

- (A) They were all praised by critics.
- (B) They are all set in the past.**
- (C) They all star the same actor.
- (D) They are all in the same genre.

192. Which movie was discussed on Channel 9?

- (A) Across the Sea
- (B) Dawn at Sornhill
- (C) The Icy Pavement
- (D) We Were There**

193. What is true about Channel 9's programs?

- (A) Opposing Opinions features new politicians each week.
- (B) Music Spotlight has been moved to a new time.
- (C) Wake-Up, World! is the longest-running morning show.**
- (D) The host of Behind the Scenes has recently changed.

194. In the e-mail, the word "keep" in paragraph 2, line 3, is closest in meaning to

- (A) preserve
- (B) continue**
- (C) hold
- (D) control

195. What can be inferred about Mr. Davenport?

- (A) He has met Jenny Kirkland before.
- (B) He watches Channel 9 daily.
- (C) He is an expert at English history.**
- (D) His book was made into a movie.

Questions 196-200 refer to the following information, customer review, and response.

<http://www.sandoval.net/products>

### Sandoval Memory Foam Mattresses

[Home](#)

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Sandoval offers a wide range of sizes to maximize your comfort! Click a product below for further details.

Memory foam mattresses:

Twin (90 x 190cm): £1,499

Double (135 x 190cm): £1,699

King (150 x 200cm): £1,999

Super King (180 x 200cm): £2,399

Accessories:

Mattress cover (twin/ double /king/ super king): £20/£25/£30/£35

Standard memory foam pillow: £50

Sleeping mask: £10

New contour pillow coming July 1!

<http://www.sandoval.net/customerforum>

Posted July 4 by Woo-Seok Choi

I decided to buy a Sandoval mattress because I thought that Sandoval had many strong **points**, including its high quality and reasonable prices. I've been using it for about two weeks, and **I especially like how the foam doesn't absorb heat, so it keeps the surface of the mattress the same temperature all night.** I would **not recommend buying the standard pillow**, as it is too high for sleeping on your back.

I haven't bought a cover for the mattress yet, but I'm considering it because it is designed to **soak up sweat and other moisture** under your sheets. The Web site says that **it can be taken off**, but I'm not sure whether or not it has to be dry cleaned, which would be expensive due to its size.

<http://www.sandoval.net/customerforum>

Posted July 5 by Clara Veloz [Sandoval Customer Service Team]

Mr. Choi, thank you for sharing your feedback! We're sorry that you are displeased with one of our products. **We'd like to send you our newly released item by way of apology.** Please send a message to [claraSCST@sandoval.net](mailto:claraSCST@sandoval.net) to **let me know whether the address listed in your customer account file is still accurate.**

As for the mattress cover, we highly recommend getting one to protect your purchase. It can be washed in a regular **washing machine**, so there is very little upkeep. It will help to keep your mattress looking like new for many years.

Thank you for being a Sandoval customer!

196. What does Mr. Choi like most about the mattress he bought?

- (A) its lightweight design
- (B) its soft surface
- (C) Its consistent temperature
- (D) Its product warranty

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

- (A) sites
- (B) features
- (C) objectives
- (D) opinions

198. What will be sent to Mr. Choi?

- (A) A mattress cover
- (B) A standard pillow
- (C) A contour pillow
- (D) A sleeping mask

199. What does Ms. Veloz ask Mr. Choi to do?

- (A) Confirm an address
- (B) Apply for a refund
- (C) Select a size
- (D) Delete a comment

200. What is NOT indicated about the mattress cover?

- (A) It is machine washable.
- (B) It is removable.
- (C) It replaces sheets.
- (D) It absorbs moisture.