

PART 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. Ms. Brooker ___ offered to donate thirty of the office computers to a local elementary school.

- (A) generous
- (B) generously**
- (C) generosity
- (D) more generous

102. Employees should remember to log out of _____ work e-mail accounts when leaving for the day.

- (A) that
- (B) who
- (C) their**
- (D) its

103. Mr. Biden asked his supervisor ---- the deadline for this month's expense reports.

- (A) extend**
- (B) will extend
- (C) had extended
- (D) to extend**

104. ---- this afternoon's business seminar ends, Mr. Kane will have his staff clean the conference hall.

- (A) Who
- (B) When**
- (C) Why
- (D) Which

105. In an ----- to boost annual revenue, Starlight Boutique will extend its weekend business hours.

- (A) account
- (B) output
- (C) effort**
- (D) amount

106. To apply for the Web designer position, send us an e-mail _____ the appropriate job vacancy code in the subject line.

- (A) with**
- (B) from
- (C) where
- (D) in

107. A recent article on consumer trends claims that ---- is increasing in all areas of the electronics industry.

- (A) spender
- (B) spent
- (C) spend
- (D) spending**

108. All Bousquet Garments products, including accessories, ---- by us using priority post.

- (A) shipped
- (B) being shipped
- (C) are shipped**
- (D) shipping

109. One of the requirements for the position is a willingness to go on ----- business trips overseas.

- (A) frequently
- (B) frequent**
- (C) frequency
- (D) frequents

110. The MCA Art Convention gives artists a unique chance to ----- and discuss potential collaborations.

- (A) eradicate
- (B) connect**
- (C) consist
- (D) discharge

<p>111. Please make sure that you submit all of the requested documents to our personnel department ---- May 31.</p> <p>(A) toward (B) over (C) at (D) by</p> <p>112. The board of directors announced that it will ---- find a replacement for the outgoing CEO.</p> <p>(A) usually (B) extremely (C) definitely (D) formerly</p> <p>113. Mr. Johnson is ---- to apply for the managerial position at MindTek, Inc., as he lacks experience in the field of robotics.</p> <p>(A) hesitation (B) hesitant (C) hesitated (D) hesitantly</p> <p>114. Rondel Plumbing Company offers a ---- range of apprenticeship opportunities for enthusiastic individuals.</p> <p>(A) lasting (B) several (C) durable (D) diverse</p> <p>115. The director of tonight's play asks that theatergoers ---- refrain from taking pictures during the performance.</p> <p>(A) kinder (B) kindly (C) kindness (D) kind</p>	<p>116. Customers of Dillon's Furniture can view an ---- delivery date on the checkout page when placing an order online.</p> <p>(A) estimated (B) estimating (C) estimation (D) estimate</p> <p>117. Krush Juice & Smoothies is downsizing its operations and will be ---- several of its current menu choices.</p> <p>(A) reimbursing (B) purchasing (C) discontinuing (D) determining</p> <p>118. Under the ---- of Professor James Morton, Biosys Scotland's research team strives to develop cutting-edge health treatments.</p> <p>(A) directly (B) directed (C) direction (D) directs</p> <p>119. Part-time telephone operators will be hired to help deal with the ---- number of customer calls during the company's busiest retail season.</p> <p>(A) overwhelmingly (B) overwhelming (C) overwhelmed (D) overwhelms</p> <p>120. Aquatastic Water Park will be offering discounts on children's day passes ---- the month of June.</p> <p>(A) apart (B) down (C) between (D) during</p>
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121. The marketing director believes that the Burton Hotel and Willoughby Restaurant are suitable venues for the year-end banquet.

- (A) equals
- (B) equally**
- (C) equaled
- (D) equality

122. The registration form needs to be filled out black or blue ink and signed at the bottom.

- (A) on
- (B) along
- (C) between
- (D) with**

123. Staff in the customer service department have reported that computer software errors are occurring with increasing---.

- (A) regulated
- (B) regular
- (C) regularly
- (D) regularity**

124. Residents of Ferndale have-----concern that the construction of the proposed shopping mall will cause an increase in noise pollution.

- (A) opposed
- (B) queried
- (C) assigned
- (D) expressed**

125. As the head of the personnel department, Mr. Murphy is ---- for ensuring the happiness and welfare of all company employees.

- (A) likely
- (B) sincere
- (C) responsible**
- (D) conclusive

126. The----- estimate for the landscaping work at 525 Eglinton Road was much lower than the actual final cost for the project.

- (A) impartial
- (B) constant
- (C) initial**
- (D) limited

127. Employees at Tripoint Engineering are rewarded each year for perfect----- and timekeeping.

- (A) attendants
- (B) attendance**
- (C) attended
- (D) attends

128. Full details about the ----- of the production manager position can be found on the recruitment page on our Web site.

- (A) fees
- (B) objects
- (C) trends
- (D) duties**

129. Before making any changes to company policies, Ms. Kramer ----- seeks the approval of the company president.

- (A) well
- (B) soon
- (C) always**
- (D) before

130. ----- manufacturing costs have not significantly decreased, Matrox Chemicals has noted a sharp fall in its monthly expenditures.

- (A) Although**
- (B) In addition
- (C) However
- (D) Only

Part6

Questions 131-134 refer to the following instructions.

Thank you for purchasing the Mercroft 6-Shelf Bookcase. Please follow the instructions and diagrams provided in this manual to construct the product. The shipping box 131 as an ideal work surface for this process.

Save all packing materials until the bookshelf is complete to avoid accidentally discarding smaller parts. Prior to 132 use the parts and hardware lists to identify and separate each of the pieces included.

Do not fully tighten all bolts until all parts are in place. Failure to follow these instructions may 133. the bolts to become misaligned. If using power tools while putting the product together, please take caution. 134.

- 131.(A) had served
- (B) is serving
- (C) served
- (D) will serve

- 132. (A) delivery
- (B) repair
- (C) assembly
- (D) manufacture

- 133.(A) result
- (B) cause
- (C) conclude
- (D) prevent

- 134.(A) They can damage the wood when used without care.
- (B) They have been recommended by technicians.
- (C) They are too large to be easily misplaced.
- (D) They should be disposed of in the appropriate bins.

Questions 135-138 refer to the following letter.

Mr. Louis Hawkes
Wilhelm Art Gallery
1006 Deerhurst Drive
Huntsville, ON P1H 1P5

Dear Mr. Hawkes,

Following our brief discussion last week, I wanted to offer you a more --135-- description of my work. I feel that two recent pieces of mine would suit your upcoming "Local Arts a Nature" exhibition perfectly. They are large, but --136-- of them are fairly easy to transport and install. One is a landscape painting of nearby Gull Lake, and the other is a sculpture depicting a pair of local birds. --137--.

Please consider my proposal. I would be very grateful for the --138-- a to show my work to art lovers and local residents.

Best regards,
Lisa Yeoman

135. (A) details
(B) detail
(C) to detail
(D) detailed

136. (A) any
(B) some
(C) both
(D) every

137. (A) I estimate that the production process for them will take one year.

(B) The latter was created from a boulder 卵石 found beside the lake.

(C) His help has been invaluable in the making of these pieces.

(D) Nevertheless, I mainly specialize in more abstract styles of art.

138.(A) explanation

(B) improvement

(C) disadvantage

(D) opportunity

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

To: cs.underhil@me-mail.net
From: ck.chalmers@rybecks.com
Date: October 25
Subject: Order #+6622

Dear Ms. Underhill,

We appreciate your choosing Rybeck's for your home furnishing needs. Unfortunately, when you --139-- your order, our Web site was being updated.—140-- In particular, the cushions that you wish to purchase are actually not currently in stock. –141--, we do have a similar set of cushions available. They are the same design and price as the ones you ordered, but a slightly different shade. I have attached a picture of these items. If you are happy with their –142--, they can be shipped to you immediately.

I look forward to receiving your reply.

Sincerely,

Kevin Chalmers
Rybeck's Home Furnishings

139.(A) place

(B) placed

(C) will place

(D) are placing

140. (A) Such routine maintenance ensures your data security.

(B) Please check back in a few hours to register your account

(C) Because of this, some of the information on it was incorrect.

(D) Fortunately, all of our offline stores are operating normally.

141.(A) Therefore

(B) In addition

(C) Occasionally

(D) However

142. (A) color

(B) size

(C) cost

(D) material

Questions 143-146 refer to the following e-mail

To: <professionalspanishlist@statecentral.edu>

From: <d_wang@statecentral.edu>

Re: Additional section added

Dear all,

Because our introduction to Spanish for Professionals class at 10:00 AM. on Saturday mornings has grown so --143--, we have decided to add a second section of it to our schedule for the upcoming semester. The new class --144-- on the same day and time, but across the hall in room 224.

--145--. If you later become unable to attend, please cancel your --146-- at least 12 hours in advance to make room for other interested students.

Delia Wang

Extension Coordinator, State Central University

143. (A) popular

(B) popularity

(C) popularize

(D) popularly

144. (A) will be meeting

(B) was meeting

(C) has met

(D) met

145. (A) Intermediate French has also been cancelled.

(B) Please turn in late assignments by this date.

(C) Log in to the student portal to sign up.

(D) The cafeteria is a short walk away.

146. (A) development

(B) withdrawal

(C) appointment

(D) registration

Part 7

Questions 147-148 refer to the following form.

Portsmouth Business Association (PBA)

Seminar Registration Form May Program)
Solihull Conference Center Rooms 210-212

Name: <u>Amelie Giroud</u>	<input type="checkbox"/> Cash Enclosed
Occupation: <u>Production Line Supervisor</u>	<input type="checkbox"/> Bill My Credit Card
Company: <u>Bixby Manufacturing, Inc.</u>	<input checked="" type="checkbox"/> Bill My Company
Seminar Name: <u>Balancing Quantity & Quality</u>	*Individuals who are not currently
Seminar Number: 13	members of the Portsmouth Business
Seminar Location: Room 212	Association are required to pay an
PBA Member <input type="checkbox"/> Non-member <input checked="" type="checkbox"/>	additional f5 administration fee for the
	processing of their registration documents.

147. What is indicated about the Portsmouth Business Association? (A) It organizes seminars on an annual basis. (B) It is a subsidiary of Bixby Manufacturing. (C) It will hold talks in various rooms. D) It publishes a monthly newsletter.	148. What can be inferred about Ms. Giroud? (A) She has attended a PBA seminar in the past. (B) She has provided her credit card details. (C) She will be reimbursed by her company. (D) She will need to pay a processing fee.
--	--

Questions 149-450 refer to the following text- message chain.

Ekaterina Ferris	7:16 P.M.
Are you still at the office?	
Robert Kern	7:16P.M.
Yeah. What's up?	
Ekaterina Ferris	7:17 P.M.
I just realized that I forgot to bring the USB drive that has my conference presentation on it. Could you open the black drive in the top drawer of my desk and e-mail me the file named "Developing Competence in New Professors"?	
Robert Kern	7:23P.M.
Done.	
Ekaterina Ferris	7:23P.M.
I see it. Thanks!	
Robert Kern	7:24P.M.
No problem. How's the hotel? Are you all settled in?	
Ekaterina Ferris	7:25 P.M.
Yeah, It's great! It's right in the middle of downtown, near the conference center. There's a reason it's expensive! I'll have to thank Del for booking it.	

149. What does Mr. Kern do to assist Ms. Ferris?

- (A) Proofread a report
- (B) Locate a registration form
- (C) E-mail a presentation**
- (D) Confirm a reservation

150. At 7:25 PM, what does Ms. Ferris most likely mean when she writes, "There's a reason it's expensive"?

- (A) A room is unusually large.
- (B) A hotel is in a convenient location.**
- (C) It is a popular season to visit the area.
- (D) Some amenities are of high quality.

Questions 151-152 refer to the following advertisement.

Especially For You

Is your company planning a large corporate banquet or retirement dinner? Perhaps you will be hosting a small-scale gathering such as a shareholders meeting or product launch

Especially For You has more than a decade of experience in **providing the finest foods and beverages for such corporate events**. We employ a serving team of twenty-five, including our three highly experienced event managers. In addition to our delicious offerings, we can also arrange and provide live entertainment, and decorations such as attractive floral centerpieces.

Please visit www.especially4uco.com to view our full range of dishes and services and to request a free price quote. Hospitality a **Service Association (HSA) certification held in the states of California, Nevada, Arizona, and Utah**.

151. What kind of business is being advertised?

- (A) A furniture store
- (B) A recruitment agency
- (C) A catering company**
- (D) A public relations firm

152. What is indicated about Especially For You?

- (A) It operates in many countries.
- (B) It charges a small fee for estimates.
- (C) It has recently enlarged its workforce.
- (D) It is certified in several states.**

Questions 155-157 refer to the following article.

Newfield, GA---With cupcake bakeries popping up on every corner, it can be difficult to decide where to purchase your favorite sweets. **The treats at CupCakeCake, however, stand out because of their simplicity. While other bakeries create dozens of flavors, CupCakeCake focuses on perfecting only a handful:** vanilla, chocolate, lemon, red velvet, and carrot. Their cupcakes are light, moist, and fluffy, with frosting that is rich without being overly sweet.

Proprietor and chef Stephen Evans takes pride in his creations. People like to say that cupcakes are just a short-term trend," he says, but here at CupCakeCake we try to avoid

unusual flavors in favor of classic, comforting cupcakes that are perfect to celebrate a special occasion---or just because. Evans opened his bakery **after serving as La Fontaine's pastry chef for five years.** However, he says, his love of casual baking began in his parents kitchen. "They always let me mess around," he says. This time, however, he has created something more than a mess.

CupCakeCake is located at 10471 Half Street and operates Monday through Friday, 9:00 a.m. to 8:00 p.m., and Saturday and Sunday, 10:00 a.m. to 5p.m. Prices range from \$1.75 to \$3.00 per cupcake; **purchase a dozen or more to receive a 15% discount.**

155. What is mentioned as different about CupCakeCake?

- (A) Its recipes are publicly available.
- (B) It has no indoor seating.
- (C) It sells only a few flavors of cupcake.**
- (D) Its cupcakes do not contain sugar.

156. What does the article indicate about Stephen Evans?

- (A) He believes that cupcakes are a fad.
- (B) He first started baking as an adult.
- (C) He used to manage a cafe.
- (D) He has years of experience with making desserts.**

157. What should a CupCakeCake customer do to receive a discount?

- (A) Request the day's special
- (B) Join a rewards program
- (C) Mention the article
- (D) Purchase twelve cupcakes**

Questions 158-160 refer to the following advertisement.

Bruntley Tire and Auto Service

Bruntley Tire and Auto Service has been serving the **Linsfield area** with dedication for **over a decade**. We sell, service, and offer customization for tires for cars, trucks, RVS, and trailers. -- [1]-- A variety of general auto services are also available, from engine repair to the installation of climate control systems. We are a **family-owned** business that is also a Certified Carlyle Auto Care Center (CCACC). --[2]-- Still not convinced we are a great place to get your vehicle repaired or serviced? Visit us on the Web at bruntleytas.com or in person between 8:00 AM. and 6:00 P.M. from Monday to Friday to learn more.--[3]--.

Seasonal Special: Until November 30, customers can take advantage of amazing discounts on tires from major brands like Boriso and Traxxest. **Those who purchase two or more tires from any brand will also receive a complimentary oil change.**-- [4]-- And don't forget to ask about our senior citizen discount, available year round!

158. What is NOT indicated about Bruntley Tire and Auto Service?

- (A) It is owned by a family.
- (B) It was founded more than 10 years ago.
- (C) It is located in Linsfield.
- (D) It is open on weekends.**

159. How can customers get a free service during a promotion?

- (A) By buying multiple tires**
- (B) By mentioning an advertisement
- (C) By registering for a loyalty program
- (D) By being over a certain age

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

"That's why our customers enjoy both attentive service and top-notch technical skills."

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

Questions 161-163 refer to the following Web page.

www.bengalheaven.co.uk

[ABOUT](#)

[MENU](#)

[LOCATIONS](#)

[SPECIALS](#)

Since opening three years ago, Bengal Heaven has enjoyed much success in downtown Birmingham. Our fantastic range of curries, including our famous Vindaloo, have been a big hit with all of our diners. **To celebrate being in business for three years**, we will be discounting several items **throughout this month and another three items next month in October!**

THIS MONTH!

Option #1: Tikka Masala	Regular Price: \$12	Special Price: \$10
Option 2: Jalfrezi	Regular Price: \$15	Special Price: \$13
Option 3: Vindaloo	Regular Price: \$14	Special Price: \$12

NEXT MONTH!

Option #4: Tandoori	Regular Price: \$16	Special Price: \$14
Option #5: Korma	Regular Price: \$14	Special Price: \$12
Option #6: Rogan Josh	Regular Price: \$12	Special Price: \$10

Throughout September and October, we will also be **offering a free dessert to anyone who makes a reservation for a group of more than four people**. Regardless of what you order or how much you spend, each diner will get a dessert absolutely free.

161. Why is Bengal Heaven lowering its prices?

- (A) It is introducing a new menu item.
- (B) It is opening a new restaurant.
- (C) It is preparing to close a location.
- (D) it is celebrating its founding.**

162. What menu item will cost **\$12 in October**?

- (A) Option #1
- (B) Option #3
- (C) Option #5**
- (D) Option #6

163. According to the Web page, how can customers receive a complimentary item?

- (A) By making a reservation for five people**
- (B) By visiting the restaurant every month
- (C) By purchasing a specific item
- (D) By spending a certain amount

Questions 164-167 refer to the following text-message chain.

1:16 P.M.

James: I'm really looking forward to the awards ceremony for Felicia tonight.

Do you know if everyone in our department is going to come?

1:17P.M.

Aicha: Well, some of us are. Jessica and Nikos had other plans that they couldn't change.

1:18 P.M.

James: That's too bad. I know it's hard to free up a Saturday night, but I think it's going to be quite an event.

1:19 P.M.

Kate: Me too. I've never been to the West bright Restaurant before. Actually, I was wondering what we should wear.

Would our normal office clothing be ok, or should it be something really formal?

1:20 P.M.

James: Neat office clothes will be alright. I actually asked Felicia that question a few days ago, and that's what she said.

1:21 P.M.

Kate: Oh, good. That will be easy.

1:23 P.M.

Aicha: This reminds me of something. There was a card going around the office yesterday for Felicia, to congratulate her. We were hoping to give it to her tonight. Did you both sign it?

1:24 P.M.

Kate: I did

1:25 P.M.

James: No, I was at the printer's all day. I'll have to try to sign it tonight.

164. What will Felicia most likely do today?

- (A) Celebrate her retirement
- (B) Take potential clients out for a meal
- (C) Open a new branch of a company
- (D) Receive an award

165. At 1:17 P.M., what does Aicha most likely mean when she writes, "Well, some of us are"?

- (A) The number of attendees from their group will be limited.
- (B) No one from another department will attend.
- (C) She thinks James should change his plans.
- (D) She wants James to send her some information.

166. What does Kate ask about an event?

- (A) Where its venue is
- (B) How to dress for it
- (C) Who will be its host
- (D) When it will likely end

167. What is suggested about James?

- (A) He is a new employee.
- (B) He ate lunch with Kate.
- (C) He was not in the office yesterday.
- (D) He works in a different department.

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

E-Mail message

To: galina_popova@rmail.net
From: jdunger@sunspearind.com
Subject: SMS Information
Date: Monday, June 5, 2:29 P.M.

Dear Ms. Popova,

Thank you kindly for inquiring into Sunspear Industries's new Solar Module System (SMS). I would like to apologize that we cannot provide you with the information you requested; **we are currently printing out new brochures that we will send you very soon.** Until then, allow me to fill you in on some of the new features available with the SMS.

Developed for normal houses, **this system is designed to give consumers a cost-effective and environmentally-friendly alternative to traditional sources of energy.** The improved panels absorb the sun's rays with 30% more efficiency than our previous models. Furthermore, it has **a battery system** that automatically stores excess energy for later use. The battery contains enough energy to power the average home for up to 2 days during occasionally unfavorable weather conditions. Also, next to no maintenance is required.

Before introducing the SMS to the energy market, the independent Monterey Energy Research Center (MERC) led an eighteen-month, in-depth study of the SMS. It found that the improved design is drastically more efficient and will **save consumers up to \$100** per month in electricity bills.

If you have any questions about the SMS, please don't hesitate to contact me. As you mentioned in your previous e-mail, **the sms could indeed prove to be a worthwhile purchase for you.** In the meantime, you can expect a detailed brochure to be delivered to your door.

Sincerely,
James D. Unger
Sunspear Industries

168. What is suggested about Sunspear Industries?

- (A) it is temporarily unable to provide bills online.
- (B) It manufactures fuel-efficient vehicles.
- (C) it is currently updating some printed materials.
- (D) its research and development team is highly regarded.

169. What type of person is sms specifically designed for?

- (A) A motorist
- (B) A business owner
- (C) A homeowner
- (D) A scientist

170. What is NOT indicated about SMS?

- (A) It can help energy consumers save money.
- (B) It has a powerful battery.
- (C) it was launched less than one year ago.
- (D) It is simple to maintain.

171. What is suggested about Ms. Popova?

- (A) She is looking to buy a new house.
- (B) She is the founder of an environmental association.
- (C) She works for Sunspear Industries.
- (D) She is considering purchasing a Sunspear product.

Questions 172-175 refer to the following letter.

4 March
Parveen Mirza
Hiring Manager
Taylor Chemist of Manchester
408 Swan Street
Manchester M4 5JQ

Dear Ms. Mirza,

Alban Campbell, Managing Pharmacist at Taylor Chemist of Manchester's Hulme Street branch and former coworker of mine, suggested I get in touch with you about the Pharmacist opening at the Thomas Street location. I am very interested in the position and have enclosed my cv for your perusal.

As you will see in the education and experience sections on my cv, I am a fully qualified pharmacist.-- [1]-. My daily duties there include supplying prescription medication, providing advice to customers, and maintaining appropriate stock levels. I complete these tasks in a safe manner that emphasizes efficiency.--[2]--. This past year, I was even able to streamline our inventory procedure so that it takes nearly 30% less time than before, and received special recognition from my manager for this accomplishment.

Additionally, I have long admired Taylor's focus on customer care, as that is my priority as well. After all, making people feel better is a pharmacist's main mission.--[3]-- This must be achieved not just through medication but through kindness, patience, and communication. I work hard to create excellent relationships with customers and provide the help that they need. It would be a pleasure to exercise my skills as part of a business with such similar values.

In short, I believe that I am an ideal candidate for the post. I would be delighted to attend an interview and can be contacted at 03069-990621 on most afternoons or at g.chapman@retc.co.uk. --[4].

Thank you for your consideration. I look forward to hearing from you.

Yours sincerely,

Gregory Chapman

Gregory Chapman

172. How did Mr. Chapman most likely find out about a job opening?

- (A) From a job search Web site
- (B) From an industry publication
- (C) From a freelance recruiter
- (D) From an acquaintance

173. What recent achievement does Mr. Chapman mention?

- (A) He made a process faster.
- (B) He received certification.
- (C) He trained some new employees.
- (D) He designed some materials.

174. What is suggested about Taylor Chemist of Manchester?

- (A) it offers unusually high salaries.
- (B) it prioritizes customer service.
- (C) Its branches are located within hospitals.
- (D) It requires job applicants to take an exam.

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

"I have worked for the last four years at APK Pharmacy in Stockport."

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

Questions 176-180 refer to the following web page and online form.

www.bufordherald.com home

The Buford Herald is delighted to bring you the news that we will be launching brand new publication that is designed to spherically appeal to all sports fans. **Starting from May 12, a brand new edition of *Sports Digest* will be delivered to subscribers on every first and third Saturday of the month** The new publication will cover football, baseball, basketball, and more. It will include in-depth descriptions of **games** that have been played, **discussions with the stars** of popular teams and **full details of all teams wins, loses, and current form**. For a limited time only, subscribers to *The Buford Herald* can subscribe to *Sports Digest* **for the discounted rate of forty five dollars per year**. That means you can take advantage of a savings of twenty -five dollars!

Sign up to receive a free copy of *Sports Digest* by **May 1** to take advantage of this special offer. After May1, the price of an annual subscription will increase to the standard price of **seventy dollars**.

www.bufordherald.com/subscriptions/38843#

The Buford Herald is grateful for your patronage. We are delighted to confirm your transaction is complete.

Name:	Lorenzo Moretti
Address:	40 Ramirez Road, Trenton, NJ 08625
Phone Number:	555-0126
E-mail Address	lmoretti@fabmail.net
Date of Transaction:	April 23
Amount Paid:	\$45.00

To print this receipt of payment please **CLICK HERE**.

An electronic version of this document will also be sent to the address entered above.

For up to date sporting news, including game schedules, results, and special offers game tickets, remember to check our dedicated sports page by clicking the link **HERE**

176. What is NOT mentioned as a feature of Sports Digest?

- (A) interviews with **players**
- (B) Reports on **games**
- (C) **Schedules for sports**
- (D) **Statistics** of teams

177. How often will subscribers receive a new issue of Sports Digest?

- (A) Once a week
- (B) Twice a week
- (C) Once a month
- (D) **Twice a month**

178. When will Mr. Moretti most likely receive his first issue of Sports Digest?

- (A) On April 23
- (B) On April 24
- (C) On May 1
- (D) **On May 12**

179. What is indicated about Mr. Moretti?

- (A) He does not currently subscribe to The Buford Herald.
- (B) **He paid a reduced rate for a subscription.**
- (C) He subscribes to more than two publications.
- (D) He previously sent an e-mail to The Buford Herald.

180. What will Mr. Moretti receive via e-mail?

- (A) **A payment confirmation**
- (B) A baseball game ticket
- (C) A discount voucher
- (D) A stadium map

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

Marina Whittaker
29 East Garden Lane
Greenville, NC 39204

Quick Rent Customer Service
405 Commercial Road, Ste. 65B
Peoria, IL 03845
August 17

To Whom It May Concern:

On Friday August 11, I rented a car from QuickRent for a business trip with coworkers. I had reserved hear online two weeks in advance and had the confirmation number, 39L2WK, available when we arrived at the airport.

Upon our arrival, the midsize sedan that we had reserved was not available. The clerk told us he could either give us a compact car or we could pay for an upgrade we decided to pay for the upgrade because at the time we were traveling with four adults and quite a bit of luggage. The clerk informed me that I could pay more for the larger vehicle then, and later request a bill adjustment.

I am writing now to ask that you reimburse us for the extra money we paid. My company has been a member of the Quick Rent Priority club for three years, and we have been extremely satisfied with the service so far.

Thank you for your consideration.

Sincerely,

Marina Whittaker

whittaker@whittaker.net
394-555-0158

E-Mail Message

From: Customer Service <custserv@quickrentcars.com>

To: Marina Whittaker whittaker@whittaker.net

Subject: Service on Friday, August 11

Date: August 21

Dear Ms. Whittaker,

Thank you for taking the time to alert me to your experience renting with Quick Rent. I'm sorry to hear that you were not able to receive the car you reserved. **Using the confirmation number that you provided, I looked up your reservation** and have issued you a check refunding the difference between the cost of the midsized sedan and the premium car, which comes to 5165.70.

In light of your experience and as a thank you for being such a valuable customer, **I'd also like to present you with a \$20 voucher for a future rental with us.** It is attached to this e-mail; you can either print it out and use it in person or enter the unique code for an on line reservation.

We appreciate your feedback, and I'll certainly pass along **your e-mail to the manager in Seattle.**

Sincerely,

Min-Joon Song
Regional Service Manager

181. Why did Ms. Whittaker write the letter?

- (A) To ask Quick Rent for a partial refund
- (B) To change the size of a reserved car
- (C) To apply for a Priority Club membership
- (D) To report excellent customer assistance

182. In the letter, the word "reserved" in paragraph 1, line 2, is closest in meaning to

- (A) introverted
- (B) ordered
- (C) withheld
- (D) maintained

183. What did Mr. Song use to look up Ms. Whittaker's reservation?

- (A) A confirmation number
- (B) Her credit card number
- (C) A transaction date
- (D) Her full name

184. What does Mr. Song give Ms. Whittaker?

- (A) Contact information for a manager
- (B) A complimentary set of maps
- (C) A credit toward a future rental
- (D) A voucher for accommodations

185. Where did Ms. Whittaker most likely rent a car?

- (A) New York City
- (B) Greenville
- (C) Peoria
- (D) Seattle

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

Schorr Publishing---a leading independent publisher

New Authors Page

If you are interested in having your book published, we would like to hear from you.

We request submission of the following:

- *Your contact information, personal **resume**, and Web site (if any)
- *A title and brief description of the work, along with a table of contents
- *A storyboard and at least one sample of a finished **sketch (children's books only)**
- *A description of the book's **readership**-age, education level, interests, etc.
- *Any ideas giving **weight** to your work's marketing plan-What makes it different from other books on the topic?

Please send a package with the above information to: Proposals, Schorr Publishing, 5 Valley Road, Somerset, PA19030. *If there is interest in your proposal, we will contact you to speak to you further.*

Schorr Publishing
5 Valley Road
Somerset, PA 19030
February 2
Ramon Notario
c/o Notario Automotive
12 Bay Street
Cicero, IL 61108

Dear Mr. Notario,

It was a pleasure speaking with you over the phone. After further consideration, we have decided to go ahead with the publication of your proposed book, Vehicles of the Future.

We were all very impressed with your proposal package. Our designers especially liked **the storyboard and two sketches you submitted.**

Enclosed you will see a set of instructions for using our manuscript editing software. I look forward to speaking with you in person **when I visit your region in late July.** Please feel **free to contact me or my assistant, Erica Lien**, with any questions you may have at any time.

Sincerely,

Nancy Dey

Nancy Dey, Chief Editor

Enclosure

E-Mail message

To: All Editorial Staff

From: Nancy Dey xdey@schorr.com

Date, February 20

Subject: Planning meeting

Dear All,

I'd like to hold a planning meeting this Thursday at 2 P.M. We will brainstorm ways to promote our promising batch of upcoming releases, so come ready with ideas.

Also, please be sure to introduce yourselves to Karen Jun. She is a former intern and began taking over Erica Lien's duties yesterday.

Regards,

Nancy

186. What are potential authors NOT asked to submit?

- (A) A description of target readers
- (B) A list of references
- (C) A table of contents
- (D) A personal resume

187. In the Web page, the word "weight" in line 8 is closest in meaning to

- (A) burden
- (B) pressure
- (C) substance
- (D) measurement

188. What is suggested about Vehicles of the Future?

- (A) It is a children's book.
- (B) It contains articles from a Web site.
- (C) It will be published in two volumes.
- (D) It will be sold in an electronic version.

189. What will most likely happen in July?

- (A) A bookstore will hold a special promotion.
- (B) A software program will be upgraded.
- (C) Mr. Notario's book will be released.
- (D) Ms. Dey will meet Mr. Notario.

190. Who most likely is Ms. Jun?

- (A) A freelance designer
- (B) An employee of Mr. Notario's
- (C) An assistant to a chief editor
- (D) An owner of a marketing firm

Questions 191-195 refer to the following Web page, e-mail, and text message.

Get ready for the city's Summer Festival

Last updated: July 1

Here is what's planned for the city's Summer Festival:

Friday, July 8 - 6PM.-9 PM. The City Cooks"-attendees will choose the tastiest dish prepared by students at the City Culinary Academy (CCA). The winning recipe will appear on the menu at 77 Bistro, **local chef Jim Carswell's newest eatery**.

Saturday, July 9 -10 A.M.-2 P.M. "Top Photographer Contest"-- The top 60 photos in six categories will be displayed at the Arts Center. The overall winner will be announced at 1 P.M. and will be awarded a \$200 voucher for photographic equipment.

Saturday, July 9 - 4 PM.-8P.M. **Farmer's Market**"- The booths at this outdoor market will feature organic produce, specialty foods, and more.

Sunday, July 10 -10:30 A.M.-3 P.M. " Fun Walk"-Complete this 10-mile walk to raise money for a new community center, and **you 'll receive a one-month voucher to Tellec's Gym**.

Sunday, July 10 - 5P.M.-9 P.M. **Big Concert**"- Experience regional music of all types-all for free and **all happening on our Main Stage**; no ticket is needed--just come and enjoy!

From: Greg Lopez <lopez@festival.com>

To: Dina Geary <geary@foods.com>

Date: July 6

Subject: Summer Festival

Dear Ms. **Geary**,

This is a quick follow-up note. Judy Tilbury, the head of the City Specialty Food Association (CSFA), agreed to the idea of **merging the Farmer's Market and Sunday's concert into one event during the Summer Festival**. To confirm, you and the other vendors will open their booths at the previously scheduled time but continue to operate until the concert concludes. If it works out, this **arrangement** will become part of future festivals as well.

Good luck with your sales!

Regards,

Greg Lopez, Summer Festival Chief Organizer

From: Julie Grimes
Received: July 8, 9:56 A.M.
To: Andy Wilks

Hi Andy. I'd be happy to cover your shift at the coffee shop. Enjoy the Summer Festival. I hope you finish your event so you can **bring back that gym coupon**. Take care.

191. What is mentioned about the Big Concert?

- (A) It will conclude with an awards ceremony.
- (B) It was moved to a larger venue.
- (C) It will take place exclusively at one venue.**
- (D) It requires a ticket to attend.

192. Who is Mr. Carswell?

- (A) The city festival's chief organizer
- (B) The head of the CSFA
- (C) A restaurant owner**
- (D) A visiting musician

193. In the e-mail, the word "**arrangement**" in paragraph 1, line 6, is closest in meaning to

- (A) plan**
- (B) layout
- (C) supply
- (D) rental

194. When most likely will Ms. Geary's booth open?

- (A) At 10 A.M.
- (B) At 4 P.M.**
- (C) At 5 P.M.
- (D) At 6 P.M.

195. What is suggested about Mr. Wilks?

- (A) He operates an organic farm stand.
- (B) He will present a photography award.
- (C) He will participate in a charity walk.**
- (D) He designed courses for the CCA.

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

Dalemont City Times

DALEMONT CITY (September 8) ---The long-awaited Dalemont Plaza shopping mall is now about 70 percent rented out. Its developer, Laranic Properties, wants to fill the remaining space by **offering reduced rent rates to new tenants**. "We aim for full occupancy by December," said rental manager Brian Putney. We are especially interested in attracting small, independent stores."

The mall's two floors of stores are arranged around a central dining area. Its west wing of shops faces the Dalemont River, and its east wing faces the main parking area in the rear.

Local retailer **David Olson**, who **moved his shop into the mall's largest space**, likes his new location. "I'm expanding," he said. "I may even **bring on** more store associates. It depends on how busy we get."

E Mail Message

From: Gloria Melo <melo@mail.com>

To: Brian Putney <putney@laranic.com>

Date: October 3

Subject: Inquiry

Dear Mr. Putney,

I was referred to you by my friend **David Olson**, who operates his tire **Sports supply Plus**, in **Dalemont Plaza**. I own Dadar Designs, an online apparel seller and want to open a retail showroom. I would prefer a **first floor location facing the river, but I do not want a space next to another clothing store**. If possible, I would like a space with a **backroom for storage**.

Could you send me **a list of available spaces? Also, I would be interested in getting a list of the mall's most recent tenants**, so that I can ask them for move-in tips.

Thank you in advance,
Gloria Melo

To: Gloria Melo

From: searches@realtyemt.com

This list of vacancies at Dalemont Plaza was generated based on your preferences:

Store 340--First floor space with river view--adjoins a successful women's apparel shop

Store 390--Second floor space on the east wing--next to food court entrance

Store 430--First floor space overlooking river-has back office suitable for storage

Store 460--First floor space adjoining rear parking lot and loading dock-open floor plan

For further inquiry, please contact a leasing agent.

196. What is indicated about Dalemont Plaza?

- (A) It will be expanded to include four floors.
- (B) It can be reached by public transportation.
- (C) Its dining area will be renovated in December.
- (D) Its new tenants will receive rent reductions.

197. In the article, the phrase "bring on" in paragraph 3, line 2, is closest in meaning to

- (A) produce
- (B) quicken
- (C) serve
- (D) hire

198. What is suggested about Sports Supply Plus?

- (A) It has two entrances.
- (B) It plans to relocate in October.
- (C) It is located next to a clothing store.
- (D) It occupies a mall's largest space.

199. What does Ms. Melo request from Mr. Putney?

- (A) A list of new tenants
- (B) A renovation contract
- (C) A budget report
- (D) An estimate for moving costs

200. Which space will Ms. Melo most likely inquire about?

- (A) Store 340
- (B) Store 390
- (C) Store 430
- (D) Store 460