

T161 R

Part5

101. Chef Daniels impresses customers with ----- sophisticated entrées.

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

102. Oil production ----- 5 percent from January to February.

- (A) drop
- (B) to drop
- (C) dropping
- (D) dropped

103. Ms. Ito has ----- suggestions to resolve the computer problems.

- (A) help
- (B) helper
- (C) helped
- (D) helpful

104. The Vidorn Hotel ----- to construct a fountain in the front entryway.

- (A) matches
- (B) plans
- (C) tells
- (D) praises

105. The schedule of events for the music ----- will be posted on Friday.

- (A) festival
- (B) situation
- (C) instrument
- (D) issue

106. When processing a medical leave request, the attending physician must fill out a form -----.

- (A) completes
- (B) completed
- (C) completely
- (D) completeness

107. Many fashion stylists ----- their online portfolios on a regular basis.

- (A) dress
- (B) invite
- (C) range
- (D) update

108. All flights were delayed three hours because of a heavy blanket of -----.

- (A) fog
- (B) fogger
- (C) foggy
- (D) fogged

109. The Northwick Orchestra will perform later this month ----- Reverbury Hall.

- (A) at
- (B) up
- (C) on
- (D) of

110. Only staff ----- based in the Toronto office may reserve the conference room.

- (A) possibly
- (B) currently
- (C) immediately
- (D) exactly

111. ----- of the employees have placed their order for a new standing desk.

- (A) Any
- (B) **Several**
- (C) Another
- (D) Either

112. Betsy Riley will seek support from ----- volunteers for our revised museum tours.

- (A) **former**
- (B) following
- (C) entire
- (D) gradual

113. Casorama customers receive store ----- instead of a cash refund upon returning an item.

- (A) acceptance
- (B) training
- (C) preference
- (D) **credit**

114. Our factory in Mannheim was upgraded last year, but the loading dock ----- needs work.

- (A) such
- (B) very
- (C) **still**
- (D) even

115. The recently ----- mayor said she plans to address the town's traffic problems soon.

- (A) electing
- (B) election
- (C) **elected**
- (D) elects

116. Mr. Kim's research reveals that types of hay differ ----- in their nutritional content.

- (A) significant
- (B) signify
- (C) significance
- (D) **significantly**

117. Let us extend our warmest welcome ----- Mr. Lam Keong Wu, our new vice president of marketing.

- (A) **to**
- (B) under
- (C) against
- (D) in

118. The latest polling shows increased public ----- for the stadium renovation project.

- (A) approve
- (B) **approval**
- (C) approving
- (D) approvingly

119. Oshka Landscape Supply revenue is highly ----- on seasonal sales.

- (A) extensive
- (B) **dependent**
- (C) accessible
- (D) insightful

120. Tourism in Cork has slowed in recent weeks --- -- the unseasonably cold weather.

- (A) as long as
- (B) in case of
- (C) **because of**
- (D) except for

121. The Aznet Foundation is offering three \$5,000 grants to entrepreneurs with the most ---- business ideas.

- (A) imagine
- (B) imagining
- (C) imaginative
- (D) imagination

122. Based on her ---- performance, Ms. Soares is likely to do quite well in the 50-meter race.

- (A) neither
- (B) past
- (C) apart
- (D) twice

123. The manual provides a basic ----- of the R25100 camera's primary features.

- (A) overview
- (B) adviser
- (C) challenge
- (D) instance

124. Be sure to ----- the wireless Internet option on your company mobile phone to avoid additional data fees.

- (A) return
- (B) pull
- (C) enable
- (D) inflate

125. The CEO of True Home Estates ----- hires agents who have overcome obstacles in their lives.

- (A) soon
- (B) most
- (C) enough
- (D) always

126. To receive payment, vendors must submit an invoice online ---- twenty business days of finishing a project.

- (A) whether
- (B) whose
- (C) within
- (D) while

127. ----- opening a bakery, Mr. Laxalt had worked in the food industry for fifteen years

- (A) Prior to
- (B) Although
- (C) Then
- (D) If

128. Investors' initial fears were calmed by the ----- sales report issued this week.

- (A) remote
- (B) attentive
- (C) reassuring
- (D) restful

129. One distinctive aspect of the painter Chap Kurek's portrait style is her almost comic ---- of facial features.

- (A) exaggerate
- (B) exaggerated
- (C) exaggeratedly
- (D) exaggeration

130. Ramirez Instruments ----- high-quality acoustic guitars for over a century.

- (A) to be designed
- (B) has been designing
- (C) was designed
- (D) is designing

Part 6

Questions 131-134 refer to the following letter.

9 October

Eva Archer, Owner
Archer Café
40 Thorpe Street
Port Fairy VIC 3284

Dear Ms. Archer:

An inspection of your restaurant was conducted on 16 September by --131.-- of the Department of Health and Safety. --132.-- The purpose of the inspection was to confirm that your business is in compliance with all local regulations and that all --133.-- permits are up-to-date. The Department has determined that all regulations are being followed --134.-- . Therefore, no further action is required on your part.

Sincerely,

Oliver Wu
Department of Health and Safety

- 131. (A) represents
- (B) representative
- (C) representatives**
- (D) representations

- 133. (A) meaningful
- (B) fortunate
- (C) persistent
- (D) necessary**

- 132. **(A) Such visits are conducted once a year.**
- (B) The restaurant will be closed for inspection.
- (C) Regulations are posted on our Web site.
- (D) The department opens at 9:00 A.M.

- 134. (A) potentially
- (B) satisfactorily**
- (C) inconsistently
- (D) temporarily

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

To: Certain Boutique < info@certaiboutique.co.uk >
From: Premium Thai Candles < orders@prethaican.com >
Date: October 28
Subject: Order status

Dear Customer,

We are delighted --135.-- you as a customer of Premium Thai Candles. Your wholesale order for 40 boxes of candles is being processed. --136.--.

Most of your order is currently in stock and will arrive in the United Kingdom within ten days. --137.--, please be advised that the rose-scented candles are on back order. They will be available three weeks from now, and we will ship them as soon as possible.

We sincerely hope that you are happy with your --138.-- order as a new customer of Premium Thai Candles.

Best,

Samaraya Sharma

135. (A) welcome
(B) welcomed
(C) will welcome
(D) to welcome

136. (A) Save now on this limited-time offer.
(B) Thank you for the purchase.
(C) We have other boxes, too.
(D) Our Web site is now available.

137. (A) However
(B) Given that
(C) As you can imagine
(D) At that point

138. (A) proper
(B) usual
(C) initial
(D) rapid

Questions 139-142 refer to the following article.

GREENWAY (December 15)- The country's employment rose by over 40,00 jobs during October and November, --139.-- government statistics just released. The biggest increase was in the retail sector, with 9,000 new jobs created. The service sector came in --140.-- in overall activity with 8,400 added jobs. Professional and business services gained jobs as well. Health services and education each saw strong gains with 4,200 jobs. --141.--. By company size, medium-sized businesses of 50 to 499 employees hired the most workers. Large businesses of 500 or more employees hired 12,000 workers. "The job market remains robust, and we --142.--, it to continue," said economist Keisha Hou.

139. (A) because
(B) whereas
(C) according to
(D) instead of

140. (A) last
(B) second
(C) primary
(D) best

141. (A) Utilities stocks rose about 5 percent on average.
(B) However, a new car manufacturing plant will open next month.
(C) The only sector with zero growth was agriculture.
(D) College enrollment increased by only 4 percent.

142. (A) expect
(B) expecting
(C) expected
(D) expectant

Questions 143-146 refer to the following notice.

Loffler Mobile Banking

In the coming weeks, Loffler Bank will be making upgrades to its mobile application to provide a more secure and user-friendly experience. Customers will now be able to view all their Loffler accounts simultaneously and enjoy --143.-- security through a fingerprint identification scan. --144.--, users may now customize their online dashboard to track their expenses and budgets.

Changes can prove to be challenging for individuals, particularly in light of rapid technological advancement. --145.--. Therefore, should you ever need assistance --146.-- any of the features of our app, call us at 555-0133 or visit us online at www.lofflerbank.com/faq.

143. (A) enhance
(B) enhanced
(C) enhancing
(D) enhancement

144. (A) Additionally
(B) Consequently
(C) Ultimately
(D) Conversely

145. (A) The new security measures aim to fix this problem.
(B) We will be monitoring this development closely.
(C) Our team members are well aware of this fact.
(D) We sincerely apologize for this mistake.

146. (A) over
(B) for
(C) by
(D) with

Part 7

Questions 147-148 refer to the following advertisement.

<p style="text-align: center;">Kendricks Appliances Sale March 5 and 6</p> <p>This event is our way of saying thank you to our friends and neighbors for welcoming our new business to the South Waterfront neighborhood one year ago. Members of the community who live east of Broad Avenue and west of Riverside Avenue are invited to stop in and claim an additional discount on selected merchandise this weekend. Just remember to bring proof of residency.</p>
--

147. What is being advertised?

- (A) The recent relocation of a business
- (B) The grand opening of a branch store
- (C) A special promotion for local residents**
- (D) The introduction of new product brands

148. What is indicated about Kendricks Appliances?

- (A) It has been in business for one year.**
- (B) It has a store on Broad Avenue.
- (C) Its delivery service is limited to South Waterfront.
- (D) Its hours are extended on the weekend.

Questions 149-150 refer to the following memo.

MEMO

To: All Eastland Regional Hospital staff

From: Patrick Menzales

Date: February 1

Subject: Referrals

Eastland Regional Hospital is planning to hire more registered nurses, x-ray technicians, and cafeteria and housekeeping staff. We will be holding a hiring and information event on Wednesday, February 27, **from 2 P.M. to 5 P.M.** in the Winkler Auditorium. If you have friends or family interested in working here, this is a great opportunity for them to find out about open positions. There is **no fee for entry**. It is **not necessary to make an appointment**.

As a valued employee, **you will receive a bonus if you refer a candidate who is hired and whose employment lasts at least three months**. Ask the candidate to include your name on the application in the space labeled "referred by." The bonus will be added to your paycheck.

Please contact me if you have any questions.

149. What is indicated about the hiring and information event?

- (A) It will be held in the cafeteria.
- (B) An admission fee will be charged.
- (C) It will take place in the afternoon.**
- (D) Attendees will be asked to register in advance.

150. What does Mr. Menzales encourage employees to do?

- (A) Volunteer to lead a project
- (B) Refer applicants for employment**
- (C) Earn a bonus by working overtime
- (D) Apply for a better-paying position

Questions 151-152 refer to the following notice.

Meeting of the Chelmsbury Civic Association

Where: Alvar Madsen **Community Center**, 4141 Hoover Road

When: Tuesday, June 14, 7:00 P.M.-8:30 P.M.

Agenda

- Introduce new neighbors
- Update on road construction
- **Election of vice president**
- Refreshments

Please note:

We are currently collecting dues for the year. The dues are \$25.

If you have not yet paid your dues, please do so. **You may pay at the meeting, or you may send your payment to Bob Robsen** at 595 Shelton Drive.

We hope to see you at the meeting!

Susan Wolfe, President, Chelmsbury Civic Association

784 Harmony Drive

151. What is stated about the upcoming meeting?

- (A) It will be held on Harmony Drive.
- (B) It will include voting for an office.**
- (C) It will be led by Mr. Robsen.
- (D) It will have a speaker from the local community center.

152. What is true about Mr. Robsen?

- (A) He is the vice president of the association.
- (B) He forgot to pay his membership fee.
- (C) He provides refreshments at meetings.
- (D) He collects association members' dues.**

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

Eric Ozawa (12:06 P.M.)

Hi Kara. I wanted to let you know that **my train is going to be late.**

Kara Murato (12:10 P.M.)

Oh, that's too bad. Will you make it to the 3:00 meeting?

Eric Ozawa (12:11 P.M.)

I'm not sure. The conductor thinks it will be at least another hour before we leave.

Kara Murato (12:12 P.M.)

Should we postpone the meeting?

Eric Ozawa (12:14 P.M.)

I think you should get started. The plans for the new hospital wing are on my desk. You know everything about the changes to the original design. **You can call me if the client has any questions that you are unable to answer.**

Kara Murato (12:15 P.M.)

Sounds good. Let me know when you have an update on your arrival time.

Eric Ozawa (12:16 P.M.)

Sure. Thanks.

153. Why does Mr. Ozawa contact Ms. Murato?

- (A) To introduce her to a new client
- (B) To inform her of a delay**
- (C) To ask her to book a train ticket
- (D) To thank her for changing a project's deadline

154. At 12:15 P.M., what does Ms. Murato most likely mean when she writes, "Sounds good"?

- (A) She will contact Mr. Ozawa if she has questions.**
- (B) She will attend a meeting by phone.
- (C) She will drive Mr. Ozawa to the station.
- (D) She will reschedule a consultation.

Questions 155-157 refer to the following e-mail.

E-mail

From: noreply@vacationsiteseer.com

To: vneuman@gzeta.com

Date: July 16, 2:52 P.M.

Subject: Your upcoming trip

Mr. Neuman:

Your trip to Milan is only **a week away**. — [1] —. Your room at the Classico Hotel has been confirmed. Check-in is on July 23 at 2 P.M., and checkout is on July 28 at 11 A.M. There is no need to pay now, as payment is not required until you have checked out. — [2] —.

We urge you to plan ahead regarding car rentals. **As a Vacation Siteseer customer, you are entitled to a discount of 20% if you book your car now**. Our car rental partners are offering this special deal only until July 20, so do not wait. — [3] —.

Thank you for choosing Vacation Siteseer to book your stay in Milan. — [4] —.

Enjoy your journey!

Vacation Siteseer Team

155. When will Mr. Neuman begin his stay in Milan?

- (A) On July 16
- (B) On July 20
- (C) On July 23**
- (D) On July 28

156. What offer is included in the e-mail?

- (A) A car rental discount**
- (B) Late checkout times
- (C) A hotel room upgrade
- (D) Free sightseeing tours

157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
"Explore your options on our Web site and make a reservation today."

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

Questions 158-161 refer to the following article.

Craverton Returns to Business as Usual

—Brianna Wible, Staff Reporter

A power outage yesterday caused a number of businesses and area attractions in downtown Craverton to close. The cause of the outage is still unknown, but the early morning's stormy weather most likely played a part. — [1] —.

Sung Min Nam, who was leading a tour of some of the historic sites downtown, changed his itinerary. "Fortunately, I know the area well," Mr. Nam said. "I led the group back to the bus, and we headed to a different part of the city to discover alternative sites, such as Grantwood Park and Holtrop Tower." — [2] —.

For the Craverton Art Museum, the outage did not make a difference in earnings because its galleries are closed to the public on Tuesdays. — [3] —. Craverton University canceled its classes, but generators powered residence halls and cafeterias. Power was restored to most area businesses by late yesterday afternoon. — [4] —. And today Craverton returned to business as usual.

158. What is the main topic of the article?

- (A) Reasons to move to Craverton
- (B) An unexpected situation in Craverton
- (C) Reliable weather forecasting sources
- (D) Possible sites for a tourist attraction

159. Who most likely is Mr. Nam?

- (A) A reporter
- (B) A professor
- (C) An art historian
- (D) A tour guide

160. What does the article mention about the Craverton Art Museum?

- (A) It did not lose money yesterday.
- (B) It is located near downtown Craverton.
- (C) It is open to visitors on Tuesdays.
- (D) It will be starting a series of art classes.

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

"However, staff members did get the day off."

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

Questions 162-165 refer to the following text-message chain.

Isabelle Porter (8:15 A.M.): Hi. Our new intern, Mila Erben, arrives tomorrow. Do you have any tasks for Mila to start on?

Omar Shirani (8:16 A.M.): I'm really sorry. I **was out of the office last week at the NT Convention**. Can I get back to you later today?

Rico Alvarez (8:16 A.M.): I don't have anything for Mila right now.

Isabelle Porter (8:17 A.M.): I'm confused. Your department manager mentioned that your team would greatly benefit from having an intern. Can you work together to find something for her to do?

Omar Shirani (8:17 A.M.): Can you remind us **what she's studying at university?**

Isabelle Porter (8:18 A.M.): Accounting. Her résumé says she'd like to become an auditor.

Rico Alvarez (8:19 A.M.): Well, I might have a few tasks, although they may be a bit dull.

Isabelle Porter (8:20 A.M.): **That will do**. And I might have some documents for her to copy. That ought to be enough for Mila's first week. **But I'd appreciate it if you could meet with your team by Thursday and organize additional tasks for Mila for next week.**

162. What is suggested about Ms. Erben?

- (A) She is an accountant.
- (B) She is a department manager.
- (C) She is a convention planner.
- (D) **She is a student.**

163. What did Mr. Shirani do last week?

- (A) **Attend a convention**
- (B) Work at a branch office
- (C) Take a vacation
- (D) Start a new job

164. At 8:20 A.M., what does Ms. Porter most likely mean when she writes, "That will do"?

- (A) She will complete a project by herself.
- (B) She thinks the work will take two weeks to do.
- (C) **She agrees with the idea Mr. Alvarez proposed.**
- (D) She will give Mr. Shirani more information later.

165. What does Ms. Porter ask the writers to do before Thursday?

- (A) Hire an intern
- (B) Copy documents
- (C) Send her an e-mail
- (D) **Plan a set of tasks**

Questions 166-168 refer to the following e-mail.

E-mail

From: Vera Fernandez
To: Carla Rosa
Sent: June 07, 12:47 P.M.
Subject: Initiatives for distance learning

Dear Ms. Rosa,

I am contacting you **on behalf of the Dolina Foundation**. Our mission is to promote the use of distance-learning platforms in rural areas and communities that are isolated geographically. We do so through a **network of partners in the technology industry**. We would be honored to have your company join our network.

At 2:00 P.M. on June 25, Dolina is sponsoring a presentation entitled "Distance Learning in Rural Libraries." The presentation will be given online as a webinar, using some of the technologies our partners have developed. Jay Ralston, the foundation's director of systems integration, will describe technologies being used to support academic and vocational education programs. In addition, five librarians will discuss how they offer a variety of education programs in their regions using technologies developed and delivered by our business partners. **To register for the webinar, and to learn more about our foundation's projects, visit our Web site at www.dolinafoundation.org.**

Feel free to contact me if you have any questions. **We hope that you will consider our invitation.**

With kind regards,

Vera **Fernandez**, Outreach Coordinator

166. What does the Dolina Foundation do?

- (A) Sell software to schools
- (B) Print textbooks used in schools
- (C) Use technology to support learning**
- (D) Build libraries in large cities

168. Who most likely is Ms. Fernandez?

- (A) A student in a foundation program
- (B) An executive at a technology firm
- (C) A researcher at a rural library
- (D) An employee of the foundation**

167. What is Ms. Rosa asked to do?

- (A) Approve a grant
- (B) Participate in a webinar**
- (C) Apply for a job opening
- (D) Visit some libraries

Questions 169-171 refer to the following letter.

29 July

Shari MacCauley

103 Easton Lane

Tomintoul, Ballindalloch AB37 9EX

Dear Ms. MacCauley,

It was a privilege to stay in your home during the week of 22 July as part of the Scottish Connections home exchange program.

The location was the perfect setting for our family gathering. My daughter and son-in-law relished the peace and quiet of the village, while their children enjoyed playing in the wide-open space behind your home. And my husband was quite pleased with the large-screen television set in the living room.

It was very thoughtful of you to provide so many extra blankets. We did not expect it to be so cold at night in July.

As I said in the note I left on your dining room table on 25 July, the day of my wedding anniversary party, the lid of your food processor cracked as we were preparing our meal. We ordered a replacement lid that same day, which should be delivered to your home soon, assuming it hasn't been already. I sincerely apologize for the mishap.

I hope that you and your friends enjoyed our apartment here in Aberdeen just as much as we enjoyed your mountain home. If so, we hope you will be willing to exchange homes with us again in the future.

Sincerely,

Clara Brinwall

Clara Brinwall

169. What is a purpose of the letter?

- (A) To explain a family tradition
- (B) To confirm that a package was received
- (C) To express appreciation for a house
- (D) To outline the benefits of taking vacation

171. What is suggested about Ms. MacCauley?

- (A) She heads the home exchange program.
- (B) She lives in a mountainous area.
- (C) She is a relative of Ms. Brinwall's.
- (D) She plans to move to Aberdeen.

170. What happened on July 25?

- (A) An item was damaged.
- (B) An order was delivered.
- (C) An event was catered.
- (D) A wedding was held.

Questions 172-175 refer to the following e-mail.

To: Hien Pham <hpham@ngoc.com>

From: Theresa Griffin <tgriffin@throngsoftware.com>

Subject: Information

Date: September 20

Dear Mr. Pham:

Welcome to Throng Software. We are pleased that **you are joining the company. On your first day of work, Monday, October 3**, please report to **building 14** at 8:45 A.M. You can check in at the front desk, where you will be given a temporary ID badge. I will meet you there, show you to your office, and then take you on a tour of the building to introduce you to your colleagues. You will then go to Information Technology (IT) to receive your laptop, passwords, and security information. When you are finished, **someone will guide you to Human Resources in building 12 so you can fill out payroll and benefits forms.**

Please join me and several colleagues at 11:30 A.M. We will take you to one of our favorite restaurants near the office. The **rest** of the afternoon will be free for you to get settled into your office and review the information you receive during the day. **I will stop by your office later in the day to make sure you know where all the office equipment is.**

I look forward to seeing you then.

Sincerely,

Theresa Griffin

Human Resources, Throng Software

172. What will happen on October 3?

- (A) New laptops will be issued to employees.
- (B) A luncheon will be held in the cafeteria.
- (C) Tours of a renovated building will be given.
- (D) A new employee will start work.**

173. Where will Mr. Pham complete some documents?

- (A) In building 12**
- (B) In building 14
- (C) In his office
- (D) In the IT office

174. The word "rest" in paragraph 2, line 2, is closest in meaning to

- (A) majority
- (B) remainder**
- (C) break
- (D) purpose

175. What will Mr. Pham do in the afternoon?

- (A) Test some equipment
- (B) Visit Ms. Griffin's office
- (C) Review some project proposals
- (D) Learn where equipment is located**

Questions 176-180 refer to the following review and letter.

Calbo Cuts

★★★★☆☆

My visit to Calbo Cuts as a first-time customer was disappointing. When I arrived, the sign on the door said "Walk-ins welcome," but the receptionist bluntly told me that I would need to wait about an hour for my haircut, even though only one other customer was in the shop and three stylists were there. The quality of the work was fine; the haircut was fairly priced at just \$15,

and I was happy with my standard men's cut. The stylist, though, cut my hair without saying a word. I understand that not everyone likes to make small talk, but I found my stylist's total silence to be rude. When she finished my haircut, she removed the haircutting cape without even offering to blow-dry my hair.

- Martin Silver, Bishopville

Calbo Cuts • 678 Seventh Street • Lamar, South Carolina • 29069

Martin Silver
51 Oak Street
Bishopville, South Carolina 29010

Dear Mr. Silver,

Thank you for taking the time to leave us a review. We always try to provide the best service available. If you feel that any of our staff were unaccommodating or unprofessional, then I would like to hear more details regarding your complaint. Feel free to call me directly at 803-555-0110.

At Calbo Cuts, we are serious about earning your continued business. I would be happy to schedule an appointment for you for a haircut and blow-dry with Marissa Lopez, as I believe she can provide you with the haircut experience you are looking for. In addition, on your next visit to Calbo Cuts, we would like to offer you a complimentary bottle of our all-natural shampoo, one of our best-selling products. We hope you will come back to Calbo Cuts in the future whenever you need a trim.

Best regards,

Jenna Makowski

Jenna Makowski
Owner, Calbo Cuts

176. According to the review, what is suggested about Mr. Silver?

- (A) He was late for an appointment.
- (B) He did not ask for a standard haircut.
- (C) He has been to Calbo Cuts only once.
- (D) He did not see a sign on the door.

177. What aspect of his experience at Calbo Cuts disappointed Mr. Silver?

- (A) The price
- (B) The location
- (C) The shop hours
- (D) The customer service

178. Why did Ms. Makowski suggest that Mr. Silver contact her?

- (A) To change an appointment
- (B) To provide additional details
- (C) To arrange a personal meeting
- (D) To update contact information

179. What is suggested about Ms. Lopez?

- (A) She takes a full hour to give a haircut.
- (B) She does not accept walk-in customers.
- (C) She is now the most popular stylist.
- (D) She enjoys talking to customers.

180. What will Mr. Silver receive for free on his next visit to Calbo Cuts?

- (A) A bottle of shampoo
- (B) A haircut
- (C) A blow-dry
- (D) A new product

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

Business Happenings

By Harriet Mellors

LONDON (1 April)—It is often **hard** for managers or team leaders to learn the best way to give feedback to employees and colleagues. Samia Bishara's new book, *Facts on Feedback* (Fox Mill Press), offers advice on this subject. Ms. Bishara is an expert consultant on company management problems and solutions. She advises managers to give facts and reactions, rather than advice and criticism.

Ms. Bishara will be speaking at Stonecliff Bookstore on Monday, 6 April at 2:00 P.M. For more details, visit www.stonecliff.co.uk.

To: Oscar Burton <oburton@harstonindustries.com.hk>

From: Mi-Sook Pan <mpan@harstonindustries.kr>

Subject: Suggestion

Date: 10 April

Hello Oscar,

I understand that we have not yet booked all of the workshop leaders for our upcoming professional development program at the Onyx Hotel. **I was in London a few days ago working on the Phillips account.** While there, **on 6 April, I had a chance to meet Samia Bishara and hear her speak on the topic of her new book, Facts on Feedback.** I believe she would be an excellent choice to lead one of our workshops. **I will gather further details about Ms. Bishara's background and availability and send that to you shortly.** I look forward to joining you during Thursday's teleconference planning meeting.

Sincerely,

Mi-Sook **Pan**

181. In the article, the word "hard" in paragraph 1, line 1, is closest in meaning to

- (A) durable
- (B) difficult**
- (C) solid
- (D) true

182. What is a purpose of the article?

- (A) To announce an upcoming event**
- (B) To report on a new book publisher
- (C) To advertise a consultant's services
- (D) To promote a new bookstore

183. What is suggested about Ms. Pan in the e-mail?

- (A) She has returned from a business trip.**
- (B) She is interested in writing a book.
- (C) She is not able to attend an event.
- (D) She plans to move to London.

184. Where did Ms. Pan most likely meet Ms. Bishara?

- (A) At a hotel
- (B) At a planning meeting
- (C) At an accounting office
- (D) At a bookstore**

185. What does Ms. Pan plan to give to Mr. Burton?

- (A) A budget proposal
- (B) A conference program
- (C) Some information about a business consultant**
- (D) Documents related to the Phillips account

Questions 186-190 refer to the following e-mails and Web page.

From: Michal Zezula <m.zezula@gerlach-kozey.com.au>

To: Dang Thi Lien <dtlien@hermiston.com.au>

Date: Thursday, 21 September, 1:44 P.M.

Subject: Conference dinner

Dear Ms. Lien,

I am looking forward to meeting you at the Business Leadership Conference in Sydney next month. I am delighted that you will be part of our panel, and **I am looking forward to hearing you discuss your paper on local government initiatives.**

As the panel chair, I am organizing a dinner for all the speakers immediately following the panel. **Since you are locally based, perhaps you have insights about the places listed on the conference Web site?** I am leaning towards **Victoria Grill because it overlooks the harbor**, but I would like to hear your opinion. Any place that can accommodate a large group would be especially desirable. I would visit these myself, but I am not arriving in Sydney until the day of our panel. I am hoping to make all arrangements by 1 October.

Best wishes,

Michal Zezula

<http://www.blcsydney.com.au/thingstodo>

[Schedule](#)

[Accommodations](#)

[Map](#)

[Contacts](#)

[Things to Do](#)

Restaurant Recommendations

All of these restaurants are located within walking distance of the conference site. Given the anticipated activity, reservations are recommended, especially for large groups.

- ⊙ Bombay Palace: Contemporary Indian cuisine. Large menu with several vegetarian options. Price: Moderate.
- ⊙ Victoria Grill: Innovative Australian cooking. Located on the top floor of the Hesiod Building, **overlooking the spectacular Sydney Harbor**. Price: Expensive.
- ⊙ Amir's Kitchen: Lebanese cuisine with a modern flair. Private rooms available; ideal for parties and group events. Price: Inexpensive.

E-Mail Message

From: Dang Thi Lien <dtlien@hermiston.com.au>
To: Michal Zezula <m.zezula@gerlach-kozey.com.au>
Date: Friday, 22 September, 10:02 A.M.
Subject: RE: Conference dinner

Dear Mr. Zezula,

I am looking forward to meeting you as well. As far as the recommended restaurants, I have been to the three listed on the Web site. They all have good food and a pleasant ambience. **Victoria Grill is somewhat pricey and in fact would require a taxi ride from the conference site.** In my opinion, Bombay Palace is likely the best for a group of our size. It is located right next to my office building. If you like, I could stop by after work and inquire about a dinner reservation at Bombay Palace on **6 October.**

Sincerely,

Dang Thi Lien

186. What is the purpose of the first e-mail?

- (A) To request advice about an event
- (B) To give information about tourist sites
- (C) To propose a topic for a paper
- (D) To invite business leaders to a conference

187. What is Ms. Lien's role in the conference?

- (A) Chairing a panel
- (B) Giving a presentation
- (C) Contacting catering companies
- (D) Staffing an information desk

188. Why is Mr. Zezula interested in dining at Victoria Grill?

- (A) It offers vegetarian options.
- (B) It offers private rooms.
- (C) It is open relatively late.
- (D) It has an attractive view.

189. When is the panel scheduled to take place?

- (A) On September 21
- (B) On September 22
- (C) On October 1
- (D) On October 6

190. What information on the conference Web site does Ms. Lien think is inaccurate?

- (A) Bombay Palace's ability to host large groups
- (B) Victoria Grill's distance from the conference site
- (C) The price of food at the restaurants
- (D) The need to make dinner reservations

Questions 191-195 refer to the following e-mail, product information, and invoice.

From: amartin@netforceevents.com
To: mpresser@gerenukofficedesign.com
Date: September 3
Subject: Chairs (Item #10405)

Dear Mr. Presser,

As a result of our company's expansion last spring, we moved into a larger facility and needed new furniture. At that time we ordered 22 office chairs from Gerenuk Office Design (Item #10405-Blue). Within two months, many of the chairs were broken and unusable. We were initially happy with the replacement chairs that you delivered free of charge, but some of those have now broken as well.

I am hereby requesting that you replace all 22 with chairs from your new Executive line (Item #10612) at no extra charge assuming that they are better quality. These are comparable in price to the original model we purchased. If you are unable to do this, we will be forced to look elsewhere for our furnishing needs.

Alexandra Martin, Office Administrator
Netforce Events

<http://www.hansons-office.com/ergonomic-task-chair>

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Ergonomic Task Chair

The Ergonomic Task Chair is our best-selling swivel model. It is specially designed to promote good posture and avoid discomfort, and therefore it is perfect for those long workdays at the office. Best of all, it is built to last and comes with a lifetime warranty. The model is available in four attractive colors.

\$159 per unit

- Black, Item Code 429BL
- Blue, Item Code 469BB
- Green, Item Code 490GN
- Red, Item Code 459RD

HANSON'S: YOUR ONE-STOP SHOP FOR OFFICE SUPPLIES

INVOICE

Client: Netforce Events

Address: 342 Collard Boulevard, Hampton, ME

Date: September 10

Item	Quantity	Unit Price	Total
Ergonomic Task Chair, Item 490GN	22	\$159.00	\$3,498.00
Subtotal			\$3,498.00
Discount for first-time customers			-\$159.00
Total			\$3,339.00

Please contact customerhelp@hansons-office.com if you have any questions.

191. What is true about Netforce Events?

- (A) It recently moved into another building.
- (B) It manufactures furniture.
- (C) It has just opened a new store.
- (D) It was founded last spring.

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

- (A) To complain about available chair colors
- (B) To request that some chairs be repaired
- (C) To place an office stationery order
- (D) To ask that some furniture be replaced

193. What is stated about the Ergonomic Task Chair?

- (A) It is reasonably priced.
- (B) It is a popular model.
- (C) It comes with a limited warranty.
- (D) It is made from a washable fabric.

194. What is implied about Gerenuk Office Design?

- (A) It offers a discount for first-time customers.
- (B) It did not agree to Ms. Martin's request.
- (C) Its Executive chairs sell out quickly.
- (D) It is under new management.

195. What color are the chairs Netforce Events ordered from Hanson's?

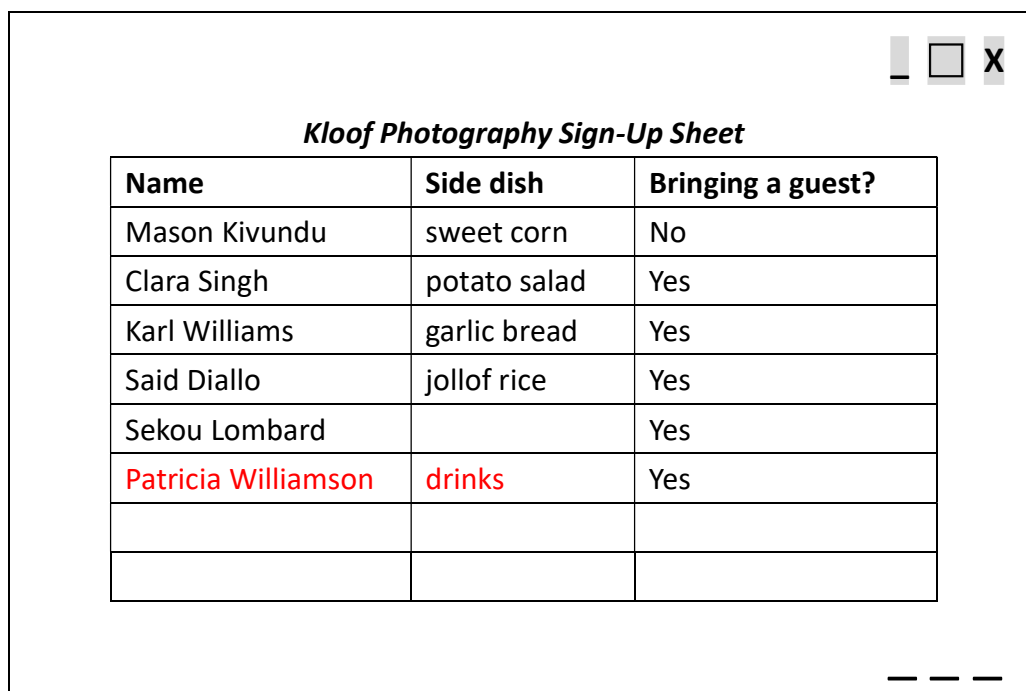
- (A) Black
- (B) Blue
- (C) Green
- (D) Red

Questions 196-200 refer to the following notice, chart, and e-mail.

KLOOF PHOTOGRAPHY EVENT

On 21 November, all Kloof employees are invited to a celebration to commemorate our first five years in business. Please attend our company picnic featuring a traditional braai as well as live music and competitive games. The company will provide meats fresh off the grill prepared in the traditional braai style. Beverages will also be provided. In exchange, we ask that attendees either plan to bring a side dish to share or volunteer to join the setup crew. To make the event run smoothly, we will need at least two people to help with setup.

Our gathering will convene from 1 to 8 P.M. on the patio of our headquarters building. If you plan to attend, please open the sign-up sheet saved on the company drive and indicate there how you will contribute. Employees are welcome to bring a guest, so long as they indicate their intention to do so. Any questions may be directed to our events coordinator, Noxolo Nwosu, at nnwosu@kloofphoto.sa.



The image shows a screenshot of a spreadsheet titled "Kloof Photography Sign-Up Sheet". The spreadsheet has three columns: "Name", "Side dish", and "Bringing a guest?". The data is as follows:

Name	Side dish	Bringing a guest?
Mason Kivundu	sweet corn	No
Clara Singh	potato salad	Yes
Karl Williams	garlic bread	Yes
Said Diallo	jollof rice	Yes
Sekou Lombard		Yes
Patricia Williamson	drinks	Yes

From: Dawyd Johnson
To: Noxolo Nwosu
Subject: Kloof summer event
Date: 3 November

Dear Ms. Nwosu,

Thank you for organizing the upcoming event. Several of my Kloof colleagues have been discussing the dishes they intend to bring. However, since I have just arrived in South Africa, the culture surrounding a

braai picnic is quite new to me. Also, I am not much of a cook, but I do want to contribute to the success of the picnic. Please let me know what would be most helpful.

Sincerely,

Dawyd Johnson

196. What is the reason for the event?

- (A) To promote a product
- (B) To celebrate a store opening
- (C) To welcome a new company president
- (D) To mark a company anniversary

197. According to the notice, where will the event be held?

- (A) At a park
- (B) Near an office building
- (C) At a retail store
- (D) On a sports field

198. Based on the information in the chart, what mistake did Ms. Williamson make?

- (A) She did not sign up to bring anything.
- (B) She did not confirm her intention to attend.
- (C) She plans to bring something that the company will provide.
- (D) She intends to bring more guests than are permitted.

199. What will Ms. Nwosu most likely encourage Mr. Johnson to do?

- (A) Help with setting up
- (B) Bring some meat
- (C) Assist with grilling
- (D) Lead one of the games

200. What does the e-mail suggest about Mr. Johnson?

- (A) He is not a beginner photographer.
- (B) He enjoys cooking.
- (C) He is not from South Africa.
- (D) He prefers indoor events.

Stop! This is the end of the test. If you finish before time is called, you may go

back to Parts 5, 6, and 7 and check your work.

